OPERATION MANAGEMENT

Health and Safety

The Group has always upheld a high sense of responsibility, strictly and voluntarily complied with relevant national laws and regulations. It firmly implements laws and regulations such as the PRC Labor Law, the PRC Work Safety Law, the PRC Fire Protection Law, and the Administrative Regulations on the Work Safety of Construction Projects. In addition, it comprehensively aligns with industry-related regulatory requirements such as the Provisions on the Administration of Work Safety in Telecommunication Construction Projects, the Management Rules for Labor Protection Supplies of Employers, and implements compliant operation in every business process.

The Group fully implements the overall philosophy of national safety and persists in the principle of coordinating two major principles of high-quality development and high-level safety. Through the full implementation of the system of responsibility for production safety for all employees, strengthening the standardization of production safety, consistently improving the management system of production safety, continuously carrying out production safety education and training, and establishing the dual prevention mechanism of tiered risk management and control as well as the investigation and management of hidden dangers, the regular production safety supervision and inspection and the periodic emergency rescue drills, etc., the Group ensured the effective implementation of production safety by promoting all work in an orderly manner in accordance with the law.

Meanwhile, the Group has continuously adjusted and optimized its approach in managing subcontractors, strengthened the safety management of business outsourcing and subcontracting units in an all-round way, and strictly controlled the key aspects such as enterprise qualification review, personnel information collection, entry approval of safety conditions, safety education and training, on-site behavior supervision, management of non-compliant behavior, and dynamic judgement of entry and exit, so as to firmly safeguard the bottom line of safety development, and steadily push forward the transformation of the enterprise's safety governance mode into a preprevention mode, prevent and curb the occurrence of major safety production accidents, ensure the health and safety of employees, and proactively create a safe environment conducive to the development of the enterprise.

Safety Management System

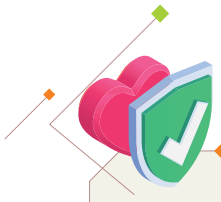
The Group's Production Safety Committee is a production safety management body, with the President of the Company as its director. Each of the subordinate provincial companies has set up a production safety committee to implement production safety responsibilities and regularly hold production safety committee meetings to discuss and make decisions on material matters related to production safety. By refining the duties and responsibilities of the organization and increasing the number of experts, the level of safety management is continuously enhanced.

Safe Construction

In order to ensure the safe production of communications construction projects, according to the requirements of relevant laws and regulations such as the PRC Work Safety Law and the Administrative Regulations on the Work Safety of Construction Projects, the principal responsible persons, project responsible persons and dedicated safety production management personnel of all communications construction enterprises under the Group have passed the assessment of safety production knowledge and management ability organized by the local information and communications administration, and 100% of them are certified to work.

The Group attaches importance to and makes every effort to safeguard the funding for production safety, and requires all its subsidiaries to allocate special production safety funds in accordance with the regulations for, among others, improving working conditions, improving safety facilities, updating labor protection equipment, conducting education and training, and strengthening safety inspections, so as to provide financial support for the smooth implementation of production safety.

In 2025, the Group formulated and fully implemented the Three-Year Action Implementation Plan for Fundamental Improvement of Work Safety. Throughout the year, a total of 1,274 production safety inspections were carried out. More than 23,000 hidden dangers were identified, and all of them have been rectified, with a rectification completion rate of 100%. The Group organized public lectures by the primary responsible persons for production safety, covering more than 37,000 people. It carried out more than 400 education and training sessions on internal and external typical accident cases, with a cumulative coverage of over 120,000 person-times. The Group also carried out the Accident Shocking Warning Day activities, which covered as many as 97,000 person-times.



Occupational Health, Safety Production and Environment Management

Based on the strategic goal of continuously building the general contracting capability in recent years, the Group formulated the Guidelines for the Management of General Contracting Projects of China Communications Services Corporation Limited, in which it made specific requirements for occupational health, safety production and environment management (HSE management) of its companies at all levels in undertaking general contracting projects:

1. Clearly define objectives and responsibilities and continuously improve the HSE management system, standardize the occupational health, safety production and environmental management of general contracting projects, so as to minimize the danger to the project construction, the harm to the society and the damage to the environment.

2. According to the project scale, deploy full-time or part-time safety management personnel, who are responsible for the organization and coordination of occupational health, safety production and environmental management under the leadership of the project manager.

3. Carry out occupational health hazard sources identification and risk assessment, formulate project occupational health management plan, establish occupational health examination system, carry out monitoring and measurement, dynamically identify potential hazard sources and emergencies, and take countermeasures to prevent and reduce injuries.

4. Formulate the Measures for the Administration of Project Safety Production or similar documents, and establish and improve the safety management system; strictly implement the responsibility system for safe production; set up a dedicated safety organization and strengthen the organization and leadership of safety production.

5. Carry out hazard sources identification and risk assessment, formulate safety management plan, implement safety guarantee measures to ensure safety. Strictly implement the investigation and management system of hidden dangers of production safety accidents, discover and eliminate hidden dangers and accidents in a timely manner, and record the investigation and management of hidden dangers and accidents.

6. Carry out safety production education and training regularly, and project managers, safety management personnel, special operations personnel, etc. shall hold certificates according to regulations.

7. According to the relevant regulations of the PRC, industry, local governments and the enterprise, establish necessary safety records to prove the effectiveness of safety management, including safety management ledger, safety meeting minutes, rectification notice, safety production inspection records, purchase and distribution records of labor protection accessories and other original records, etc.

8. Implement the safety disclosure system, and disclose the hazard sources and the preventive measures, safety operation requirements, safety matters that should be paid attention to in cross-operation of various specialties level-by-level before construction, with signatures obtained up to the level of the workers (including suppliers and subcontractors).

9. According to the approved environmental impact assessment documents of construction projects, prepare the project environmental protection plan, identify important environmental factors, formulate environmental management target indicators and management schemes, and effectively control and manage important environmental factors such as construction dust, noise pollution, sewage discharge, solid waste discharge and fire on the construction site.

Dual Prevention Working Mechanism

According to the relevant requirements of the PRC Work Safety Law and on the basis of the Regulations on Tiered Management and Control of Safety Risks of China Communications Services Corporation Limited, the Group formulated the Regulations on Investigation and Management of Potential Safety Hazards of China Communications Services Corporation Limited, and established a dual prevention working mechanism for enterprise safety production.

The Group divides the safety risk level into four tiers: major risk, greater risk, general risk and low risk. It also stipulates that all kinds of risks should be managed and controlled from five aspects: engineering and technical measures, management measures, training and education measures, individual protection measures and emergency response measures. The Group conducts list-based management around the tiered risk management and control contents covering more than 30 specific scenarios, such as construction operations, production and business premises and special equipment.

In 2025, the Group carried out the three-year action for fundamental improvement of production safety in an orderly manner in light of the actual situation. It promoted China Comservice to deepen three key tasks, namely tackling hidden dangers, strengthening the foundation, and enhancing efficiency. It firmly established the concept of safety and coordinated the promotion of eight special tackling tasks, five tasks for infrastructure construction, and five tasks for capability enhancement. The Group organized provincial-level companies to carry out hidden danger investigation and rectification work involving all employees in five scenarios, including office buildings, engineering construction, maintenance services and customer service centers, warehouses, and other business premises. The rectification completion rate of major hidden hazards reached 100%.

Building a Culture of Safety

Conducting Education and Training on Production Safety

The Group insists on carrying out production safety education and training for all employees by different categories, so as to enhance the safety awareness of all employees. In 2025, the Group organized all employees to study the Administrative Measures for the China Comservice Production Safety Management, invited internal and external safety production experts to train safety production management personnel and project managers at all levels on the specialized subdivisions of construction operation safety, and organized a series of publicity and education activities such as “Safety Production Month”, “Fire Safety Month” and “Telecom Fire Safety Publicity Month”.

1 The Group published the Guide for Safe Construction of Information and Communications Engineering (ISBN 978-7-115-61752-1), summarizing the excellent experience in production safety in the field of communications construction, and promoted the dissemination of the experience in production safety in the field of communications construction to the front line through the provision of training to all subcontractors at each level.

2 The Group published the Guide for Information and Intelligent Terminal Installation and Maintenance Safety (ISBN 978-7-115-65390-1), which summarized the basic knowledge of production safety, the key processes of safety management and theoretical knowledge of installation and maintenance work.

3 Laws Regulations and Practices on Work Safety for Information and Communications Services (ISBN 978-7-115-66515-7), compiled by Guangdong Company of the Group in conjunction with authoritative industry institutions. Featuring systematicity, practicality and innovation, the book provides an authoritative guide to production safety management for the industry.

Production Safety Training

2025

No. of trainings **6,032**

Person-times **217,184**

Firefighting, Rescue and Evacuation Drill

The Group's headquarters office building organized two practical emergency evacuation drills, with nearly 900 participants. The drills focused on practical exercises of fire grid management and personnel roll call. During the drills, all teams had clear divisions of labor, collaborated closely, and achieved orderly and efficient evacuation.

Production Safety Competition

Anhui Company of the Group organized a workplace safety production competition based on its actual work conditions. By clarifying directions, refining implementation paths and quantifying results, the Company thoroughly explored highlights and innovative practices in the implementation process, accurately summarized experience and achievements with promotion value, and systematically concluded the effectiveness and insights of safety management during service delivery.

"Hidden Hazard Identification Science Popularization Campaign"

Sichuan Company of the Group launched the "Hidden Hazard Identification Science Popularization Campaign", with a total of over 19,000 participants. It encouraged more than 6,000 employees to participate in various hidden hazard identification and science popularization activities, and carried out the "Hidden Hazard Elimination Drill Campaign", conducting 117 emergency drills targeting key high-risk scenarios, with a total of over 4,500 participants.

Special Training on Traffic Safety

Guangdong Company of the Group organized a special training program on vehicle traffic safety management for participants, including full-time production safety administrators, full-time and part-time vehicle traffic administrators from various business units, and some safety experts. Through an integrated approach of immersive scenario simulation, case analysis and practical operation, the training comprehensively improved the emergency response capabilities of production safety and full-time and part-time vehicle traffic management personnel, further strengthening the traffic safety management system for vehicles across the province.

Valuing Expert Talents

The Group formulated the Management Measures for Invited Experts of Production Safety of China Comservice, and engaged multiple external experts to give full play to their technological supporting role. These experts created synergy with the Group's expert talents, thereby enhancing the Group's education and training as well as the supervision and management capabilities in respect of production safety.

Safeguarding the Occupational Health of Employees

The Group always values the occupational health management of its employees, strictly complies with the Law of the PRC on the Prevention and Control of Occupational Diseases and other relevant laws and regulations, and responds to the requirements of the Healthy China Initiative (2019–2030). It provides occupational safety and protective equipment that meets the national occupational health standards and requirements, and ensures the occupational health of all employees.

In order to enhance health and safety management, the Group has introduced internationally recognized occupational health and safety management system certification. As at the end of 2025, more than 110 subsidiaries of the Group have obtained the international OHSAS18001 certification, ISO45001 certification or relevant domestic certifications, etc.

Continuous Improvement of Production Safety Mechanisms

In 2025, the Group revised and issued three production safety management documents, namely, the 2025-2027 Work Safety Work Plan of China Comservice, the 2025 Work Safety Performance Evaluation Measures of China Comservice, and the 2025 Work Safety Key Tasks of China Comservice. These measures further improved the enterprise's safe production responsibility system, clearly defined the production safety responsibilities of key position personnel such as technician in-charge and building wardens, supplemented and refined the specific production safety requirements of business departments and functional departments, and established a production safety evaluation and assessment mechanism.

The Group issued the Notice on Regular Work Safety Interview and the Notice on Regular Special Inspections of Work Safety Performance, further improving the long-lasting working mechanisms such as interviews and safety work reports.

The Group organized experts to compile and issue the Work Plan of China Comservice for the 2025 Work Safety "Thunder Action", fully implementing the regulatory responsibilities of each functional department. The Group improved specific work measures in terms of safety performance assessment, accident liability investigation and accountability, construction process control and management, and incentives for expert talents, etc., and endeavored to enhance China Comservice's production safety management.

The Group established and implemented an accident reporting system and conducted quarterly surveys. In 2025, no major production safety liability accidents occurred in the Group. In the past three years (including the reporting year), there were no work-related injuries and deaths, or serious injuries to employees due to work responsibilities[1], and there were no lost workdays due to work-related injuries.

[1] The scope of the data covers current contract employees, which is counted based on the scope of responsibility for production safety, including those production safety incidents for which the Group has direct responsibility or management responsibility.

Supply Chain Management

The Group deeply integrates ESG into supply chain management and works with suppliers to implement ESG principles in business contracts and practices. We actively guide suppliers to practice the concept of green development, strictly requiring suppliers to comply with environmental regulations and implement measures such as green construction and standardized disposal of waste, and attach great importance to the protection of labor rights and interests within the supply chain, strengthening the management of workers' employment, ensuring the signing of labor contracts, and fully complying with relevant human rights protection requirements, covering aspects such as the prohibition of child labor and forced labor, the protection of labor rights and interests, ensuring occupational health and safety, emphasizing environmental protection, protecting information security and privacy, adhering to business ethics, and managing sanctions, etc. We have established a comprehensive supplier management system with strict standards and processes from supplier entry, audit, selection, evaluation to withdrawal, and introduced a fair, just and transparent supplier selection mechanism. At the same time, the Group conducts job skills and safety education training for employees of suppliers and subcontractors, and regulates production safety management.

In compliance with relevant laws and regulations of the PRC, such as the PRC Civil Code, the Bidding Law of the PRC, the Regulation on the Implementation of the Bidding Law of the PRC, the Measures for the Administration of Bidding for Communications Engineering Construction Projects, the Management Measures for the Determination, Investigation and Handling of Breaches of the Laws on Contract Issuing and Contracting of Construction Projects, the Administrative Measures for General Contracting of Housing Construction and Municipal Infrastructure Projects, and the Opinions of the General Office of the State Council on Promoting the Sustainable and Healthy Development of the Construction Industry, the Group takes into account the actual situation of the enterprise to continuously improve the relevant administrative measures on procurement and strengthens their implementation, with a focus on the management and control over key procedures of, among others, the selection and management of suppliers, contract signing, safety management, financial settlement, supervision and inspection.

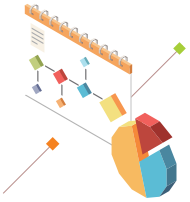
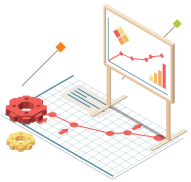
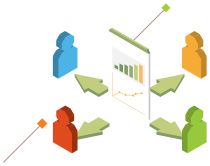
Geographic Location	Number of service suppliers	Number of goods suppliers
Northeast region	303	143
Northwest region	1,422	768
Mid-South region	3,206	2,395
Southwest region	2,049	1,969
Northern China region	1,299	969
Eastern China region	4,655	5,000
Hong Kong, Macao and Taiwan	0	0
Overseas	18	7
Total	12,882	11,251

Note: Each supplier is counted only once according to the area of principal use; some suppliers supplying services and goods at the same time are counted separately on both sides.

Develop a Fair and Equitable Supply Chain Environment

The Group implements hierarchical management of suppliers by its headquarters, provincial companies and professional companies. The headquarters is responsible for establishing a synergistic procurement system, formulating procurement management strategies and IT-based management requirements, and supervising, inspecting and assessing the procurement management of provincial companies. Provincial companies are responsible for establishing their own provincial procurement management system, carrying out the synergistic management of suppliers in the province through the IT system, formulating the implementation rules for procurement management and improving the corresponding internal control processes, and conducting inspection and assessment of the procurement situation of professional companies. Professional companies are responsible for the specific implementation of procurement management in their own units, formulating management standards or specific measures, and accepting supervision and inspection by the headquarters and provincial companies.

Supply Chain Management Model

Organizational System		• Adapting to the Company's organizational structure and establishing the system of "three-level procurement and two-level centralized procurement" • Leveraging the Group's subsidiary, China Comservice Supply Chain Co., Ltd., to implement centralized procurement • Establishing "headquarters + 21 provincial companies" centralized procurement center
Scope & Plan		• Headquarters-level centralized procurement, provincial-level centralized procurement, professional company procurement • Classifying procurement types based on business development model, professional nature and other factors
Procurement Method		• Procurement methods include tendering, comparison, quotations, competitive bargaining, competitive negotiation, competitive bidding, single-source procurement, etc. • Implementing procurement according to the content and amount, taking into account both efficiency and effectiveness, to ensure the maximum transparency of procurement
Contract & Price		• Formulating and utilizing standardized contract texts and adopting electronic approval throughout the process • Establishing and implementing an "annual benchmark price" management system to control procurement costs reasonably
Supervision		• Comprehensively using the "China Comservice procurement management platform" to conduct procurement work • Ensuring procurement data is comprehensive, timely, true and valid • Improving the review and assessment mechanism to carry out supervision level-by-level

Targeting the principal business activities and key issues of supply chain management, the Group formulated relevant procurement supply chain management systems such as the China Communications Services Corporation Limited Procurement Management Measures (Self-use Category), China Communications Services Corporation Limited Procurement Management Measures (Contracting Business Services Category), China Communications Services Corporation Limited Centralized Procurement Management Measures and China Communications Services Corporation Limited Procurement Supplier Management Measures to ensure the achievement of procurement objectives, enhance the enterprise's ability to acquire and integrate external resources, and improve the efficiency and service standard of the supply chain operation, thus fostering a green cooperation ecosystem of "integrity, efficiency, quality, stability and reliability".

Supplier Database Management

The unified information system is used to achieve hierarchical management of the supplier database. After the completion of procurement activities, the procurement execution department will submit an application for entry into the database, and the procurement centralized management department will conduct an audit. For suppliers who are no longer cooperating after the expiration of the cooperation period, should exit according to requirements and together with those included in the negative list, they will be removed from the supplier database.

Supplier Post-evaluation

The post-evaluation is divided into regular post-evaluation, annual post-evaluation and overall post-evaluation, and the post-evaluation results are aggregated by using a unified information system to ensure that the comprehensive performance of suppliers is reflected objectively. The post-evaluation results of suppliers are used as an important reference basis for all phases of procurement and cooperation.

Supplier Rating, Rewards and Penalty

Suppliers are rated and rewarded or penalized according to their post-evaluation and contribution level to determine their strategic value to the Company. Through rating, an effective competition mechanism of "survival of the fittest" is realized to aggregate high-quality suppliers. There are four ratings: A (preferred), B (eligible), C (reserve) and D (eliminated). In 2025, a total of 13,330 suppliers were rated.

Supplier Negative List

Specify the management standards of the suppliers' negative list at different levels, and prohibit cooperation within the corresponding scope if there are any behaviors listed in the negative list, and ensure the implementation through the unified information system.

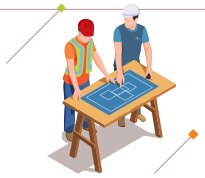
Integrity **Efficiency** **Quality** **Stability** **Reliability**

Supplier Communication

The Group fully implements the China Communications Services Corporation Limited Procurement Supplier Management Measures. In order to facilitate suppliers and potential suppliers to accurately understand relevant policies on supplier management, the Group proactively discloses such measures to the public through "China Comservice Procurement and Tendering Portal" (https://szyc.chinaccs.cn/).

Controllable Supply Chain Risk

Through continuous amendments and improvement on the system, the Group drives the implementation of the system and further improves management, implementation and monitoring and inspection capabilities. The Group strictly follows the supplier selection and examination procedures to eliminate the disqualified suppliers, to ensure that all suppliers enlisted in the "supplier resource pool" have materials to prove they possess adequate capabilities to perform the contract and control the risks. Such materials include enterprise qualifications issued by relevant government departments (the construction enterprise qualification, the design qualification, the labor qualification and the production safety permit), product standards and competence certificates recognized by the industry (product certificates and the service capability evaluation), professional qualification certificates of relevant personnel (certificates related to special operations, and certificates of safe production specialists of A, B and C classes). The Group instructs suppliers to improve their awareness of production safety, eliminates hidden risks and hazards and promotes the healthy development of the Company through a range of activities such as establishment of IT systems and standardization of management processes.

Pre-job Training		• Daily safety and technical briefings for construction operations • Unified drills
Working with Certificates		• Climbing, electricity-related and other high-risk work scenarios require the appropriate certificates
Purchase of Insurance		• No insurance, no entry • Employment injury insurance, with additional commercial insurance for construction business
Labor Protection		• Pay the production safety fee in full and ensure the usage • Central purchase of labor protective equipment with reliable quality
Safety Supervision		• On-site supervision throughout the entire process by project manager • High frequency of safety inspection

When entering into contracts with suppliers, the Group includes the Confidentiality Agreement, Production Safety Agreement, Anti-Corruption Agreement and Environmental Protection Agreement as the main annexures to the contracts, monitors the relevant situations through proactive audit activities to ensure the contracts are honored during cooperation, and performs procedures such as termination of cooperation, withdrawal or inclusion in the list of negative suppliers in accordance with the regulations for suppliers who have committed relevant risky acts.

Green Procurement

The Group has incorporated "green and environmental friendly" as one of the principles in its procurement system, practiced the concept of green procurement, and taken into account the requirements of environmental protection at the beginning of raising the procurement needs, committing to work with the upstream and downstream of the supply chain to reduce the damage and impact on the environment.

Preference for Suppliers with Environmental Management System Certification		In centralized procurement, the presence or absence of the environmental management system certification (ISO14001) is one of the scoring criteria for suppliers, and a comprehensive evaluation of suppliers' performance in energy management system construction, green emission reduction actions, carbon emission information disclosure, and other aspects is also conducted.
Preference for Products that Meet Environmental Protection Standards		In the centralized procurement of goods, specific environmental protection clauses are set as one of the main technical requirements in the technical specifications, and the implementation standard is "Requirements of Concentration Limits for Certain Restricted Substances in Electrical and Electronic Products" (GB/T 26572-2011), etc. Bidders are required to present their RoHS inspection reports.
Conveying Environmental Protection Concepts to Suppliers		The Group's subsidiaries are explicitly required in the system to strengthen the dissemination of environmental protection concepts to suppliers; for service suppliers, the "Environmental Protection Agreement" is included as one of the main annexures to the contract and their implementation of environmental protection responsibilities is strictly monitored; specific requirements are made for the packaging of goods in the centralized procurement of goods to prevent unnecessary excessive packaging.
Disciplinary Action Against Suppliers who Neglect Environmental Protection		Suppliers who cause environmental pollution incidents can be withdrawn from the system and disqualified from cooperation according to the system. During the year, no supplier was withdrawn accordingly.
Actively Exploring the Whole Procurement Process through Electronic Means		The Group put into operation of its "China Comservice Procurement Management Platform", covering many modules such as procurement and tendering portal, procurement system, bidding system and e-mall, to promote the whole procurement process to be accessed online and minimize carbon emissions from paper use and personnel travel.

Integrity and Self-discipline in Procurement

In accordance with the provisions of the Group's procurement-related system, before the commencement of a procurement project, all personnel involved are required to sign a Commitment of Integrity and Self-discipline to remind them to perform their duties objectively and impartially and to serve as a basis for accountabilities afterwards. During the year, the Group conducted inspection and verified the supplier enterprises, and included over 1,400 relevant enterprises into the negative list of suppliers at the headquarters level in order to prevent the occurrence of integrity risks.

The Company's Commitment of Integrity and Self-discipline includes commitments to abide by relevant national laws and regulations, abide by various regulations on work integrity, abide by the Company's rules and regulations, ensure objective and fair performance of duties without favoritism and malpractice, and eliminate all kinds of unhealthy practices and corruption, among which special agreements are made for abiding by professional ethics:

- Do not accept gifts, gratuities, securities or any other benefits from bidders or other interested parties.
- Do not ask for any benefits such as money or materials from bidders or other interested parties in any form.
- Do not have expenses, which should be paid by individuals, reimbursed by bidders or other interested parties.
- Do not participate in entertainment, banquets, travel and other activities organized by bidders or other interested parties.
- Do not ask bidders or other interested parties to provide convenience for personal business or family-run enterprises.
- Strictly abide by other regulations related to work integrity.

Labor Rights and Interests Protection by Suppliers

The Group pays great attention to the protection of the rights and interests of the labor of its suppliers. In the process of cooperation with suppliers during procurement, we ensure that the wages and remuneration packages provided by suppliers are reasonable, wages are paid in a timely manner and all labor rights and interests are enforced through prior review, inspection during the process and assessment afterwards. We urge service suppliers to strictly abide by the PRC Labor Contract Law and other laws and regulations. According to the China Communications Services Corporation Limited Procurement Management Measures (Contracting Business Services Category), when applying for inclusion into the Company's pool of suppliers, suppliers must submit the list of personnel participating in the project, personnel social insurance and labor contracts, technical management personnel professional titles, education and special operation qualification certificates, employer liability insurance or accident insurance materials for verifying their basic protection of labor rights and interests.

Service suppliers are urged to strictly abide by the Regulations on Ensuring Wage Payment to Migrant Workers and other laws and regulations. The Group specifically opens a channel for whistleblowing and complaints regarding defaulted migrant workers' wages, ensuring that it is accessible, and actively coordinates the handling of relevant clues received, regularly organizes personnel to conduct spot checks on suppliers' payment of wages of migrant workers. The Group could include suppliers who deliberately defaulted on migrant workers' wages or caused mass events in the negative list of suppliers according to the China Communications Services Corporation Limited Procurement Supplier Management Measures. During this year, no supplier of the Group was included in the negative list due to salary dispute incidents.

For subcontractors that cause mass incidents due to violations of laws and regulations such as child labor, working hours overtime, or infringement of labor rights, the Group includes them in the negative list and prohibits procurement in accordance with the China Communications Services Corporation Limited Procurement Supplier Management Measures. There was no use of child labor or forced labor during the year.

Product Responsibility and Customers

Ensuring Quality of Service

The Group is committed to building a "Service Excellence" corporate image and continuously improves its service quality. Over 120 subsidiaries of the Group have obtained ISO9001/GB/T 19001 quality management system certification.

The Group formulated the Requirements for Strengthening Customer Service Quality Management and established Special Team for Supervision of Customer Service Quality Management of China Comservice, continuously strengthening the management of customer service quality, standardize and improve the three-tier supervision and management system of customer service quality, improve the channels for customers' complaints and feedback, and promote the enhancement of service awareness of its subsidiaries at all levels to improve management standard and service quality, enhance customer satisfaction, shape the Company's good image, build a service quality "moat" and construct a service golden signboard.

In order to improve the management and supervision system of overseas customer service quality of China Comservice and establish a complaint and feedback channel and processing mechanism of customer service quality, the Group has issued the Notice on the Establishment of Overseas Customer Service Quality Complaint and Feedback Mailbox, which is exclusively for the purpose of receiving and processing the opinions, suggestions and complaints on the service and quality of operation contracts by overseas customers.

In terms of the delivery management of contracting business, the Group implements the China Communications Services Corporation Limited Contracting Business Delivery Management Measures to regulate the whole process from project initiation, implementation to completion, acceptance and settlement, to streamline the responsibilities of internal and external parties and management processes in the delivery process, and to promote internal management and customer satisfaction through scientific, regulated, standardized and effective delivery management.

Responding to Customer Complaints/Customer Satisfaction Management

Adhering to the "customer-centric" development philosophy, the Group pays great attention to customer perception, establishing a three-tier customer service quality management and supervision system, and each provincial company has set up a dedicated team for customer service quality management supervision. Catering to the characteristics of government and enterprise customers, we establish service departments targeting different customer groups and apply "Smart Marketing System", to build direct and efficient communication channels with customers, and timely follow up on customer needs through customer visits, technical exchanges, delivery implementation, maintenance services, after-sales follow-up, satisfaction surveys, and other methods in pre-sales, during-sales, and after-sales stages. The Group's subsidiaries have actively conducted satisfaction surveys this year to listen to customer feedback.

Measures to Ensure Quality of Service

1. Determine the departments and persons responsible for delivery quality management
2. Develop clear delivery quality standards with clients for specific projects
3. Quality control/inspection/assessment during delivery process
4. Target of one-time quality acceptance pass
5. Use of digitalized control tools
6. Data archiving/experience accumulation/continuous improvement

In 2025, the Group opened up a complaint channel, added a feedback channel of "customer service and quality" in the "report area" of the Company's website, configured special mailboxes for complaints and feedback on the quality of customer service in each province, incorporated the complaint channel into the text of contracts or attachments, and comprehensively disclosed the channel to customers. The Group set up a response mechanism for customer complaints, and formulated different response processes for serious complaints and general complaints. The Group implemented closed-loop management of customer complaints handling, recorded the handling process in written form and filed it. The Group organized service quality meetings from time to time, collected and handled customers' service opinions and suggestions, carried out service quality analysis, actively explored the deep-level causes of customer complaints, formulated specific rectification measures, and formed an effective enhancement mechanism.

In 2025, customers were generally satisfied with the quality of the Group's services and there were no material complaints or disputes. The Group is in the informatization communications services industry, and is mainly engaged in project design, construction, supervision and maintenance services for the communications service industry, which does not involve product recall.

Intellectual Property Protection

The Group strictly complies with all the laws and regulations in relation to the protection of intellectual property rights, such as the PRC Civil Code, the PRC Trademark Law, the PRC Patent Law, the PRC Copyright Law and the PRC Anti-Unfair Competition Law, while continuously enhancing its awareness of intellectual property rights protection, handling and resolving infringement disputes on a timely basis. The Group continuously strengthens its trademark management, standardizes the use of registered trademarks, focuses on brand protection while promoting its brands and enhancing its own brand value, and carries out intellectual property research on the Company's emerging businesses.

The Group has formulated the Measures for the Management of R&D Projects of China Communications Services Corporation Limited, integrating intellectual property management into the entire process of R&D project management. It clarifies the ownership of intellectual property rights and confidential management requirements, and stipulates that R&D projects must set intellectual property objectives and work plans. The completion of intellectual property objectives is incorporated into the project acceptance evaluation indicators, and during the acceptance phase, the achievement of intellectual property goals and their application prospects are verified. These initiatives aim to strengthen the protection of technological innovation achievements, promote the commercialization of intellectual property, and enhance the Group's independent innovation capabilities and core technology control capabilities. The Group emphasizes the protection of intellectual property rights in the process of product research and development, and has applied corresponding patents or software copyrights.

2025

The Group obtained over **500** new authorized patents for invention, **1,300** new software copyrights.

Information Security and Privacy Safeguards/Cybersecurity

The Group attaches great importance to the protection of information, privacy and data security of the Company, its employees and customers, and strictly complies with the laws and regulations such as the PRC Cybersecurity Law, the PRC Data Security Law, the PRC Personal Information Protection Law, and continuously improves a series of systems such as the Management Measures for Network and Information Security and the Management Measures for Data Security of the Group to regulate internal network, information and data security management. Nearly 30 companies under the Group have ISO27001 information security management system certification, more than 20 companies have GB/T 22080-2025 information security management system certification, nearly 40 companies have information security service qualifications, and the relevant employees hold qualification certificates such as CISP, CISSP, CISA and CISP-DSG.

Network and Information Security Management System

The Group's Network and Information Security Leading Group is the network and information security management body, headed by the President of the Company. Each of its provincial companies has set up its Network and Information Security Leading Group to fulfill the responsibility for network and information security. The Group and all of its provincial companies regularly hold monthly meetings of the Leading Group to discuss and make decisions on network and information security matters.

Network/Information Security and Privacy Protection Training and Dissemination

The Group strengthened the training and dissemination of network and information security and privacy protection for its employees. In 2025, a total of five training sessions on network and information security were organized by the Group for relevant management and technical personnel, including policy interpretation, awareness dissemination, skill enhancement, situation analysis and warning education, with a total of over 28,000 person-times' participation. The Group actively participated in publicity activities such as National Security Education Day and Cybersecurity Publicity Week. By adopting a combination of online and offline approaches — including special training sessions delivered by external experts, poster promotions, video campaigns, and participation in cybersecurity micro-video collection and evaluation activities, the Group effectively raised internal employees' awareness of network and information security, and privacy protection, cultivating a robust security-focused organizational culture. The Group organized internal network and data security skills competitions and actively participated in external competitions, and received the silver award in the data security category of the "Digital China Innovation Competition". Through the "competition-as-training" approach, the Group's overall security defense capabilities were further enhanced.

Building a Strong Line of Defense for Network and Information Security

The Group actively carries out regular security operations and organizes 7 x 24 hrs round-the-clock security monitoring relying on the cybersecurity operation centre, regularly analyses security situation, conducts and organizes offensive and defensive drills and social engineering drills covering the entire Group, conducts special inspections and checks on key issues, and establishes an all-rounded emergency response mechanism and process.

In order to strengthen information security protection, the Group continues to promote various special actions, organizes data security compliance assessments, and conducts regular inspections of new technologies and businesses. Meanwhile, it carries out assessments and inspections of its own APPs involving users' personal data to effectively protect users' personal information and avoid excessive claims to rights.

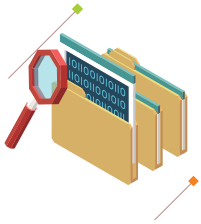
Culture and Responsibility of Privacy and Security

In 2025, no occurrence of leakage of customer privacy and information was identified within the Group. The Group enters into relevant information protection agreements in accordance with the customer needs and signs confidentiality agreements with relevant employees according to actual needs, which are strictly complied after signing. The possibility of leakage of customer privacy is also eliminated through technical means such as isolation from the Internet, data desensitization and encryption, data leakage prevention and data auditing.

The Group issued the Management Measures of Data Exposure Surface Security of China Comservice (Trial), the Emergency Response Plan for Data Security Incidents of China Comservice, which requires the strengthening of the systematic study and publicity of the PRC Data Security Law, the PRC Personal Information Protection Law and the PRC Cybersecurity Law. This aims to further strengthen data exposure surface management and data security emergency response capabilities, safeguard data security, and ensure all employees fully understand and master it in depth, clarify the bottom line, not touch the red line, and effectively regulate data and information processing activities.

Cybersecurity Capabilities

The Group actively responds to the national strategy of building China into a cyberpower. In recent years, we have strategically focused on network and information security, continuously increasing our research and development investments. The Group has established a sub-brand of "CCS Cyber Security" and set up a professional team to serve the country, customers and industry, so as to provide overall network and information security solutions and comprehensive products and services for national key information infrastructure industry clients and undertake the construction of several national major network and information security projects. Having participated in compiling the national and industrial standards, white papers and monographs for network and information security, the Group was accredited the ministerial-level "Pilot Demonstration of Cybersecurity Technology Application". Its own core products and services have been selected in the "China Cybersecurity Industry Panorama" published by "AQNIU", a think tank in the cybersecurity industry, for many times. The brand influence of "CCS Cyber Security" is gradually increasing.

Cyberspace Surveying and Mapping Platform		Based on the actual combat perspective of network attack and defense, a one-stop correlation analysis system of internal and external network integration mapping is constructed to realize the closed-loop governance of "internal network assets + Internet exposed assets" integration, high precision and full coverage, which helps the national key industries to identify high-risk attack surfaces, create holographic maps of cyberspace and realize wall chart operations of safe assets.
Intelligent Security Operation Platform		Facing the actual needs of complex operation of national key information infrastructure operating units, it provides in-depth analysis of security threats and automatic response capability of security arrangement, realizes the closed loop of the whole process of security risk detection, monitoring, disposal and early warning, and helping national key information infrastructure operating units to improve safety operation efficiency.
Data Security Monitoring Platform		We provide data security supervision services such as data asset management, data desensitization management, interface security management and access and operation audit management to help customers improve their overall data security capabilities and enhance their data security assurance capabilities.
Cloud Cryptographic Service Platform		It integrates cryptographic services and situation awareness capabilities under an intensive architecture. Relying on adaptive and scalable cloud-based cryptographic resources, it provides integrated cryptographic security support for government clouds. Technically, it enables on-demand service scheduling and proactive protection, strongly supporting the full-process trustworthiness and compliance of government affairs data and services, and consolidating the security foundation for digital government. It has been deployed and applied in multiple provinces and cities.
Training Simulation Exercise Platform		It realizes the integration of real network training, simulation research and offensive and defensive competitive capability, meets the needs of scenario-based and customized training simulation drills in national key information infrastructure, helping security services and offensive and defensive teams to quickly improve their combat capabilities in maintenance and operation and actual combat confrontation.
Comservice Crowdsource Testing and Security Vulnerability Management Platform		By aggregating information security experts through Internet crowdsourcing, and based on an intelligent control model with in-depth integration of "artificial + automation", we provide operators, government and enterprise customers and venture-startup teams a full set of one-stop services with cybersecurity vulnerability management as the core, realizing the visibility, control and management of the whole life cycle of vulnerabilities.

Participation in Cybersecurity Attack and Defence Drill

Guangdong Company and Hong Kong Company of the Group were invited to participate in Hong Kong Cybersecurity Attack and Defence Drill 2025. The event was hosted by the Digital Policy Office of HKSAR Government and co-organized by multiple departments including the Cyber Security and Technology Crime Bureau of the Hong Kong Police Force. Hong Kong Company was awarded a Certificate of Appreciation from the Digital Policy Office of the HKSAR Government for its mature technical capabilities.

Support for Cybersecurity Discipline Development and Talent Cultivation

Hunan Company of the Group was invited to attend the 18th Symposium on the Construction of Cyberspace Security Disciplines and Talent Cultivation in China, hosted by the Cyberspace Security Steering Committee for Higher Education of the Ministry of Education, under the guidance of the Cybersecurity Coordination Bureau of the Central Cyberspace Affairs Commission and the Department of Higher Education of the Ministry of Education. The company delivered a keynote speech at the Sub-forum on Industry-University-Research Collaborative Education.

Anti-corruption

Strengthening Integrity Construction

The Group always strictly abides by the PRC Criminal Law, the PRC Oversight Law, the Law of PRC Administrative Discipline for Public Officials, the PRC Company Law, the PRC Anti-Money Laundering Law, the PRC Anti-Unfair Competition Law, the Regulation on the Integrity of State-owned Enterprise Officials and other laws and regulations, and complies with social morality, business ethics and industry rules. The Group is committed to business integrity, opposes unfair competition and eliminates corrupt practices in business activities, including but not limited to bribery, extortion, fraud and money laundering.

The Group attaches great importance to strengthening integrity and discipline education. It strictly implements the requirements in documents such as the Notice of China Comservice on Further Strengthening Integrity Education and Discipline Education, and guides and supervises management and employees at all levels to improve their awareness of integrity and red line by holding warning education conferences, reporting typical cases, producing warning education videos on typical cases, conducting integrity propaganda, reminding in daily conversations and publicizing through new media platforms. In 2025, the Group held more than 570 warning education conferences, reported more than 6,000 typical cases through various channels, and intensified deterrence and fostered a strict atmosphere at every level. Carrying out integrity propaganda, all levels of enterprises launched discipline propaganda more than 3,900 times, continued to build a strong ideological line of defence of integrity and self-discipline. The Group conducted regular discipline education and self-compiled case materials such as “Discipline Defined by Cases, Long-lasting Alarm Bell”. The Group produced high-quality warning education videos by reconstructing real cases and arranging for involved personnel to speak in person, so as to enhance the accuracy, penetration and effectiveness of the warning education. The Group actively built an integrity culture brand, and created short videos, infographics, and other promotional materials for integrity culture. It released 10 issues of integrity reminders on the official WeChat account “China Comservice Hongyun”. The Group created a regular and long-term effect, solid cultivation of integrity culture missionary mechanism, and established integrity culture corner and columns in the digital intelligent supervision system and published more than 350 pieces of short videos, photography, calligraphy and painting works and other types of educational materials, which formed “source of fresh water” of integrity culture educational materials.

Formulating the Code of Conduct and Ethics for Employees

The Group has formulated non-compliance management regulations covering all employees, including the Code of Conduct and Ethics for Employees, the Code of Conduct and Ethics for Senior Management, the Code of Professional Conduct for Employees and the Regulations on Employee Disciplinary Actions to supervise senior management and employees to comply with them consciously. These codes and guidelines set out the Group's regular initiatives in areas, including anti-corruption, fraud, conflict of interest, anti-discrimination, anti-competition and confidentiality, which form the basis for the Group to deliver its products and services in a responsible manner. These codes and guidelines provide guiding principles for all employees of the Group to act with integrity, impartiality and honesty, and clarify the provisions for the handling of and punishment in the event of violations, including honest practice standards, network information security and confidentiality management, attendance management, meeting standards, daily office and etiquette standards.

The Code of Conduct and Ethics is available in Chinese and English and uploaded to the Company's website (www.chinaccs.com.hk) for staff reference at any time.

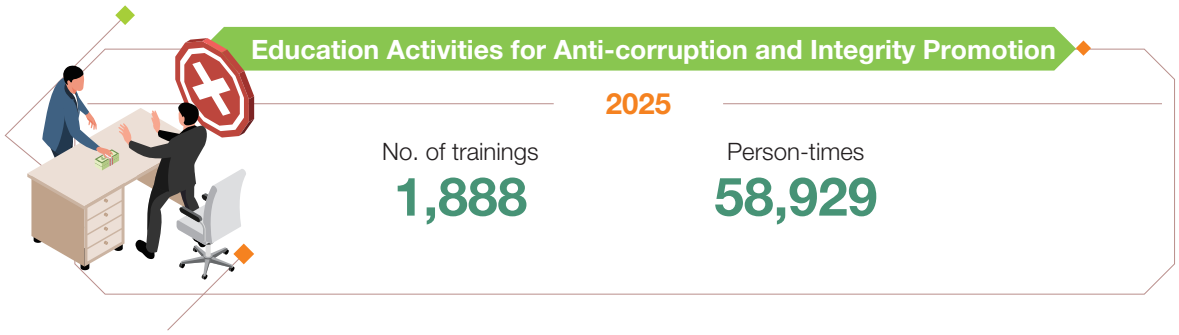
Improving the Supervision System

The Group continues to establish and improve the supervision system in order to strengthen the restriction and supervision to the exercises of power. Focusing on key areas and key sections, the Group carries out targeted special governance and supervision, optimizes relevant system processes, improves risk prevention and control capabilities, and resolutely prevents major risks. In 2025, the Group focused on strengthening supervision and inspection over important nodes, strictly and genuinely reinforced the conversation reminders for and daily supervision on management and personnel in key positions at all levels, and formulated the Manual of Issues Identified in Daily Supervision and Inspection (2025 Edition), supervised specialized agencies to conduct interviews for over 6,800 person-times, and conducted over 4,900 on-site supervisions and inspections at major festivals and nodes. The Group deepened the integration and coordination of various oversight mechanisms, integrated all kinds of supervision efforts from human resources, audit, risk management, business and finance, etc., and established 6 major supervision systems and 8 collaborative mechanisms such as the Evaluation Measures for the Fulfillment of Oversight Responsibilities by Departments of China Comservice Headquarters (Trial), and issued the 2025 Annual Supervision Plan List of China Comservice. With regular follow-up and inspection mechanisms in place, disciplinary inspection departments and functional lines conducted more than 10,000 supervision and inspection activities, effectively fulfilling their supervision responsibilities. The Group further advanced the sharing of supervision information and mutual utilization of supervision results. All departments collaborated to conduct special supervision on the reform of key areas, and pushed forward in depth the centralized rectification of unhealthy tendencies and corruption issues that are closely related to the general public. These efforts have further amplified and strengthened the effectiveness of integrated and coordinated supervision, and enhanced the synergy of supervision.

Whistleblowing

The Group has established a whistleblowing mechanism, and continuously strengthened the management of problem clues through complain letters and visits, and enhanced the development of integrity culture. We strictly implemented regulations such as the Working Rules for Handling Reports and Complaints by Discipline Inspection and Supervision Agencies, handling compliants and accusations according to regulations, discipline, and law, strictly implementing confidentiality requirements to effectively protect the rights of those making accusations. The complaint acceptance process is regulated. When the Group's internal employees and business partners identify corruption and bribery of our staff, they can report by real-name or anonymously through the post office box (Beijing, 100033 mailbox 33 bin), or by telephone or by visiting in person. The information of the whistleblower will be kept strictly confidential. The Group strictly implements the Working Rules for Handling Reports and Complaints by Discipline Inspection and Supervision Agencies, handles reports and complaints in accordance with regulations, disciplines and laws, strictly implements the confidentiality requirements, and effectively protect the rights of the whistleblowers.

During the year, the Group provided training to directors and employees on anti-corruption.



The Group attaches great importance to the development of an anti-corruption system, always maintains a highhanded anti-corruption stance at all times, enforces discipline and accountability seriously with "zero tolerance" for violations of laws, regulations and disciplines, and deals with them seriously in accordance with the requirements of laws and regulations to maintain the normal operation order of the Group. During the reporting period, there were no concluded litigation cases regarding corrupt practices brought against the Group or its employees.

Organizational System Construction

Leverage the role of the anti-corruption coordination team. Hold regular coordination team meetings, formulate an annual monitoring plan checklist to promote and optimize the organic integration of auditing, human resources, finance, business and other kinds of supervision, and foster synergistic oversight among all supervisory entities to create a favourable environment characterised by collective wisdom, collaborative efforts, and interconnected coordination.

Refine the evaluation methodology for departments' fulfilment of supervisory responsibilities and conduct assessments; issue formal reminders to departments ranking in the bottom tier and notify relevant company management. Issue the Evaluation Methodology for China Comservice Headquarters Departments' Fulfilment of Supervisory Responsibilities (Trial), incorporating evaluation outcomes into annual assessments. Issue 2025 Annual Supervision Plan Checklist of China Comservice to reinforce functional departments' regulatory accountability.

Work Style Construction

Adhering to high standards, strict requirements, and pragmatic approaches, made persistent efforts to reduce burdens on grassroots units. Conducted 4 rounds of supervision and inspection on the implementation of the "Measures for Rectifying Formalism and Reducing Burdens on Grassroots Units". Promote the special rectification of unhealthy work styles and corruption issues around the masses, resolved 401 issues that the masses are "urgently concerned about, have difficulty to solve, worry about, and eagerly hope for", and enhance the sense of gain, happiness, and security of grassroots employees.

Warning Education Enhancement

Held warning education meetings level by level over 575 times, and produced 4 special warning education videos. We deeply engaged in integrity warning education, ensuring employees respect and fear rules and maintain bottom lines, effectively building a strong mindset of integrity and self-discipline. Besides, we strengthened the development of family virtues and education, fully leveraging the role of families in consistently promoting integrity and calculating the "integrity account" to aid in fostering integrity.