

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

SOCIAL PARTICIPATION



The Group has always fulfilled its responsibilities as a State-owned enterprise in disaster relief and emergency support, actively participated in rural revitalization and the improvement of people's livelihood, encouraged its employees to participate in social welfare activities to strive to give back to society and contribute to the building of a harmonious society.

Communications Support for Major Events



Supporting Shenzhou-19

One week before the launch of "Shenzhou-19" manned spacecraft, Gansu company of the Group formally activated the emergency communications support plan, determined the supporting personnel and organized the supporting materials to set up the emergency support vanguard team. 24 hours before the launch of "Shenzhou-19" manned spacecraft, the emergency support vanguard team stationed at the site, inspected the base stations involved in the supporting zone one by one, eliminated the faults such as the dynamic ring being offline, and checked the power supply situation at all times to ensure the smooth operation of the regional network.





Support for the China International Import Expo (CIIE) for Seven Consecutive Years

1. Wireless network coverage

Shanghai Posts and Telecommunications Designing Consulting Institute Co., Ltd, a subsidiary of the Group, tested and optimized the networks of the venues related to the event. It organized a communications design service team for the event, docked with operators and construction parties, completed the design plan, guided the construction unit in on-site installation and construction, laid, fused and activated fiber optic cables, and ensured the stable coverage of wireless network signals at the site of the event and the relevant key scenarios.

2. Live broadcast optical cable project

Shanghai Telecom Science & Technology Development Co., Ltd., a subsidiary of the Group, undertook the optical cable project for the live video broadcast of China Central Television (CCTV) and the task of activating network in the new media broadcasting hall. It focused on safeguarding the “Beijing-Shanghai” dedicated lines and broadband services. At the same time, it strengthened the comprehensive inspection of communications resources related to live broadcast venues, broadcast vehicles, etc., to ensure that the optical cable lines were always in good working condition.

3. Communications maintenance of 2,200 kilometers

The support team from Shanghai Gonglian Communication Information Development Co., Ltd., a subsidiary of the Group, was on duty for 24 hours a day. The long-distance trunk line inspection team collaborated with partner units to conduct inspections on the long-distance lines and optical cables across the city, covering a distance of approximately 2,200 kilometers.



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Disaster Relief

The Group actively practices its social responsibility, assists in emergency support all over the country in major natural disasters and public safety incidents without delay, actively assists in repairing communications lines and ensuring smooth communications networks.

In 2024, the Group contributed resources including a total of over 147,600 person-times and 53,800 vehicle-times, repaired more than 157,500 communications facilities and participated in disaster relief for more than 282,400 hours, while actively participating in post-disaster pandemic prevention and disinfection as well as environmental clean-up.



Low-temperature, Snowy and Icy Disasters in Southern Regions

A wide range of low-temperature, snowy, and icy weather conditions occurred in Hunan Province. Affected by the low-temperature, snowy, and icy weather, the communications infrastructure in many places suffered from numerous fallen and broken poles due to the snow disaster.

The Hunan company, a subsidiary of the Group, took up the challenge in the cold weather. It traveled through the icy roads, carried out emergency repairs on base stations and optical cables, and endeavored to ensure smooth communication. A total of 12,414 person-times of construction workers and 3,951 vehicle-times of production vehicles were contributed. A total of 13,801 faulty sites (ODN and base stations) were restored.



Earthquake in Aksu Region, Xinjiang

A 7.1 magnitude earthquake occurred in Wushi County, Aksu Region, Xinjiang Uygur Autonomous Region. After the earthquake, the Xinjiang company, a subsidiary of the Group, promptly activated the emergency response mechanism and formed a rescue team to rush to the earthquake-affected areas immediately to carry out emergency communications supporting work.





Large-scale Mountain Fire in Yajiang Area, Sichuan Province

A large-scale mountain fire broke out suddenly in Yajiang County and Shade Town of Garze Tibetan Autonomous Prefecture, resulting in a large-scale power outage in Garze Prefecture. Communications services in many areas such as Jiulong County, Shade in Kangding City, and Xinduqiao were hindered. The Sichuan company, a subsidiary of the Group, activated the emergency response plan for unexpected incidents immediately, dispatched emergency repair vehicles overnight, and urgently headed to the front line of the disaster-stricken area to carry out communications emergency repair work.



Fighting against Typhoon “Yagi” and Supporting the Communications Lines in Hainan

The super typhoon Yagi landed in Wenchang City, Hainan Province, causing serious losses to the communications facilities and services across the whole province of Hainan, including flooding in a large number of machine rooms, power outage in groups of base stations, and damage in countless pieces of equipment.

The emergency command and dispatching team for Typhoon Yagi at the headquarters of the Group coordinated the forces of multiple parties immediately, urgently assembled 342 teams from 11 provincial companies including Guangdong, Hunan, Jiangxi, Hubei, Guangxi, Guizhou, and China Comservice Construction Co., Ltd. These teams rushed to Hainan overnight to carry out communication repair work. A total of more than 14,000 person-times of communications support personnel were contributed, more than 4,500 vehicle-times were deployed, and more than 2,500 machine-times of various instruments, meters, and generators were dispatched.



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Rural Revitalisation

The Group actively fulfills its corporate social responsibility, vigorously promotes the spirit of poverty alleviation, consolidates and expands the achievements of poverty alleviation efforts, promotes effective linkage between poverty alleviation and rural revitalization, leverages its own advantages, continues to implement major assistance policies, and supports the development of poverty alleviation areas and rural revitalization.

The Group formulated and issued the “Key Points of China Comservice’s Work to Assist Rural Revitalization in 2024”, establishing and improving a working mechanism to effectively connect the consolidation and expansion of poverty alleviation achievements with rural revitalization. The Group required all its provincial subsidiaries to report on the progress of rural revitalization on monthly basis, and established a monthly report account to supervise and guide all provincial companies to complete various work arrangements for rural revitalization on a monthly basis to ensure that annual task targets are fully completed.



Targeted Assistance

The Group actively cooperated with the China Charity Federation, a third-party organization. In 2024, it introduced RMB1.2 million of gratuitous assistance funds from a third party for the targeted assistance in Shufu County, Xinjiang. The total amount of funds continued to grow, effectively facilitating the implementation of rural revitalization work at the targeted assistance areas.



Consumption-based Assistance

In 2024, the Group actively carried out consumption-based assistance work, effectively fulfilled its social responsibilities and the duties as a state-owned enterprise. It organized the labor unions of its subordinate provincial-level companies to purchase agricultural and sideline products from 4 targeted assistance counties through the Tianhu Yunshang platform and the Comservice Express platform. A total of RMB38.99 million was spent on purchasing products for consumption-based assistance, with a per capita purchase amount of RMB350, exceeding the target set by the Group and made contributions to the increment of the Group’s performance.



Empowering Rural Revitalization with Technology

1. “Smart Fisheries”

The “Smart Fisheries” project of the Sichuan company, a subsidiary of the Group, further integrates digital technology into the field of agricultural production. It has created a “smart Cloud Aquaculture Management System”, which, together with detection sensors, sensing and control devices, and automatic execution terminal devices, realizes the automated management of the entire process of single aquatic product aquaculture. This makes the aquaculture process entirely visible, and the management of the digital and intelligent aquaculture system can be achieved with just a few taps of the finger.



2. Rectification of Rural Pole and Line Assets

The rural pole and line asset rectification project carried out by the Zhejiang company, a subsidiary of the Group, is an intelligent measure to solidly promote the improvement of the rural living environment. Supported by technologies such as the Internet of Things and big data, it realizes the digital management of rural pole and line assets, improves management efficiency, and reduces maintenance costs. The project also promotes the practice of “integration of multiple poles and integration of multiple boxes”, eliminating phenomena such as “multiple poles standing in disorder” and “dense lines”, reducing the costs of urban management, and improving the intensity of rural infrastructure.

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Employee Care

Adhering to employee-centric principle, the Group focuses on strengthening employee care, and actively launches the employees' sense of happiness program. It pays attention to the thoughts, work and life dynamics of employees, utilize platforms such as the "Digital Union" to timely understand employees' needs, thoughts, and expectation, and find ways and means to solve the urgent, difficult and worrying problems of employees, in order to continuously improve their sense of security, sense of gain, sense of achievement, sense of belonging and sense of happiness. The Group insists on "sending warmth in winter and coolness in summer", offers "five visits and five congratulations"*, and always offers visits during festivals to retired employees, advanced and model workers and employees in difficulty.



● The Group encourages its staff to actively participate in and organize various types of voluntary services and activities



The First Employee Badminton Competition of China Comservice

The labor union of the Group sponsored, and the labor unions of Fujian company and Hainan company, subsidiaries of the Group, undertook the "First Employee Badminton Competition of China Comservice". A total of 210 employees from 25 participating teams of various provincial-level subsidiaries of the Group took part in the competition.



Singing Competition Organized by Guangdong Company

On the occasion of the 75th anniversary of the founding of the People's Republic of China, the Guangdong company, a subsidiary of the Group, held a singing competition with the theme of "Hundreds, Thousands and Ten Thousands".



Note:

* "five visits and five congratulations": the Group visits sick employees in hospitals, employees who have special family difficulties, bereaved employees, employees who encounter material family disputes, and employees who disagree with other colleagues. The Group also congratulates employees on their birthdays, weddings, giving birth, their children's admission to colleges (or the army) and their retirement.

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Reunion under Full Moon during Mid-Autumn Festival

Each overseas company of the Group held Mid-Autumn Festival celebration activities to celebrate the Mid-Autumn Festival for overseas employees.



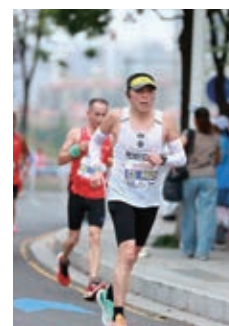
Employee Marathon

Hunan Comservice bravely participated in the event in Zhangjiajie, “sped ahead” on the marathon track and won the championship

The labor union of the Hunan Company, a subsidiary of the Group, organized 7 employees from the company’s “running team” to participate in the “2024 Zhangjiajie Marathon”. Eventually, they won the team championship with a total marathon time of 11 hours 35 minutes and 27 seconds.

The “Horse Gang” of Comservice running in Spring

The Zhejiang company, a subsidiary of the Group, organized its employees to participate in the “2024 Zhejiang Marathon Relay Race” and won the third place in the category of Communications Industry.





Visiting Grassroots Units during the Spring Festival to Give Warm to the Strivers

On the occasion of the Spring Festival in 2024, the Guangdong company, a subsidiary of the Group, and its labor union carried out a Spring Festival caring and consolation activity. They visited representatives of front-line employees, model workers and craftsmen, science and technology experts, outstanding young persons, employees in need, and employees on long-term business trips, sending them best wishes and regards for the Spring Festival.



“Digital Transformation, Youth Takes the Lead”, Digital Application Promotion Seminar

In order to accelerate the pace of the enterprise's digital transformation, enhance the digital thinking ability of young employees, the Guangxi company, a subsidiary of the Group, held a digital application promotion seminar titled “Digital Transformation, Youth Takes the Lead”.



Team Building Activities

The Group focuses on the physical and mental health of employees, organizing them to participate in various competitions, team-building, and recreational activities. These activities aim to enhance relationships among employees, alleviate stress, and continuously boost employee happiness.

