

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



This report is prepared pursuant to the Environmental, Social and Governance (“ESG”) Reporting Guide (the “Guide”) in Appendix C2 to the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). This report covered the period from 1 January 2023 to 31 December 2023. This report has complied with all the “comply or explain” provisions as set out in the Guide. We did not disclose certain key performance indicators which are required to be disclosed by the Stock Exchange but not directly related to the business of the Group or have minimal influence.

This report covered the data and cases from China Communications Services Corporation Limited and its subsidiaries. There is no significant change in the scope of this report from that of the 2022 ESG Report. For detailed information on the Company’s governance structure, organizational structure, market of its services, and organizational scale, please refer to the Company’s annual report for the year 2023.

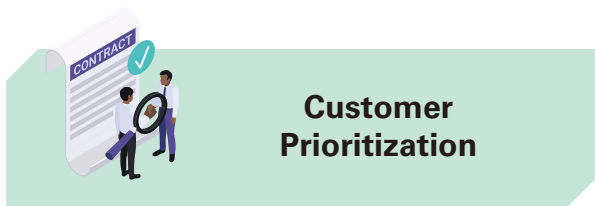


PHILOSOPHY OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE

As a leading service provider in the informatization sector in the PRC, the Group adheres to its position as a “New Generation Integrated Smart Service Provider” and commits to “Building Smart Society, Boosting Digital Economy, Serving a Good Life”, providing integrated comprehensive smart solutions in the informatization and digitalization sectors.

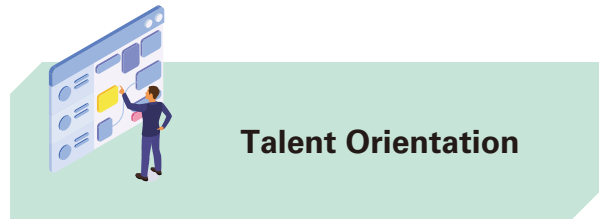
Sustainable Development

The Group places a strong emphasis on the concept of scientific development, actively responds to the United Nations Sustainable Development Goals (SDGs) initiative and adheres to the sustainable development principle of “customer prioritization, efficient resources allocation, talent orientation, as well as responsibility and commitment”. On the back of our fundamental missions of serving our customers, bringing returns to our shareholders, caring about our employees and giving back to society, we are committed to providing innovative, high-quality, efficient and secure integrated services including telecommunications infrastructure services, business process outsourcing services, applications, content and other services, while delivering value to our customers and the society, promoting healthy and sustainable development of itself, and aligning our corporate development with society and environment.



Customer Prioritization

Remaining customer-centric with a focus on their needs; ensuring the quality of our customers' products and delivery on the basis of high-quality products, solutions and services, ensuring prompt response to customer concerns, and continuously improving their satisfaction



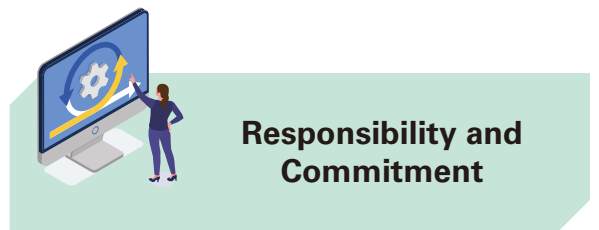
Talent Orientation

Caring about the development of our employees in various aspects, striving to provide them with adequate space for development, a comprehensive training system, competitive salary and welfare packages and incentive mechanism while creating a safe and enjoyable working environment for them



Efficient Resources Allocation

Gradually improving the synergistic and professional operation of our internal resources to achieve eco-friendly and efficient utilisation of resources through scientific management and innovative application of new technologies; helping our partners achieve low-carbon and intelligent operation by leveraging the integration of new technologies and innovation



Responsibility and Commitment

Striving to give back to society by fulfilling our responsibilities as a state-owned enterprise in emergency rescue and disaster relief, etc., actively participating in projects for rural revitalization and improvement of people's livelihood, and encouraging our employees to actively participate in social welfare activities

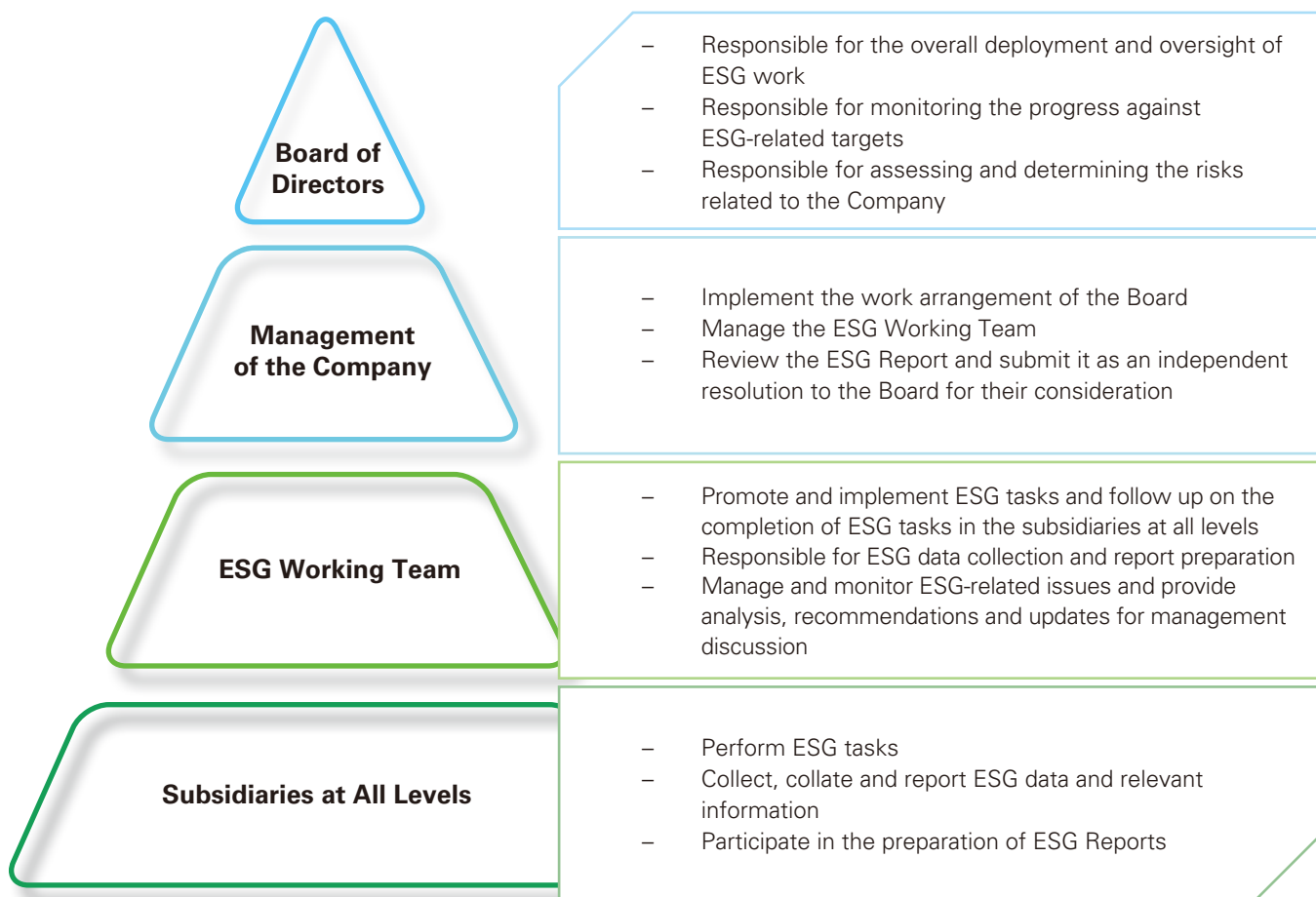
Board Statement

The Board of Directors (the “Board”) of China Communications Services Corporation Limited (the “Company”) is the highest responsible and decision-making body for ESG governance and has overall responsibility for environmental, social and governance work. The Board meets annually to review and approve the publication of this report (including the review of the progress on ESG-related goals). The Company’s management is authorized to be responsible for the implementation of specific ESG works of the Group (including stakeholders identification and communication). At the same time, the Board reviewed the potential risks and opportunities of ESG issues on the Company’s overall strategy and the results of the materiality assessment of ESG issues.

The Audit Committee of the Board holds meetings twice a year to assist the Board in considering specific ESG work and is responsible for assisting the oversight of ESG issues and is continuously enhancing the requirements of internal control processes for ESG risk identification. The management of the Company formulates relevant internal control processes in accordance with the requirements of the Audit Committee of the Board to ensure the effective control of ESG risks by the Company’s risk management and internal control system, and incorporates key ESG risks into the Company’s comprehensive risk management system.



During the year, the Board and the Audit Committee listened to the Company’s ESG work plan and relevant management initiatives, including energy consumption, green and low-carbon development, and other social responsibility issues such as disaster relief, production safety, staff training and anti-corruption. In addition, the Board and the Audit Committee were also briefed on the Company’s work plan to address the new disclosure requirements on environmental, social and governance reporting under the Listing Rules of the Stock Exchange and the International Sustainability Standards Board (ISSB).

ESG Governance Structure



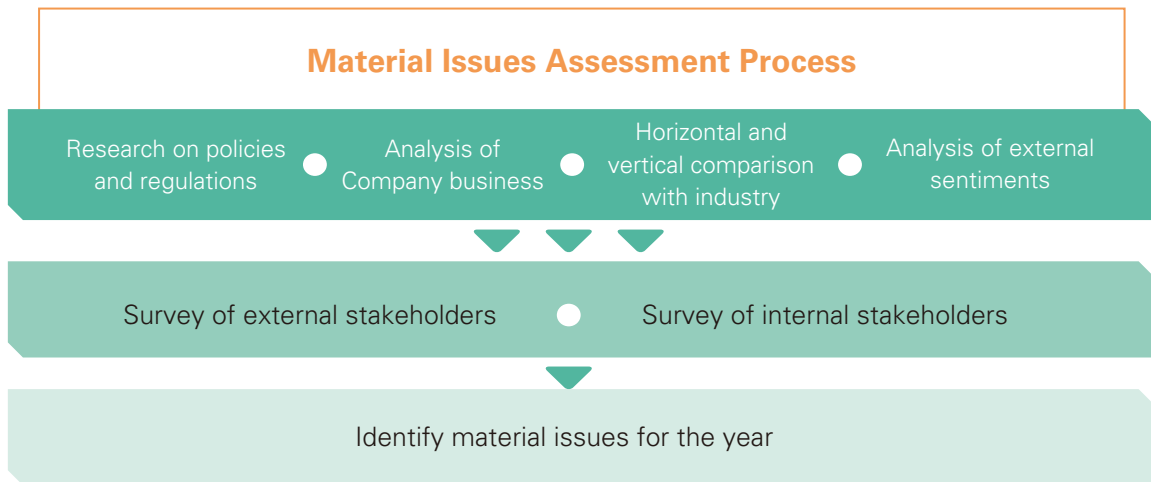
Communication with Stakeholders

The Group pays attention to the common interests of stakeholders, including the government and regulatory authorities, shareholders and investors, employees, suppliers, customers and communities. It attaches great importance to the communication with them. Through announcements, regular reports, meetings, talks, visits, special communications and events, the Group collates and actively responds to the views and suggestions of all parties to promote innovation, coordination, green, openness and sharing in corporate development.

Stakeholders	Mechanism and Means of Communication	Expectations on the Company	Responses of the Company
 Government and Regulatory Authorities	Meeting	Compliance with laws and regulations	Comply with laws and operate with integrity
	Reports or statements	Implement government regulatory requirements	Pay taxes in accordance with the laws and promote employment
	Report and visit	Promote the building of industrial ecosystem	Innovate smart products and services
 Shareholders and Investors	Periodic reports, announcements	Asset preservation and appreciation	Operate in a stable manner and continuously create value for shareholders
	Special report, visit	Regulate corporate governance	Improve corporate governance and continuously enhance the internal control system
	Daily communication	Prevent operational risks	Protect the rights and interests of investors, especially small and medium-sized investors, in accordance with the laws
	Investor meeting	Regulate information disclosure	Disclose corporate information in strict accordance with the rules
 Employees	Employee representative supervisors, employee representative meeting	Safeguard legal rights and interests	Regulate labour management
	Employee symposium with management	Achieve career development	Enhance staff training and open up career paths
	Employee survey	Participate in management	Improve income distribution and welfare protection mechanism
	Letter and visit	Staff caring	Care for the physical and mental health of staff and improve working conditions
 Suppliers	Supplier selection and engagement	Integrity and self-discipline in procurement, clearly defined systems, rigorous processes and standardized operations	Improve the synergistic and compliant procurement management systems and separate the duty and function of supplier selection, procurement execution and monitoring
	Subcontract management	Clear needs and high transparency in management	Establish a supplier resource base, ensure supplier qualifications and service capabilities, provide necessary skills training and strengthen project-focused whole process management
	Green procurement	Implement green and eco-friendly concepts, reduce the damage and impact to the environment	Give priority to suppliers with environmental management system certificates and products that are in line with environmental protection standards. Disseminate the concept of environmental protection to suppliers and actively explore whole-process electronic procurement
 Customers	Contract fulfilment	Cost-effective solutions (services, products)	Identify customer needs accurately and innovate smart products to meet their customized needs
	Visit, meeting and communication	Good service quality	Project reports, regular meetings, project visits, etc. for full life cycle business management
	Roadshow, exhibition	Efficient response	Respond to customer needs as soon as possible
 Community	Community communication activity	Protect the environment	Energy saving, emission reduction and conservation of water and electricity
	Community building activity	Safeguard emergency communications	Actively engage in disaster relief and communications safeguard
	Public welfare activity	Care for the underprivileged groups	Carry out poverty alleviation work, help the disabled and the poor

Material Issues Identification and Assessment Process

With regard to the 12 types of ESG issues set out in the Guide, the Group took into consideration the characteristics of its business and the industry in which it operates to conduct investor meetings so as to understand the concerns of external stakeholders such as shareholders, investors and the capital market, and actively participated in questionnaire surveys conducted by ESG rating agencies to comprehensively analyse the concerns of stakeholders. At the same time, in combination with the Company’s strategies, the Group interviewed its internal employees and conducted research on the issues related to sustainable development. Combining the results of internal and external analysis, it initially identified 21 issues.



In order to gain a more in-depth and objective understanding of the ESG issues concerned by our stakeholders, during the period in which this report was prepared, we carried out materiality assessment of 21 ESG issues, with a total of more than 3,200 stakeholders participating in this assessment. Based on the results of the survey, 6 very material issues, 7 material issues and 8 relevant issues were ultimately identified.

The assessment results of this materiality analysis were reviewed and confirmed by the Board.

Material Issues Matrix			
Very Material	Sustainability philosophy of the Company	Responding to climate change	Production safety
	Performance and remuneration appraisal	Broadening the talent pool	Technological innovation
Material	ESG governance and oversight of by the Board and management of the Company		
	Total greenhouse gas emissions	Product responsibility and customers	Supply chain management
	ESG governance structure of the Company	Labour standards and welfare	Communications support for major events
Relevant	Communication between the Company and stakeholders	Waste discharge	Employee development and training
	Resource utilization	Employee care	Anti-corruption
			Disaster relief
			Rural revitalization

ENVIRONMENTAL PROTECTION AND CLIMATE CHANGE

Climate change not only has profound impacts on the global ecosystem, but also brings significant impacts on the global economy. Carbon dioxide emission has been adopted as an important indicator by the PRC for the evaluation of an enterprise's production and operation performance, which presented new requirements for enterprises to adapt to climate change. The Group has realized the effects of risks and policies associated with climate change on its operations and has taken corresponding proactive measures to capitalize on the opportunities arising therefrom and cope with the challenges.

The Group actively researched on and discussed the pathways to address climate change and control greenhouse gas emissions, while formulating green and low-carbon development plans. It organised capacity building, technology research and publicity work to fight against climate change and endeavoured to improve its capability in environmental management, with a view to contributing to mitigate global warming.

Climate Risk Governance

To enhance its ability to respond to climate change, the Group has analysed and sorted out major climate-related issues that had and may have an impact on the Company and the action taken to managing climate change. It has also established targets and work plans for reducing emissions. The Company has also taken into account the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to advance its work on governance, strategy, risk management and targets to address climate change.



Governance

The Board is responsible for coordinating and overseeing the implementation of ESG targets and ESG actions, including climate risk governance and "Carbon Peak, Carbon Neutrality" ("Dual Carbon") planning. The ESG Working Team under the Board is responsible for carrying out ESG-related tasks, including climate risk assessment and energy-saving and emission reduction initiatives. Besides, the Group also set up a "Carbon Peak, Carbon Neutrality" management organization, with the President of the Company as the person in charge, which is responsible for work related to overall planning and management.

The Company formulated the "Implementation Rules of China Comservice for the Management of 'Carbon Peak, Carbon Neutrality' in 2023", which clarifies the "Dual Carbon" management indicators and specific implementation rules of the Group's subsidiaries, objectively evaluates the implementation and effectiveness of the various tasks, and promotes the effective completion of the "Dual Carbon" work. In addition, the Group sets annual energy-saving and emission-reduction budgetary targets for its provincial companies and strictly implements the assessment and reward and punishment mechanisms in relation to energy saving and emission reduction performance, which ensure the accomplishment of its annual energy-saving tasks.

Strategies

The Group realized the long-term and significant impact and risks posed by climate change to the enterprise. By analysing the potential impact of the risks, it identified strategies to deal with risks to avoid negative impact on business operations as far as possible. In addition, the Group prepared "the Dual Carbon Goals Rolling Development Plan" and "the Dual Carbon Action Plan" to actively seize the opportunities from climate change. Please refer to relevant sections in this report for relevant contents.

Type of Risk	Risk Description	Potential Major Financial Impacts	Preventive Strategy	
 Physical Risks	Acute risk: extreme weather such as typhoons and heavy rainfall	Increase in frequency and severity of extreme weather, such as heavy rainfall, which affects business development progress	Loss of revenue, higher operating costs	Implement emergency plans for natural disasters
	Chronic/long-term risk	Higher temperature in the future, increase in energy consumption	Increase in operating costs, including more energy consumption due to the need for more refrigeration equipment as a result of higher temperatures	Implement energy-saving and emission reduction measures Research and development for the application of more energy-efficient refrigeration technologies and equipment
 Transition Risks	Technology risk	Low-carbon technology transformation leading to change of business scenarios	Increase in operating costs, stranded assets due to failure to adopt low-carbon technologies timely	Enhance R&D capabilities for low-carbon technology and commence relevant technology cooperation
	Market risk	Customer preference for low-carbon products and solutions based on climate related considerations	Loss of revenue and failure to effectively meet consumer demand for green and low-carbon products and solutions	Expand the industrial ecosystem to provide low-carbon products and solutions
	Regulatory compliance risk	Enforcement of stricter climate-related laws and regulations	Increase compliance costs	Form working groups to regularly follow up on legal and regulatory requirements

Risk Management

The Audit Committee of the Board is responsible for reviewing the assessment of the relevant risks and delegating authority to management to develop and implement the relevant systems. At the same time, climate change risks were included in the overall risk assessment and management system of the Company and internal control process related to the environmental, social and governance was improved to further strengthen the Company's risk management of ESG.

Metrics and Targets

The Group actively responds to the national strategy of "Dual Carbon" while persistently implementing the development philosophy of innovation, coordination, green, openness and sharing. It has formulated green and low-carbon plans and related implementation programs and continuously increased its R&D investment in emerging energy-saving technologies and new businesses, thereby creating a green ecosystem and making China Comservice more eco-friendly.

Targets during the Period of “Dual Carbon Goals Rolling Development Plan”



	2023	2022	Change
Energy consumption per revenue of RMB10,000 (kg of standard coal)	10.96	11.29	(2.9%)
Electricity consumption per revenue of RMB10,000 (kWh)	19.07	20.56	(7.3%)
Fuel consumption per revenue of RMB10,000 (L)	5.69	7.26	(21.6%)

Our Actions

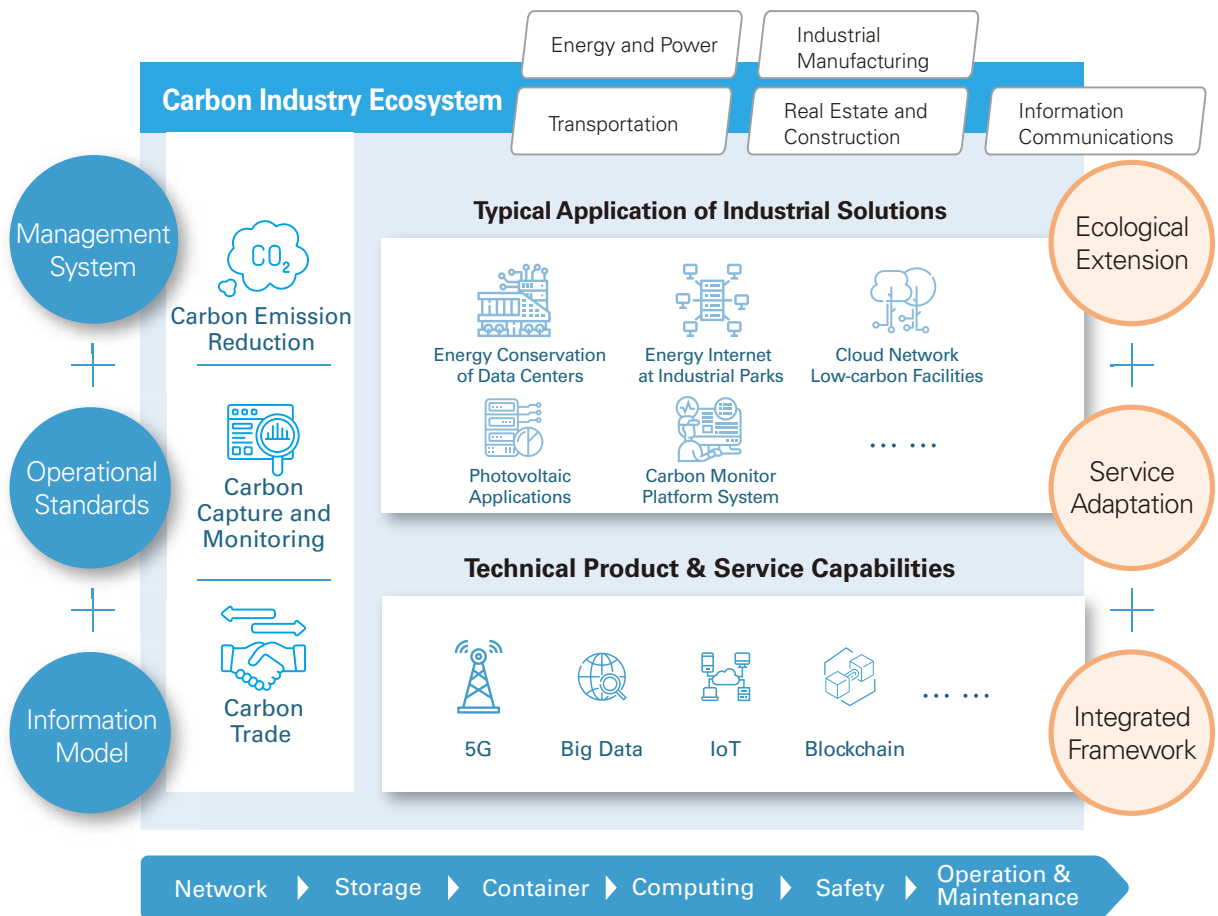
Action 1

The Group has set up a “Carbon Peak, Carbon Neutrality” management organization, with the President as the main person in charge and the Company’s management working together to form the leading group. This three-tier working structure aims to promote the Group’s green and low-carbon development.



Action 2

The Group prepared “the Dual Carbon Goals Rolling Development Plan for 2024–2026”, and continuously promoted the “Research on the Peaks of Carbon Emission and Pathways to Carbon Peak”. Leveraging the “Dual Carbon” mission, it improved the organizational system and rules for energy conservation and emission reduction, supported the construction of a binding incentive mechanism for energy conservation and emission reduction, and reduced total energy consumption. Focusing on the areas such as energy and power, industrial manufacturing, transportation, real estate and construction, and information and communications as well as three major business sectors which included carbon management, carbon emission reduction and carbon removal, the Group strived to promote carbon reduction in society.



Talent Training to Address Climate Change

1. Building up the Talent Team of Dual carbon Experts

The Group's subsidiaries focus on dual carbon business, strengthen the construction of talent teams, actively build platforms, organize personnel to participate in dual carbon training and certification, and cultivate a number of dual carbon experts.

- Zhejiang company, a subsidiary of the Group, organized 41 employees to participate in Dual Carbon training, passed the "Carbon Peak and Carbon Neutrality Industry Talent Job Competency Certification" of the Ministry of Industry and Information Technology and obtained relevant certificates.



2. Building Training Centers and Developing Training Products

The Group uses its affiliated training branches as an incubator to develop a dual carbon training center and integrate the strength of expert think tanks inside and outside the Group, and continues to carry out special training on dual carbon operation management, carbon asset management, and green and low-carbon new technologies and models using a combination of online and offline methods.

- Guangxi Technology Training Branch, a subsidiary of the Group, undertook dual carbon management and business empowerment training, and hired influential professors, doctoral supervisors and industry experts in the domestic dual carbon field to give special courses on low-carbon development of smart cities, energy conservation and carbon reduction in the power industry, green development empowered by digital intelligent integration, carbon market and other aspects.



3. Participating in Dual Carbon Seminars and Exchange Meetings

- The Group organized special seminars for leading cadres of its affiliated enterprises at all levels, and invited academicians of relevant disciplines of the Chinese Academy of Engineering, well-known experts and scholars from the Ministry of Ecology and Environment and think tanks, and leaders of central enterprises, local state-owned enterprises and private enterprises to give lectures. The Group also organized seminar courses focusing on the green and low-carbon transformation of enterprises, low-carbon recycling industry system construction, energy conservation, carbon reduction, efficiency improvement and technology application, carbon emission management mechanism and green finance.
- Shanghai Posts and Telecommunications Designing Consulting Institute Co., Ltd., a subsidiary of the Group, participated in major strategic consulting and research projects led by several academicians of the Chinese Academy of Engineering. It was responsible for researching the key influencing factors of carbon emissions in China's digital industry and sub-regional development trends. The relevant research results are available for two-way sharing with the Environmental Planning Institute of the Ministry of Ecology and Environment, Tsinghua University and other research institutions to open up the "enterprise-academic-research" channel, and effectively accelerate the transformation of technological achievements in areas such as dual carbon digital monitoring and intelligent prediction. In addition, as the only communications enterprise participating in the research, the Group has provided positive value in many aspects such as industry development, building talent echelons, and creating an ecosystem.





The WSIS Champion Project of the World Summit on the Information Society

"The Blue Sky Guard System" of China International Telecommunication Construction Corporation, a subsidiary of the Group, as a project representative in the field of environmental protection, stood out from 762 projects worldwide and won the WSIS Champion Project at the World Summit on the Information Society (WSIS), co-hosted by United Nations Educational, Scientific and Cultural Organization, the United Nations Development Programme, and the International Telecommunication Union. "The Blue Sky Guard System", which aims to establish an automatic monitoring system for straw burning to reduce air pollution, is closely related to the WSIS action line "E-environment", and will promote cooperation between information and communications technologies and the environment, among other areas.



Establishment of "Joint Laboratory for Zero Carbon Information and Communications Network"

China International Telecommunication Construction Corporation, a subsidiary of the Group, established the "Joint Laboratory for Zero Carbon Information and Communications Network" in collaboration with several institutions such as Tsinghua University and Chongqing University. Through the combination of strengths of laboratory members, the Group realized synergies and empowerment to jointly carry out "dual carbon" cutting-edge, forward-looking and professional industry-university-research cooperation. Adhering to the strategy of serving the dual carbon 3060 goals, the Group strives to achieve the goal of "building zero-carbon information communications network, empowering dual carbon green development."



Zero Carbon Development Alliance

"Zero Carbon Development Alliance" is jointly launched by 25 entities including the subsidiaries of the Group, China International Telecommunication Construction Corporation and China Comservice Supply Chain Co., Ltd., as well as China Quality Certification Centre and Beijing Internet Exchange Center of the Ministry of Industry and Information Technology. Through the collaborative development of alliance members, with the vision of co-creation, co-sharing and co-construction, and the core of standard co-construction and business interconnection, we promoted ecological civilization and carbon neutrality business development.



Digital Carbon Neutrality White Paper

The Group's subsidiary, China Information Consulting & Designing Institute Co., Ltd., composed the "Digital Carbon Neutrality White Paper", focusing on the two-way in-depth integration of digital transformation and green and low-carbon transformation. Based on the strategic thinking of digital carbon neutrality and innovation drive, we comprehensively analyzed digital carbon neutrality trends and connotations, and built the overall pathway and structure of digital carbon neutrality. We also established digital carbon neutrality application models in key industries and fields, put forward digital carbon neutrality promotion strategies and suggestions, and constantly promoted digital carbon neutrality to move into deeper and wider areas, continuously accelerated the digital, green and high-level coordinated development, thereby contributing to the green and low-carbon, as well as high-quality development of the economy and society.





National Key R&D Program

Fujian Post & Telecom Planning & Designing Institute Co., Ltd., a subsidiary of the Group, participated in the national key research and development program “Research on Key Measurement Technologies and Standards for Quality Control of Carbon Emission Monitoring Data”, jointly researched on the topic of “Research on the Application of New Technologies such as Blockchain in Carbon Emission Monitoring” with the China Academy of Information and Communications Technology, studied how to solve the practical issues such as unification of terminal standards for obtaining carbon emission data and diversification of industrial agreements.



Use of Technology to Seize Opportunities from Climate Change

In managing the risks of climate change, the Group has leveraged its unique advantages to increase the application of new technologies such as 5G, cloud computing, the Internet of Things (“IoT”), big data, blockchain and AI. While promoting upgrade and carbon reduction of energy-intensive industries, it developed a series of energy-saving technologies and products, which allows it to seize the energy-saving and carbon reduction opportunities in climate change.

Continuous Investment in R&D of Green Technology

With the rapid development of 5G, cloud computing, IoT, big data, blockchain, AI and other technologies, the scale of communications base stations and data centers has rapidly expanded, resulting in the continuous increase of power consumption. By fully leveraging its internal R&D synergies, the Group focuses on key technologies and intensifies technological innovation while strengthening cooperation with operators to give full play to its differentiated advantages, actively contributing to the green and low-carbon development of the communications industry.

The Group has developed its own 5G base station smart energy-saving system, 5G base station AI energy-saving technology, 5G base station energy control intelligent shutdown technology, evaporative cooling module multi coupling heat pipe refrigeration mainframe, energy-saving integrated cabinet, photovoltaic energy storage and power backup system, distributed intelligent power supply system, server room AI group control and other energy-saving technologies and products, and accumulated mature planning, design and construction experience in energy saving and emission reduction, which has been promoted across the country. Through providing information and communications technologies and services in various industries, the Group has also actively assisted in the digitalization, intelligentization and green development of government, energy, transportation, education, finance and other sectors, realizing green coexistence.

Successful Cases of Green Technology Application



Hangzhou Big Data Center Park

Huaxin Consulting Co., Ltd., a subsidiary of the Group, undertook the Hangzhou Big Data Center Park EPC General Contracting Project for an operator. Adhering to the national “Dual Carbon” strategy, through energy-saving buildings, HVAC, electricity savings, water conservation, intelligent operation and maintenance, the project deploys new environmental protection systems such as centralized power supply, photovoltaic power generation and rainwater recycling, and applies “natural cooling”, “high water-temperature server room”, “indirect evaporative cooling system”, “inter-column air conditioning” and “closed hot aisle”, thus the average annual PUE value is lower than 1.25, achieving the goal of low carbon emission. In the future, the project will also adopt new advanced technologies such as “heat pipe backplane, heat pipe multi coupling” and “liquid cooling system”, which will further reduce the PUE value to below 1.2 and lower the operating costs.

The project is equipped with two platforms, namely the smart park and DCIM system, which realize the application of intelligent scenarios from AI intelligent security to energy consumption management, and enhance the level of intelligent operation and management. The “visible, manageable and controllable” operation and management can effectively improve the business efficiency and reduce the operation cost during the life cycle.



Biodiversity Digital Monitoring Platform

In response to the national biodiversity conservation strategy, China Information Consulting & Designing Institute Co., Ltd., a subsidiary of the Group, explored the in-depth integration of digital villages and digital biodiversity conservation, and created the “Rural Biodiversity Conservation Platform (Digital Application Platform)”, which comprised core functions such as ecological monitoring, ecological industry and public participation.

- The ecological monitoring segment serves the needs of digital monitoring and governance of rural biodiversity, including monitoring of biological species and their living environment, monitoring equipment, event alarms and patrol and enforcement.
- The ecological industry segment supports the sustainable development of the ecological industry, building an open ecological resource sharing platform for local ecological industry and economic development through digital means, and providing services for social enterprises, local residents and other groups, so as to create a demonstration and benchmark in the rural areas that “lucid waters and lush mountains are invaluable assets”.
- The public participation segment is a public welfare module for science popularization, experience and participation for the public, providing online activities such as live streaming (cloud viewing) and online learning (cloud classroom), as well as offline activities such as nature experience, nature protection, ecological events and AI identification, which allows the public to truly experience and participate in biodiversity conservation work.





Natural Disaster Monitoring and Early Warning Platform

Based on GIS geographic information technology, IoT, big data, artificial intelligence, digital twin and other technical means, the Natural Disaster Monitoring and Early Warning Platform of the Group's subsidiary, CCS Hexin Technology Co., Ltd., focuses on the actual scenario of the monitoring and early warning for flood control, flood and drought, covering business entities in "three defense", and provides basic application support, data support, model support and other application. The Platform enhances the ability of all-elements-integrated monitoring, comprehensive risk assessment, forecasting and early warning, intelligent situation analysis as well as command and rescue of natural disasters.



Risk Monitoring and Early Warning System for the Production Safety of Tailings Ponds

CCS Hexin Technology Co., Ltd., a subsidiary of the Group, focusing on the major safety risks of tailings ponds, collects and assesses the basic data, dynamic sensing data and three-dimensional models of tailings ponds in a province and then uses the data analysis model to conduct comparative analysis and hierarchical early warning. In accordance with the level of early warning, it urges the enterprises to find out the reasons and investigate the risks and hidden dangers as soon as possible so as to realize the closed-loop management of safety risks.



A disaster simulation model is established according to the tailings pond capacity, as well as geology, hydrology and other natural environment factors, in combination with real-time meteorological and geological data, so as to simulate the dynamic display of the consequences of dam breakage accidents, and release early warnings of possible risk of dam breakage in a timely manner, effectively improving the ability to prevent and control the disaster risks in tailings ponds and the ability to prevent and resolve the major safety risks in tailings ponds.



AI Shuaibah Photovoltaic Project in Saudi Arabia

Zhejiang Post Telecommunication Construction Co., Ltd., a subsidiary of the Group, undertook all the construction and installation projects of the 600MW photovoltaic field, temporary roads throughout the field, temporary facilities for the construction unit and fire-fighting installations in the 2.6GW AI Shuaibah Photovoltaic Project in Saudi Arabia. The project is a renewable energy power plant project in Saudi Arabia, adopting the world's most advanced N-type bifacial photovoltaic modules and flat single-axis auto-tracking type racking, which was the largest single photovoltaic power plant project under construction in the Middle East and North Africa region at that time. The project will maximise the use of localised components, provide 3,000 local jobs and reduce carbon emissions by approximately 3.12 million tonnes per annum.



Green Campus IoT Energy Consumption Big Data Platform

The "Green Campus IoT Energy Consumption Big Data Platform" developed by Zhejiang Post Telecommunication Construction Co., Ltd., a subsidiary of the Group, is a comprehensive energy consumption monitoring and management platform that helps reduce campus carbon emissions continuously. The platform creates rich IoT scenarios, including electricity consumption monitoring, water consumption monitoring, smart streetlights, smart air conditioning, water supply and drainage pressure monitoring, air quality monitoring, oil and smoke monitoring, water quality monitoring, etc., which allow users to understand the campus energy consumption in real time. The energy consumption management function has been optimized and improved according to user requirements, realizing multi-dimensional (meter dimension, building dimension, organizational structure dimension) equipment management, energy consumption management, electricity and water usage balancing management, and capacity management functions.



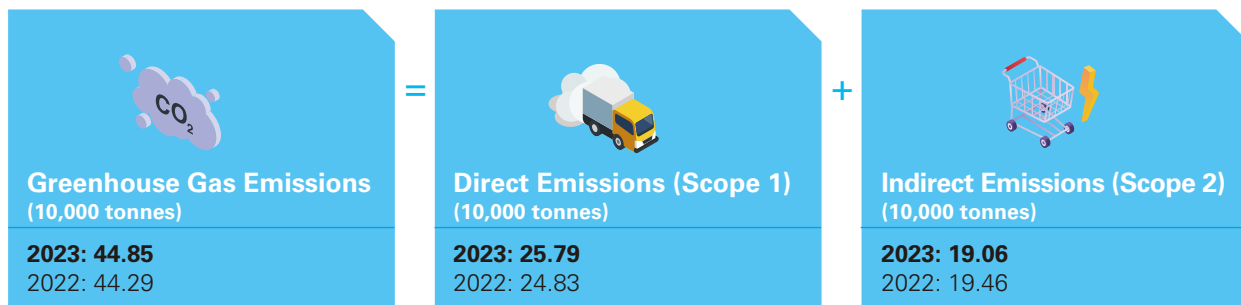
Promote Green Operations

The Group is an informatization communications service provider. In the course of providing services to customers, the Group has always strictly complied with various laws and regulations on environmental protection and emissions, including the PRC Environmental Protection Law and the PRC Energy Conservation Law. It has actively controlled pollutant and greenhouse gas emissions, sewage discharge and the disposal of solid and hazardous waste. The Group has actively responded to the national call to reduce the impact of its operations on the environment.

Energy Consumption

In 2023, the total energy consumption of the Group was approximately 162,000 tonnes of standard coal, with an energy consumption per revenue of RMB10,000 at 10.96 kg of standard coal (2022: approximately 159,000 tonnes of standard coal, with an energy consumption per revenue of RMB10,000 at 11.29 kg of standard coal).

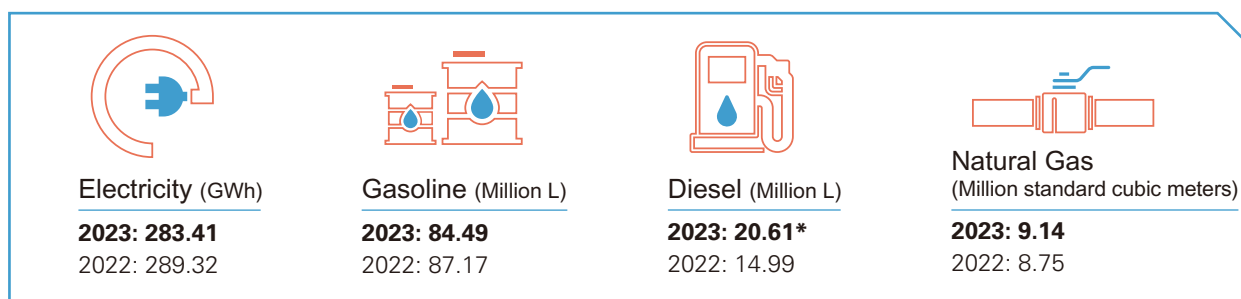
According to the energy report of the Group, the total emission of greenhouse gases generated from energy consumption of the Group in 2023 as accounted pursuant to the Greenhouse Gas Protocol was approximately 448,500 tonnes (2022: approximately 442,900 tonnes).



Notes:

- Scope 1 direct greenhouse gas emissions include greenhouse gas emissions from the consumption of natural gas, coal, gasoline and diesel.
- Scope 2 indirect greenhouse gas emissions include greenhouse gas emissions from the purchase of electricity and heating.
- Total greenhouse gas emissions are the sum of Scope 1 direct greenhouse gas emissions and Scope 2 indirect greenhouse gas emissions.

Direct/Indirect Energies by Type

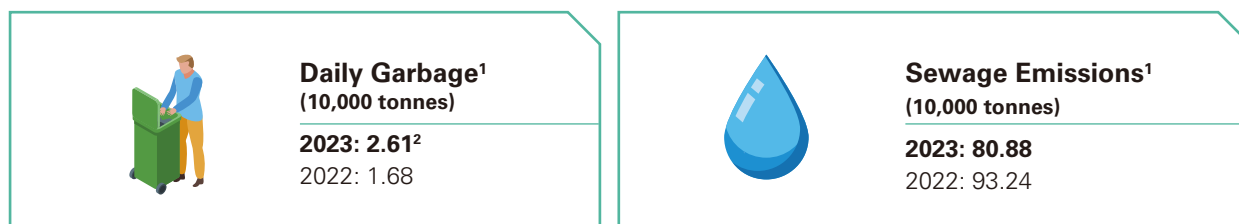


Notes:

- * Some subsidiaries of the Group have improved their energy statistics standards and optimized the fuel statistics data caliber, resulting in a larger increase in total diesel consumption.

Waste Discharge

The Group strictly follows the PRC Law on the Prevention and Control of Environment Pollution Caused by Solid Wastes and other laws and regulations regarding waste disposal and utilisation, and carries out waste disposal in accordance with regulatory requirements. Some of the provincial companies and professional companies of the Group have engaged property management firms for waste disposal.



Notes:

1. The Group is an asset-light enterprise, its solid wastes are mainly daily garbage, and the sewage it discharges is mainly daily sewage.
2. A few subsidiaries of the Group have experienced a considerable increase in the overall discharge of household waste due to adjustments in the accounting and collection methods of waste disposal fees by local authorities.

Resource Utilisation

In terms of the use of packaging materials, the Group operates in the informatization communications service industry, and is mainly engaged in design, construction, supervision, maintenance and other services. Therefore, there is no significant usage of packaging materials in its production and operation process.

As for water consumption, the Group's water supply is provided by the owner or property manager of the office building. The Group attaches great importance to the reasonable and efficient usage of water resources in the normal course of business. It strives to promote and advocate water conservation through public promotion on a daily basis and the installation of water-saving taps, which allows it to further intensify the management of water resource utilisation and reduce unnecessary consumption of water resources. In 2023, the Group's total water consumption was approximately 4.59 million tonnes (2022: approximately 4.60 million tonnes).

In respect of office paper usage, the Group adheres to the principle of economical use and tolerates no waste to strictly control the use of office paper. In addition, the Group actively enhances its online office capabilities, continuously improves its service quality with informatization means, and extensively promotes the use of cloud-based office applications such as paperless conference systems and online conference systems. In 2023, the increase in the Group's bidding projects led to an increase in total office paper consumption, which was approximately 1,521 tonnes (2022: approximately 1,135 tonnes).



Protecting the Ecological Environment in Project Construction

The Group complies with relevant environmental laws and regulations, and other relevant requirements in its business operations. It reduces construction waste and natural resource consumption, and requires its subsidiaries to understand the environmental characteristic and needs of the regions where they operate, and establish and implement environmental management strategies in line with the requirements. More than 60% professional companies of the Group have obtained relevant certifications, including 130 professional companies with ISO 9001 certification and 91 professional companies with ISO 14001 certification. Besides, Jiangsu Telecom Real Estate Management Co., Ltd., a subsidiary of the Group, has obtained ISO 50001 energy management system certification. They are committed to managing and reducing the environmental impact in the business activities.



Land Conservation

Strictly abide by national laws and regulations, effectively protect arable land, and orderly implement treatment and restoration work such as site closure, rehabilitation and greening to achieve sustainable use of land resources



Equipment Pollution

Give priority to equipment that is free of noise, electromagnetic radiation and pollutant emissions



Construction Impacts

Avoid mineral deposits, forests, grasslands, wildlife, natural relics, human relics, natural reserves, scenic spots and other areas when conducting field survey for communications lines and avoid changing the neighbouring environment when laying optical fibre cables as far as possible






Electromagnetic Radiation

Actively adopt advanced technical means to refine the layout of base stations and ensure that the electromagnetic radiation indicators meet the national standards; monitor and assess the electromagnetic environment around base stations; strictly control the quality of equipment connecting to the network to exercise strict control at source

Green Office

The Group constantly improves its organizational system, management system and work process for energy saving and emission reduction through multiple measures, so as to effectively reduce energy consumption. Campaigns like Energy-saving Promotion Week and National Low-carbon Day are actively carried out by the Group to continuously raise the energy-saving and environmental-protection awareness of its staff. Energy conservation slogans are put up in venues such as public areas inside the buildings and conference rooms. The Group transformed the office environment through technological innovation to help save energy in operations, and launched energy-saving renovation of office buildings, replacement of old air-conditioners, and construction of distributed photovoltaic power generation systems in accordance with the actual situation in suitable provinces and in a planned manner.

	<p>Improve Online Office Capabilities</p>	<p>The Group makes full use of cloud conferencing and cloud investigation and research and other methods to enhance online office efficiency</p>
	<p>Strengthen Power Saving Management for Lighting</p>	<p>The Group continues to enhance its daily electricity saving measures and adopts energy-saving lamps in all offices, meeting rooms and other premises to reduce the electricity consumption of lighting equipment</p>
	<p>Enhance Energy Consumption Management for Vehicles, Promote Green Travel</p>	<p>The Group strictly controls the formation and scale of the fleet of business vehicles to reduce the energy consumption, and it has implemented a "one vehicle, one card" refuelling system in an effort to reduce total fuel consumption. With the use of GPS systems for precise positioning, it aims to reduce the energy consumption of vehicles. It also advocates green travel among employees</p>

Eco-friendly Recycling

Several professional companies of the Group collect returned network equipment, inefficient equipment with high-energy consumption and other inefficient assets from telecommunications operators for recycling and disposal via a green auction platform. By introducing the reverse integrated asset disposal model of “dismantling, transportation, storage and sale”, a closed-loop ecological chain of environmentally-friendly asset disposal, starting from the source of scrap materials till the auction and delivery of assets, has been developed, which not only realizes eco-friendly disposal of waste and obsolete products, but also achieves effective utilisation of resources.

The Group will actively establish and improve a long-term mechanism for resource conservation, improve energy efficiency, develop a circular economy and fulfil its corporate environmental responsibility.



China Comservice Supply Chain Co., Ltd.

China Comservice Supply Chain Co., Ltd. (“Supply Chain Company”), a subsidiary of the Group, owns six subsidiaries including Zhongjie Telecommunications Co., Ltd., Shanghai Tongmao International Supply Chain Management Company Ltd., Zhejiang Zhongtong Communications Co., Ltd., Jiangsu Zhong Bo Communications Co., Ltd., Fujian Zhongtong Communication Logistics Co., Ltd. and Hubei Xintong Communication Ltd. These subsidiaries engaged in the auction business and disposed of cables, batteries, telecommunications equipment, terminals, air-conditioners, vehicles and office equipment for a total of RMB880 million in 2023. Since 2009, they have disposed of assets with a total amount of nearly RMB7 billion.

Based on the nature of the waste and obsolete materials from customers, Supply Chain Company has established a green auction support system, which integrates the recycling, transportation, sorting, storage and disposal of such materials to solve the problems including long asset disposal cycle, various safety hazards and high storage costs for customers. The company has also compiled a whole process integrated plan to meet customers’ needs for the whole process management and control from asset scrapping to material delivery.

● Zhejiang Zhongtong Communications Co., Ltd.

Since 2009, it has engaged in the recycling, storage and disposal of scrap materials for operators and built its own disposal platform for waste and obsolete products. The company has over 1,600 high-quality recycling partners and a business presence in 31 provinces, municipalities and autonomous regions across China. It disposes of communications assets, office supplies and engineering materials for customers including telecommunications operators, such as China Telecom, China Mobile and China Tower. It also offers integrated assets disposal services for asset owners which include asset valuation, qualification examination and online auction services.

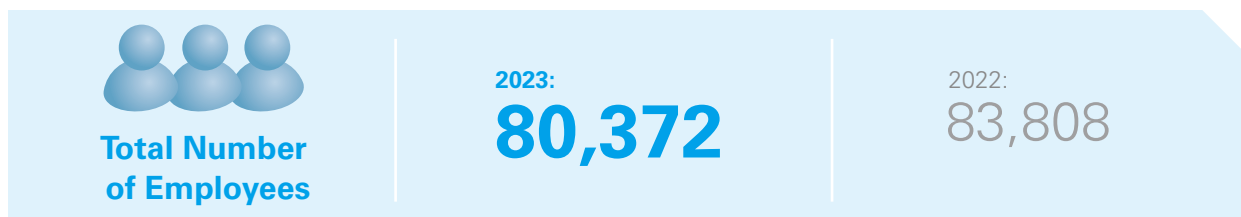
● Shanghai Tongmao International Supply Chain Management Company Ltd.

The green auction support system of Shanghai Tongmao formed a mature reverse integrated asset disposal model by integrating the recycling, transportation, sorting, storage and disposal of scrap materials. The whole process fully covers from the source of scrap materials after they are generated, all the way to the disposal, delivery and settlement of scrap assets. Currently, the auction platform has nearly 350 recycling enterprises with various types of materials and various qualifications, which can cover the disposal needs of operators for scrap materials. Apart from improving the disposal efficiency of asset units, it can also avoid the environmental risks arising from scrap materials and fulfils the environmental responsibilities of waste-producing units.

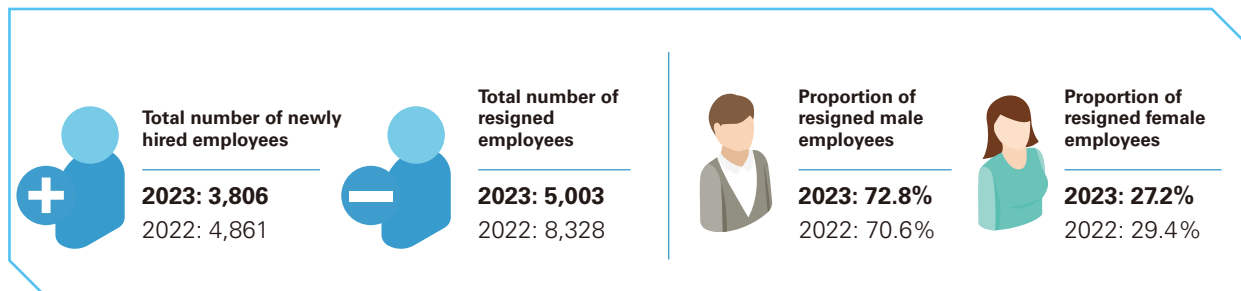
HUMAN RESOURCES MANAGEMENT

Employment

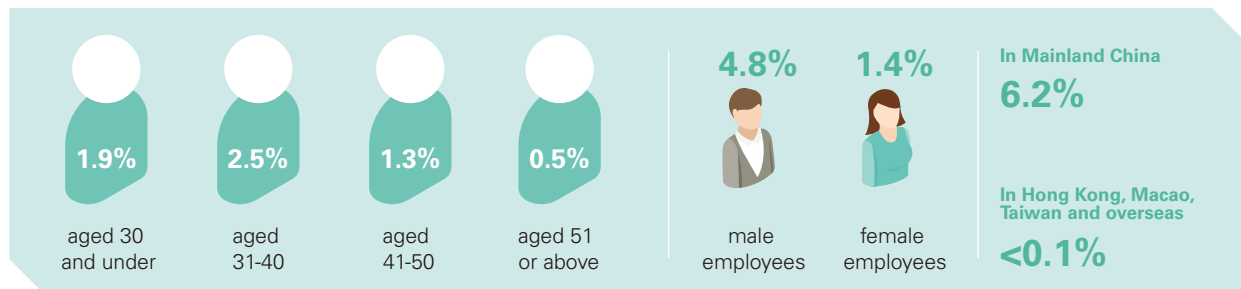
The Group had approximately 80,000 employees as at 31 December 2023. We are committed to ensuring equal development opportunities for both genders, and protecting and enhancing the rights and interests of female employees. Our employees are located primarily in the PRC with some of them located in other regions around the world such as Southeast Asia, the Middle East and Africa. Our employees are divided into contract employees, dispatched employees, part-time employees and other employees.



Indicator	2023	2022
By type (No. of employees)		
Contract employees	77,998	80,549
Dispatched employees	2,161	3,009
Part-time employees	38	59
Others	175	191
By region		
Mainland China	96.6%	98.7%
Hong Kong, Macao, Taiwan and overseas	3.4%	1.3%

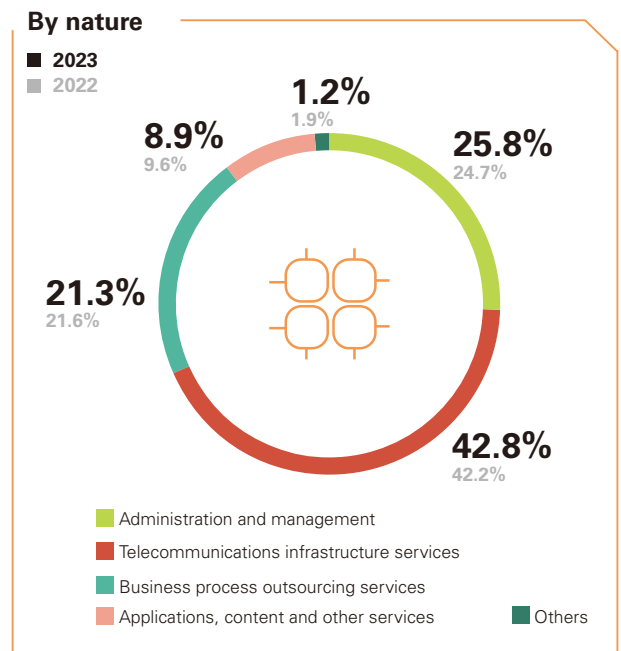
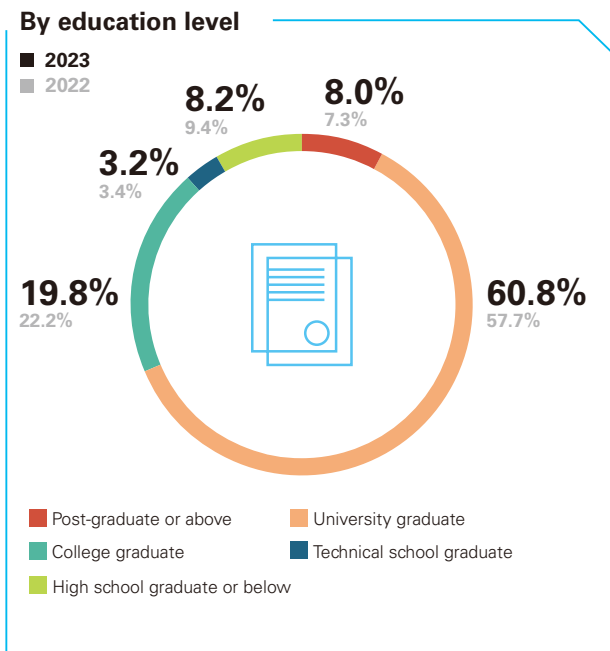
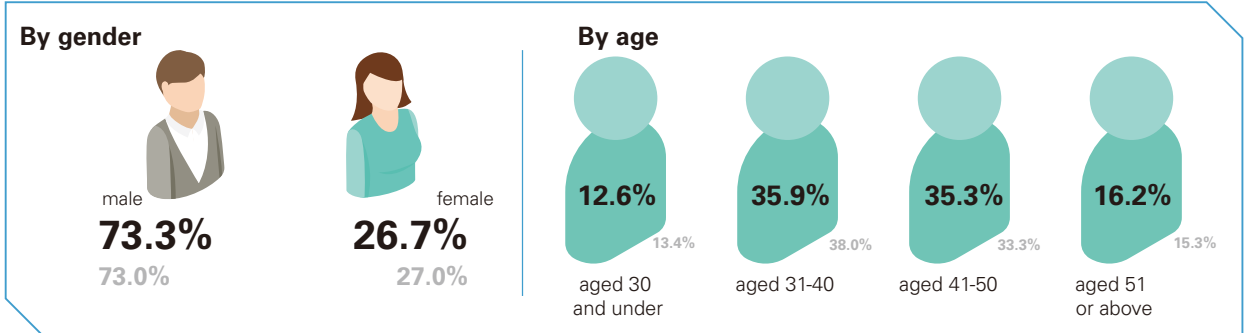


2023 Employee Turnover Rate



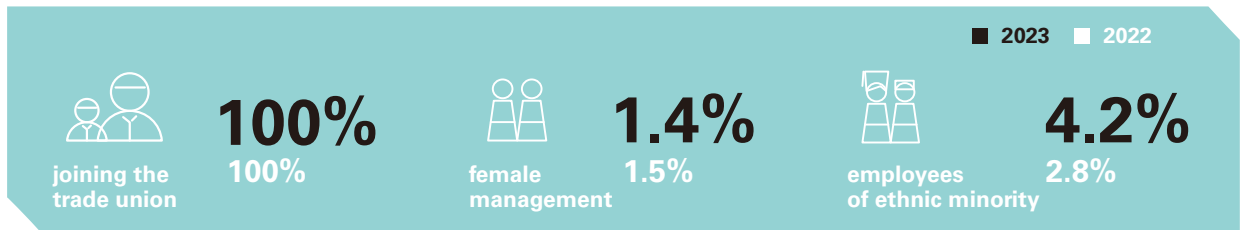
Employee Structure (Contract + Dispatched Employees)

■ 2023 ■ 2022



Contract Employees

■ 2023 ■ 2022



Broadening the Talent Pool

As a state-owned enterprise, the Group undertakes an important social responsibility of stabilizing employment situation and provides a large number of job opportunities in the market every year. In addition, we take into consideration the characteristics of communications infrastructure construction projects, i.e. strong cyclical nature with a large demand for temporary labour, and encourage our upstream and downstream partners to conduct flexible recruitment during the installation of communications cables and equipment based on actual business needs. Through which, we create a large number of job opportunities in the market, which plays an important role in building up our own talent pool and addressing the employment needs of fresh college graduates.

To further improve the market-oriented operational mechanism and deepen the innovation of the human resources system and mechanism, the Group has been pushing forward the reform of the human resources, labour, and allocation systems in 2023. It established an employment mechanism based on position management with contract management as the core, with a focus on key business areas. It has also introduced high-tech, highly skilled, and high-quality talent, maintained control over the total number of employees, optimized the workforce structure, improved the effectiveness of career mobility mechanism, enhanced the overall quality of staff, and boosted labor productivity continuously.



▲ The Group organized a series of college recruitment activities

Remuneration and Performance Appraisal Management

The Group regards employees as an important resource of the enterprise and attaches significance to the protection of their interests. In accordance with the principle of “performance-oriented, internally equitable and externally competitive”, it optimises the remuneration distribution system which links closely with its enterprise value and individual performance. It formulates and implements the “Guidance on Performance-related Pay for Heads of Professional Companies and Municipal Companies under Provincial Subsidiaries of China Comservice”. It insists on adopting a remuneration system that favours employees with outstanding contributions and those working in crucial and front-line positions of hardship and danger to support first-class talents in delivering first-class performance for first-class remuneration, so that employees who worked more would be paid more.

We are committed to the career development of our employees and offer dual promotion paths for them: “promotion for management functions” and “promotion for technical expertise.” We implement a system that links our employees’ remuneration and promotion to their work experience, capabilities, and performance, which encourages them to be proactive. Staff promotion follows the principles of fairness, justice, openness and transparency, and fully respects employees’ right to choose, right to know and right of supervision.

The Group actively supported the implementation of the position-based bonus incentive scheme for state-owned technology-based enterprises in 47 technology-based enterprises under the Group, which aimed to promote a close linkage between the remuneration of technological talents and their innovation ability and contribution. This allows employees to share the fruits of corporate development and stimulates the vitality of the organization and staff. The Group pays social insurance and housing fund for its employees in strict accordance with relevant national policies. It establishes an enterprise annuity system to protect the basic rights and interests of employees.

In order to deepen the reform of the incentive and restraint mechanism and establish a sound medium and long-term incentive system, the Group has implemented share appreciation rights incentive scheme to drive the mutual coordination and promotion of shareholders’ interests, the Company’s interests and the interests of incentive recipients. As a result, the interests of core employees in key positions are closely aligned with the Company’s operating performance, which motivates their enthusiasm.

The Group provides the Provincial Company Leaders’ Performance Evaluation Indicator System and Scoring Measures every year to ensure the full implementation of the Company’s development objectives and tasks for the year. By closely coordinating the budget, appraisal, and resource allocation, the Group gives full play to motivating and guiding roles of performance evaluation, motivates business units at all levels to further develop strategic businesses, and promotes the steady improvement of the Company’s value and capability.

The Group’s headquarters publishes employee performance appraisal methods based on different appraisal indicators each year and conducts annual performance appraisals for employees at all levels to give full play to the value-orientation and strategic execution of the performance management system, promoting the employees to enhance their efficiency, and mobilize their motivation and creativity.

Labor Standards and Welfare

Compliance with the Laws in the Use of Labor

The Group has always complied with laws and regulations on dismissal, working hours and anti-discrimination. Our employees are entitled to national holidays. The Group strictly abides by and implements the laws and regulations in relation to labor employment and protection of labor's rights and interests, including the PRC Labor Law, the PRC Labor Contract Law and the PRC Trade Union Law. Pursuant to which, the Group protects the labor rights and interests, democracy and spiritual and cultural rights and interests of its employees.

- It strengthens labor employment management in a lawful and standard manner, ensures the entering into labor contracts with contract employees and makes contributions to the social insurance.
- In line with employment standards, it provides standardized labor contracts by category to clarify the rights and obligations of both parties, so that there are rules and laws for the management of labor relations to follow.
- It sets up standards for the dispatching contracts entered into with the labor dispatching units, inspects and supervises the signing of labor contracts between the labor dispatching units and dispatched employees, makes contributions to the social insurance and protects the rights and interests of the dispatched employees.

Diversity and Equal Opportunities

The Group provides multi-channel and diversified recruitment methods to bring in various types of outstanding talents. The Group adheres to the employment policies of gender equality and equal pay for equal work, provides equal employment opportunities in the recruitment and promotion of employees, does not discriminate against workers on the basis of their ethnicity, race, gender, age, geographic location, marital and child-bearing status, and physical conditions, and offers posts suitable for disabled persons with regard to their personal characteristics. The Group also protects the privacy of employees in accordance with the law, and implements a system of paid leave for employees.

Prohibition of Using Child Labor

The Group strictly implements the relevant requirements of the Provisions on the Prohibition of Using Child Labor, strictly manages the staff recruitment process, specifies the age requirements for candidates and prohibits the use of child labor and prevents the use of forced labor in accordance with the law. There were no incidents of child labor and forced labor in 2023.

Safeguarding Democratic Rights and Interests

The Group respects and supports the freedom of employees to join labor unions and other organisations in accordance with the law, continuously improves the organizational structure of the labor union, clarifies the division of responsibilities, and strives to leverage the role and value of the labor union in promoting business development. We also continuously expand democratic management channels, improve democratic management systems, adopt diversified methods to ensure staff representatives participate in enterprise democratic management, encourage employees to provide suggestions and fully guarantee their rights of information, participation, expression, and supervision. We continuously enhance the standard and capability of enterprise democratic management, safeguard democratic rights and interests, and promote the healthy development of the Company. Meanwhile, in order to further promote the institutionalisation and standardisation of the employee representative meeting, give full play to the role of the employee representative meeting in developing harmonious labor relations and safeguarding the democratic rights of the employees. The Group formulated the Provisional Rules for the Administration of the Employee Representative Meeting of the Provincial Companies of China Comservice in accordance with the PRC Company Law, the PRC Trade Union Law, the PRC Labor Contract Law, and the Regulations on Workers' Congress of Industrial Enterprises Owned by the Whole People and other laws and regulations.



◀ The Group organises youth symposiums to encourage young employees to contribute their ideas

Safeguarding the Rights and Interests of Female Employees

The Group is highly concerned about and values the care for female employees and strengthens the protection of their legal rights and interests, enhances female employees' qualities and contributions, offers support of rights protection, strictly implements the protection of female employees during the "four periods" (menstruation, pregnancy, childbirth and breastfeeding), and cares and comforts "single mothers" and menopausal female employees. At the same time, enterprises at all levels are urged to protect the legal rights and interests of female employees and widely collect reasonable suggestions from female employees.

The Group formulated and published the Guiding Opinions on Further Strengthening the Work of Female Employees in China Comservice, and implemented the PRC Law on the Protection of Women's Rights and Interests, the Outline of Women's Development in China (2021–2030), the Special Provisions on the Labor Protection of Female Employees, the Regulations on the Work of Female Workers' Committee in the Trade Unions and other laws and regulations. It also safeguarded the collective interests of female employees, improved the mechanisms for the education and motivation of female employees, the system for cultivation and selection of female leaders and managers, and improved the mechanisms for labor protection, occupational health, social security, as well as the assistance and relief for female employees. Furthermore, the Group launched the "N+1" care and concern activities for female employees in phases, such as signing a collective contract for female employees, adding a special health check-up for female employees, purchasing an additional insurance policy for female employees, organizing a special health seminar for female employees, forming a team for female employees' cultural and sports activities, setting up a forum for emotional exchange among female employees, and setting up a system of care and concern for the whole working cycle of female employees, so as to realize, protect and develop the fundamental interests of the majority of female employees to the greatest extent.



Welfare System

The Group's welfare system includes corporate annuity, supplementary medical care, holiday benefits, various allowances, health check-ups, staff cafeteria, staff dormitories, paid annual leave, comfortable office environment, reasonable work rhythm, rich online learning, diversified cultural and recreational activities and so forth.

Development and Training

The Group attaches great importance to staff training. Currently, it has established a three-tier training system covering the headquarters, provincial companies and professional companies. By fully leveraging the resource advantage of the training centers under the Company, it strives to build a hierarchical, classified, synergistic and efficient training system to promote the building of a learning-oriented organization.

Headquarters

Responsible for providing training for leaders of provincial companies, management reserve of provincial companies, and experts talents from each business line, as well as a variety of professional business lines training led by the headquarters

Provincial Companies

Responsible for providing training for leaders of professional companies, middle management of provincial companies and all kinds of professional lines in the province, and assisting the headquarters in organizing and training for all kinds of professional lines

Professional Companies

Responsible for conducting all kinds of daily skill improvement training for employees under management

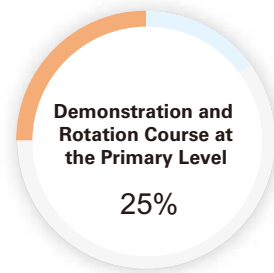
In 2023, the Group formulated and issued the “China Comservice 2023 Training Work Plan”. It made synergistic and efficient use of resources from the colleges and training centers under the Company, led by the key mission of promoting high-quality development of the Company, and concentrated on the key tasks for the year. With a focus on building up three teams, namely leading cadres, expert talents and key employees at the base level, it coordinated the training camps for improvement of various management and professional capacities, and continuously optimized the training management system, course development system and online training system, so as to provide talent and capability support for the innovation and transformation of the Company.



In the context of the main tracks and new challenges of the Group in the new era, and towards the requirements of high-quality development of the Company, we are committed to promoting the awareness enhancement, knowledge re-construction and mindset re-creation of the management reserve in each provincial company, so as to build a double-engine management reserve team of “Entrepreneurial Leaders” and “Technical Talents”



Focus on creating a high-quality talent ecology, with the goals of expanding perspectives and enhancing capabilities, and take various training camps and action learning as the vehicle to train for practice, combine training with practice, and devote efforts to cultivate a team of professional backbone talents on each line



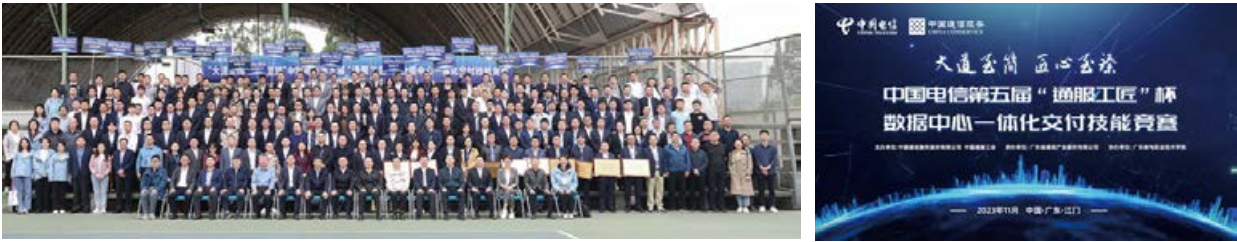
We pay attention to the capability enhancement and development aspirations of the core backbone employees at the frontline, and organize various comprehensive ability and professional skills training courses for frontline employees on 5G key technologies and industry applications, project management, marketing, etc., so as to build a frontline employee team with core competitiveness and cohesion



▲ The Group actively conducted various training activities to provide talent and capability support for the innovation and transformation of the Company

China Comservice 2023 Data Center Integrated Delivery Skills Competition for Training for Backbone Employees

The training lasted two and a half days, and was carried out in the form of offline on-site lectures, live lectures, and online recorded courses. The training included topics such as data center air-conditioning design, data center power supply design, data center EPC general contracting project management, data center equipment construction management, data center safety management, data center operation and maintenance management, data center development trend and policy interpretation, and data center full-process consultation.



China Comservice 2023 Capability Enhancement Training for the Marketing in the Industries of Non-operator Market

With the goal of promoting the high-quality development of the Group’s non-operator business, the training adopted a combination of theory, practice and output to lead trainees to immerse themselves in the learning of strategies for non-operator’s business, benchmark cases and other course contents, unify the Group’s marketing language and the thinking in marketing management, and build a professional marketing team for non-operator businesses.





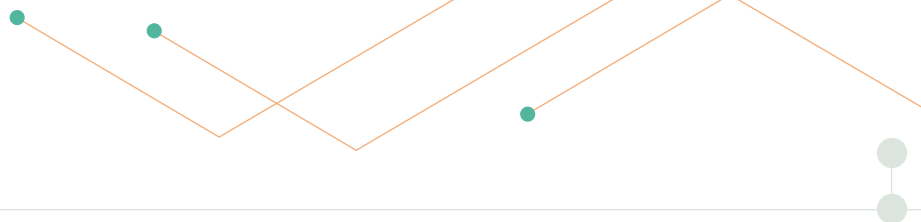
China Comservice 2023 Rule of Law Training

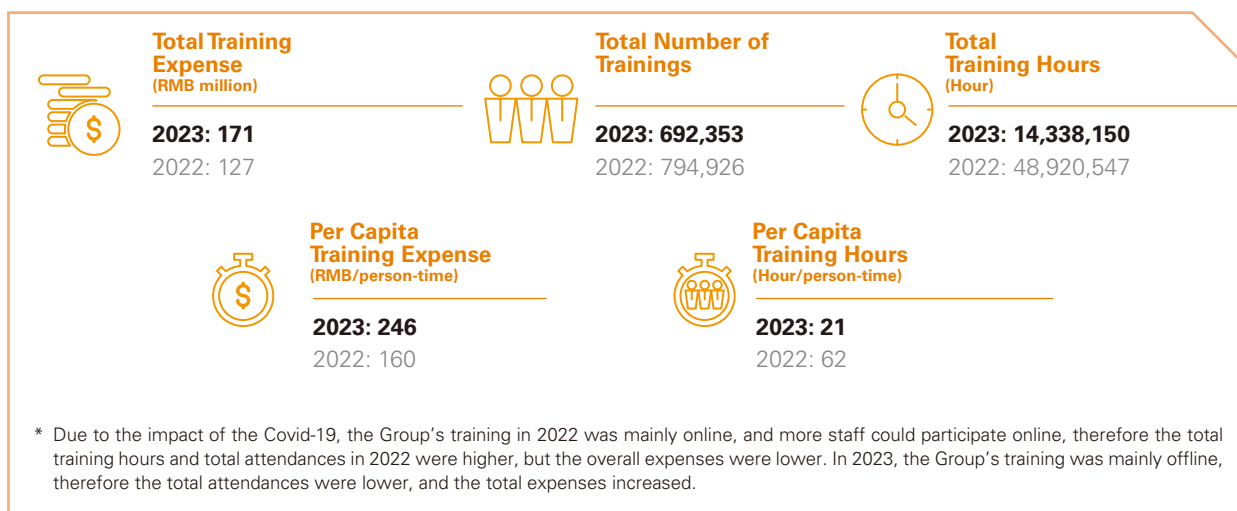
In order to implement the requirements of the Group's conference on deepening the rule of law and strengthening compliance management, the Group carried out training focusing on the construction engineering and subcontracting management, compliance management of state-owned enterprises, contract management, handling of dispute cases, digital transformation of legal work, and the interpretation of corporate strategies, non-operator market, and financial policies and other key contents.



China Comservice 2023 Enterprise Strategic Planning and Enterprise Reform Work Training

For the relevant staff of subsidiaries under the Group responsible for comprehensive planning, enterprise reform and digital transformation, the Group disseminated its strategic planning and enterprise reform, digital transformation planning, digital industry research results and other contents through a combination of online and offline methods.





Indicator	Unit	2023	2022
Types of Training			
Production safety training	No. of trainings	4,702	6,057
	Person-time	199,901	216,922
Anti-corruption and integrity promotion training and activities	No. of trainings	1,426	1,886
	Person-time	46,322	59,348
Operation management training	No. of trainings	2,256	2,980
	Person-time	42,587	70,191
Technical expertise training	No. of trainings	13,261	13,207
	Person-time	232,598	262,166
Other training	No. of trainings	5,730	6,069
	Person-time	170,945	186,299
Training by Position/Gender			
Senior management	Ratio	2.2%	2.6%
Middle management	Ratio	36.2%	35.8%
General employees	Ratio	61.6%	61.6%
Male employees	Ratio	73.9%	72.1%
Female employees	Ratio	26.1%	27.9%
Average Training Hours by Position/Gender			
Senior management	Hour/person-time	56	93
Middle management	Hour/person-time	25	39
General employees	Hour/person-time	16	72
Male employees	Hour/person-time	20	59
Female employees	Hour/person-time	24	69

OPERATION MANAGEMENT

Health and Safety

The Group proactively complies with the national laws and regulations, and resolutely implements the PRC Labor Law, the PRC Work Safety Law, the PRC Fire Protection Law, the Administrative Regulations on the Work Safety of Construction Projects and the requirements of the relevant industry regulations.

The Group fully implements the overall philosophy of national safety and persists in the principle of coordinating the 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 pre-prevention 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 full-time safety production management personnel, etc. 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 reserve 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 2023, the Group formulated and implemented the "Safety Management Strengthening Year" action plan, carried out 55 safety production inspections throughout the year, and investigated and rectified 145 potential safety hazards, with a rectification completion rate of 100%; organized provincial companies to carry out safety production inspections 1,461 times, and investigated and rectified 5,125 hidden dangers, with a completion rate of 100%. The Group's headquarters and its provincial companies organized 2,765 fire evacuation drills, various warehouses organized 1,499 fire fighting and evacuation drills, and front-line construction teams organized 4,951 emergency rescue drills for production safety accidents.



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 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 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 enterprises, 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 in 2023, and initially 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 under 33 specific scenarios, such as construction operations, production and business premises and special equipment.

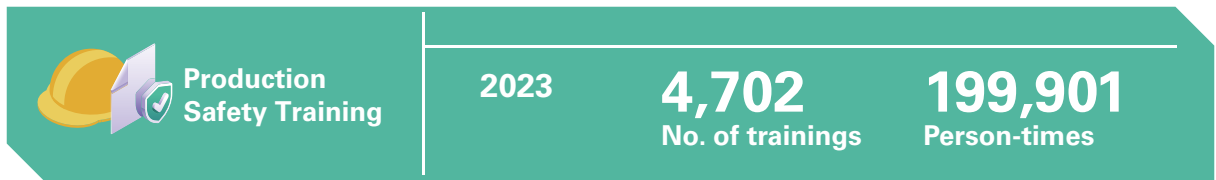
In 2023, in combination with the relevant requirement the "2023 Special Action for Investigation and Remediation of Major Hidden Dangers", the Group organized provincial companies to carry out investigation and remediation of hidden dangers for all employees around five scenarios: office building, engineering construction, maintenance business and customer service center, warehouse and other business premises, with major hidden dangers investigated and rectified, and a rectification completion rate of 100%. In 2023, the Company carried out a special inspection and rectification of production safety hazards throughout the Group and conducted a special safety hazard inspection of owned properties and leased properties to identify and rectify production safety risks and potential hazards in a timely manner to prevent accidents from occurring at source.




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 2023, 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".





The Group revised the Guide for Safe Construction of Information and Communications Engineering (ISBN 978-7-115-61752-1), summarized the excellent experience of safe production in the field of communications construction, and promoted the experience of safe production in the field of communications construction to the front line by training all subcontractors level-by-level.

The Group actively organized provincial companies to participate in the first “Construction Safety Cup”, the communications construction enterprise safety production knowledge competition. All 63 enterprises affiliated to the Group with the first-class qualification of communications engineering construction general contracting signed up for the competition (accounting for 39% of the total participating enterprises), with a total of 5,228 applicants (accounting for 51% of the total number of participants), and achieved good competition results in the final.



Valuing Expert Talents

The Group formulated the Management Measures for Invited Experts of Production Safety of China Comservice, and engaged several 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, 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 2023, more than 110 subsidiaries of the Group have obtained the international OHSAS 18001 certification, ISO 45001 certification or relevant domestic certifications, etc.

The Group has established and implemented an accident reporting system and prepared statistics on a quarterly basis. During 2023, the Group did not have any material production safety responsibility accidents, and for the past three years (including the reporting year), there were no responsible work-related fatalities or serious injuries to employees*, and no working days were lost due to work-related injuries.

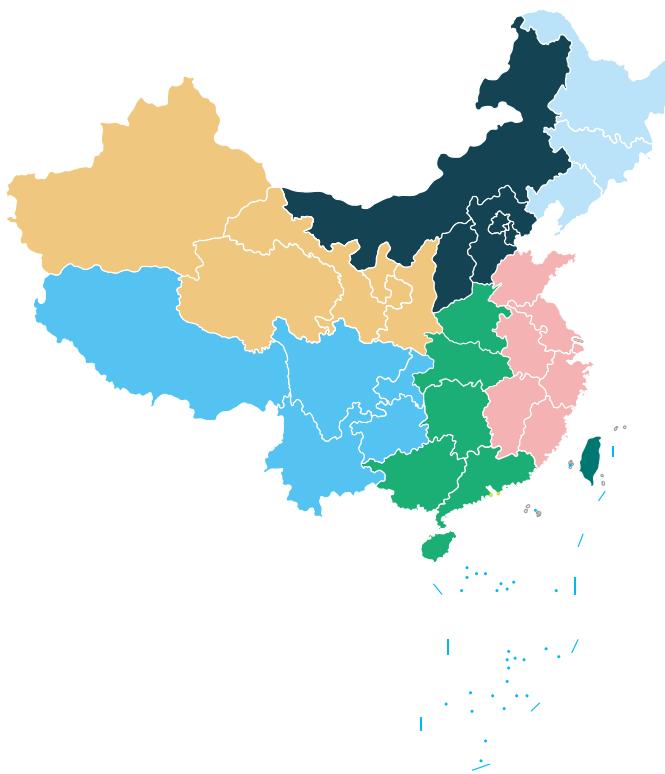
* The scope of the data covers current contract employees, which is counted based on the scope of responsibility for production safety, including those production safety incidents for which the Group has direct responsibility or management responsibility.

Supply Chain Management

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 methods 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. At the same time, it provides trainings on job skills and safety education to the personnel of suppliers, and regulates their management on production safety, ensuring that the suppliers comply with the national and local regulations on the payment of remuneration and labor management.

Geographic Location	Number of service suppliers	Number of goods suppliers
● Northeast region	261	144
● Northwest region	1,480	1,012
● Mid-South region	2,164	2,140
● Southwest region	1,152	1,628
● Northern China region	915	961
● Eastern China region	3,563	4,418
● Hong Kong, Macao and Taiwan	0	2
Overseas	48	4
Total	9,583	10,309

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 level 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 at the end 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 2023, a total of 12,356 suppliers were rated, of which A, B, C and D ratings accounted for 69.3%, 28.5%, 2.0% and 0.2% respectively.

● **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.

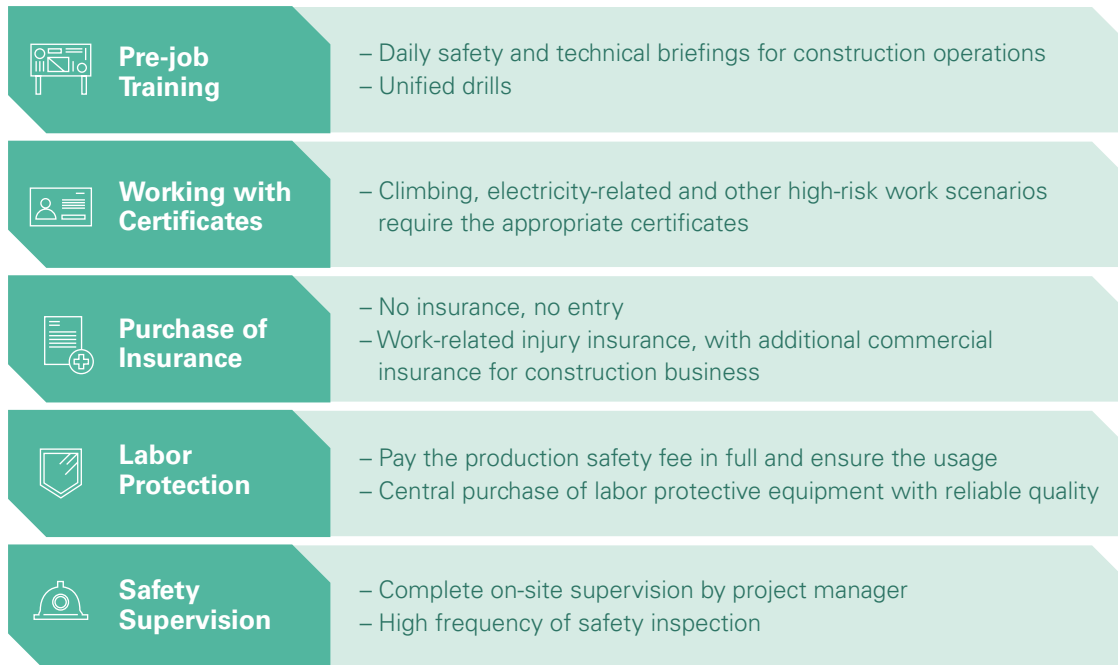
Integrity Efficiency Quality Stability Reliability

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 the Group's relevant policies on supplier management, we proactively disclose such measures in 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. It 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.



When the Group enters 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.

 <p>Preference for Suppliers with Environmental Management System Certification</p>	<p>In centralized procurement, the presence or absence of the environmental management system certification (ISO 14001) is one of the scoring criteria for suppliers.</p>
 <p>Preference for Products that Meet Environmental Protection Standards</p>	<p>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" (GT/T 26572-2011), etc. Bidders are required to present their RoHS inspection reports.</p>
 <p>Conveying Environmental Protection Concepts to Suppliers</p>	<p>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.</p>
 <p>Disciplinary Action Against Suppliers who Neglect Environmental Protection</p>	<p>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.</p>
 <p>Actively Exploring the Whole Procurement Process through Electronic Means</p>	<p>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-mail, to promote the whole procurement process to be accessed online and minimize carbon emissions from paper use and personnel travel.</p>

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 an inspection and verified the supplier enterprises, and included 108 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 company 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 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), 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 the year, the Group's subsidiaries had included two suppliers who had wage claims in the negative list of suppliers at the corresponding levels.

For subcontractors that cause mass incidents due to violations of laws and regulations such as child labor, long 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.

Supplier Training

For major suppliers that provide construction and other services, the Group requires its affiliated companies at all levels to incorporate the training and education of their suppliers' employees into the Company's overall coordination and planning.

During the year, the Group issued the Notice on Further Strengthening the Education and Training on Safety Production in Contracted Communications Construction Projects, which clearly covers the personnel of subcontractors and requires each of its companies whose main business scope is construction to strictly implement the Decision of the Work Safety Committee of the State Council on Further Strengthening Safety Training, the Provisions on the Safety Training of Production and Operation Entities and other regulations, and provides at least 32 hours of safety training for new employees including those from subcontractors and at least 20 hours of retraining every year. The training contents include but are not limited to: safety production laws and regulations, safety technical standards and normative documents, safety production management system, advanced safety production technology and management experience, special education on high-risk operation scenarios such as climbing/electricity-related/limited space, warning analysis of typical accident cases, etc.. Safety training is carried out in accordance with relevant requirements when adjusting employees' positions or adopting new techniques, new technologies, new equipment, and new materials.



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 100 subsidiaries of the Group have obtained ISO 9001/GB/T 19001 quality management system certification. The Group compiled the China Communications Services Corporation Limited Service Quality Management Guidelines to further standardize and improve the service quality management system, promote service awareness of companies at all levels of the Group, improve management and service quality, enhance customer satisfaction, shape a good image of the Company, build a "moat" of service quality and establish service golden signboard.



Basic Principles of Service Quality Management



Customer Satisfaction-oriented

We gain in-depth understanding of customers' requirements or potential demands to offer compliant products and services that are in line with the interests of the customers and able to meet their demands. We also promote our service awareness and enhance our professional capabilities so as to enhance customer satisfaction.



Emphasize the Involvement of All Employees

The Group requires its staff in all departments and job positions cooperate with each other to establish the awareness of service quality, actively seek opportunities to improve technical capabilities, enhance knowledge reserves, continuously accumulate experience, and proactively share with the team in an effort to jointly promote the improvement of service quality.



Focus on Process Control

Service quality is not only reflected in the results, but also in the quality of the service process. We ensure the overall service standard of the Company by establishing reasonable and detailed service specifications and processes, implementing process control to manage risks that may affect the process and results, through practicing the principle of prevention beforehand, control the process and assessment afterwards.



Maintain Continuous Improvement

We timely track customer advice and recommendations, analyse the key concerns of customers, continuously improve our technical solutions, optimize the service processes, and constantly enhance professional capability and service quality in order to satisfy customers' demand.




Enhance Services Communication

The Group requires companies at all levels should strengthen communication and exchange with customers, firmly establish service concepts, maintain timely communication and quick response, enhance motivation and sense of responsibility to solve the actual problems faced by the 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.

Measures to Ensure Quality of Service

	Determine the departments and persons responsible for delivery quality management
	Develop clear delivery quality standards with clients for specific projects
	Quality control/inspection/assessment during delivery process
	Use of digitalized control tools
	One-time quality acceptance target
	Data archiving/experience accumulation/continuous improvement

Awards Received

During the year, the “China Telecom & China Unicom 5G Co-building and Sharing SA Construction Project”, which was designed by 14 units including Huaxin Consulting Co., Ltd. under the Group, constructed by 15 units including China Comservice Construction Co., Ltd. and supervised by 11 units including China Utone Construction Consulting Co., Ltd., won the National Quality Engineering Gold Award in 2022-2023. The “Public Network Coverage Project for the Jiangmao Section of the Shenzhen-Maoming High-speed Railway by China Tower Guangdong Branch”, which was designed by Guangdong Planning and Designing Institute of Telecommunications Co., Ltd. under the Group, constructed by Changxun Communications Service Co., Ltd. and China Communications Technology Co., Ltd. and supervised by Gongcheng Management Consulting Co., Ltd., won the National Quality Engineering Award in 2022-2023.

Responding to Customer Complaints/Customer Satisfaction Management

Adhering to the “customer-centric” development philosophy, the Group pays great attention to customer perception. Catering to the characteristics of government and enterprise customers, companies at all levels under the Group have set up service departments for different customer groups, established direct and efficient communication channels with customers, and timely followed up on customers’ needs through customer visits, skills exchanges, implementation of delivery, maintenance services, post-sales visits and satisfaction surveys at all stages of pre-sales, in-sales and post-sales. Among them, the Group’s subsidiaries such as Zhejiang company and Jiangsu company hired third-party companies to actively carry out satisfaction surveys to listen to customers’ voices for the year.

The Group has set up a customer complaint response mechanism, with different response processes for serious and general complaints. It adopts closed-loop management in handling customer complaints, with the handling process recorded and filed in writing. The Group organizes service quality meetings from time to time, collects and handles customers’ opinions and recommendations on its services, carries out analysis on service quality, proactively explores the in-depth root causes of customer complaints and formulates specific rectification measures so as to develop an effective mechanism of improvement.

In 2023, customers were generally satisfied with the quality of the Group’s services and there were no material complaints or disputes. The Group belongs to 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 strengthens trademark management to regulate the use of registered trademarks. It pays attention to brand protection while promoting its own brand and enhancing the brand value. It conducts research on intellectual property in respect of the emerging businesses of the Group. The Group organizes law-enforcement seminars from time to time to enhance its employees' knowledge of, respect to, compliance with and usage of relevant laws and regulations and their awareness and levels of intellectual property rights protection.

During the process of product research and development, the Group attaches importance to the protection of intellectual property rights, resulting in the corresponding patents or software copyrights.



In 2023, the Group obtained 524 new authorized patents, 944 new patents accepted, 1,208 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. Over 60 companies under the Group possess ISO 27001 information security management system certification, 17 companies fulfill GB/T 22080-2016 information security management system requirements, and relevant employees hold CISP, CISSP, CISA, CISP-DSG and other qualification certificates.

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 2023, a total of seven 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 68,000 person-times' participation. We actively participated in publicity activities such as National Security Education Day and Cybersecurity Publicity Week, and we have been raising the awareness of internal employees on network and information security and privacy protection through online and offline forms such as special training by external experts, poster publicity and video dissemination. We organized internal network and data security skills competitions and actively participated in external competitions, and won the Silver Cauldron Award in the third "Wangding Cup" to improve security protection capabilities through competitions.



Building a Strong Line of Defense for Network and Information Security

The Group actively carries out regular security operations, organizes 7 x 24 hrs round-the-clock security monitoring, 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 2023, 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.

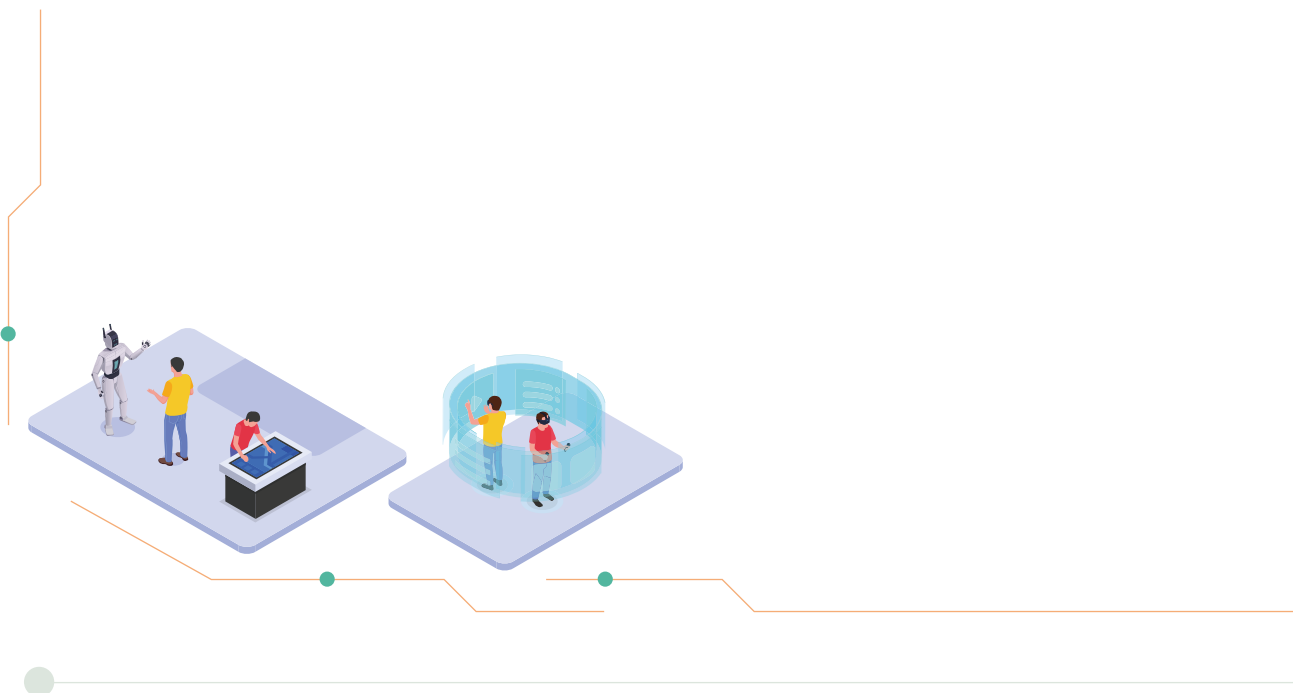
The Group issued the Notice on Carrying out the Study and Publicity of Data Security Law and Personal Information Protection Law, which requires the strengthening of the systematic study and publicity of the PRC Data Security Law, the PRC Personal Information Protection Law and the PRC Cybersecurity Law, ensuring that all employees fully understand and master it in depth, clarifying the bottom line, not touching the red line, and effectively regulating data and information processing activities.

The Group studied and clearly implemented the responsibilities of various departments in the work of the “two laws”, organized various lines to sort out the existing systems, norms, businesses (including APP), services, processes, agreements, systems and other situations involving data and personal information, and formed a list of gaps and risks according to legal provisions.

- Focus on checking whether the business involving the processing of data and personal information entrusted by other parties is carried out in accordance with the legal provisions and contractual agreements;
- Check whether the privacy policies, privacy policy summaries, user agreements and product/service provider settlement agreements of online platforms/products/applications and offline businesses are compliant, and disclose the information processing methods and uses to users according to legal requirements; check whether the precise marketing process based on automated decision-making provides a convenient way for user to refuse, and will not continue to push similar type of information after users’ refusal;
- Sort out and gradually improve data and personal information protection means;
- Sort out and improve all kinds of information protection clauses related to personal information processing contracts.

Cybersecurity Capabilities

The Group actively responds to the national strategy of building a strong cyber nation. 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 key national 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 “Pilot Demonstration of Cybersecurity Technology Application” by the Ministry of Industry and Information Technology in many occasions. It has been listed in the “Top 100 Cybersecurity Enterprises in China” published by “AQNIU”, a think tank in the cybersecurity industry for five consecutive years, and its own core products and services have been selected for many times in the “China Cybersecurity Industry Panorama”. 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 industry 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 industry 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, application access management, situational awareness and unified monitoring, calls the underlying cryptographic software and hardware resources and services, and provides cryptographic services distributed on demand and flexibly expanded for government cloud applications to ensure the authenticity, confidentiality, integrity and non-repudiation of government cloud applications.

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 industries, helping security services and offensive and defensive teams to quickly improve their technical and 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.



Contribution to Network Security Talent Evaluation and Cultivation

As one of the core companies in the construction of domestic security standard system, the Group participated in the research, discussion and compilation of the White Paper on Practical Capability of Cybersecurity Talents-Talent Evaluation.

For the first time, the white paper focuses on the field of cybersecurity talent evaluation in China, comprehensively presents the basic situation, evaluation status, evaluation demand and the building of cybersecurity talent evaluation system of supply-side and demand-side cybersecurity talents, and develops a "cybersecurity talent practical capability evaluation system" that includes a full spectrum of roles and covers a complete professional life cycle.



Strategic Cooperation on the Development of Cybersecurity Field

Guangdong company, a subsidiary of the Group, signed a strategic cooperation agreement with Guangdong Information Technology Security Evaluation Center. Guangdong Information Technology Security Evaluation Center is a professional, fair and authoritative third-party evaluation organization in the network and information security assurance system of Guangdong Province. This strategic cooperation aims to carry out comprehensive cooperation in promoting the training of network security talents in the Mainland and Hong Kong, strengthening cybersecurity evaluation, improving cybersecurity operation and maintenance services and cybersecurity emergency response capabilities, and connecting the CISP (Certified Information Security Professional) certification training system at home and abroad.

After signing the strategic cooperation agreement, the Guangdong company under the Group will appoint the Hong Kong company under the Group to set up a joint working group with the Guangdong Information Technology Security Evaluation Center to jointly develop international training courses suitable for overseas regions, strive to establish an information security system for the Hong Kong SAR government and train and accumulate network security experts, form a more effective information security defense mechanism, ensure the network information security of various industries amid the development of smart city, and enhance the influence of "China Standard" for CISP.



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, 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, conducting integrity propaganda, reminding in daily conversations and publicizing through new media platforms. In 2023, the whole group held 599 warning education conferences, and reported a total of 5,645 typical cases through various channels, intensifying deterrence and fostering a strict atmosphere at every level. The Group carries out integrity propaganda, and continues to build up the ideological defense line of honesty and self-discipline. The Group promotes the culture atmosphere of integrity, produces and publishes its “Song of China Comservice Integrity”, and use the song as a medium to spread the voice of integrity and promote the atmosphere of integrity.

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 and the Code of Professional Conduct for Employees 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.

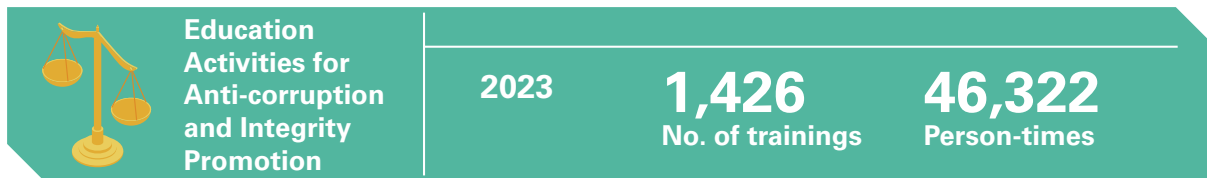
Improving the Supervision System

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 2023, 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, supervised specialized agencies to conduct 4,016 active interviews, and conducted 3,869 on-site supervisions and inspections at major festivals and nodes. The Group integrates all kinds of supervision efforts from human resources, audit, risk management, business and finance, etc., actively builds a synergistic and efficient general supervision system, promotes the integration of all kinds of supervision in a concerted effort.




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 will investigate the reported cases according to the regulations, disciplines and laws, timely beware of the existing problems and solve them, so as to continuously create positive atmosphere of good integrity.

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.

<p>Organizational System Construction</p> 	<p>Leverage the role of the anti-corruption coordination team. Hold regular coordination team meetings, promote and optimize the organic integration of auditing, human resources, finance, business and other kinds of supervision, and actively build a synergistic and efficient supervision system.</p> <p>Continue to promote the in-depth development on the supervision of the grassroots, establish a team of honest supervisors at the grassroots level, and open up the “last mile” of grassroots supervision.</p>
<p>Work Style Construction</p> 	<p>Formulate relevant systems to further strengthen work style construction, and persevere in loosening and reducing burdens for the grassroots. We commended 47 individuals as model workers and advanced individuals in integrity and anti-corruption efforts, who dare to take responsibility and excel in their actions. We organized and carried out thematic lectures on advanced deeds titled “Inspired by the Virtuous to Strive for Excellence and Bravely Take on Significant Challenges with Vigor and Determination” to promote a work style characterized by responsibility and pragmatism.</p>
<p>Warning and Education Enhancement</p> 	<p>By conducting warning education meetings level by level, we compiled a collection of cautionary cases titled “Clarifying Rules Through Cases, Sounding the Alarm Continuously” and produced specialized warning education films. 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.</p>

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 in a bid to give back to society and contribute to the building of a harmonious society.

Communications Support for Major Events



The 19th Asian Games Hangzhou and Asian Para Games

Zhejiang company, a subsidiary of the Group safeguarded the quality and security of communications networks across 6 cities involved in the Asian Games and Asian Para Games, 56 Asian Game-related venues, 128 supporting venues, and 639 trunk lines and critical machine rooms. The company accomplished business activations over 1,300 times, fault handling over 1,500 times as well as inspections and troubleshooting over 55,000 times. On a daily basis, an average of 1,800 personnel were involved in the supporting efforts, with 298 vehicles deployed for the mission. Meanwhile, the company strictly guarded the network and information security to ensure "zero accidents", successfully fulfilling our commitment to "Safeguarding the Asian Games, mission accomplished".



31st summer edition of the FISU World University Games ("Universiade")

The China Comservice Smart Sport Research Institute undertook the overall integration of the information systems for the Universiade, responsible for the competition command system, competition management system, MOC system, various private networks, cloud computing, and smart venue platform projects. It aimed to build a leading competition information operation system for the Universiade, becoming a highlight application of "Smart Universiade".

– Communications Support

1. Made the support deployment in advance. Carried out the work according to the four stages of "Experience Planning-Quality Improvement-Acceptance & Rehearsal-Event Standby". We conducted front-end and back-end linkage testing and optimization, and cumulatively completed more than 5,000 parameter tuning and more than 2,000 antenna adjustments. Meanwhile, more than 200 new base stations were opened, 500 terminal stress tests were simulated, and more than 500 interferences were investigated. This effort ensured that the 4/5G signals coverage without dead zones, network experience without delay in the supporting areas.

2. Private network safeguard and comprehensive safeguard for operator. It mainly included the suggestions and network operation support of the core event private network and the verification private network, and the network construction of the broadcast private network. It meets the needs of all kinds of information systems such as score system, timing and scoring system, competition monitoring system, Internet access during the Games, etc., and verification private network meets the stable operation of vehicle inspection system, human inspection system and TV broadcast system.

– Transport Support

1. The safeguard of the traffic command and dispatch system and basic environmental equipment and facilities of the Universiade Traffic Security Command Center. The Group set up an interdisciplinary technical support team, worked out a bespoke support plan, and participated in all-factor drills to ensure that problems were found and solved at once, and fully guaranteed the stable operation of the Universiade traffic command system.
2. Supporting the outfield system. The Group focused on ensuring the normal functioning of display equipment and ensuring the normal operation of road monitoring equipment.

– Emergency Support

On the eve of the Universiade, a comprehensive inspection was conducted on material storage and equipment. During the Universiade, the Group fully guaranteed the proper functioning of the equipment in the warehouse, ensuring the safety of communications emergency power throughout the Universiade.





Supporting the World Internet Conference for Ten Consecutive Years

This year marks the tenth anniversary of the World Internet Conference Wuzhen Summit, as well as the tenth year of the Group providing support for the event, so ensuring the information service support was highly meaningful.

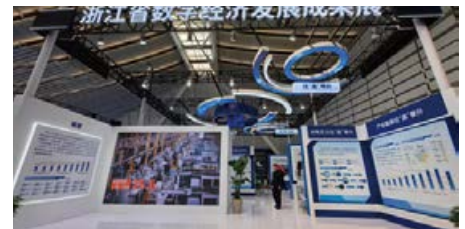
– 24-hour Standby for Rapid Response

The Zhejiang company under the Group established a “Frontline Command Center” on site. Following the emergency support plan developed in the early stages, the communications emergency support team was organized to conduct 24-hour patrols of the conference venues, surrounding key routes, and critical areas, securing over 4,700 public security surveillance points throughout Tongxiang and eliminated potential dangers. During the conference, the Frontline Command Center and support personnel were on 24-hour standby, ready to rapidly respond and comprehensively manage the detection, early warning, and handling of any emergency incidents, ensuring the absolute security of the conference’s communications networks.

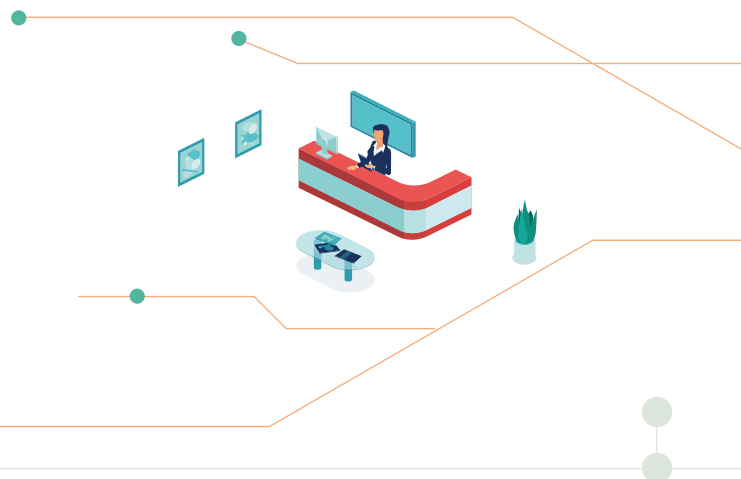


– Creating Highlights for “The Light of Internet Expo”

By fully leveraging their expo technology strength and informatization professional capabilities, the Zhejiang company under the Group employed innovative green construction techniques at this “The Light of Internet Expo” to create a booth “without a framework”, integrating cutting-edge technologies such as artificial intelligence, digital humans, and machine vision.



Furthermore, the Zhejiang company also set up five major booths: the Zhejiang Province Digital Economy Development Achievement Exhibition, the Zhejiang Digital Village Pilot Area Construction Achievement Exhibition, the China Telecom Booth, the Hangzhou Iron and Steel Group Booth, and the World Internet Conference Smart Experience Station, truly lighting up the world of Internet technology with dedication.



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 2023, the Group contributed resources including a total of over 28,900 person-times and 12,400 vehicle-times, repaired more than 24,200 communications facilities and participated in disaster relief for more than 3,000 hours, while actively participating in post-disaster pandemic prevention and disinfection as well as environmental clean-up.



Typhoon “Doksuri” and “Talim”

– Typhoon “Talim”

The Guangdong company, a subsidiary of the Group, actively deployed resources to carry out communications support work such as emergency repair and reconstruction of post-disaster communications in an orderly manner. A total of 474 construction person-times and 151 vehicle-times were contributed. A total of 167 communications facilities were troubleshooted and repaired.

The Guangxi company, a subsidiary of the Group, quickly activated the typhoon emergency rescue plan, performed the “7X24 hours” three-level duty work, and pre-set emergency repair teams, emergency vehicles, power-generating diesel engines and other resources in key flood and typhoon protection cities in advance, so as to efficiently carry out typhoon defense and emergency rescue work, and made every effort to ensure the safe operation of communications networks. During the typhoon, a total of more than 800 support person-times were dispatched and 1,434 fault orders were handled without any safety incidents.

– Typhoon “Doksuri”

– On the eve of typhoon landing, the Fujian company, a subsidiary of the Group, launched professional emergency rescue plans to prepare emergency personnel, vehicles, diesel engines and diesel, tools, rescue equipment and materials in advance, and organized inspections and reinforcements of sites in low-lying areas and important sites, making joint efforts to prepare for typhoon prevention. It gathered a total of 118 teams across the province which were ready to go to the disaster-stricken areas to carry out support work at any time.

– After the typhoon made landfall, the Fujian company, a subsidiary of the Group, promptly dispatched 40 teams to support Quanzhou and Putian in carrying out communications recovery. A total of 9,710 person-times were dispatched, 4,403 vehicle-times were put into operation.



6.2 Magnitude Earthquake in Jishishan County, Linxia Prefecture, Gansu Province

A number of subsidiaries of the Group rushed to the scene in Gansu and Qinghai at once to repair the communications and support lifeline.

- The Gansu company urgently activated the emergency plan and organized a rescue team to the disaster-stricken areas to repair the communications lifeline at once. A total of 30 communications support personnel, 13 communications support vehicles and 48 power-generating diesel engines were contributed, and the company restored the power supply for 130 base stations to make effort to carry out communications support work.
- The Qinghai company quickly organized and carried out emergency communications support work. 25 communications support personnel and 5 communications support vehicles were dispatched to Minhe, Hualong and other disaster-stricken areas to carry out communications repair work.
- China Communications Construction First Engineering Bureau Co., Ltd. rushed to Minhe Hui and Tu Autonomous County, Haidong City, Qinghai Province overnight, urgently deployed the transmission optical cables, and immediately dedicated into the transmission access work of the emergency command center.
- The Linxia warehouse of the Gansu Branch of the supply chain immediately activated the earthquake emergency plan, made effort to ensure the support of communications materials, and interpreted the mission with "Comservice Speed". A total of nearly 10 tons of communications materials were transported to the front line of disaster relief.



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 2023”, 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 a quarterly basis, and established a quarterly report account to supervise and guide all provincial companies to complete various work arrangements for rural revitalization on a quarterly basis to ensure that annual task targets are fully completed.



Pairing assistance on the agricultural products from Jiuzhi County, Qinghai Province to participate in the second “Central Enterprise Consumption Assistance and Agricultural Development Week”

Jiuzhi County in Qinghai is the Group’s pairing assisted area. Since 2022, the Group has combined the characteristics of the communications industry, integrated assistance resources, and arranged special funds to continue to increase pairing assistance to Jiuzhi County in respect of network assistance, intellectual assistance, industrial assistance, employment assistance, and public welfare assistance.



In 2023, the Group helped Jiuzhi County’s agricultural products to participate in the “Central Enterprises Consumption Assistance and Agricultural Development Week” guided by the Social Responsibility Bureau of the SASAC of the State Council, hosted by the e-commerce platform for central SOEs consumption assistance, and co-hosted by the News Center of the SASAC of the State Council, which facilitated Jiuzhi County to sell high-quality agricultural products, as well as consolidate and expand the results of poverty alleviation, and comprehensively assist rural revitalization.



E-commerce Skills Training for Villages and Towns

Sichuan company, a subsidiary of the Group, carried out e-commerce skills training in many villages and towns under the jurisdiction of Qingchuan County, Guangyuan City, Sichuan Province. It used VR technology to conduct online live broadcasts of popularization of science to achieve digital information technology empowerment in e-commerce skills, office skills, short video production, and digital information processing skills. Since 2021, it has directly benefited 578 villagers to achieve an average household income increase of more than RMB1,500.



Industrial Assistance and Digital “Smart” Governance for Jointly Building a Beautiful and Harmonious Countryside

China Communications Technology Co., Ltd., a subsidiary of the Group, leveraged its resource advantages to help promote the implementation of the agricultural rice production and processing base project in Jiangwei Village, Xiangshui, Jiangsu Province, achieving annual production and processing of a total of more than 400,000 catties of green and ecological paddy, shrimp, and rice, creating employment for people in the surrounding area, with the per capita annual labor income reaching more than RMB40,000. It piloted the “half-acre field” mass income increase plan, using the miscellaneous land and idle land in front of and behind the houses of the masses to plant chrysanthemums. The income per mu is more than three times the income of ordinary crops, driving the masses to increase their income while improving the rural living environment.

In addition, China Communications Technology Co., Ltd., also gave full play to its advantages in communications construction to rectify the communications lines and household lines in Jiangwei Village, and helped Jiangwei Village build a digital comprehensive information service platform that integrates “smart big screen”, “smart agriculture” and “rural TV station”.

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, regularly communicates with employees and solves their problems 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.

China Comservice’s First Employee Table Tennis Competition

On 23 February 2023, the Group’s labor union and the labor union of its affiliated Guangdong Company hosted the “China Comservice’s first employee table tennis competition”, in which more than 260 employees from all provinces across the country participated in.



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.

AED First Aid Training

China Utone Construction Consulting Co., Ltd., a subsidiary of the Group, continued to promote the “Health Comservice” initiative by enriching the “Health Express” service content, and effectively protected the physical and mental health of employees. It conducted a series of lectures and trainings such as AED first aid basic knowledge training and employee health consultation, aiming to help employees learn first aid knowledge and better cope with work and life.

Employee Recuperation Activities

Jiangxi company, a subsidiary of the Group, carried out the annual honorary recuperation activities for outstanding employees to continuously enhance their sense of honor, gain and pride, better stimulate the enthusiasm, initiative and creativity of employees, enhance their ability to collaborate with each other as well as the corporate cohesion, and create the good atmosphere of “learning from the outstanding and catching up with the outstanding” within the enterprise.



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.

