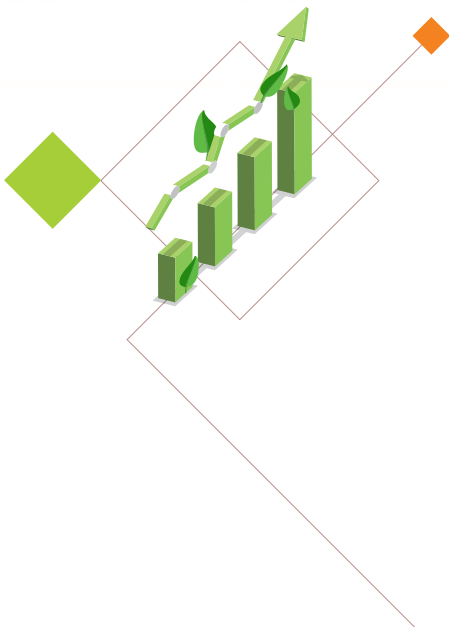


ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



This report is prepared pursuant to the Environmental, Social and Governance (“ESG”) Reporting Code (the “Code”) 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 2025 to 31 December 2025. This report has complied with all the “comply or explain” provisions as set out in the Code. 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 2024 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 2025.



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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 digital intelligence sector.

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



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



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



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



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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 Audit Committee were also briefed on the work concerning the establishment of the Company’s ESG indicator system and related research proposals.



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ESG Governance Structure



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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 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
	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 continuously optimize procurement management system
	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
 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	Participate in rural revitalization, help the disabled and the poor

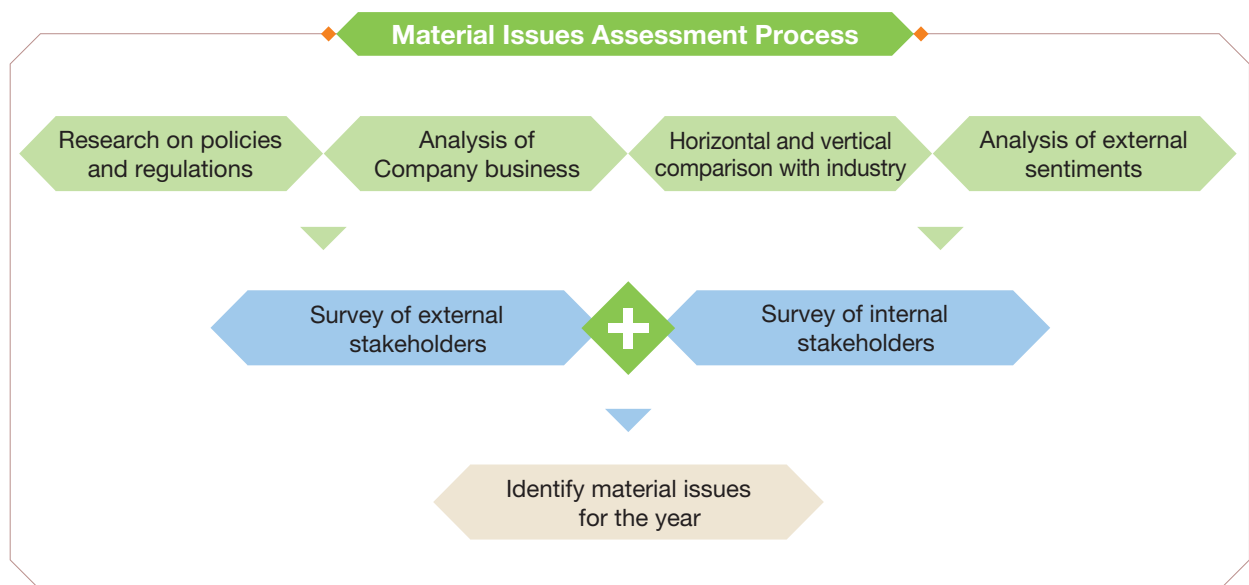
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Material Issues Identification and Assessment Process

In order to gain a more in-depth and objective understanding of the ESG issues that stakeholders are concerned about, during the preparation period of this report, the Group carried out a materiality assessment of these issues, summarized and categorized the material ESG issues of our company, and used this as the basis for the preparation of this report.

Identify ESG Issues

Based on the 2024 materiality assessment results, the Group conducted a comprehensive analysis of stakeholder concerns with reference to its overall business development in 2025, advanced ESG management practices within the industry, the ESG issues outlined in the Code, its own business and industry characteristics, as well as the engagements with external stakeholders — such as shareholders, investors, and capital markets through investor meetings and active participation in ESG rating agency questionnaires. Meanwhile, aligning with its corporate strategy, the Group conducted internal interviews and surveys with employees on sustainability-related topics. With a combination of the above internal and external analysis, the Group determined 21 ESG issues for the year.



Formulate and Implement the Stakeholder Communication Plan

During the ESG issue assessment process, the Group attached great importance to the interaction and communication with various stakeholders. The Group formulated a detailed stakeholder communication plan and collected the concerns and expectations of various stakeholders (including investors, employees, customers, suppliers, the community, etc.) regarding ESG issues through various means (such as regular surveys, questionnaires, discussion sessions, etc.).

Quantitative Assessment of Material ESG Issues

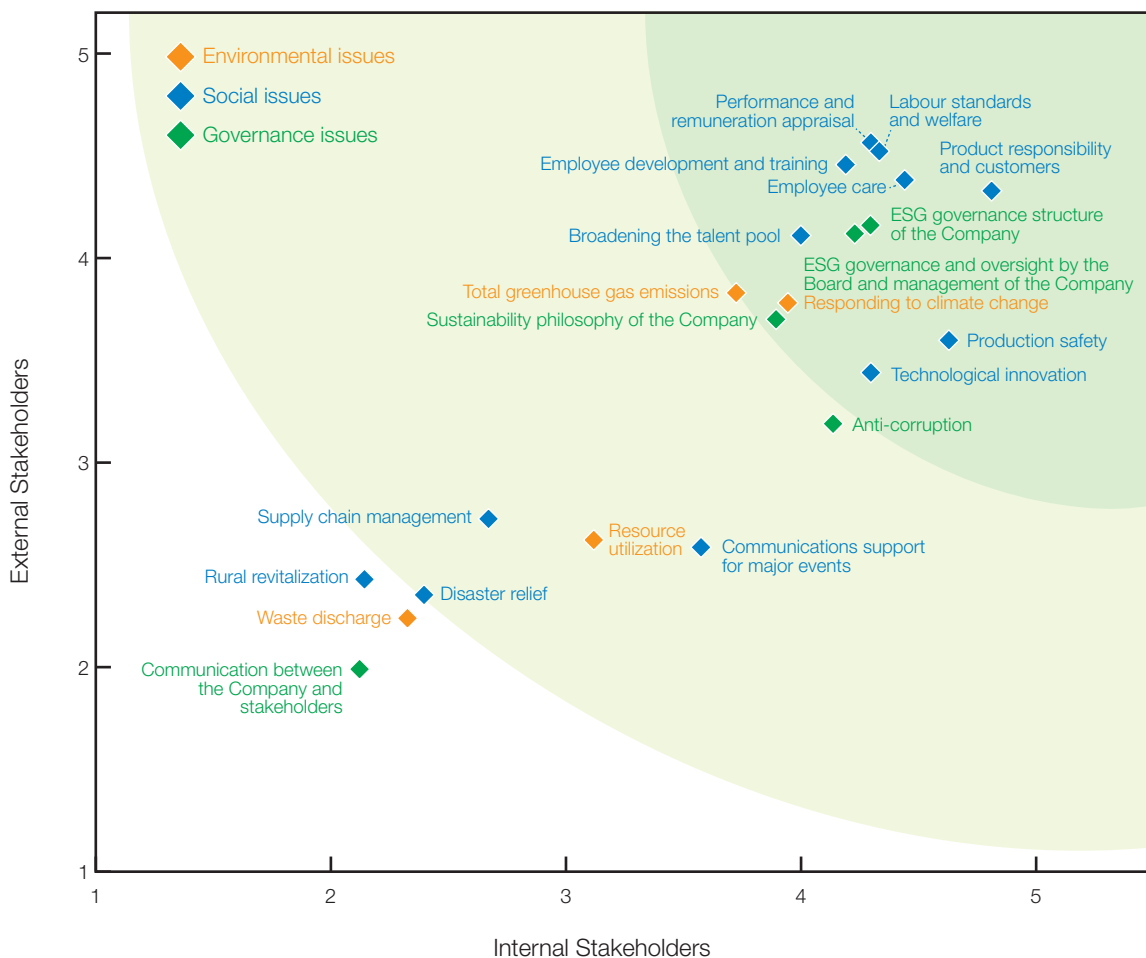
The Group carried out an online questionnaire survey, inviting various stakeholders to rate the importance of the company's ESG issues in 2025. The ratings were scored from 1 to 5, with the materiality increasing successively.

A total of 4,361 stakeholders participated in this survey, covering various types of stakeholders such as corporate directors, management, employees, investors, suppliers and industry associations.

The Group analyzed the results filled in by various stakeholders, evaluated the importance of each issue from two dimensions of "internal materiality" and "external materiality", identified 13 extremely material issues, 5 material issues, and 3 relevant issues, and developed the Company's ESG issue materiality analysis matrix for this year.

The results of this assessment of material issues have been reviewed and confirmed by the Board.

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ENVIRONMENTAL PROTECTION AND CLIMATE CHANGE

Climate change not only has profound impacts on the global ecosystem, but also brings relatively great 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 presents 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 organized 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-related Disclosures

The Group has been disclosing climate change-related information across four dimensions: governance, strategy, risk management, and metrics and targets, taking into account the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) since the financial year 2022, and continues to enhance the relevant disclosures. During the reporting period, the Group made further disclosures with reference to the Climate-related Disclosures from IFRS S2 and the requirements of Consultation Conclusions “Enhancement of Climate-related Disclosures under the Environmental, Social and Governance Framework” published by The Stock Exchange of Hong Kong Limited.

Governance

The Board of the Group serves as the supreme decision-making body for sustainable governance (see “ESG Governance Structure” section for details), responsible for overseeing the Group’s overall management direction and strategic orientation regarding climate change-related risks and opportunities. The members of the Board possess diverse professional backgrounds and management experience, enabling them to make comprehensive judgments on climate-related issues from strategic, risk management, and business development perspectives.

To continuously enhance the Board’s understanding of climate change issues and ensure its full awareness of relevant regulatory requirements, industry trends, and potential business impacts, the Group will regularly provide climate-related specialized training for the Board. When necessary, external institutions or experts will be invited to share their insights and engage them in discussions on climate risks, transition trends, and response strategies. Additionally, the Board receives updates on progress regarding climate action and other sustainability initiatives every half-year. The Board’s Audit Committee supports the Board in evaluating climate-related risks and opportunities, formulating climate strategies and dual carbon targets, defining response measures and mitigation roadmaps for emission reduction.

In terms of the development of the remuneration and incentive system, the Group has included in its consideration regarding climate-related performance into the medium-to-long-term optimization research scope of its remuneration policy, which is currently under scheme evaluation, exploration of implementation approaches, and careful study of feasible ways to link climate targets with incentive mechanisms, so as to gradually promote the effective implementation of the climate strategy at the organizational level. In addition, the Group has issued the Appraisal and Evaluation Rules for Green Development Work to define the “Dual Carbon” management indicators and specific implementation rules of the Group’s subsidiaries, to promote the reinforcement of the main responsibilities of all parties, to objectively evaluate the implementation and effectiveness of the various tasks, and to promote the effective implementation of the “Dual Carbon” work and the green and low-carbon development across the entire business. The Group also issues annual energy-saving and emission reduction budget targets to its provincial companies and strictly implements the energy-saving and emission reduction performance reward and punishment mechanism to ensure the successful completion of the annual energy-saving tasks.

Strategy




The Group places high priority on the potential risks and opportunities arising from climate change, integrating climate-related risks as a critical component of its long-term corporate strategy. The Company systematically assesses climate-related risks and opportunities, and implements proactive measures to address them.

As of the reporting period, the Group has formulated the Green Development Rolling Plan for 2026–2028, which covers the low-carbon business system for climate transition. Moving forward, by incorporating the national dual-carbon policies, industry sustainability standards and the characteristics of its own business structure, and based on further in-depth multi-dimensional assessment of climate-related risks and opportunities, the Group will gradually advance the research and compilation of its climate transition plan, specifying core transition directions, phased objectives, key tasks and resources guarantee measures.

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At this stage, the Group has systematically integrated climate-related factors into its business planning process and is gradually adjusting its business structure to reduce reliance on high-carbon activities while seizing business opportunities related to low-carbon and sustainable development. Such adjustments are reflected in the Group’s continuous expansion of business areas related to low-carbon transition, including integrated consulting services covering power infrastructure and supporting facilities, new energy, and carbon management.

The Group has identified the following potential impacts of climate change on the Company’s strategies and financials in three time periods, namely short-term (occurring within the next one year), medium-term (occurring from the next year to 2030) and long-term (occurring from 2031 to 2050), upon discussions with cross-functional business departments and industry experts:

Risks/ Opportunities	Type	Risks/Opportunities description	Potentially affected segments of the value chain	Potential impact pathways	Short-term	Medium-term	Long-term
 Physical risks	Acute	Extreme precipitation or severe weather events such as cyclones/ typhoons/hurricanes and hail	<ul style="list-style-type: none"> Production and operation Upstream supply chain 	<ul style="list-style-type: none"> Extreme precipitation and flooding may cause delays in construction, increase construction costs and affect project delivery schedules Obstruction of transportation links in the core supply chain, such as communications equipment and fibre-optic cables, affects equipment procurement and project implementation 	√	√	
	Acute	Events of extreme heat and sudden droughts	<ul style="list-style-type: none"> Production and operation 	<ul style="list-style-type: none"> High temperatures may lead to increased health risks for outdoor construction workers, such as heat stroke, which in turn affects work efficiency Increased intensity of operation of air-conditioning and other cooling equipment at the operating sites 	√	√	
	Chronic	Global warming trend	<ul style="list-style-type: none"> Production and operation Upstream supply chain 	<ul style="list-style-type: none"> Global warming causes critical facilities such as communications base stations and data centers to face higher temperature pressures, accelerating aging and increasing failure rates 			√
 Transition risks	Policy and legal risk	Legal and regulatory policies on environmental protection, carbon emissions and information security, etc.	<ul style="list-style-type: none"> Production and operation 	<ul style="list-style-type: none"> Restrictions on data center and infrastructure construction. The government may restrict high energy consumption projects through data center energy consumption standards, which may affect China Comservice’s business expansion across the country 	√	√	√
	Technological risk	Changing business scenarios as a result of low-carbon technology transformation	<ul style="list-style-type: none"> Production and operation 	<ul style="list-style-type: none"> The communications industry is moving towards green transformation and low-carbon technology upgrades to better meet customer demand 	√	√	√
	Market risk	Changing customer behaviour	<ul style="list-style-type: none"> Downstream sales 	<ul style="list-style-type: none"> Corporate customers are increasingly emphasizing their own carbon management, and the demand for green integrated solutions has increased 	√	√	√
	Reputational risk	Stakeholder requirements for climate risk disclosure	<ul style="list-style-type: none"> Direct operations 	<ul style="list-style-type: none"> Regulatory requirements for public disclosure of climate risks are becoming increasingly stringent, and non-compliant disclosures and inappropriate climate performance can damage corporate reputation 		√	√
 Opportunities	Energy sources	Low-carbon energy use	<ul style="list-style-type: none"> Production and operation 	<ul style="list-style-type: none"> Installation of distributed photovoltaic and replacement of new energy vehicles will increase the proportion of new energy consumption and reduce its own greenhouse gas emissions 		√	√
	Products and services	Low-carbon digitalization services	<ul style="list-style-type: none"> Downstream sales 	<ul style="list-style-type: none"> Accelerating digital transformation across industries and the need to reduce carbon emissions are driving demand for smart energy consumption management, green cloud computing, and low-carbon IoT solutions 	√	√	√

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The Group places high importance on the financial implications of climate risks and opportunities. While quantitative models and data systems are currently being refined, quantitative data (including but not limited to related investments, funding plans, asset values, percentages, and capital expenditures) are not available. Relevant information will be disclosed progressively according to assessment capabilities.

Current financial effect (potential)	Anticipated financial effect	Response measures
<ul style="list-style-type: none"> Loss of revenue: delays of projects may lead to delays in client payments, affecting the stability of revenues Rising supply chain costs: bad weather affects the stability of the supply chain, leading to an increase in the price of core equipment and increase in procurement costs 	<ul style="list-style-type: none"> Low impact on financial performance in the short to medium term 	<ul style="list-style-type: none"> Implement contingency plans and form a rapid response team to react quickly in the event of extreme weather to minimize the impact of the weather and safeguard project deliveries Establish a diversified supply chain system to ensure that key equipment and materials are sourced from multiple sources to minimize the risk of supply chain disruption caused by extreme weather events
<ul style="list-style-type: none"> Rising operating costs: increase in demand for cooling leads to a significant rise in electricity consumption 	<ul style="list-style-type: none"> High impact on financial performance in the short to medium term 	<ul style="list-style-type: none"> Implement adequate health protection measures, such as providing regular breaks, hydration, and heat-prevention and cooling equipment, for outdoor workers and those working in high-temperature environments, so as to reduce the risk of heat stroke and health problems Optimize energy management programs and adopt energy saving and consumption reduction measures, such as using green energy and improving energy efficiency
<ul style="list-style-type: none"> Rising operating costs: equipment durability is decreasing, maintenance frequency is increasing, and the company may need to increase investment to maintain operations 	<ul style="list-style-type: none"> Low impact on financial performance in the long term 	<ul style="list-style-type: none"> Develop and use high-temperature-resistant, low-energy-consumption communications equipment to cope with environmental changes due to global warming
<ul style="list-style-type: none"> Business expansion is constrained, affecting revenue growth: if the new policies limit high energy consumption projects, the company's business expansion in some regions may be affected, which in turn affects revenue growth expectation 	<ul style="list-style-type: none"> Medium impact on financial performance in the short, medium and long term 	<ul style="list-style-type: none"> Through active participation in government-led establishment of standards on environmental protection, low-carbon and industry, the company obtains timely information on policies and regulations, which helps the company to plan in advance, and through cooperation with industry associations, promotes the deployment and implementation of relevant policies to ensure that the company is in a favorable position in the changing policy environment
<ul style="list-style-type: none"> R&D expenditures are on the rise: the transformation of low-carbon technologies usually requires large R&D investment, which requires a large amount of capital in short term 	<ul style="list-style-type: none"> Low impact on financial performance in the short, medium and long term 	<ul style="list-style-type: none"> Cooperate with leading low-carbon technology companies and research institutes to accelerate the process of technology transformation. Through cooperation, the company can reduce the cost of R&D, improve the maturity of technology and its market adaptability, and reduce the risk of technology introduction
<ul style="list-style-type: none"> Increase in R&D expenditures: in response to changing customer demand for low-carbon, green communications services, the company adjusts its existing product and service portfolio to introduce green solutions that meet market demand 	<ul style="list-style-type: none"> Low impact on financial performance in the short, medium and long term 	<ul style="list-style-type: none"> Conduct regular market research to gain a deeper understanding of the changing needs of customers in terms of low-carbon and green services to ensure that the company can accurately grasp market dynamics and customer expectations
<ul style="list-style-type: none"> Decrease in brand value: delay in corporate climate action and disclosure may lead to doubt on corporate sustainability commitments by the publics and customers, affecting brand value and customer loyalty 	<ul style="list-style-type: none"> High impact on financial performance in the medium to long term 	<ul style="list-style-type: none"> Regularly publish environmental, social and governance reports to enhance communication with investors, customers and regulators, and positively demonstrate the company's actions and effectiveness in addressing climate change
<ul style="list-style-type: none"> Reduced operating costs: savings in purchased electricity expenses, carbon compliance transaction costs, etc. 	<ul style="list-style-type: none"> Low impact on financial performance in the medium to long term 	<ul style="list-style-type: none"> Ensure a stable supply of green electricity by investing directly in renewable energy facilities or partnering with renewable energy providers. While ensuring a stable supply of energy and controlling costs, the company can also ensure that its business meets green energy requirements by cooperation or purchasing green electricity certificates
<ul style="list-style-type: none"> Increase in revenue: low-carbon digitalization services can expand into new markets and improve the company's overall business revenue 	<ul style="list-style-type: none"> Low impact on financial performance in the short, medium and long term 	<ul style="list-style-type: none"> Form a dedicated low carbon services team to enrich the current digitalization products and solutions

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Scenario analysis

In order to accurately identify and measure the impacts of climate disasters on enterprises under climate change, the Group has prepared contingency plans in advance to enhance the Company’s climate resilience. During the reporting period, the Group conducted a physical risk analysis based on the SSP2-4.5 medium greenhouse gas emissions scenario and SSP5-8.5 high greenhouse gas emissions scenario in the Shared Socio-economic Pathways (SSPs) proposed by the Sixth Assessment Report of the Intergovernmental Panel on Climate Change (IPCC AR6), based on the underlying data of domestic climate disasters and geographic distribution.

Scenario	Scenario description	Predicted end-of-century temperature rise	Boundary of analysis	Scenario assumptions	Scenario source
 Medium greenhouse gas emissions scenario	Under this scenario, global socio-economic development progresses at a moderate pace, accompanied by intermediate-intensity climate policies and mitigation measures. Greenhouse gas emissions stabilize at current levels before commencing a gradual decline by mid-century	< 3°C	Basic office and major operational business segments. This covers the Group’s headquarters and 22 provincial companies (excluding overseas companies)	Assuming no change in internal factors such as main business, asset size, risk response measures, etc., and analyzing only the specific climate risk to which the assets are held under the disaster levels of each scenario	IPCC
 High greenhouse gas emissions scenario	Under this scenario, the global economy grows rapidly, but relies mainly on the extraction of fossil fuels and energy-intensive industries, with little or no climate policy management, and climate change pressures intensify, with greenhouse gas emissions increasing rapidly during this century and reaching roughly double that level by 2050	> 4°C			

According to the company’s main assets operating address, industry information and relevant data sets, an assessment was conducted covering typical climate risk types such as extreme heat, extreme precipitation, sudden drought, tropical cyclones, and global warming trends. In the SSP2-4.5 and SSP5-8.5 scenarios, the physical risk levels of extreme heat, sudden drought and sea level rise all show an upward trend, of which the upward trend in the risk levels of extreme precipitation and extreme heat is more significant than that of the other physical risks. In addition, in the SSP5-8.5 scenario, the frequency and intensity of extreme heat and precipitation events will increase significantly. Combined with the results of scenario analysis, the Group has initially identified that under extreme climate conditions in the future, extreme precipitation and extreme heat may have a certain impact on the on-site operation arrangements and the operation of relevant infrastructure. The relevant analysis results will serve as an important reference for the Company to identify and assess climate-related physical risks, and support the formulation of follow-up risk management and response measures.

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Based on the scenario analysis, the Company has simultaneously advanced climate resilience assessment. For the medium greenhouse gas emissions scenario, a comprehensive assessment will be conducted focusing on the adaptability of existing business layouts to climate disturbances and the operational effectiveness of existing risk response mechanisms. This will systematically identify potential challenges to business operations under progressive climate impacts, providing support for optimizing the existing risk prevention and control system. For the high greenhouse gas emissions scenario, the focus will be on the impact of extreme climate events on business, with an in-depth assessment of emergency response and recovery support capabilities to consolidate the foundation for strengthening bottom-line resilience and ensuring the stable operation of core businesses.

Based on the results of the climate resilience assessment, the Company will, in the short term, mitigate the immediate impacts of extreme climates by means such as optimizing on-site operation processes and upgrading infrastructure protection standards; in the medium term, adjust business layouts and enhance risk transfer and response capabilities in high-risk areas; and in the long term, continuously track the evolution of climate risks and gradually promote the transformation of business models towards low-carbon and resilience directions.

The Group will continuously review and update scenario assumptions as appropriate, gradually introduce more applicable climate scenarios and risk dimensions, closely monitor temperature changes and the evolution of climate risks, and steadily enhance its risk identification and response capabilities in the context of climate change, so as to strengthen the overall resilience of business operations.

Risk Management

The Group is actively addressing the potential significant financial or strategic impacts of climate change in the short, medium or long term, integrating climate change risk management into the Company's existing overall risk assessment and management system. Based on the current risk management framework, the Group conducts continuous and systematic management and supervision of climate change-related risks and opportunities in accordance with the standardized process of "risk identification, risk analysis, risk assessment, risk prioritization and risk response".

During risk identification and assessment, the Group utilizes the SSP scenario data from IPCC AR6, and combines climate scenario analysis results, business layout and operational characteristics to focus on physical risks such as extreme weather and potential transition risks triggered by changes in policies, regulations and markets. Through the existing risk assessment mechanism, the Group conducts a comprehensive analysis of the likelihood of relevant risks and their potential impacts on financial conditions, operating results and strategic objectives, and determines the significance and management priority of risks accordingly.

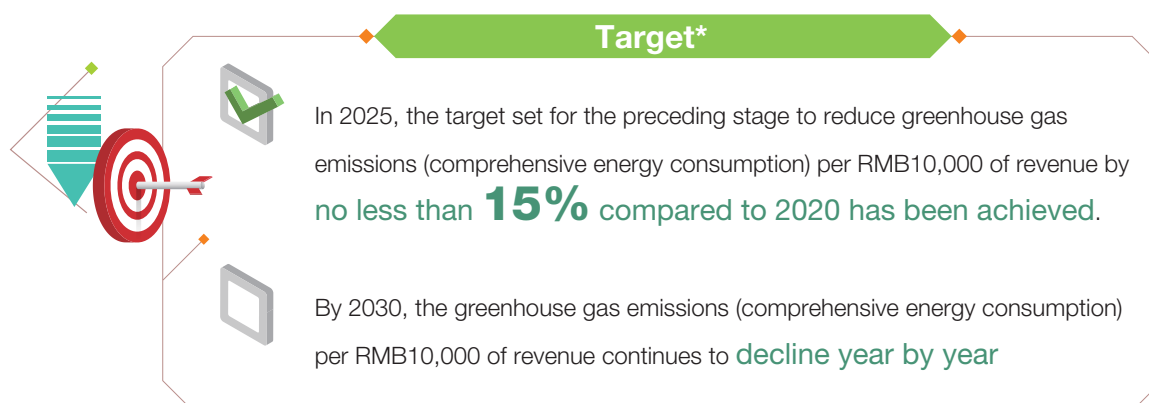
Meanwhile, the Group continuously improves the internal control processes and risk management procedures related to environmental, social and governance matters, effectively links climate-related risk management with the overall risk management system and internal monitoring mechanisms, and constantly strengthens its systematic management capabilities for climate change and other sustainability issues. Compared with the previous reporting period, there have been no material changes to the core processes of the Group's climate risk management. The Group will continue to optimize climate risk management arrangements in light of the external policy environment and business development, and gradually enhance the depth and refinement of climate-related risk management within the overall risk management system, so as to strengthen the Group's operational resilience and sustainable development capabilities in the context of climate change.

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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 development 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.

The Group strictly adheres to the core objectives established by the latest international climate change agreements. Guided by China’s policy deployments under the Paris Agreement regarding carbon peaking and carbon neutrality, and based on its service nature and its actual business development, the Group ensures its green and low-carbon goals align with international consensus and national strategy, while being scientifically sound and feasible.



As the Group has not yet been included in the national official list of key greenhouse gas emission-controlled enterprises, no internal carbon pricing mechanism has been established during the reporting period. The Group continues to monitor national policies on carbon peaking and carbon neutrality, as well as the development of carbon market-related systems, and has conducted preliminary research on internal carbon cost management and the application of carbon price signals. Moving forward, the Group will dynamically assess the applicability of an internal carbon pricing mechanism according to the policy environment, industry development and its own management needs, and advance planning of the relevant system in a timely manner.

During the year, the Group continued to promote carbon inventory work among its subsidiaries at all levels to have a clear picture of Group’s overall greenhouse gas emissions, further consolidating the foundation for energy conservation and emission reduction. The Group has established an assessment mechanism for green and low-carbon development, with evaluation indicators focusing on dual control of carbon emissions, ecological and environmental protection, and the development of typical demonstration projects. The assessment covers 22 provincial subsidiaries and is integrated into the performance assessment of unit heads through deduction points in the negative list.

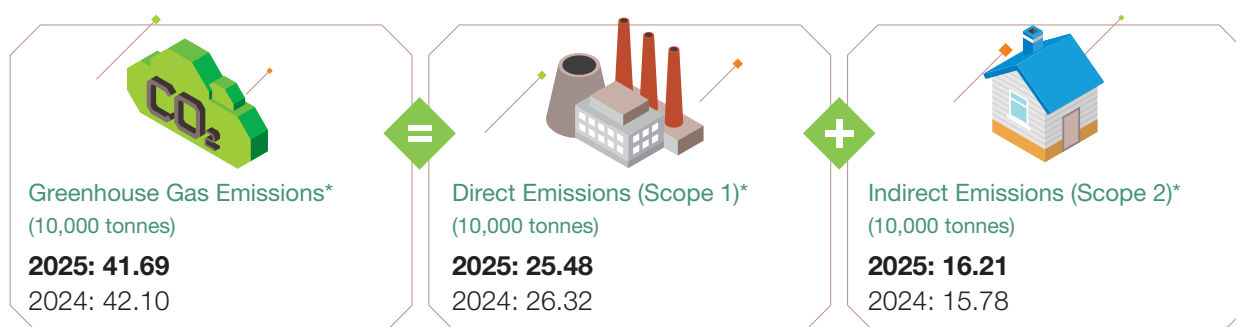
* This target is set based on the Group’s own operational data and industry energy efficiency benchmarks. Industry decarbonization approaches of external tools such as carbon credits are not adopted at this stage.

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Energy Consumption

In 2025, the Group's total energy consumption amounted to approximately 162,000 tonnes of standard coal and 10.77 kilograms of standard coal per RMB10,000 of revenue (2024: approximately 165,000 tonnes of standard coal and 11.00 kilograms of standard coal per RMB10,000 of revenue).

According to the Group's energy statement, the total greenhouse gas emissions from the Group's energy consumption in 2025 were approximately 416,900 tonnes (2024: approximately 421,000 tonnes), which was calculated in accordance with the Greenhouse Gas Protocol.



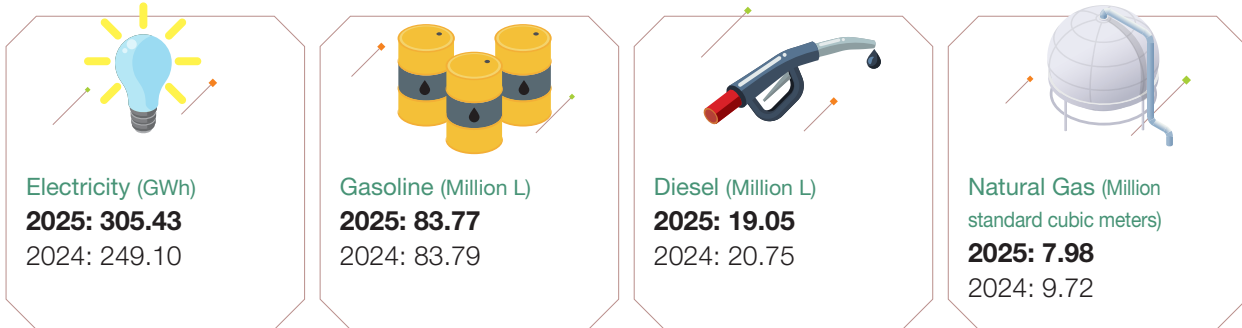
Notes:

1. Total GHG emissions comprise Scope 1 direct GHG emissions and Scope 2 indirect GHG emissions.
2. Scope 1 direct GHG emissions include GHG emissions from the consumption of natural gas, coal, gasoline, and diesel fuel.
3. Scope 2 indirect GHG emissions are calculated using the location-based method, including GHG emissions from purchased electricity and purchased heat.

* The Group previously accounted for greenhouse gas emissions including carbon dioxide, methane, and nitrous oxide. In accordance with the Environmental, Social and Governance Reporting Code of the Hong Kong Stock Exchange, the measurement of Scope 1 and Scope 2, was with reference to the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004). This is an internationally accepted and widely recognized industry standard for greenhouse gas accounting, and all input data are based on the Group's actual operational data. This year, in alignment with the Guidelines for Greenhouse Gas Emissions Accounting and Reporting for Industrial Enterprises (2015) issued by the National Development and Reform Commission and the Announcement on the Publication of CO₂ Emission Factors for Electricity in 2023 (Announcement No. 47 of 2025) jointly released by the Ministry of Ecology and Environment and the National Bureau of Statistics, the Group has updated its GHG accounting methodology to CO₂ emissions, incorporating revised emission factors.

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Direct/Indirect Energies by Type



Our Actions

Action 1

The Group has set up a “Carbon Peaking, Carbon Neutrality” management organization, namely the “Leading Working Group for Energy Conservation and Ecological and Environmental Protection of China Comservice”, with the President as the main person in charge and members from the Company’s management, forming a three-tier working structure which aims to promote the Group’s green and low-carbon development.



Leading Group

Direct the deployment of green development work and study and make decisions on important issues in respect of “Dual Carbon”



Office of the Leading Group

Implement the specific work and organize the day-to-day work of the Group for “Dual Carbon”



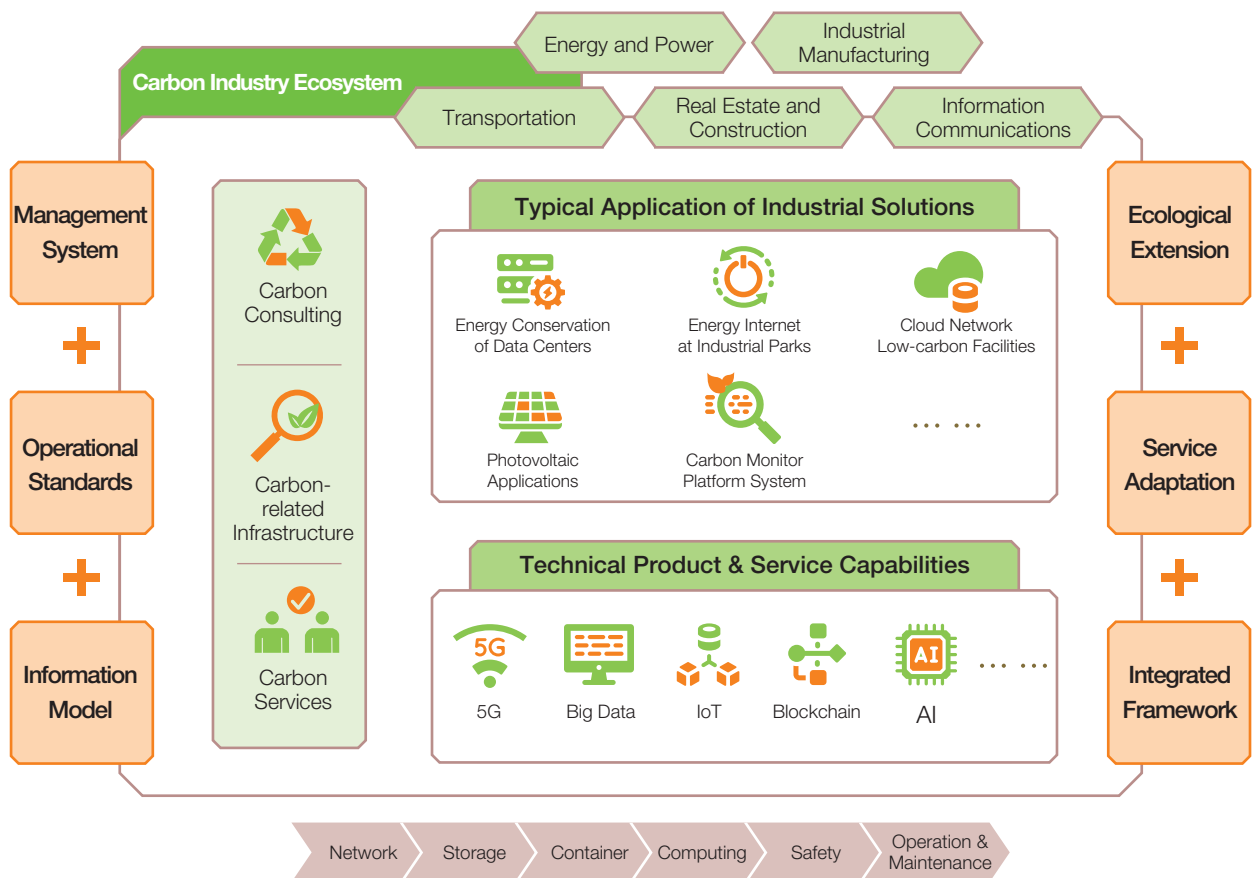
Subsidiaries and Branches at All Levels

Implement the Group’s “Dual Carbon” planning objectives, promote and implement “Dual Carbon” projects

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Action 2

The Group prepared “the Green Development Rolling Plan for 2026–2028”, and continuously promoted the “Research on the Peaks of Carbon Emission and Pathways to Carbon Peaking”. 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 Consulting, Carbon-related Infrastructure, Carbon Services, the Group strived to promote carbon reduction in society.



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Talent Development for Climate Change Response

1. Strengthening the Dual Carbon Expert Workforce

- In 2025, to enhance the professional capabilities of the dual carbon team and green experts, the Group conducted targeted training focusing on dual carbon policies, low-carbon technologies and practical application scenarios. By deepening the empowerment model of “policy + technology + practice”, the Group helped the team improve core competencies in the dual carbon field, providing solid talent support for the Group’s green transformation and the implementation of dual carbon goals.
- The Group hosted the “China Comservice 2025 ESG and Green Development Management Empowerment Training Program”. Leaders and relevant responsible persons in charge of green development and ESG work from China Comservice’s provincial companies and key professional companies gathered with top industry experts to explore ESG development paths, foster green service professionals for China Comservice, and map out a new blueprint for the Group’s green development.



2. Iteration of the Dual Carbon Knowledge System and Development of High-Quality Courses

Jiangsu Company of the Group has established a dual carbon empowerment training curriculum system and a faculty database for dual carbon training. It has actively integrated resources from the China Quality Certification Center, universities, research institutes, industry associations and other relevant institutions to develop a one-stop dual-carbon talent development program, and advanced the establishment of the dual carbon training curriculum system starting from three aspects: basic knowledge of carbon emissions, the energy supply side and the energy demand side, providing comprehensive coverage of training on dual carbon knowledge.



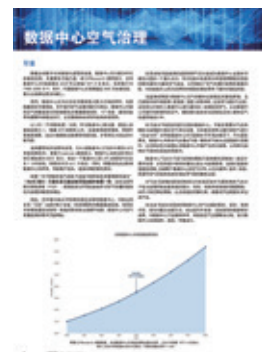
Zero Carbon Development Alliance

“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 collaboration and cooperation among alliance members, with the vision of co-creation, co-sharing and co-construction, and the core of co-development of standards and business interconnection, it promoted the development of ecological civilization and business development with carbon neutrality.



2025 White Paper on Air Quality Management of Data Center

China Comservice Energy Technology & Service Co., Ltd., a subsidiary of the Group, participated in the compilation of the 2025 White Paper on Air Quality Management of Data Center. The white paper analyzes the needs, current situation, testing methods and existing challenges for air quality management of data center, and systematically elaborates the impacts and main causes of air pollution in data centers, and puts forward corresponding treatment solutions.





Use of Technology to Seize Opportunities from Climate Change

In addressing the risks of climate change, the Group has leveraged its unique advantages and seized the opportunities for energy conservation and carbon reduction brought by climate change. It has intensified the application of new technologies such as 5G, cloud computing, the Internet of Things, big data, blockchain and AI. Through enhancing technological breakthroughs and product iterations, the Group has developed a series of energy-saving technologies and products in the process of promoting the upgrading and carbon reduction of energy-intensive industries. During the reporting period, the accumulated R&D investment exceeded RMB 5.4 billion.

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 green data center PUE simulation platform, active and passive hybrid cooling for data centers, precision optimization of integrated photovoltaic-storage-charging systems, photovoltaic intelligent management platform, photovoltaic storage cloud green energy management platform, C-Cooling energy-saving cloud platform, smart energy and carbon management platform, 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. It has also accumulated mature planning, design and construction experience in energy saving and emission reduction, which have 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 the government, energy, transportation, education, finance and other sectors, realizing green coexistence.

Successful Cases of Green Technology Application



Guangdong-Hong Kong-Macao Greater Bay Area Integrated Data Center

China Comservice Construction Co., Ltd., a subsidiary of the Group, undertook the “2025 Guangdong-Hong Kong-Macao Greater Bay Area Integrated Data Center Phase 1.2 Mechanical and Electrical Project Communications Supporting Construction”. The technical scheme was verified through simulation using a green data center PUE simulation platform. Green and energy-saving equipment adapted to the high-temperature and high-humidity climate in Southern China was selected, including indirect evaporative cooling air handling units (AHU) and air-cooled fluorine pump air walls, driving the project’s PUE to below 1.2. Adhering to the orientation of green and energy-saving construction, the project empowers intelligent computing power with green technologies, which comprehensively improved its competitiveness.



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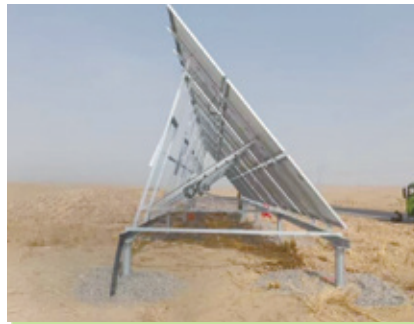
Underwater Data Center

The “Shanghai Lingang Underwater Data Center”, constructed by Shanghai Company of the Group, is the world’s first demonstration project of an underwater data center directly connected to offshore wind power. Through the innovative integration of two core technologies namely, direct supply of green power from offshore wind farms and natural seawater cooling, the project realizes the collaborated development of offshore green power and underwater computing power.



Zero-Carbon Photovoltaic-Storage Integrated System Application Project in Desert Areas

China Information Consulting & Designing Institute Co., Ltd., a subsidiary of the Group, developed the Aksu Zero-Carbon Photovoltaic-Storage Integrated System Application Project in desert areas of Xinjiang. By constructing 113 communications base stations fully powered by photovoltaic energy and energy storage, the project effectively serves railway lines, oilfield operation areas, and pastoral and agricultural residential areas. It not only solves the problem of network coverage in remote areas but also provides a replicable and promotable “Tarim Model” for global green energy construction in desert scenarios through the innovative model of “zero-carbon smart base stations”.





Data Center Distributed New Energy Microgrid Project

China Utone Communications Construction Consulting Co., Ltd., a subsidiary of the Group, successfully built China's first data center microgrid project based on the integrated energy management model of "wind-photovoltaic-storage + load". Adopting the mode of "self-generation for self-use and surplus power grid connection", the project achieves efficient and clean-energy power supply with an annual power generation capacity of 13.1 million kilowatt-hours. It can save approximately 98,700 tonnes of standard coal and reduce carbon dioxide emissions by approximately 271,100 tonnes annually, effectively improving energy self-sufficiency rate and operational intelligence. As a replicable and highly effective green energy solution for various scenarios, the project boasts significant demonstration value and prospects for promotion.



Distributed Source-Load Aggregation Project at Dairy Farming Base

Hunan Company of the Group implemented the "PV + Farming" integrated demonstration project, which is a distributed source-load aggregation project at a dairy farming base. Innovatively utilizing the roof resources of 27 cattle sheds in a large-scale breeding farm, the project constructed a photovoltaic power station with a total installed capacity of 5.356MWp. By adopting monocrystalline silicon modules, string inverter technology, and the source-grid-load-storage integrated mode, it has realized efficient local consumption of clean energy and collaborated optimization with the power grid. The project not only injects strong momentum into the green upgrading of the local agricultural industry but also creates a replicable green energy model project for rural revitalization.



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**Water-Cooled Green Data Center Project**

The large-scale data center electromechanical EPC project constructed by Huaxin Consulting Co., Ltd., a subsidiary of the Group, innovatively built a green and low-carbon data center through advanced technologies such as low-temperature deep lake-water cooling from reservoirs, AI-driven energy efficiency optimization, tailwater power generation, replacement of diesel generator sets with 35kV municipal power supply, waste heat recovery, and photovoltaic power generation. Its PUE was reduced to 1.13, achieving world-class advanced level in terms of energy efficiency. The project provides a replicable model for similar scenarios with rivers and lakes as cooling sources for data centers.

**Zero-Carbon Park**

China Information Consulting & Design Institute Co., Ltd., a subsidiary of the Group, built a technological innovation zero-carbon park. With its core concept of sustainable development, the park has established a complete green energy system by developing photovoltaic power generation, distributed energy storage, charging piles, an intelligent microgrid management platform, and other facilities as part of the construction of the zero-carbon park's panoramic cockpit. It contributes to achieving carbon neutrality goals, and has become an important benchmark for green development in the region.





AI Bird Recognition System

The independently developed AI Space-Air-Ground Integrated Monitoring Platform by Guangdong Planning and Designing Institute of Telecommunications Co., Ltd., a subsidiary of the Group, integrates the “most powerful brain” of deep learning, the “on-site office” capability of edge computing, and the “mirror world” of digital twins technology. The system can not only recognize more than 200 species of birds with an accuracy rate exceeding 95% and at a speed surpassing human experts but also realize automatic and precise statistics of population quantities, dynamic tracking of activity trajectories, and establish millimeter-level precision 3D “digital IDs” for more than 30 species of key protected birds. These functions have upgraded the traditional ecological monitoring method relying on manual work and experience accumulation into a data-driven, real-time dynamic, and quantifiable intelligent monitoring system.



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, such as the PRC Environmental Protection Law and the PRC Energy Conservation Law. It has formulated internal documents such as the China Comservice Administrative Measures for Energy Conservation and Ecological Environment Protection to actively control pollutant and greenhouse gas emissions, sewage discharge and the disposal of solid and hazardous waste, thereby actively responding to the national call to reduce the impact of its operations on the environment.

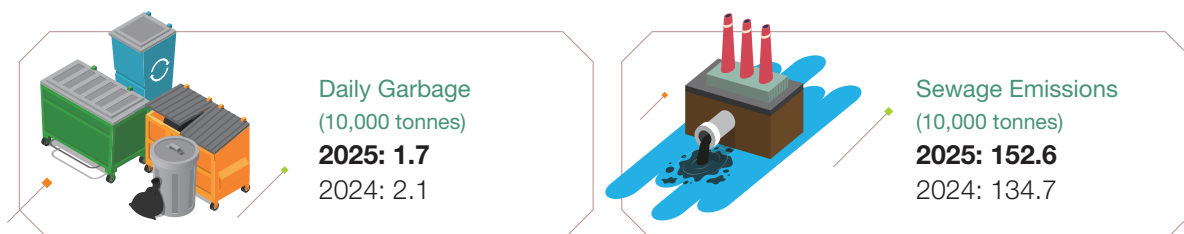


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Waste Discharge

The Group strictly abides by the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste and other laws and regulations governing waste disposal and utilization, and conducts waste disposal in compliance with legal requirements. Some of the provincial companies and professional companies of the Group have engaged property management firms for waste disposal.

At present, the key waste and emission indicators focused by the Group include the generation of daily garbage, sewage emissions, and paper used during office operations. These indicators mainly cover controllable daily emissions from the Group's office and project operation activities. As the Group's business and operation model is dominated by service-oriented businesses, waste generation is mainly affected by project types and office activities or related arrangements. The Group will study the gradual establishment of uniform quantitative emission reduction targets for relevant indicators, and evaluate and improve such target-setting to continuously enhance waste management performance.



Note:

1. The Group is an asset-light enterprise. Its solid wastes are mainly daily garbage, and the sewage it discharges is mainly daily sewage.

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 2025, the Group's total water consumption was approximately 4.39 million tonnes (2024: approximately 4.63 million tonnes).

In respect of office paper, 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, and requires its subsidiaries at all levels to use accounting electronic vouchers and e-tendering and procurement. In 2025, the Group's use of office paper amounted to approximately 1,388 tonnes (2024: approximately 1,423 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 approximately 100 professional companies with ISO 9001 certification and nearly 90 professional companies with ISO 14001 certification. Besides, Jiangsu Telecom Real Estate Management Co., Ltd. and Hunan Kang Pu Communication Technology Co., Ltd. which are subsidiaries of the Group, have 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

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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. The Group actively launches Energy-Saving Promotion Week and National Low-Carbon Day activities, and posts energy-saving signs in public areas, conference rooms and other venues inside the office buildings to continuously enhance employees' awareness of energy saving and environmental protection. In light of the actual conditions of provincial companies, the Group systematically carries out energy-saving renovation of office buildings, replacement of old air-conditioners and construction of distributed photovoltaic power generation systems, and helps achieve operational energy conservation through technological innovation of the office environment.

In 2025, the Group's headquarters launched the "Initiative for Headquarters to Strictly Practice Thrift and Efficiency in Office Operations". It advocated the economical use of office supplies, encouraged paperless office work and the collection of office supplies on demand; promoted energy conservation by setting the indoor air conditioning temperature no lower than 26°C in summer and no higher than 20°C in winter, turning on part or all of the lighting in meeting rooms according to meeting needs, and turning off lighting in public floor areas in principle during lunch break; and advocated resource conservation by practicing the "Clean Plate Campaign", saving water and reducing paper use.

<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 scrap and obsolete materials, 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 Co., Ltd. and Hubei Xintong Communication Ltd. These subsidiaries are engaged in the auction business and disposed of cables, storage batteries, telecommunications equipment, terminals, air-conditioners, vehicles and office equipment for a total of RMB1.07 billion in 2025. Since 2009, they have disposed of assets with a total amount of nearly RMB9.4 billion.

Based on the nature of the scrap 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. This system provides end-to-end integrated services, fulfilling clients’ needs for full-process control from asset disposal to material handover, while addressing challenges such as prolonged asset disposal cycles, potential safety risks, and high warehousing costs.

Zhongjie Telecommunications Co., Ltd.

Through the restructuring of its technical foundation, innovative interactive experience and integration of ecological resources, the Zhongjie Auction Platform has formed its core competitiveness of “borderless terminals and intelligent decision-making”. It has accumulated more than 2,700 business customers. In 2025, the total auction transaction amount reached RMB940 million, including RMB470 million for cables and wires, RMB150 million for storage batteries, and RMB310 million for telecommunications equipment.

Shanghai Tongmao International Supply Chain Management Company Ltd.

The Company is deeply engaged in the green circular economy and has established a mature “green auction support system” integrating recycling, transportation, classification, warehousing and disposal, forming a whole-process closed-loop management model for reverse integration from the collection of waste materials to delivery and settlement. Relying on the auction platform with nearly 650 qualified recycling enterprises, the Company efficiently meets the disposal needs of operators for waste materials, maximizes the unit disposal efficiency of assets, effectively avoids environmental risks through strict qualification screening and process control, and earnestly fulfills the green social responsibilities of waste-generating entities.

In 2025, the Company successfully disposed of more than 360 tonnes of various waste racks, air conditioners, special equipment and terminal equipment, over 90 tonnes of waste office equipment, over 9,100 tonnes of cables, and 2,200 tonnes of storage batteries, with a total value of RMB460 million of waste materials disposed. Since 2020, the cumulative disposal value has reached RMB2.77 billion.

Zhejiang Zhongtong Communications Co., Ltd.

Relying on a recycling and disposal network covering 11 prefecture-level cities across Zhejiang province, the Company held more than 50 special auctions for various types of waste materials during the year. The Company continued its one-stop material disposal service model covering the whole process of asset evaluation, recycler qualification review, online auction and revenue management, further consolidating its leading position in the field of waste material disposal in the communications industry.

In 2025, the Company continued to focus on the waste material disposal business for telecommunications operators. The materials disposed throughout the year included waste cables, air conditioners, terminals, storage batteries, obsolete wireless equipment and other scrap materials. The total auction amount was RMB52.47 million, and the total amount of the province reached RMB61.97 million.

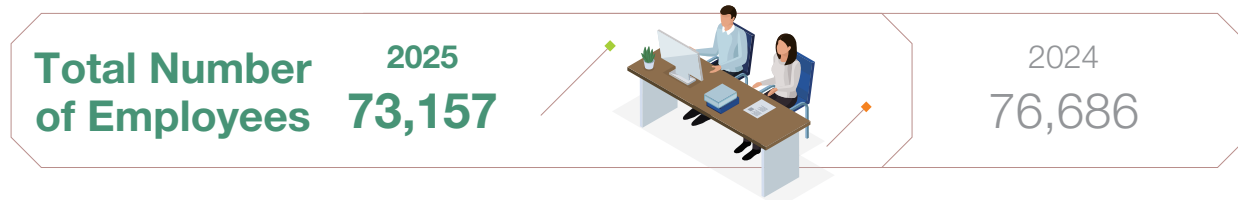
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HUMAN RESOURCES MANAGEMENT

Employment

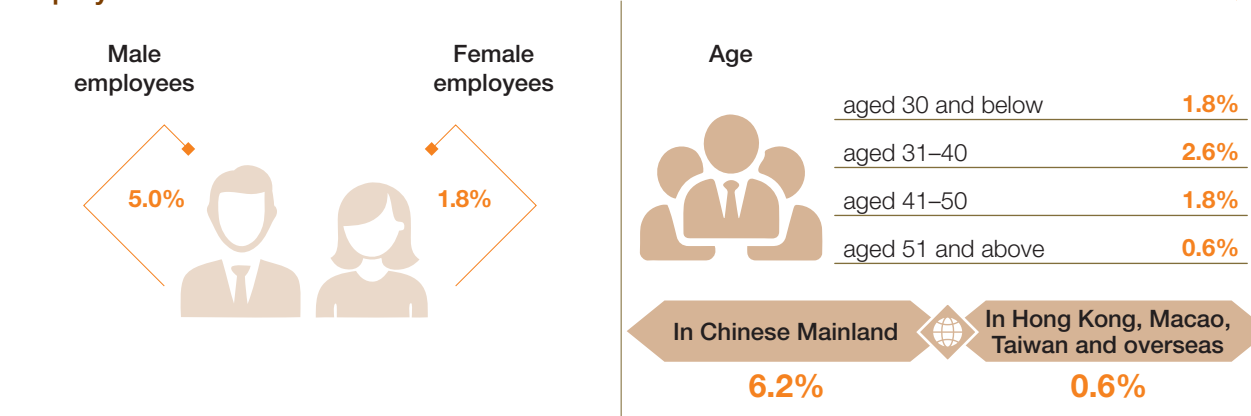
The Group had approximately 73,000 employees as at 31 December 2025. We are committed to ensuring equal development opportunities for both genders, and protecting and enhancing the rights and interests of female employees. Our employees are located primarily in the PRC with some of them located in other 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	2025	2024
By type		
Contract employees	71,693	74,910
Dispatched employees	1,323	1,613
Part-time employees	5	5
Others	136	158
By region		
Chinese Mainland	97.6%	97.1%
Hong Kong, Macao, Taiwan and overseas	2.4%	2.9%

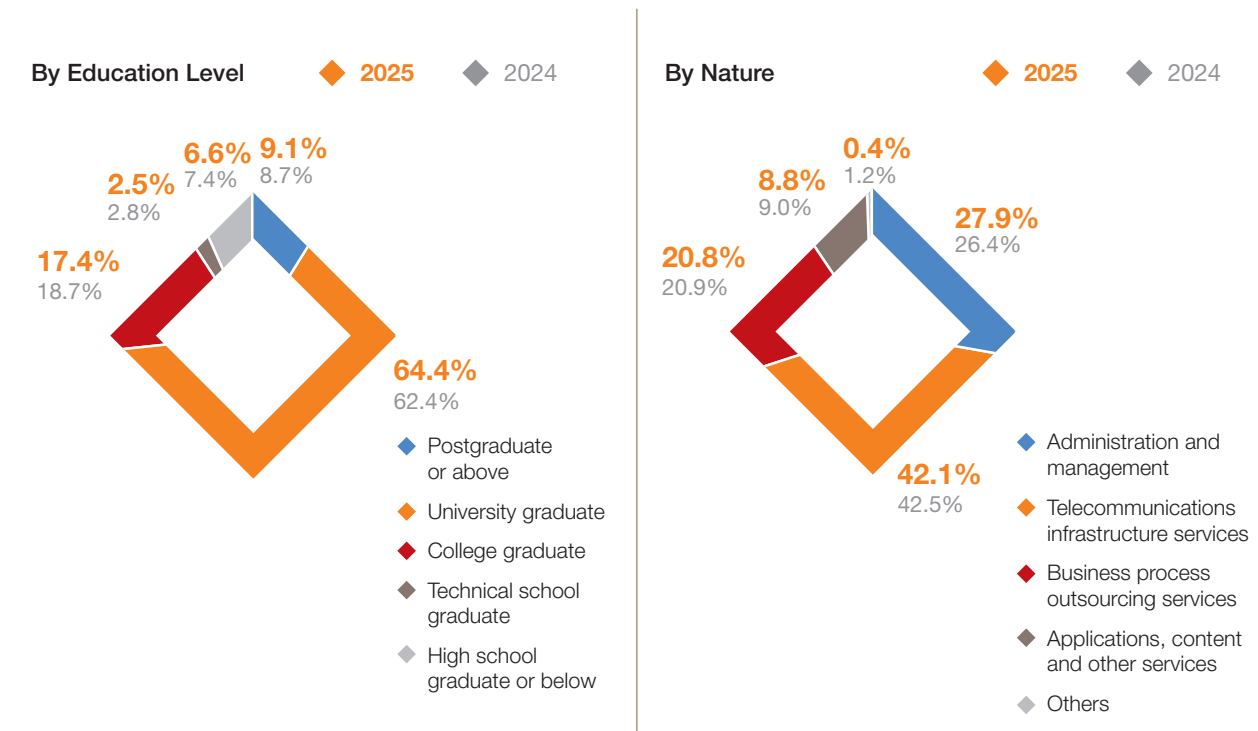
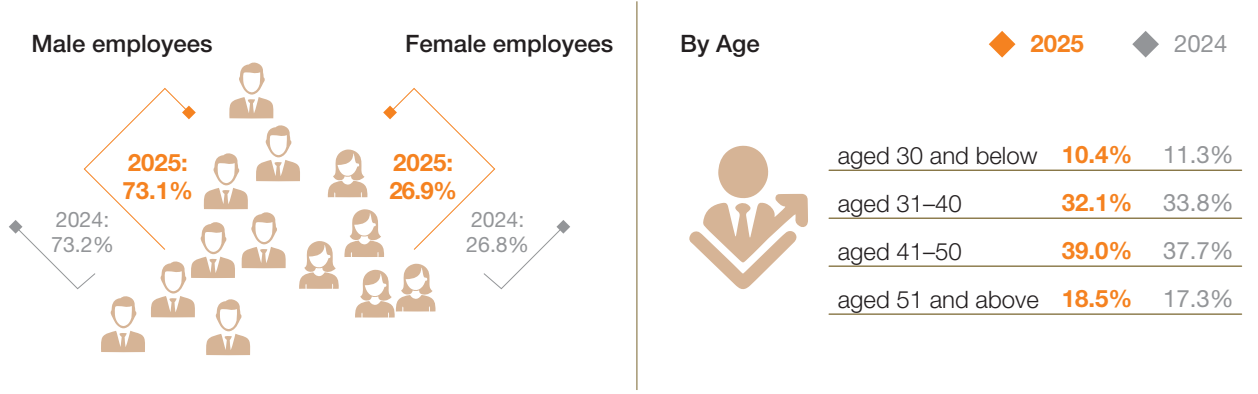


Employee Turnover Rate in 2025



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Employee Structure (Contract + Dispatched Employees)



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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 cyclicity 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 2025. 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.

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 49 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.

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, continuously stimulates employees’ intrinsic motivation, and mobilizes 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. In addition, we have taken the initiative to take measures to promote a higher level of human rights protection and labor rights protection in accordance with the fundamental conventions of the International Labour Organization, the 10 principles of the United Nations Global Compact, the Convention on the Elimination of All Forms of Discrimination against Women and the Convention on the Rights of Persons with Disabilities. The Group explicitly prohibits all forms of forced labor and enforces strict prevention and control requirements. Any violations will trigger immediate investigations and corrective actions to protect employee rights, with strict accountability for relevant parties.

- 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. Any violations will result in immediate termination of employment, safeguarding the rights of minors, and strict accountability for relevant parties. There were no incidents of child labor and forced labor in 2025.



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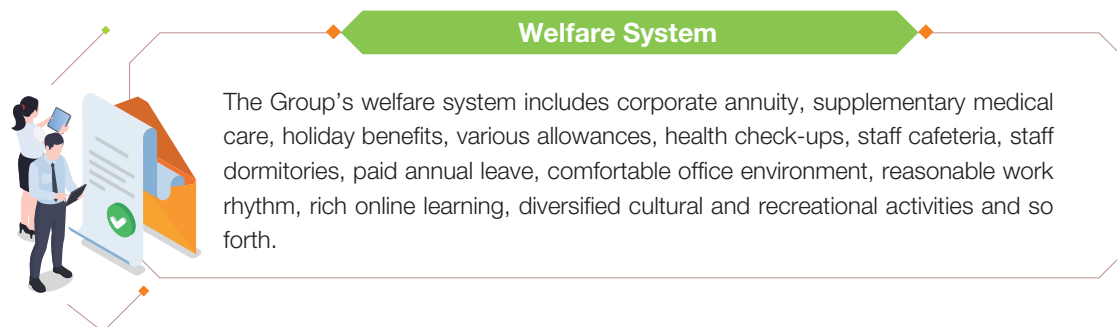
Safeguarding Democratic Rights and Interests

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 Company Law of the PRC, the Trade Union Law of the PRC, the Labor Contract Law of the PRC, and the Regulations on Workers' Congress of Industrial Enterprises Owned by the Whole People and other laws and regulations.

Safeguarding the Rights and Interests of Female Employees

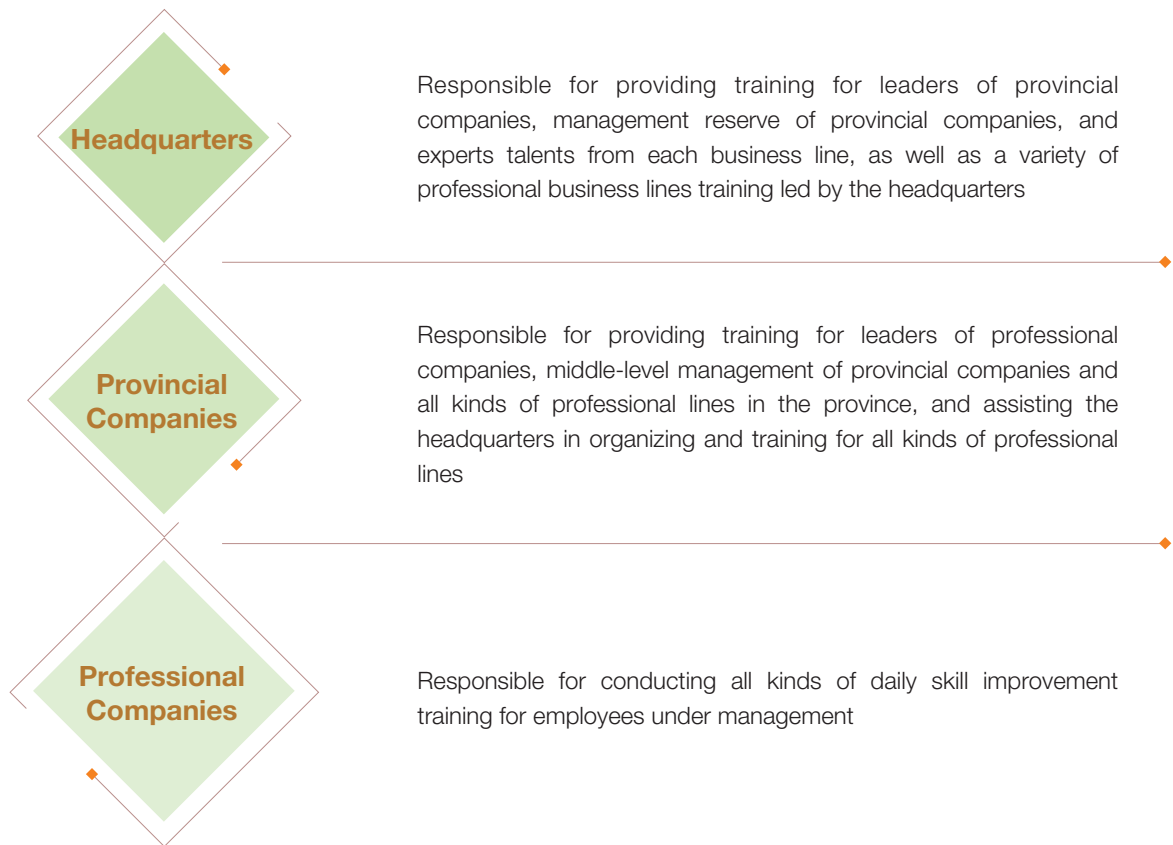
The Group attaches great importance to the care of female employees, endeavors to build a platform for female employees to grow and excel, strengthens the protection of the legal rights and interests of female employees, strictly implements the protection of female employees during the “four periods” (menstruation, pregnancy, maternity and breastfeeding), and cares and supports female employees who are “single mothers” or have difficulties in their families. At the same time, enterprises at all levels are urged to protect the legal rights and interests of female employees, and to strengthen humanistic care and psychological counselling for 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.



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.



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In 2025, the Group formulated and issued the China Comservice 2025 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.

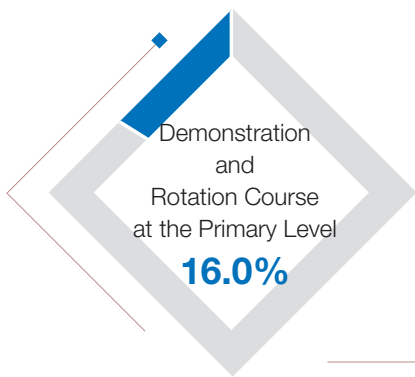
In order to meet the online learning needs of employees, the Group has opened up a channel for all employees to participate in training and learning at online university, which provides online courses, live lectures, interactive seminars and other diversified learning pathways, and it also provides new employees with comprehensive career enlightenment and help them quickly integrate into the work environment. The Group provides professional and technical personnel and managers with cutting-edge professional knowledge and management concepts, helping them to continuously improve their professional skills and management capabilities to cope with the complex and changing market challenges.



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, the Group is committed to promoting the awareness enhancement, knowledge reconstruction 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 carrier to train for practice, combine training with practice, and devote efforts to cultivate a team of professional backbone talents on each line.



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



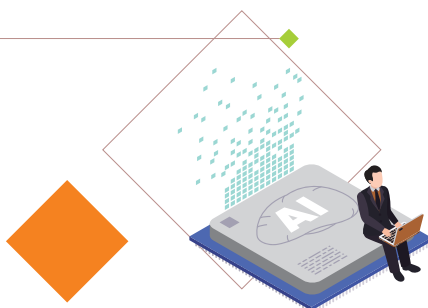
New Employee Training

Guangdong Company of the Group organized training for new employees on integrity in the workplace, production safety, network and information security, and project management. Through team-building exercises and scenario-based simulations, new employees strengthened their collaborative skills. Through AI+ digital emerging force workshop, it enhanced new employees' proficiency in applying AI tools. Through a diversified training system featuring "online & offline" and "theory & practice", the company helped new employees quickly integrate into the corporate culture and improve their professional competence and comprehensive capabilities.



Marketing Team Training Camp

Chongqing Company of the Group launched a practical training camp for the marketing team in three stages: "Learn-Practice-Deploy", providing progressive training and empowerment for marketing backbone staff of non-operator market across all units. The training camp not only improved the practical capabilities of the marketing team, but also optimized the marketing training system.



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Artificial Intelligence Training

Xinjiang Company of the Group launched an artificial intelligence training program themed “AI Empowerment, Intelligence for the Future”. The training featured an “all-star mentor team” composed of Tsinghua University professors, industry-leading experts, and internal technical leaders. This training delivered cutting-edge AI concepts and practical technical guidance to key trainees from diverse business segments across Xinjiang subsidiaries and branches. Participants rapidly applied learned knowledge to drive the transformation of AI empowerment into high-quality development momentum, propelling the company’s advancement in the AI era.

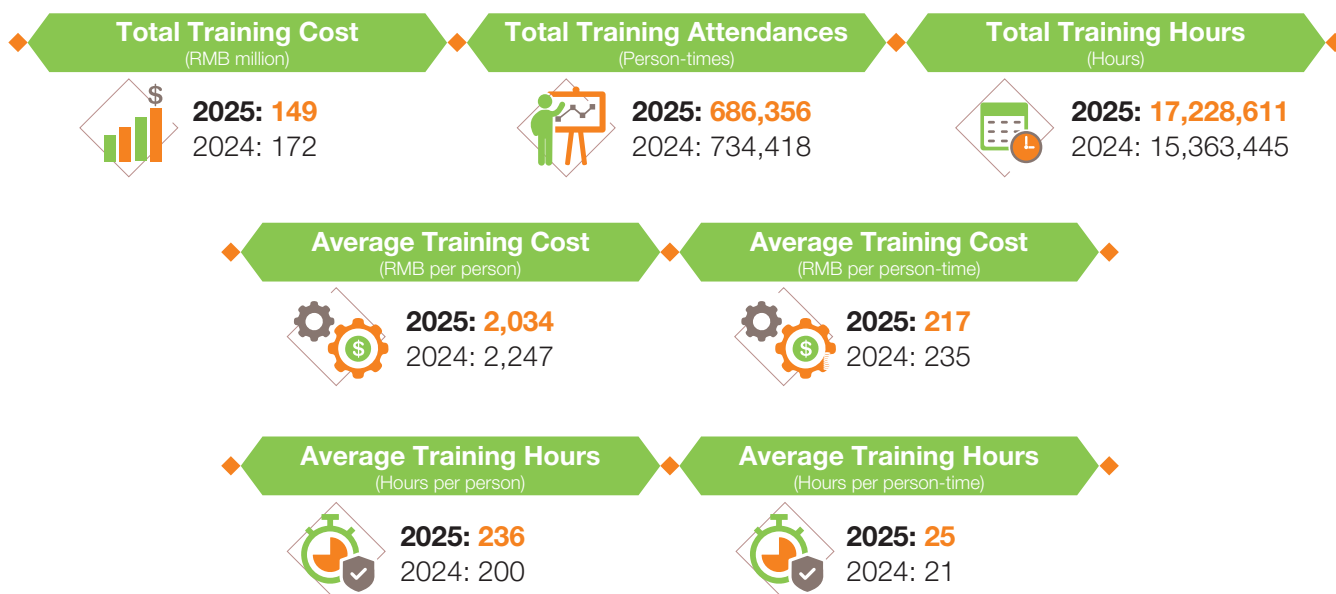


AI Marketing Practical Camp

Jiangxi Company of the Group helped employees think out of the box and systematically master the application of AI tools through four phases of practical training camps, supporting the “Winning in Strategic Emerging Industries through Intelligence” key business campaign to achieve excellent results.



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



Indicator	Unit	2025	2024
Types of Training			
Production safety training	No. of trainings	6,032	5,224
	Person-time	217,184	192,770
Anti-corruption and integrity promotion training and activities	No. of trainings	1,888	1,965
	Person-time	58,929	65,316
Operation management training	No. of trainings	2,827	2,814
	Person-time	56,325	52,725
Technical expertise training	No. of trainings	10,696	10,565
	Person-time	212,353	251,281
Other training	No. of trainings	4,373	4,961
	Person-time	141,565	172,326
Training by Position/Gender			
Senior management	Ratio	2.6%	2.2%
Middle management	Ratio	39.0%	36.2%
General employees	Ratio	58.4%	61.6%
Male employees	Ratio	72.8%	70.5%
Female employees	Ratio	27.2%	29.5%
Average Training Hours by Position/Gender			
Senior management	Hour/person-time	36	55
Middle management	Hour/person-time	25	24
General employees	Hour/person-time	24	18
Male employees	Hour/person-time	27	20
Female employees	Hour/person-time	21	22

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



OPERATION MANAGEMENT

Health and Safety

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

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

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



Safety Management System

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

Safe Construction

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

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

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



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Occupational Health, Safety Production and Environment Management

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

1. Clearly define objectives and responsibilities and continuously improve the HSE management system, standardize the occupational health, safety production and environmental management of general contracting projects, so as to minimize the danger to the project construction, the harm to the society and the damage to the environment.
2. According to the project scale, deploy full-time or part-time safety management personnel, who are responsible for the organization and coordination of occupational health, safety production and environmental management under the leadership of the project manager.
3. Carry out occupational health hazard sources identification and risk assessment, formulate project occupational health management plan, establish occupational health examination system, carry out monitoring and measurement, dynamically identify potential hazard sources and emergencies, and take countermeasures to prevent and reduce injuries.
4. Formulate the Measures for the Administration of Project Safety Production or similar documents, and establish and improve the safety management system; strictly implement the responsibility system for safe production; set up a dedicated safety organization and strengthen the organization and leadership of safety production.
5. Carry out hazard sources identification and risk assessment, formulate safety management plan, implement safety guarantee measures to ensure safety. Strictly implement the investigation and management system of hidden dangers of production safety accidents, discover and eliminate hidden dangers and accidents in a timely manner, and record the investigation and management of hidden dangers and accidents.
6. Carry out safety production education and training regularly, and project managers, safety management personnel, special operations personnel, etc. shall hold certificates according to regulations.
7. According to the relevant regulations of the PRC, industry, local governments and the enterprise, establish necessary safety records to prove the effectiveness of safety management, including safety management ledger, safety meeting minutes, rectification notice, safety production inspection records, purchase and distribution records of labor protection accessories and other original records, etc.
8. Implement the safety disclosure system, and disclose the hazard sources and the preventive measures, safety operation requirements, safety matters that should be paid attention to in cross-operation of various specialties level-by-level before construction, with signatures obtained up to the level of the workers (including suppliers and subcontractors).
9. According to the approved environmental impact assessment documents of construction projects, prepare the project environmental protection plan, identify important environmental factors, formulate environmental management target indicators and management schemes, and effectively control and manage important environmental factors such as construction dust, noise pollution, sewage discharge, solid waste discharge and fire on the construction site.

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Dual Prevention Working Mechanism

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

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

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



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Building a Culture of Safety

Conducting Education and Training on Production Safety

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



- 1 The Group published the Guide for Safe Construction of Information and Communications Engineering (ISBN 978-7-115-61752-1), summarizing the excellent experience in production safety in the field of communications construction, and promoted the dissemination of the experience in production safety in the field of communications construction to the front line through the provision of training to all subcontractors at each level.
- 2 The Group published the Guide for Information and Intelligent Terminal Installation and Maintenance Safety (ISBN 978-7-115-65390-1), which summarized the basic knowledge of production safety, the key processes of safety management and theoretical knowledge of installation and maintenance work.
- 3 Laws Regulations and Practices on Work Safety for Information and Communications Services (ISBN 978-7-115-66515-7), compiled by Guangdong Company of the Group in conjunction with authoritative industry institutions. Featuring systematicity, practicality and innovation, the book provides an authoritative guide to production safety management for the industry.





Firefighting, Rescue and Evacuation Drill

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



Production Safety Competition

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



"Hidden Hazard Identification Science Popularization Campaign"

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



Special Training on Traffic Safety

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



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Valuing Expert Talents

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

Safeguarding the Occupational Health of Employees

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

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

Continuous Improvement of Production Safety Mechanisms

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

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

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

The Group established and implemented an accident reporting system and conducted quarterly surveys. In 2025, no major production safety liability accidents occurred in the Group. In the past three years (including the reporting year), there were no work-related injuries and deaths, or serious injuries to employees due to work responsibilities¹, and there were no lost workdays due to work-related injuries.

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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Supply Chain Management

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

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

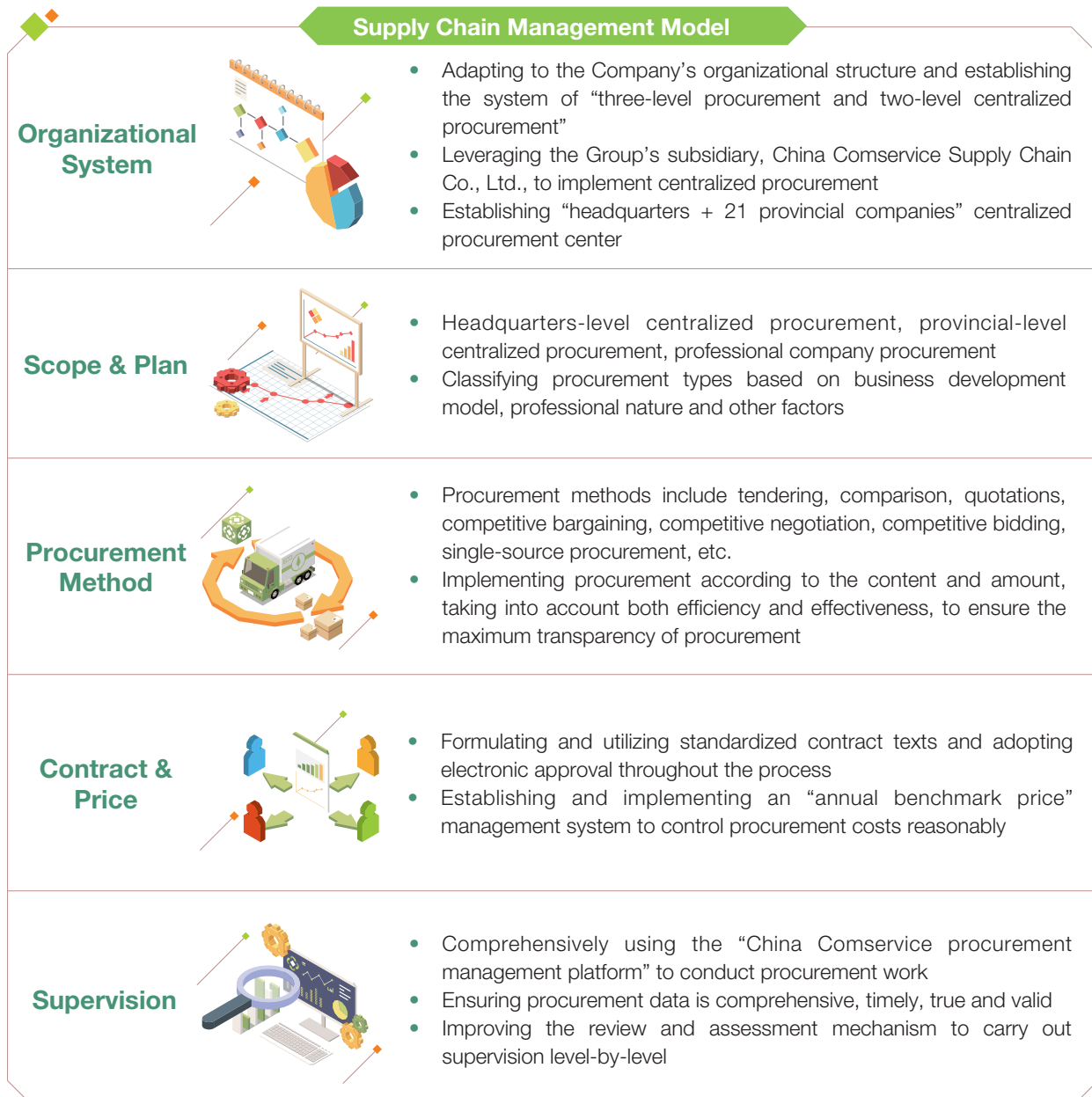
Geographic Location	Number of service suppliers	Number of goods suppliers
Northeast region	303	143
Northwest region	1,422	768
Mid-South region	3,206	2,395
Southwest region	2,049	1,969
Northern China region	1,299	969
Eastern China region	4,655	5,000
Hong Kong, Macao and Taiwan	0	0
Overseas	18	7
Total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

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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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.



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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

◆ Supplier Database Management

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

◆ Supplier Post-evaluation

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

◆ Supplier Rating, Rewards and Penalty

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

◆ Supplier Negative List

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

Integrity

Efficiency

Quality

Stability

Reliability

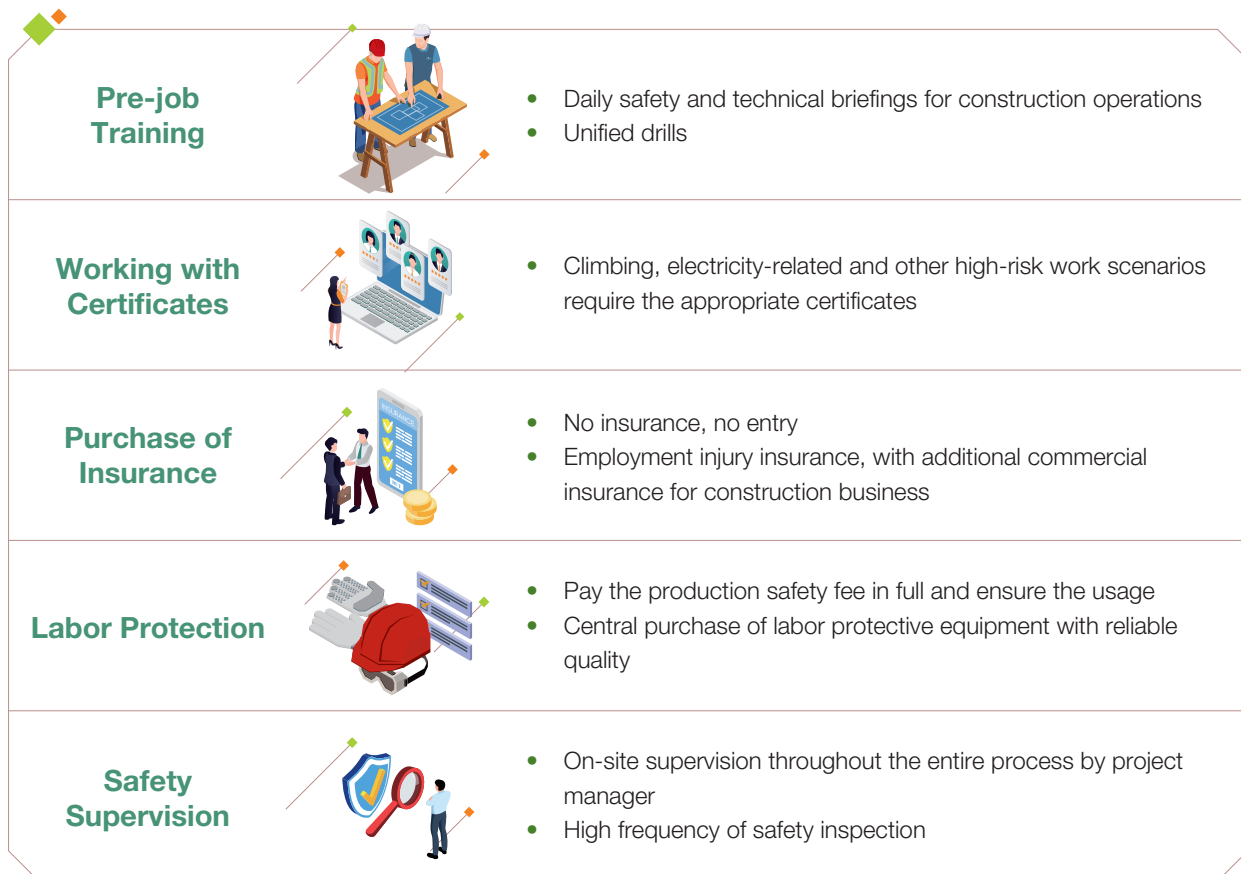
Supplier Communication

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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Controllable Supply Chain Risk

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



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

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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 (ISO14001) is one of the scoring criteria for suppliers, and a comprehensive evaluation of suppliers’ performance in energy management system construction, green emission reduction actions, carbon emission information disclosure, and other aspects is also conducted.</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” (GB/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-mall, to promote the whole procurement process to be accessed online and minimize carbon emissions from paper use and personnel travel.</p>

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Integrity and Self-discipline in Procurement

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

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

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

Labor Rights and Interests Protection by Suppliers

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

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

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



Product Responsibility and Customers

Ensuring Quality of Service

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

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

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

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



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Responding to Customer Complaints/Customer Satisfaction Management

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

Measures to Ensure Quality of Service



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

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

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

Intellectual Property Protection

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

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



2025

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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Information Security and Privacy Safeguards/Cybersecurity

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

Network and Information Security Management System

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

Network/Information Security and Privacy Protection Training and Dissemination

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

Building a Strong Line of Defense for Network and Information Security

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



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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



Culture and Responsibility of Privacy and Security

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

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

Cybersecurity Capabilities

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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Cyberspace Surveying and Mapping Platform



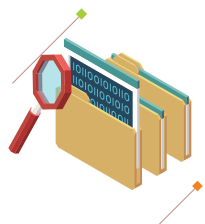
Based on the actual combat perspective of network attack and defense, a one-stop correlation analysis system of internal and external network integration mapping is constructed to realize the closed-loop governance of “internal network assets + Internet exposed assets” integration, high precision and full coverage, which helps the national key industries to identify high-risk attack surfaces, create holographic maps of cyberspace and realize wall chart operations of safe assets.

Intelligent Security Operation Platform



Facing the actual needs of complex operation of national key information infrastructure operating units, it provides in-depth analysis of security threats and automatic response capability of security arrangement, realizes the closed loop of the whole process of security risk detection, monitoring, disposal and early warning, and helping national key information infrastructure operating units to improve safety operation efficiency.

Data Security Monitoring Platform



We provide data security supervision services such as data asset management, data desensitization management, interface security management and access and operation audit management to help customers improve their overall data security capabilities and enhance their data security assurance capabilities.

Cloud Cryptographic Service Platform



It integrates cryptographic services and situation awareness capabilities under an intensive architecture. Relying on adaptive and scalable cloud-based cryptographic resources, it provides integrated cryptographic security support for government clouds. Technically, it enables on-demand service scheduling and proactive protection, strongly supporting the full-process trustworthiness and compliance of government affairs data and services, and consolidating the security foundation for digital government. It has been deployed and applied in multiple provinces and cities.

Training Simulation Exercise Platform



It realizes the integration of real network training, simulation research and offensive and defensive competitive capability, meets the needs of scenario-based and customized training simulation drills in national key information infrastructure, helping security services and offensive and defensive teams to quickly improve their combat capabilities in maintenance and operation and actual combat confrontation.

Comservice Crowdsource Testing and Security Vulnerability Management Platform



By aggregating information security experts through Internet crowdsourcing, and based on an intelligent control model with in-depth integration of “artificial + automation”, we provide operators, government and enterprise customers and venture-startup teams a full set of one-stop services with cybersecurity vulnerability management as the core, realizing the visibility, control and management of the whole life cycle of vulnerabilities.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



Participation in Cybersecurity Attack and Defence Drill

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



Support for Cybersecurity Discipline Development and Talent Cultivation

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



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



Anti-corruption

Strengthening Integrity Construction

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

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



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Formulating the Code of Conduct and Ethics for Employees

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

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

Improving the Supervision System

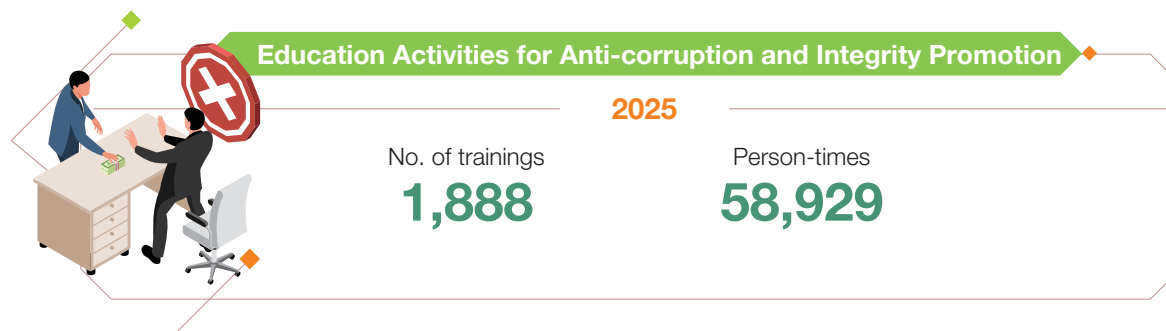
The Group continues to establish and improve the supervision system in order to strengthen the restriction and supervision to the exercises of power. Focusing on key areas and key sections, the Group carries out targeted special governance and supervision, optimizes relevant system processes, improves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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Whistleblowing

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

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



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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Organizational
System
Construction

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

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

Work Style
Construction

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

Warning Education
Enhancement

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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



SOCIAL PARTICIPATION

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

Communications Support for Major Events



Safeguarding the 15th National Games of the People's Republic of China

The Group adopted a fully committed approach to completing all safeguarding work for the 15th National Games of the People's Republic of China ("the 15th National Games") with high standards and high quality.

1. Steadily Advancing Full-Cycle Safeguarding for the 15th National Games

Since the end of 2023, Guangdong Company of the Group has established a dedicated Smart Culture and Tourism Task Force, fully undertaking 114 projects related to the venue construction of the 15th National Games.

In May 2025, Guangdong Company established the Leading Group for the 15th National Games and the 12th National Games for Persons with Disabilities & 9th National Special Olympics Games, and formulated a comprehensive safeguarding work plan. Focusing on four key areas: communications network quality enhancement, digital technology empowerment, information service optimization, and cybersecurity enhancement, the Group advanced information communications safeguarding and venue informatization in a safe, orderly, and full-network manner, providing unobstructed, high-quality, and secure communications services and technical support for the Games.

In August 2025, Guangdong Company further set up an on-site support team under the Provincial Executive Committee, rooting at the frontline of safeguarding. The team delivered efficient support at the Technology Operations Center (TOC), Main Operations Center (MOC), venue computer rooms, and competition venues, ensuring unified thinking and coordinated actions in safeguarding work to escort the smooth holding of the Games.

2. Assembling Elite Forces to Consolidate the Safeguarding Foundation for the 15th National Games

Guangdong Company of the Group cumulatively deployed over 1,000 person-times of professional personnel. With all-round professional safeguarding, it has provided solid support for the smooth hosting of the 15th National Games.



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 2025, the Group contributed resources including a total of over 28,000 person-times and 12,000 vehicle-times, repaired more than 28,000 communications facilities and participated in disaster relief for more than 128,000 hours, while actively participating in post-disaster pandemic prevention and disinfection as well as environmental clean-up.



Heavy Rainfall

In May, Gongshan County and Fugong County in Nujiang Prefecture, Yunnan Province, were struck by rare, persistent heavy rainfall. Prolonged water saturation destabilized mountain slopes, triggering frequent landslides and mudslides. Roads were washed away and buried, while communications cables were severed in multiple locations. Yunnan Company of the Group swiftly activated its emergency communications response mechanism, dedicating full resources to disaster relief efforts.

In June, Sandu County in Qiannan Prefecture, Guizhou Province, endured consecutive extreme downpours. This triggered landslides, road collapses, and surging rivers, causing widespread communications outages across the county. Guizhou Company of the Group swiftly established a joint emergency command center, and deployed two teams to repair communications.

In July, heavy rainfall caused power outages at multiple tower base stations and communications equipment rooms in five districts/counties including Banan and Nanchuan in Chongqing, damaging numerous poles and communications optical cables. Chongqing Company of the Group swiftly mobilized resources, conducting multi-pronged rescue operations to ensure personnel transported generators, restored lines, and accelerated regional communications recovery.



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Flooding Disasters

In February, a sudden landslide in Junlian County, Yibin City, Sichuan Province. Sichuan Company of the Group immediately activated its emergency response plan. The Yibin branch formed a rescue team that rushed to the disaster site to urgently repair the network, providing uninterrupted network support for rescue operations.

In August, continuous heavy rainfall triggered flash floods in Yuzhong County and other areas of Lanzhou City, Gansu Province, affecting multiple townships and causing casualties and property damage. Gansu Company of the Group promptly assembled a rescue team to rush to the scene, racing against time to repair critical communications lifelines.



Typhoons

In September, Super Typhoon Ragasa (No. 18) swept through with fierce winds and torrential rains, severely impacting multiple coastal areas in Guangdong. Guangdong Company of the Group mobilized all levels of organizations and employees to respond immediately, confronting challenges head-on. They fought tirelessly on the front lines of communications support and disaster relief, safeguarding network connectivity and protecting people's lives and property through steadfast commitment and decisive action.



Blizzard

In April, Xilingol League in Inner Mongolia was struck by an unprecedented blizzard. The Beijing Engineering Bureau of China International Telecommunication Construction, a subsidiary of the Group, formed a rapid-response team. Working continuously in sub-zero temperatures of -20°C , the team completed emergency repairs of base stations for 13 times, fully restoring communications in critical areas.



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

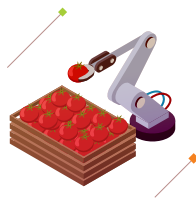
Rural Revitalisation

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 for Rural Revitalization in 2025 and defined the work direction of “headquarters coordination, provincial implementation, and grassroots results”. It tightened the responsibility chain to form a vertically connected and efficiently coordinated promotion pattern. Throughout the year, the Group conducted over 40 supervision and guidance sessions, dispatched approximately 110 person-times for field visits to assistance sites, convened nearly 60 rural revitalization-themed work meetings, and organized nearly 20 specialized training sessions. These efforts continuously strengthened theoretical learning and operational capabilities.

In 2025, the Group invested a total of more than RMB6.5 million in assistance funds. Among them, the Group headquarters directly donated RMB1.2 million to Tianlin County, Guangxi (a key county for national rural revitalization assistance). Meanwhile, it introduced RMB2.35 million in external assistance funds, effectively converting capital advantages into development outcomes, and laying a solid financial foundation for consolidating and expanding the achievements of poverty alleviation and empowering comprehensive rural revitalization.

Industrial Revitalization



The Group promoted both project-led development and employment assistance. It introduced 4 assistance projects, supported 6 leading enterprises, and fostered 9 new agricultural business entities, driving the quality and efficiency improvement of characteristic industries. Through labor transfer and targeted recruitment, the Group helped 5 people secure off-site employment and recruited 12 people from formerly impoverished households.

Cultural Revitalization



The Group focused on fostering rural civility by constructing three new cultural infrastructure facilities, organizing 24 cultural revitalization activities, and donating over 1,100 books and magazines. It arranged rural revitalization personnel to visit revolutionary education bases for over 320 person-times, leveraging red culture to enrich and empower rural spiritual civilization development.

Ecological Revitalization



The Group aligned with beautiful countryside construction requirements, completing 49 housing renovations and assisting in the toilet renovation of 55 rural households, and promoting household waste and sewage treatment in 77 administrative villages to effectively improve the rural living environment.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



Technology Empowering Rural Revitalization

1. “Childhood Harbor” Summer Daycare Program

Sichuan Company of the Group addressed the livelihood issue of educational supervision gaps for left-behind children during holidays by launching the innovative “Childhood Harbor” summer daycare initiative.

Local college student volunteers were recruited to provide two weeks of systematic care services for left-behind children. This program effectively alleviated the concerns of migrant worker families, delivering tangible care through practical measures and establishing a warm model of livelihood support in the context of rural revitalization.

2. Talent Development Initiative for “E-commerce in Rural Villages”

Sichuan Company of the Group focused on the problem of blocked sales channels for agricultural products by leveraging professional expertise to launch the “E-commerce in Rural Villages” talent development initiative. Through one-on-one training, villagers mastered online store operations and live-streaming sales techniques. The Initiative has trained over 50 participants and facilitated more than 10 agricultural live-streaming events, creating a fast track for rural products to reach broader markets.

3. Digital Villages

Zhejiang Company of the Group integrated technological and financial resources to advance cross-regional digital village initiatives. Its local subsidiaries leveraged regional characteristics to establish smart village platforms and upgrade rural utility poles and lines. Simultaneously, they collaborated with academic institutions to promote the deep integration of digital technologies with rural production, living, and ecological systems, injecting sustained momentum into rural revitalization through technological innovation.

4. Rural Sewage Treatment Project in Heping Town, Wudalianchi City

Heilongjiang Company of China International Telecommunication Construction Corporation, a branch of the Group, undertook the rural sewage treatment project, covering 678 households, the project has improved the local living environment through the construction of professional sewage pipe networks, providing a replicable practical model of “livelihood project + government-enterprise linkage” for rural environmental governance in Northeast China.



Employee Care

Adhering to employee-centric principle, the Group integrates employee care into daily governance and cultural development and actively launches the employees' sense of happiness program. It regularly carries out various cultural and sports competitions and team-building activities, builds digital communication platforms such as the "Digital Union", responds promptly to employee demands, and effectively solves urgent and difficult problems. Adhering to "sending warmth in winter and coolness in summer", and "five visits and five congratulate"* , the Group focuses on visiting and assisting model workers, retirees, and employees in difficulty during holidays, pays comprehensive attention to employees' thoughts, work, and life dynamics, continuously enhancing their sense of security, gain, achievement, belonging, and happiness.

The Group encourages employees to actively participate in and organize various types of volunteer services and activities



Staff Sports Games

Jiangsu company of the Group organized the 6th Staff Sports Games, and built an enterprise culture of "diligent work and happy life". A variety of cultural, sports and national fitness activities were carried out to relax employees' physical and mental state, strengthen their health, and make sports a normal part of work and life.

All participating athletes demonstrated the sports spirit of "Faster, Higher, Stronger" with sweat and perseverance. While striving for excellence, they enhanced communication, improved collaboration, and gathered tremendous momentum for the company's innovative development, achieved a "double harvest" of enterprise development and cultural construction.



* "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 are in conflict with other colleagues. The Group also congratulates employees on their birthdays, weddings, giving birth, their children's admission to colleges (or the army) and their retirement.

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Youth Friendship Activities

Guangxi Company of the Group tailored activities to the interests of the youth, featuring an AI virtual world treasure hunt storyline with engaging activities like anime photo booths, and brain teasers. Complemented by tea gatherings and AI-drawn T-shirt workshops, the event fostered connections through collaborative problem-solving and authentic interactions, helped participants build targeted and meaningful connections.



Care for Key Employees Outside the Province

Shanghai Company of the Group organized the “Mountain and Sea Reunion: Homecoming Journey” for key employees based outside the province. 23 employees from across the nation gathered in Shanghai for a five-day visit, gaining deep insights into the company’s development and culture while experiencing the warmth and hospitality of their “home base.”

