

About This Report

This report is the 16th sustainability report issued by China Mobile Limited, which focuses on information about our performance in the three spheres of sustainability: economic, social and environmental. This report is an annual report. Unless otherwise specified, the reporting period is from January 1, 2021 to December 31, 2021. Our last Sustainability Report was published in April 2021.

Report Formats

Language: The report is available in both Chinese and English. In case of any discrepancy, the Chinese version shall prevail. The English report is translated from the Chinese version.

Format: The report is available in both print and electronic formats. The electronic format can be downloaded from our website (www.chinamobiletd.com).

Reporting Guidelines

This report draws on current standards and frameworks for sustainability information disclosure and is intended to reflect our industry background and unique business features. The main standards and frameworks we use in 2021 include:

- Hong Kong Stock Exchange (HKEX) *Environmental, Social and Governance Reporting Guide*;
- *United Nations 2030 Agenda for Sustainable Development*;
- *GRI Standards* by the Global Sustainability Standards Board (GSSB);
- *Ten Principles of United Nations Global Compact*;
- The Financial Stability Board (FSB) Task Force on Climate-Related Financial Disclosures (TCFD) Recommendations
- *ISO Guideline on Social Responsibilities (ISO 26000)*;
- *Chinese CSR Report Preparation Guide (CASS-CSR)* issued by the Chinese Academy of Social Sciences.

China Mobile has complied with the “comply or explain” provisions set forth in the *HKEX Environmental, Social and Governance Reporting Guide*. This report has been prepared in accordance with the *GRI Standards: core option*.

Reporting Content and Boundary

Following the principles of “stakeholder inclusiveness, sustainability background, materiality and integrity”, China Mobile determines material issues and boundaries through a materiality analysis. Please refer to page 49 in this report for the process and results of the materiality analysis.

Reporting Scope

Unless otherwise specified, all cases and data in this report are from China Mobile Limited and its subsidiaries.

Currency

All monetary amounts quoted in this report are shown in RMB (*yuan*) unless otherwise stated.

Data and Information Disclosure

The data and information of the 2021 report were mainly collected through:

- Relevant internal data collection systems and statistical reports;
- CSR practice cases submitted by provincial subsidiaries quarterly;
- China Mobile's 2021 excellent CSR practice selection;
- Qualitative and quantitative information collection questionnaires based on the reporting framework.

Report Assurance

In 2021, China Mobile engaged SGS to provide independent third-party report assurance service. See pages 63-64 for the assurance report.

Report Theme and Cover Design

The theme of this report is “Spotlighting Technological Innovation and Leading Digital-Intelligent Development”. It means that the Company will strive to become a world-class enterprise by building a dynamic “Powerhouse” and work towards the “new positioning” of becoming “a world-class information services and sci-tech innovation enterprise”. The Company will continue to pioneer innovations and lead a new wave of IT and business model reforms, serving as the ‘artery’ to help information flow throughout the economy and society, driving the deep integration between digital-intelligent technologies and the real economy through efforts to “promote digital-intelligent transformation and achieve high-quality development”, and empowering industries with a booming digital-intelligent economy. This sums up China Mobile's strategic direction and goodwill for creating a digital-intelligent future together with the stakeholders.



Reader Feedback

If you have any comments or suggestions on this report, you can send your feedback to us in the following ways. We will fully consider your opinions and suggestions and promise to properly protect your information from third-party access.

Email: CR@chinamobile.com

Fax: +86-10-52616167



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