

Performance Report

Economic Performance

Direct economic impact

► Management practices and main actions

Striving towards the new positioning of becoming “a world-class company of information service and sci-tech innovation”, we are committed to implementing the development strategy of building a world-class dynamic “Powerhouse” and following the guideline of making progress while maintaining stability. We worked to create a new information infrastructure centering on 5G, CFN, and capability middle platforms and innovatively built a new information service system integrating “connectivity + computing force + capability”. We continued to advance the comprehensive and integrated development of our CHBN markets and stepped up efforts to integrate information services into all industries and serve all people. Our operating revenue ascended to the top among global operators for the first time, and our profit maintained a sound growth based on a high base.

We strictly abide by relevant tax laws and regulations of the countries and regions where we operate or get listed, acting with integrity and paying taxes as required by law. We also keep up to date with any changes in relevant tax laws, regulations, and policies, ensuring that all taxes and fees are paid in full. Details of the financial subsidies the Company received from the government during the reporting period can be found in the annual report.

► Key Performance

Performance indicator	Unit	2020	2021	2022
Operating performance				
Operating revenues	RMB 100 million	7,681	8,483	9,373
Taxes paid	RMB 100 million	342	359	373
Service scale				
Total number of mobile subscribers	Million	942	957	975
Number of 4G subscribers	Million	775	822	859
Number of 5G plan subscribers	Million	165	387	614
Number of wireline broadband subscribers	Million	210	240	272
Number of IoT smart connections	Million	873	1,049	1,328
Number of business customers	10,000	1,384	1,883	2,320
Network scale				
Number of 4G base stations	10,000	328	332	334
Number of 5G base stations	10,000	39	74	128.5
Number of cities with NB-IoT	Number	337	337	337

Performance indicator	Unit	2020	2021	2022
5G SA average download speed	Mbps	>750	>750	>750
Internet backbone bandwidth	Tbps	347	456	519
International services				
Number of countries and regions with 4G international roaming services	Number	207	212	218
Number of countries and regions with 5G international roaming services	Number	33	51	60
Number of countries and regions covered by our data roaming services	Number	255	264	264
YoY decrease in international data roaming charges	%	28.92	8.56	-6.10
International transmission bandwidth	G	90,898	105,683	123,000

R&D and innovation

► Management practices and main actions

China Mobile continuously places R&D and innovation at the center stage of our overall development. With a focus on the needs of social and economic development, we further implemented innovation-driven development strategy, mobilized efforts to achieve advances in key and core technologies, and led the formation of the 5G Innovation Coalition, working to be the leader of the modern mobile information industrial chain and a source of original technologies. We actively promoted the “Beacon” Improvement Plan for Patent Development During the 14th Five-Year Plan Period to keep improving our patent productivity and led the preparation of international standards. The number of our patent applications remained among the top tier of global operators. We made sustained efforts to improve the “One System and Four Rings” sci-tech innovation system, integrating innovations in the four areas of industry, academia, research, and application, and built a dual-cycle layout characterized by solid internal capabilities and expanding external cooperation. We made an innovative exploration in the “Two Inputs and Two Outputs” policy to deepen reforms in the systems and mechanisms of sci-tech innovation. We implemented the “Joint Innovation+” plan at a deeper level and built a new scientific research ecosystem featuring win-win cooperation with key universities, enterprises, and other partners. We stepped up efforts in entrepreneurship and innovation to foster a culture of innovation in the wider society and invigorate the innovation ecosystem.

Performance indicator	Unit	2020	2021	2022
R&D and innovation				
R&D investment ¹	RMB 100 million	129	186	217
Number of patent applications	Number	3,497	4,760	5,186

Performance indicator	Unit	2020	2021	2022
Number of newly granted patents	Number	1,659	1,886	2,258
Open cooperation				
Average number of daily authentication requests processed on the mobile authentication platform	100 million	14.44	17.77	18.73
Number of developers on OneNET	Number	197,582	247,507	292,641
Number of enterprises on OneNET	Number	13,917	15,049	15,414
Number of devices connected to OneNET	10,000	18,628.03	21,647.17	22,180.808
Number of developers on Lianying platform ²	Number	131,200	153,300	190,610
Number of enterprises on Lianying platform	Number	1,200	1,384	1,716
Number of GTI operator members	Number	139	141	142
Number of GTI industry partners	Number	247	250	254
Number of China Mobile's Smart Home Cooperation Alliance members	Number	360	473	515
Number of China Mobile's IoT Alliance members	Number	1,664	1,743	2,000
Entrepreneurship				
Investment in entrepreneurship and innovation support	RMB 10,000	6,969	5,692	3,770
Number of users of the entrepreneurship and innovation platform	10,000	17.1	17.9	19
Number of projects created from entrepreneurship and innovation events	Number	3,468	3,528	3,575
Number of teams participating in entrepreneurship and innovation events	Number	4,112	3,616	3,744
Number of teams participating in "HeChuang Incubation"	Number	141	191	238
Number of people participating in "HeChuang Incubation"	Number	577	645	786
Number of jobs created	10,000	216	217	205

¹R&D (research and development) investment includes both expense-based R&D investment and capital-based R&D investment.

² The Andlink platform has officially changed its name to "Lianying platform". The "Andlink" brand and other relevant services have remained the same.

Business ethics and anti-corruption

► Management practices and main actions

We scrupulously abide by business ethics, combat corruption, strengthen the institutional development of the organization, and institutionalize every facet of our anti-corruption and integrity efforts, so as to form a closed-loop accountability system that emphasizes responsibility awareness, responsibility fulfillment, responsibility assessment and assignment. We conducted 11,500 anti-corruption and integrity education events, covering more than 90% of our employees. We continued to deepen the development of embedded integrity risk prevention and control mechanisms and organized special campaigns to improve the integrity risk prevention and control achievements. We kept optimizing the information platform for integrity risk prevention and control to increase our ability to precisely identify and address integrity risks and problems and laid down 18 opinions for promoting a culture of integrity for in-depth implementation.

According to relevant regulations, corruption-related data of a company is classified information. Further information such as the number and outcome of publicly disclosed corruption cases can be accessed on the website of the CPC Central Commission for Discipline Inspection.

Our reporting channels include: mailing address: Building A, 29 Financial Street, Xicheng District, Beijing, China, 100033; on-site supervision and inspections; CEO mailbox is also open to employees and the public for reporting any violations or illegal conduct.

► Actions and performance

Performance indicator	Unit	2020	2021	2022
Anti-corruption and integrity education events held	Number	11,951	11,390	11,524
Number of people receiving anti-corruption and integrity education and training	Number	906,980	786,085	724,519

Value chain management

► Management practices and main actions

China Mobile adheres to the principles of fairness, impartiality, and transparency throughout all stages of procurement management. By formulating the *China Mobile Supplier Cooperation Guide*, we required cooperative suppliers to fulfill their tax obligations, pay social insurance, and comply with laws and regulations regarding lawful employment, labor protection, occupational health and safety, social responsibility, and environmental protection, among other areas. We incorporated the certification status of occupational health and safety and environmental management system standards such as SA 8000, ISO 45001, and ISO 14000 into our supplier selection scoring system. We also demanded all the suppliers involved in procurement sign an online integrity commitment to ensure any negative social or environmental impacts that may exist in the supply chain was properly addressed.

We formulated the *China Mobile Implementation Rules for Tier 1 Centralized Procurement Quality and Contract Fulfillment* and the *China Mobile Centralized Procurement Quality Management Measures*. We strengthened the quality management of suppliers through a combination of on-site quality inspections, inspections on arrival, and

unannounced inspections. In 2022, we launched the China Mobile structured procurement platform, which fully digitalized the operations of procurement managers, bidding agents, bidding suppliers, and reviewers and enabled synchronized operations and full-process supervision and traceability. It thus provided the necessary system support for conducting remove reviews, ensuring the fairness and impartiality of procurement activities.

► Key Performance

Performance indicator	Unit	2020	2021	2022
Number of centralized procurement suppliers	Number	13,133	20,600	18,798
Number of Tier 1 centralized procurement suppliers	Number	818	842	754
Proportion of local suppliers in Tier 1 centralized procurement suppliers	%	100	100	100
Number of Tier 2 centralized procurement suppliers	Number	12,851	20,432	18,580
Proportion of local suppliers in Tier 2 centralized procurement suppliers	%	83.93	62.92	67.40
Number of information verifications on Tier 1 centralized procurement suppliers	Number	2,156	2,312	1,510
Proportion of Tier 1 centralized procurement suppliers receiving verification before establishing cooperative relationship	%	100	100	100
Number of on-site supplier verifications conducted	Number	1,107	1,784	1,271
Number of suppliers in Eastern China	Number	4,159	6,074	5,592
Number of suppliers in Northern China	Number	1,889	3,292	2,967
Number of suppliers in Central China	Number	1,911	1,909	1,813
Number of suppliers in Southern China	Number	1,542	2,391	1,746
Number of suppliers in Southwest China	Number	1,449	2,169	1,899
Number of suppliers in Northwest China	Number	1,053	2,286	2,000
Number of suppliers in Northeast China	Number	1,130	2,479	2,781
Number of registered experts in the e-procurement and bidding system	Number	129,420	133,824	137,964
Number of experts in China Mobile procurement evaluation expert pool	Number	53,886	50,617	49,901
Number of e-procurement projects in the year	Number	Approx. 46,000	Approx. 32,000	Approx. 32,000

Cybersecurity, data security, and privacy protection

► Management practices and main actions

Cybersecurity remains a top priority at China Mobile. We set up a cybersecurity leadership team and all subordinate units also established cybersecurity leadership teams headed by the principal leaders. We continued to improve the responsibility, operation, and value system of cybersecurity and constantly enhanced our cybersecurity capability and level. By implementing the concept of overall national security, we created Cyber-SRC, a cybersecurity emergency response system and an "integrated and full-process credible" CFN security system. As well as strengthening the protection of the Critical Information Infrastructure (CII), we also enhanced centralized cybersecurity operations and practical offense and defense capabilities while ramping up our capacity for cybersecurity management and emergency communications support under extreme circumstances. Upholding the people-centered philosophy, we improved the data security governance system, controlled harmful information in a centralized manner, and maintained a tough stance on cracking down on telecommunications network fraud. We led the industry in terms of the management efficiency of scam phone calls, nuisance phone calls, and spam SMS messages. In 2022, there was no major cybersecurity or information leakage incident at China Mobile.

We actively carried out the "Sunshine Action" for customer rights and interests protection and strictly implemented relevant management regulations of the *China Mobile Punishment and Accountability Measures for Violations of Customer Rights and Interests*, taking strong actions to govern behaviors that infringed on customer privacy, resulted in loss of customer information, etc. We continuously pushed forward the control checkpoints and strengthened joint prevention and control to further deepen customer rights and interest protection. We ensured that complaints related to privacy infringement and loss of customer information were properly addressed and resolutely guarded against any behavior that violated customer rights and interests.

► Key Performance

Performance indicator	Unit	2020	2021	2022
Emergency communications support				
Number of times emergency communications support was provided	Number	4,887	6,173	4,743
Significant political/economic event support	Times	4,602	5,620	3,973
Significant natural disaster support	Times	204	304	334
Significant accident or catastrophe support	Times	32	44	39
Public health incident support	Times	47	192	394
Social safety incident support	Times	2	13	3
Number of emergency vehicles dispatched	Vehicle-times	7,064	8,709	6,155
Number of emergency support equipment installed	Set-times	11,455	10,549	11,128
Number of personnel involved in emergency support	Number	264,102	212,317	471,709
Spam management				
Number of scam phone numbers handled	10,000	12.6	15.2	15.1

Performance indicator	Unit	2020	2021	2022
Average monthly number of spam SMS and MMS messages blocked	100 million	3.6	5.2	5.9
Average number of illegal 5G messages handled per month	10,000	25	39	486
Number of nuisance call numbers handled such as "Husini"	10,000	> 32	> 18	>7
Number of illegal websites handled	10,000	> 19.4	> 35	>53
Number of malwares monitored and handled	10,000	> 28.7	> 37.1	> 21.2
Number of malware control terminals handled	Number	> 25,600	> 49,400	> 19,700
Number of SMS fraud alerts sent	100 million	50.0	81.9	348.9
Number of targeted covert fraud incidents identified and successfully intervened	10,000	3,547	1,301	2,734
Number of scam caller ID reminders sent	100 million	36	32	34.3

Network, product, and service quality

► Management practices and main actions

China Mobile scientifically managed the scale of 5G construction, taking into consideration the synergia of multiple frequencies, indoors and outdoors, 4G and 5G, wireline and wireless systems, and Internet services and strengthening the precise construction of scenario-based gigabit broadband networks to increase the network coverage rate. We established the Product Management Committee to coordinate efforts in CHBN product development and management system optimization. It assisted us in fully implementing the "Five-in-One" product management and operations system, i.e., development, operations, support, sales, and service. We organized the end-to-end management of product quality and optimized the quality standards for key products. We prepared the *China Mobile Measures for Product Quality Control V2.0*, and the closed-loop improvement rate of product experience problems reached 87.1%. We revised the *China Mobile Measures for Customer Complaint Management* to subdivide complaint handling and management responsibilities of each unit into ten aspects, thereby strengthening institutional guarantee and improving our service quality.

To prevent incidents related to illegal marketing and dissemination, we strengthened pre-service review of marketing cases, set up an audit team, and defined seven "veto elements" and 53 "basic elements" of service review based on dimensions that customers were most perceptive about, such as clarity, transparency, accuracy, and safety. The seven veto elements are informed consent for subscription, standardized outbound marketing, "equal treatment for new and old customers", "standardized promotion", "prominent reminders for critical terms", "full disclosure of charges", and "proactive renewal reminders". In cases where non-compliance is detected, our service department will veto the cases during the review process to ensure there are no violations of product and service information, identification, or marketing communication. We are committed to promoting responsible marketing practices and making sustained progress in this area.

► Key Performance

Performance indicator	Unit	2020	2021	2022
One-time resolution rate of problems over the hotline	%	89.4	89.7	92.0

Performance indicator	Unit	2020	2021	2022
Overall customer satisfaction ¹	Point	81.36	81.80	82.05
Number of customer spam reports handled	10,000	85	94	77
Number of customer receptions on CEO Customer Reception Day	Number	85,493	93,520	91,305
Number of complaints and inquiries handled on CEO Customer Reception Day	Number	79,336	86,735	85,710

¹ The evaluation of overall customer satisfaction in telecom service quality was organized by the MIIT, who also announced the results. The maximum score is 100.

Social Performance

Employment and compensation

► Management practices and main actions

Employment: In compliance with laws and regulations such as the *Labor Law of the People's Republic of China* and the *Labor Contract Law of the People's Republic of China*, we formulated the *Manual of Typical Cases for Protecting the Rights and Interests of Employees*, the *Labor Management Regulations*, and the *Management Measures for Labor Dispatch Unit Cooperation*. We strictly prohibit illegal employment and discrimination in employment, continue to improve our employment management level, and effectively protect the rights and interests of our employees.

Compensation: Based on our principle of market-oriented and performance-based compensation, we formulated the *Labor Cost Management Measures of China Mobile Communications Group Co., Ltd.* and the *China Mobile Guidelines for Employee Compensation Management*, implemented a "performance-oriented and structure-adjusted" compensation system, and issued the *China Mobile Implementation Plan for Incentive and Guarantee Mechanism for Sci-Tech Innovation* and the *Guidelines on Strengthening the Construction of the Medical Security System for Employees*. With these efforts, we constantly improved the incentive and benefits system, stimulated employees' motivation, and significantly boosted their engagement, empowering them to grow and thrive together with the Company.

► Key Performance

Performance indicator	Unit	2020	2021	2022
Total number of employees	Number	454,332	449,934	450,698
Number of full-time employees	Number	454,332	449,934	450,698
Number of full-time male employees	Number	-	-	213,527
Number of full-time female employees	Number	-	-	237,171
Number of full-time employees in the mainland of China	Number	451,963	447,849	448,226

Performance indicator	Unit	2020	2021	2022
Number of full-time employees in Hong Kong, Macao, Taiwan and overseas markets	Number	2,369	2,085	2,472
Number of part-time employees	Number	0	0	0
Number of part-time male employees	Number	0	0	0
Number of part-time female employees	Number	0	0	0
Number of long-term employees	Number	454,332	449,934	450,698
Number of long-term male employees	Number	-	-	213,527
Number of long-term female employees	Number	-	-	237,171
Number of long-term employees in the mainland of China	Number	451,963	447,849	448,226
Number of long-term employees in Hong Kong, Macao, Taiwan and overseas markets	Number	2,369	2,085	2,472
Number of temporary employees	Number	0	0	0
Number of temporary male employees	Number	0	0	0
Number of temporary female employees	Number	0	0	0
Number of temporary employees in the mainland of China	Number	0	0	0
Number of temporary employees in Hong Kong, Macao, Taiwan and overseas markets	Number	0	0	0
Number of employees working in non-guaranteed hours	Number	0	0	0
Number of male employees working in non-guaranteed hours	Number	0	0	0
Number of female employees working in non-guaranteed hours	Number	0	0	0
Number of employees working in non-guaranteed hours in the mainland of China	Number	0	0	0
Number of employees working in non-guaranteed hours in Hong Kong, Macao, Taiwan and overseas markets	Number	0	0	0
Proportion of employees under 30 years old	%	17.24	14.7	13.62
Proportion of employees between 30 and 50 years old	%	77.30	79.15	79.76
Proportion of employees over 50 years old	%	5.46	6.15	6.62
Number of employees in the mainland of China	Number	451,963	447,849	448,226
Number of employees in Hong Kong, Macao, Taiwan and overseas markets	Number	2,369	2,085	2,472
Proportion of technical personnel	%	29.06	34.87	36.8
Proportion of marketing personnel	%	51.22	47.2	45.35

Performance indicator	Unit	2020	2021	2022
Proportion of management personnel	%	7.58	7.02	7.35
Proportion of general affairs personnel	%	10.71	9.98	9.71
Proportion of other personnel	%	1.43	0.93	0.79
Number of new employees	Number	19,243	15,775	16,808
Number of new female employees	Number	7,398	6,032	6,747
Number of new male employees	Number	11,845	9,743	10,061
Number of employees who resigned	Number	10,044	11,376	7,985
Number of female employees who resigned	Number	5,024	5,173	3,478
Number of male employees who resigned	Number	5,020	6,203	4,507
Number of employees dismissed	Number	1,131	1,620	1,364
Number of female employees dismissed	Number	711	991	717
Number of male employees dismissed	Number	420	629	647
Employee turnover rate	%	2.21	2.53	1.77
Turnover rate of employees under 30 years old	%	6.03	8.93	6.92
Turnover rate of employees between 30 and 50 years old	%	1.50	1.52	1.02
Turnover rate of employees over 50 years old	%	0.29	0.18	0.21
Female employee turnover rate	%	2.07	2.17	1.47
Male employee turnover rate	%	2.37	2.93	2.11
Turnover rate of employees in the mainland of China	%	2.05	2.28	1.53
Turnover rate of employees outside the mainland of China	%	16.75	23.95	21.88

Diversity and non-discrimination

► Management practices and main actions

We embrace diversity and uphold non-discriminatory employment practices. Strictly abiding by the requirements under the *Special Rules on the Labor Protection of Female Employees* and other policies, we have upheld the principles of fairness, openness and impartiality in our recruitment process, and challenged and taken measures to prevent any form of workplace discrimination. The *China Mobile Recruitment Management Measures* mandate openness, transparency and fairness during recruitment, and we develop scientific and reasonable recruiting conditions according to the specific positions. We strictly prohibit discriminatory recruitment conditions such as race, ethnicity, gender, religion, height, appearance or any other conditions that are irrelevant to the work duties. We allocate more talent resources to organizations that implement national and local strategies such as the aid programs for Xizang, Qinghai and Xinjiang and rural revitalization.

► Key Performance

Performance indicator	Unit	2020	2021	2022
Proportion of female employees	%	53.30	52.88	52.62
Proportion of female employees in senior management positions	%	16.55	16.48	16.08
Proportion of ethnic minority employees	%	7.15	7.24	7.30

Occupational health and safety

► Management practices and main actions

We always put people first and attach great importance to the occupational health and safety of our employees. We strictly observe the national laws and regulations on the prevention and control of occupational diseases, assume our full responsibility as an employer to prevent and control occupational diseases, and offer regular physical examinations to the employees to protect their health and safety. In 2022, in line with the requirements of the Notice on Launching the "Law on Prevention and Control of Occupational Disease" Awareness Week in 2022 (GWBZJH [2022] No. 116) issued by the National Health Commission, we carried out activities related to the *Law on Prevention and Control of Occupational Disease*. During this time, the employee health management room at the headquarters was opened to all employees to provide them with health consultation, guidance, check, and other services as well as immediate rescue and treatment for common diseases and sudden symptoms. We printed and issued posters for the Awareness Week and publicized the Law on Prevention and Control of Occupational Disease Awareness Week among the employees at the headquarters and relevant units.

► Key Performance

Performance indicator	Unit	2020	2021	2022
Number of safety emergency drills	Number	1,233	11,170	12,116
Investment in work safety	RMB 100 million	24.88	23.03	22.21
Employee participation rate in safety emergency drills	%	87.1	94.3	92.3
Accident fatality rate per 1,000 employees	%	0	0.002	0
Number of fatalities due to work-related accidents	Number	0	1	0
Lost workdays due to work-related injuries	Days	31,331	39,611	32,519

Development and training

► Management practices and main actions

China Mobile provides platforms and well-established channels to support employees' growth. We work to "create an ability system that fits the needs of an empowerment-oriented organization during the period of transformation". With a focus on "improving leadership skills, remodeling core abilities, and forging frontline implementation capabilities", the Company offers training programs that are categorized and precisely implemented. The training is available both online and in person and uses a combination of theoretical classes with practical guidance to effectively enhance the employees' occupational skills. We formulated and issued the *Implementation Opinions on Further Strengthening the Talent Work* and the *China Mobile Talent Plan During the 14th Five-Year Plan Period*, and improved and issued the *China Mobile Standard Position Database (2022)*, so as to provide the employees with more career development paths and stimulate the vitality and drive of the workforce to boost the Company's high-quality development. To better serve employees via the Online Talent Development Center, we equipped the Center with "Jiutian" AI platform to create ten smart learning applications including intelligent recommendation and intelligent invigilation, and optimized the core learning functions of livestreaming, exams, certifications and subject-based learning to improve the practical results of online training.

► Key Performance

Performance indicator	Unit	2020	2021	2022
Average training expenses per employee	RMB	1,730	2,115	1,957
Number of total employee participations in training	10,000	148.3	124.2	123.4
Number of senior management participations in training	Number	856	1,275	1,341
Number of middle-level management participations in training	Number	20,923	20,214	23,103
Number of non-management employee participations in training	10,000	146.1	122.1	121.0
Training participation rate of senior managers	%	99.2	100	100
Training participation rate of middle-level managers	%	98.4	99.7	99.9
Training participation rate of non-management employees	%	99.4	98.9	99.5
Training participation rate of female employees	%	99.8	98.8	99.9
Training participation rate of male employees	%	98.9	99.2	98.9
Total number of Online Talent Development Center users	10,000	48.1	47.3	47.6
Number of mobile Online Talent Development Center learners	10,000	37.8	33.9	37.5

Labor rights protection

► Management practices and main actions

In compliance with the *Labor Law of the People's Republic of China*, the *Provisions on the Prohibition of Using Child Labor*, and other applicable laws and regulations, we strictly prohibit the use of child labor and forced labor. We are committed to gender equality in employment, uphold fairness, openness and impartiality in recruitment, and challenge and take measures to prevent any form of workplace discrimination. In 2022, we formulated the *Division of Work for Implementing the Campaigns for Women in Sci-Tech Innovation* and effectively safeguarded the legitimate interests of female employees through such campaigns as "Heroines' Contribution", "Defense of Heroines' Rights", "Care for Heroines", and "Heroines' Growth".

► Key Performance

Performance indicator	Unit	2020	2021	2022
Number of CEO mailbox emails and letters	Number	573	540	626
Proportion of employees regularly assessed for performance and career development	%	100	100	100
Proportion of female employees regularly assessed for performance and career development	%	100	100	100
Proportion of male employees regularly assessed for performance and career development	%	100	100	100
Proportion of senior managers regularly assessed for performance and career development	%	100	100	100
Proportion of middle-level managers regularly assessed for performance and career development	%	100	100	100
Proportion of non-management employees regularly assessed for performance and career development	%	100	100	100
Physical examination rate of employees	%	97	97	97
Number of employees covered by "Happiness 1+1"	10,000	41.6	42	41.2
Proportion of unionized contract employees	%	100	100	100
Proportion of employees covered by a collective bargaining agreement	%	100	100	100
Proportion of female employees at the headquarters who returned to work after maternity leave	%	100	100	100

Local communities

► Management practices and main actions

China Mobile continued to provide aids together with the Parent Company in the form of funds, talent, education, consumption, industry and livelihood support. Focusing on rural industries, governance, education, healthcare, culture and finance, we fully leveraged our extensive reach nationwide covering and connecting cities, counties and grids to promote the construction of digital villages and facilitate digital transformation of rural areas in terms of production, life and social governance. We have established sound relationships with local communities that foster mutual prosperity and progress. Bringing our digital-intelligent capabilities into full play, we further enhanced the management of our volunteer work and continued to carry out the "And Seeding" and "And You" youth volunteer activities.

► Key Performance

Performance indicator	Unit	2020	2021	2022
Public welfare activities				
Total number of registered employee volunteers	10,000	13.11	11.31	7.78
Total employee volunteer hours	10,000	94.52	80.62	57.78
Number of employees covered by the Employees' Mental Health Care Program ¹	10,000	> 32	> 40	> 40
Cumulative number of Employees' Mental Health Care ambassadors trained	Number	3,093	> 3,000	> 3,000
Cumulative number of stress-relief rooms and care rooms built under the Employees' Mental Health Care Program	Number	120	> 100	> 100
Cumulative amount of funds donated by the China Mobile Charity Foundation	RMB 10,000	38,840	42,110	45,940
Cumulative number of primary and secondary school principals in rural areas trained under the "Blue Dream" Program	Number	128,338	129,000+	130,000+
Cumulative amount of funds donated under the "Blue Dream" Program	RMB 100 million	1.978	2.198	2.451
Cumulative number of impoverished children receiving free CHD screening under the "Heart Caring" Campaign	Number	58,607	61,898	63,850
Cumulative number of impoverished children with CHD assisted under the "Heart Caring" Campaign	Number	6,574	7,069	7,446
Localization				
Proportion of local employees in Hong Kong subsidiary	%	88.1	86.5	84.4
Proportion of local management-level employees in Hong Kong subsidiary	%	63.9	65.0	60.6

¹ Employees' Mental Health Care Program: EAP changed its name to Employees' Mental Health Care and started to put the focus of employees' mental health care on key groups and events in 2022.

Environmental Performance

Greenhouse gas emission and energy use

► Management practices and main actions

We have thoroughly implemented the guidelines of the *Opinions on Completely, Accurately and Comprehensively Implementing the New Development Concept and Making Great Achievements in Carbon Peaking and Carbon Neutrality*, the *Action Plan for Carbon Dioxide Peaking Before 2030*, and a series of policy documents issued under the “1+N” model by relevant national ministries and commissions; and fully implemented the *China Mobile Energy Conservation Management Measures* and, by formulating and issuing the *Priorities for the China Mobile C² Three Energy Plan in 2022*, the *Performance Assessment Methods for the China Mobile C² Three Energy Plan in 2022*, the *Notice on Publishing the Results of Green Data Center Evaluation in 2021*, the revised *China Mobile’s Green Data Center Evaluation Criteria V2.0* and so on, ensured the full implementation of the latest national standards and specifications to do our part to protect the environment.

► Key Performance

Performance indicator	Unit	2020	2021	2022
Greenhouse gas (GHG) emissions				
Total CO ₂ emissions	Million tons	34.15	33.82	34.46
Total direct GHG emissions (Scope 1) ¹	Million tons	0.24	0.24	0.22
Total indirect GHG emissions (Scope 2)	Million tons	33.91	33.58	34.24
Reduction rate of carbon emissions per unit of data traffic	%	-	21	16
SO ₂ emissions	Tons	2.75	11.36	8.16
Carbon emissions from employee commuting	10,000 tons	43.88	40.24	37.13
Carbon emissions from business travel	10,000 tons	5.76	4.72	3.47
Direct energy use				
Natural gas consumption	Million cubic meters	8.5	13.4	12.8
LPG consumption	100 tons	1.3	1.6	1.5
Coal gas consumption	Million cubic meters	0.07	0.01	0.01
Coal consumption	10,000 tons	0.01	0.05	0.04
Total gasoline consumption	Million liters	83.3	84.7	77.9
Total diesel consumption	Million liters	16.1	10.5	9.3
Indirect energy use				
Total electricity consumption	100 million kWh	549.2	570.4	592.5
Purchased heat	10,000 GJ	363.3	404.6	405.0
Energy conservation				

Performance indicator	Unit	2020	2021	2022
Total electricity savings	100 million kWh	25.1	43.5	64.3
Equivalent GHG emissions reductions of the electricity savings	10,000 tons	155.1	265.4	366.7
Reduction rate of comprehensive energy consumption per unit of data traffic	%	21	21	15
Interprovincial videoconferences held by the headquarters	Number	762	970	915

¹The calculation primarily focuses on CO₂ emissions following the Guidelines for Accounting and Reporting Greenhouse Gas Emissions (Other Industrial Enterprises).

Waste discharge

► Management practices and main actions

We continuously strengthen the management of all kinds of solid waste. We have formulated the *Priorities for the China Mobile C² Three Energy Plan in 2022* and the *Performance Assessment Methods for the China Mobile C² Three Energy Plan in 2022* and set out clear requirements for waste management. We also actively identify the sources of waste and strictly observe all applicable national laws and regulations in connection with the storage, transportation, and disposal of waste to prevent and control the risks of environmental pollution and continuously improve our comprehensive utilization rate.

► Actions and performance

Performance indicator	Unit	2020	2021	2022
Waste				
Amount of general solid waste generated	10,000 tons	6.32	7.67	4.46
Amount of general solid waste comprehensively utilized	10,000 tons	6.94	7.88	4.63
Amount of general solid waste carried over from previous years comprehensively utilized	10,000 tons	1.17	0.45	0.68
Comprehensive utilization rate of general solid waste	%	91.32	96.89	88.61
Discharge intensity of general solid waste	kg/RMB 10,000	0.82	0.90	0.48
Amount of hazardous waste generated	10,000 tons	1.78	2.1	2.74
Amount of hazardous waste disposed of	10,000 tons	2.26	2.35	2.63

Performance indicator	Unit	2020	2021	2022
Amount of hazardous waste carried over from previous years disposed of	10,000 tons	0.61	0.35	0.37
Disposal rate of hazardous waste	%	92.06	95.45	82.35
Discharge intensity of hazardous waste	kg/RMB 10,000	0.23	0.25	0.29
Material use				
Total amount of materials used in production of terminal equipment	Tons	12,899	14,521	12,308
Amount of packaging materials used per production unit of terminal products	Ton/production unit	0.000489	0.00041	0.000408

Water resource management

► Management practices and main actions

Water is one of the essential resources humans rely on for survival, and China Mobile attaches great importance to water resources management and utilization. In full compliance with the applicable requirements of the *Water Law of the People's Republic of China* and the *Water Pollution Prevention and Control Law of the People's Republic of China*, we have strengthened the Company's daily water management, strictly controlled the sewage discharge, promoted water conservation, and encouraged the application of wastewater recycling technologies, to minimize water consumption. Water consumed by our offices and in our production and operations mainly comes from municipal water supplies, and we are not exposed to water resources risks.

► Actions and performance

Performance indicator	Unit	2020	2021	2022
Total water consumption	Million tons	38.31	43.32	35.97
Water use intensity	Ton/RMB 10,000	0.50	0.51	0.38

Environmental pollution prevention and control

► Management practices and main actions

We take active actions to implement national decisions and arrangements on fighting against pollution, specifying the responsible departments while establishing prevention and control measures and emergency response plans for major risk points in the Company's environmental management, such as air, water, soil, solid waste, electromagnetic radiation, and noise.

► Key Performance

In 2022, there were no major incidents in violation of relevant laws and regulations on environmental protection in the Company.

Green supply chain

► Management practices and main actions

We consistently work to extend the green concept to the whole lifecycle of our products and business activities, actively design and implement green procurement mechanisms, and encourage green supply chain innovation. In 2022, we continued to improve the green procurement standards. We identified 102 categories of equipment in the Tier-I centralized procurement catalogue, such as mobile communication network equipment, transmission network equipment, IT hardware equipment, power supply, and active environmental equipment. We promoted paperless and "contactless" procurement. We required all suppliers to sign the *China Mobile Procurement and Bidding Commitment for Pine Wood Nematode Disease Prevention* to push our strategic suppliers to use RFID tags, driving energy conservation and emission reduction in the supply chain with our initiatives and technologies.

► Key Performance

Performance indicator	Unit	2020	2021	2022
E-commerce transaction volume	RMB 100 million	5,252	5,717	6,339
Amount of paper documents was reduced due to the application of fully-electronic procurement processes	Pieces	Approx. 645,000	Approx. 699,000	Approx. 692,000
Proportion of new main equipment with green packaging	%	78	> 80	> 80
Amount of wood saved	10,000 cubic meters	16.4	26.2	26.8

Environmental products and services

► Management practices and main actions

We develop a diverse range of digital applications and services to meet the information needs of all industries and individual users, improve the efficiency of production, life, and social governance, and help communities to save energy and reduce carbon emissions. Through products such as MIGU Reading, ViLin, Mobile Cloud, Big-Screen Video-on-Demand, MIGU Video, Cloud Games, and And-Education, we reduced the energy and resource consumption generated by traditional ways of reading, meeting, entertainment, and learning while providing users with the convenience of being online. Seizing opportunities for developing next-generation technologies, we have created digital application demonstration programs for multiple industries to help them optimize their production and management models, thus effectively improving the efficiency of resource use while reducing costs and boosting efficiency. Through such efforts, we have empowered significant reductions in carbon emissions across sectors and industries.