

2025

SUSTAINABILITY
REPORT



中国联通
China unicom

CHINA UNICOM (HONG KONG) LIMITED

HKEx: 762

***PRESERVE AND INNOVATE
STEADY AND FAR-REACHING***



FORWARD-LOOKING STATEMENTS

Certain statements contained in this report may be viewed as “forward-looking statements”. Such forward-looking statements are subject to known and unknown risks, uncertainties and other factors, which may cause the actual performance, financial condition or results of operations of the Company to be materially different from any future performance, financial condition or results of operations implied by such forward looking statements. In addition, we do not intend to update these forward-looking statements. Neither the Company nor the directors, employees or agents of the Company assume any liabilities in the event that any of the forward-looking statements does not materialise or turns out to be incorrect.

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Message from Chairman



The year 2025 is the decisive year for the successful conclusion of the 14th Five-Year Plan. Over the past year, China Unicom has adhered to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, unwaveringly translated General Secretary Xi Jinping's important instructions and directives into practical actions to promote the Company's high-quality development, fully leveraged its roles in technological innovation, industrial control and security support, bravely shouldered its mission in serving national strategies, actively contributed to empowering economic development, practised its original aspiration in safeguarding the people's livelihood needs, served the high-quality development of the economy and society, served to guarantee and improve the people's livelihood. Adhering to "Preserve and Innovate, Steady and Far-reaching" as the main keynote of our work, we achieve "steady progress" through "preservation" and "long-term development" through "innovation", taking solid steps towards high-quality development.

Upholding Connectivity: Connecting the Nation with Networks of Craftsmanship We implemented the "Signal Upgrade", "Broadband Frontier", and "Broadband Forestry and Grassland" initiatives, deepened co-building and co-sharing, with mobile network population coverage exceeding 99%, 5G-A base station deployment in over 330 cities, and precise enhancement of network perception in key scenarios. Gigabit connectivity has been fully implemented, and 10-gigabit optical networks have been piloted for commercial use in more than 100 cities. Facilitating the high-quality joint construction of the Belt and Road Initiative, we continuously enhanced the capacity of backbone channels such as Asia-Pacific, Asia-America, and Asia-Africa-Europe, and orderly promoted the construction of international bureaus in Qingdao and Haikou, with cross-border resources becoming more abundant. We accelerated the green upgrading of key facilities. The co-building and co-sharing of 4G/5G networks saves approximately 24 billion kWh of electricity and reduces carbon emissions by over 13 million tons annually. 25 of our data centers were selected as national green data centers. The annualized electricity saving of the base station AI energy-saving platform reached 1 billion kWh. We continue to build a low-carbon development model that is resource-saving, environment-optimizing, and smart and efficient. We adhered to integrated development and deepened scale-based value management, with the penetration rate of integrated services exceeding 78% and the ARPU of integrated packages remaining above RMB100. Enriching connection dimensions, the scale of the Internet of Things (IoT) exceeded 700 million, with distinct advantages in the new energy vehicle market. Promoted innovation in eSIM applications, serving nearly 3 million users. We obtained the business permit for satellite mobile communication services to promote the large-scale application of direct-to-satellite services.

Strengthening Computing Power: Innovating Smart Experiences with Artificial Intelligence We implemented the "Eastern Data, Western Computing" project, and strengthened the resource deployment of hub nodes such as Beijing-Tianjin-Hebei, the Yangtze River Delta, the Guangdong-Hong Kong-Macao Greater Bay Area, Chengdu-Chongqing, Guizhou, Inner Mongolia, Gansu, and Ningxia, as well as green computing electricity demonstration provinces such as Qinghai. The scale of standard racks exceeded 1.1 million and the scale of intelligent computing reached 45 EFLOPS. We constructed a new "Eight Vertical and Eight Horizontal"

backbone optical fiber cable network, adding over 9,000 kilometers, to achieve high-speed and secure interconnection between computing power hub nodes and support coordinated regional development. We accelerated the evolution towards AI cloud, supporting the migration of over 1,300 of the Company's core systems to the cloud, deepening intelligent cloud-native practices, serving the construction of over 180 provincial and municipal government clouds and the digital-intelligent transformation of nearly 400,000 corporate customers, and building the brand image of "AI Select Unicom Cloud". We implemented the "AI+" initiative, developed the UniAI Wanxiang data engineering platform, and constructed high-quality industry datasets with a scale exceeding 400TB. We upgraded the UniAI MaaS platform to assist enterprises in rapidly constructing model applications; the MaaS service received the highest rating. We established the UniAI Wanwu Agent Platform, gathering over 10,000 developers and creating more than 100 agent applications, driving a 147% year-on-year increase in artificial intelligence revenue. Our scientific and technological innovation capabilities have been continuously enhanced. We focused on key technologies such as next-generation Internet, big data, artificial intelligence, and network security, and strengthened our deployment in frontier areas such as 6G, embodied intelligence, and quantum technology. We further increased investment efforts, with R&D investment intensity exceeding 4%, led the completion of 53 international standards, and held over 10,200 valid patents. We were recognized as an Outstanding Enterprise in Scientific and Technological Innovation among Central Enterprises and an Outstanding Enterprise in "Industrial Renewal" among Central Enterprises. We courageously undertook the construction of "Three Chains and Two Regions", implemented 5 "Top 100 Projects" for strategic emerging industries of central enterprises, and strived to create highlands for scientific and technological innovation and industrial innovation.

Optimising Services: Serving the People's Needs through Practical Actions Facilitating digital consumption. We increased 5G user penetration, created a smart home hub, and incubated the smart home terminal "UniBOX Tongtong" to provide a more convenient digital and intelligent life experience. We launched customer service AI agents, with smart services ratio exceeding 85%. Serving new industrialisation. A total of 9,000 5G factories have been established, and revenue from 5G private networks increased by 51% year-on-year. We strengthened the integrated operation of the Internet of Vehicles, served more than 95 million vehicles, and facilitated the expansion of new energy vehicles into overseas markets. Empowering digital government. We built the "Labour Connect" smart governance platform, and supported the construction of "Single Form Platform" of the nation. We iterated the economic development platform, effectively assisting more than 20 ministries and commissions and more than 20 provinces in scientific macroeconomic decision-making. Enhancing brand value. Reshaping the corporate brand, deepening customer brands, and building product brands, the brand influence and competitiveness of "Unicom WO Pai", "Unicom Smart Home", "Unicom Cloud", "Unicom Yunxi", "UniAI", "UniCom", and others have been further enhanced. We actively fulfil our social responsibilities, focus on livelihood concerns, create distinctive volunteer services with our technological advantages, promote the deep integration of volunteer services into community co-construction, and consolidate positive social energy for the pursuit of goodness and progress. Upholding the principle of technology for good, we strive to bridge the digital divide and assist our customers in integrating into the digital era equally, conveniently and with dignity, so as to share the achievements of digital civilisation. Attaching great importance to employee growth and the protection of their rights and interests, we are improving the talent cultivation and development system, building a high-level talent echelon, and creating a safe, inclusive and enterprising working environment. We assist employees in realising their professional aspirations and personal value, and sharing the fruits of corporate development. We continuously deepened corporate reform and promoted synergy between functional

missions and institutional mechanism reforms. We were rated Grade A for two consecutive years in the assessment of key tasks of the Action to Deepen and Upgrade the Reform of Central Enterprises by the SASAC of the State Council, and rated "Excellent" for five consecutive years in the evaluation of board of directors construction. Five of our subsidiaries were recognised as national-level "Little Giant" enterprises that are specialised, refined, unique and innovative. The modernisation level of our corporate governance system and governance capabilities has steadily improved.

Ensuring Security: Safeguarding the Communications Defence Line with the Responsibility of a Central Enterprise We have courageously shouldered the responsibility as the "Chain Leader" of the cybersecurity industry chain, innovatively created a new work paradigm of "five-chain integration" comprising the "technological innovation chain, security capability chain, value creation chain, industry-investment synergy chain, and ecosystem aggregation chain", and fully exerted the leading role in integration and mobilisation. Leveraging the advantages of network-wide coordination, we efficiently coordinate flood control and emergency resources, and go all out to ensure emergency rescue and communications support. Fulfilling our mission at critical moments, the Company successfully completed major communication support tasks for the Two Sessions, the 80th Anniversary of the Victory of the War of Resistance Against Japanese Aggression, the Harbin Asian Winter Games, and the 15th National Games, tempering and demonstrating its leading security capabilities for major events, and further burnishing the brand of "Model Central Enterprise" for major event support. We constructed a global routing situational awareness system and created Unicom secure leased lines to provide global customers with always online security protection. We established an AI full-stack security protection system, becoming the first in the country to pass the highest level evaluation of the national Data Security Maturity Model (DSMM), with data security management capabilities reaching a leading level in China. Relying on the "Mogong" security operation service platform, more than 200 security projects were implemented, and a batch of unified security operation centers for megacities were established. "Security Hub", as the first product supply-demand matching platform for the network security industry chain in China, has served more than 27,000 customers. We have strengthened and improved the modern enterprise system, enhanced the risk control and compliance management systems, firmly established the concept of safe development, invested RMB2.7 billion in production safety, adhered to the core value of honest operation, and built a sustainable development support system from multiple dimensions.

The year 2026 is the inaugural year of the 15th Five-Year Plan. China Unicom will better serve national strategies, adhere to the general principle of seeking progress while maintaining stability, persist in preservation and innovation, focus on its core responsibilities and main businesses, create differentiated advantages, develop new quality productive forces according to circumstances, and promote the steady and long-term high-quality development of the Company.

Chairman of China Unicom (Hong Kong) Limited



March 2026

About China Unicom

Corporate Profile

China Unicom (Hong Kong) Limited (“China Unicom” or the “Company”) was incorporated in Hong Kong on 8 February 2000 and listed on the New York Stock Exchange¹ and The Stock Exchange of Hong Kong Limited on 21 June 2000 and 22 June 2000 respectively. The Company was included as a constituent stock of the Hang Seng Index on 1 June 2001 and merged with China Netcom Group Corporation (Hong Kong) Limited on 15 October 2008. China Unicom establishes branches in 31 provinces in China (including autonomous regions and municipalities) and multiple countries and regions overseas. The Company’s leading new infrastructure and efficient customer service system covers China and connects to the world. The Company was voted as “Most Honored Telecom Company” in 2025 for the tenth consecutive year by Extel (formerly Institutional Investor). China Unicom persists in rooting itself in the information and communications industry, focusing on the core tracks of “Connectivity”, “Computing Power”, “Service” and “Security”, fully exerting its roles in technological innovation, industrial control and security support, comprehensively enhancing its core functions and improving its core competitiveness, to better serve the construction of a Cyber Superpower and Digital China, safeguard national network and information security, and contribute greater strength to Chinese-style modernisation.

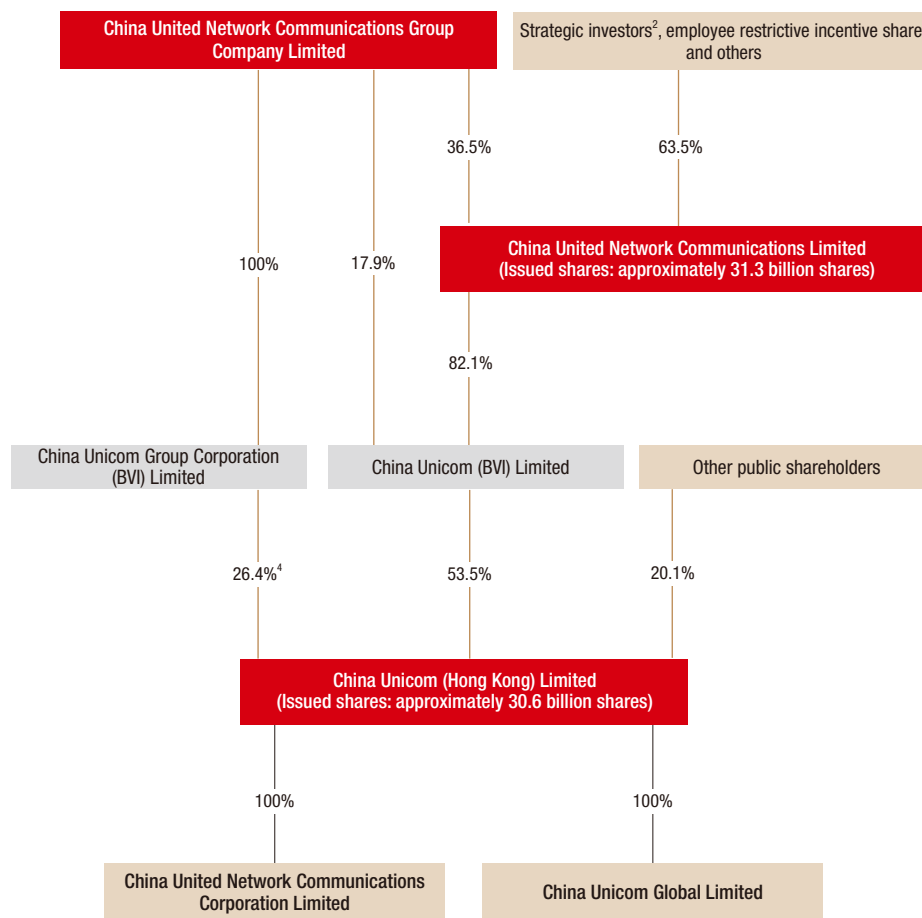
¹ The Company’s ADSs were delisted from the New York Stock Exchange on 18 May 2021. For details, please refer to the announcement of the Company dated 23 July 2021.

Corporate Strategy

Core Track	Connectivity		Computing Power		Service		Security
	Capability	Products	Platforms	Brands	Responsibilities		
	Governance	Organization	Systems	Processes	Policies		
	Elements	Infrastructure	Technology	Data	Talent	Capital	

Corporate Governance

Shareholding Structure



Notes:

1. Data as at the end of December 2025.
2. In 2017, approximately 10.9 billion shares of China United Network Communications Limited were acquired by the strategic investors introduced by the mixed ownership reform through non public share issuance and transfer of existing shares. These shares were no longer restricted from sale in November 2020.
3. Pursuant to the phase 2 restrictive share incentive scheme in 2022, China United Network Communications Limited granted restricted shares to the core management talents and professional talents.
4. Excluded the interest regarding the pre-emptive right owned by China Unicom Group Corporation (BVI) Limited in 225,722,791 shares of the Company.

Shareholding Structure Chart of China Unicom

Standardising Board governance

The Board is committed to high standards of corporate governance and recognises that good governance is vital for the long-term success and sustainability of the Company's business. The Board will persistently enhance the corporate governance of the Company by promoting corporate culture philosophy and core values at all levels of the Company. We hope all our executives, management and employees would implement the practice and integrate "integrity and self-discipline, uphold integrity and anti-corruption" into the ideological foundation to serve as the basic code of conduct for practitioners, while complying with laws and regulations, operates in compliance with regulations and be honest and self-disciplined, adhering to the ethical concept and code of conduct of honesty, trustworthiness and due diligence, and strive to maximize the interests of customers, shareholders, employees and society. The scope of the relevant basic code of conduct covers matters related to legislation, regulation and ethics, including but not limited to principles of honesty and trustworthiness, conflict of interest, handling of stakeholder relations, information disclosure and confidentiality, protection of company assets, reporting and punishment. As a company incorporated in Hong Kong, the Company adopts the Companies Ordinance (Chapter 622 of the Laws of Hong Kong), the Securities and Futures Ordinance of Hong Kong and other related laws and regulations as the basic guidelines for the Company's corporate governance. As a company listed in Hong Kong, the current articles of association are in compliance with the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. These rules serve as guidance for the Company to improve the foundation of its corporate governance, and the Company strives to comply with the relevant requirements of international and local corporate governance best practices. The Company has regularly published statements relating to its risk management and internal control in accordance with relevant regulatory requirement to confirm its compliance with related risk management and corporate internal control requirements and other regulatory requirements. The Board is responsible for performing overall corporate governance duties. The Company has adopted a Corporate Governance Practice which sets out the key terms of reference of the Board on corporate governance functions, including, amongst others, developing and reviewing the Corporate Governance Policy and corporate governance practices of the Company; reviewing and monitoring the training and continuous professional development of Directors and senior management; reviewing and monitoring the Company's policies and practices on compliance with legal and regulatory requirements; developing, reviewing and monitoring the code of conduct and compliance manual applicable to employees and Directors; and reviewing the Company's compliance with the Corporate Governance Code and the disclosure in "Corporate Governance Report". China Unicom had no violations of listing laws and regulations during 2025.

Composition and Functions of the Board of Directors and Management

To serve the best interests of the Company and its shareholders, the Board is responsible for reviewing and approving major corporate matters, including, amongst others, business strategies and budgets, major investments, capital market operations, as well as mergers and acquisitions. The Board is also responsible for monitoring risk management and internal control, reviewing environmental, social and governance strategies, reviewing and approving the announcements periodically published by the Company regarding its business results and operating activities, while assuming responsibility for environmental, social and governance strategies and reporting. The Board has established three Board committees, namely the Audit Committee, the Remuneration Committee and the Nomination Committee, each of which has established written terms of reference (which have been uploaded to the websites of the Company and the Hong Kong Stock Exchange).

The Board has provided clear guidelines for delegation of powers and responsibilities to management. However, certain important matters must be decided only by the Board, including, but not limited to, long-term objectives and strategies, annual budget, initial announcements on quarterly, interim and final results, dividends, major investments, equity-related capital market operations, mergers and acquisitions, major connected transactions and annual internal control evaluation. The arrangements on delegation of powers and responsibilities to management are reviewed by the Board periodically to ensure that they remain appropriate to the needs of the Company.



Dong Xin
Chairman and
Chief Executive Officer



Jian Qin
Executive Director and
President



Tang Yongbo
Executive Director



Li Yuzhuo
Executive Director and
Chief Financial Officer



Hao Liqian
Senior Vice President



Miao Shouye
Senior Vice President



Zhu Hanwu
Senior Vice President



**Cheung Wing Lam
Linus**
Independent Non-executive
Director



**Chung Shui Ming
Timpson**
Independent Non-executive
Director



**Law Fan Chiu Fun
Fanny**
Independent Non-executive
Director



**Fan Chun Wah
Andrew**
Independent Non-executive
Director

Note: Changes in the composition of the Board and the management during the year 2025 and up to the date of this report.

Dong Xin (appointed as Chairman and Chief Executive Officer on 14 January 2026); Tang Yongbo (appointed as Executive Director on 27 June 2025);
Miao Shouye (appointed as Senior Vice President on 27 June 2025); Zhu Hanwu (appointed as Senior Vice President on 27 June 2025);
Wang Junzhi (resigned on 22 May 2025); Wang Limin (departed due to a work transfer in 12 February 2026).

Board Diversity and Independence

The Board of Directors comprises executive directors and independent non-executive directors. The Board currently comprises experts from diversified professions such as telecommunications, technology, finance, investment and management, and is diversified in terms of gender, age, duration of service, educational background, professional experience, etc., which contributes to the enhanced management standard and more regulated operation of corporate governance of the Company, and results in a more comprehensive and balanced Board structure and decision-making process.

Currently, the Board comprises eight Directors, including four executive Directors and four independent non-executive Directors. The Company has established various channels for independent non-executive Directors to express their views in an open and honest manner and, if necessary, in a confidential manner. The independent non-executive Directors have been making positive contributions to the development of the Company's strategies and policies through independent, constructive and informed advice. Apart from the regular Board meeting, the Chairman meets annually with independent non-executive Directors, without the presence of other Directors, which further promotes the exchange of diversified views and opinions. These views and opinions facilitate the Board in making their decisions in the shareholders' best interests. All independent non-executive Directors have confirmed their independence to the Company upon appointment and annually.

Board election

In order to ensure a standardised and transparent process for the nomination and election of Directors, the Company has established the Nomination Committee and formulated a nomination policy. With respect to the nomination and appointment of new directors and senior management members and the succession planning for Directors, the Nomination Committee would, after considering the Company's need for new directors and/or senior management members, identify a wide range of candidates from within the Company and the human resources market and make recommendations to the Board. The Company has also adopted a policy concerning diversity of board members. The Company understands and firmly believes in the numerous benefits of board member diversity, and recognises that increasing diversity among board members is a factor in maintaining a competitive advantage. The Nomination Committee will consider candidates on merit against objective criteria and with due regard to the benefits of diversity on the Board, including but not limited to gender, age, cultural and educational background, professional experience, skills, knowledge and duration of service. After having obtained the consent from candidates in relation to the relevant nomination and based on the Company's actual needs, the Board would convene a meeting, attendees of which include non-executive Directors, to consider the qualifications of the candidates. Directors (including non-executive directors) of the Company are not appointed for a specified term. Every director should be subject to retirement by rotation at least once every three years. And pursuant to the Company's articles of association, one-third of the Directors shall retire from office by rotation and be eligible for re-election at each annual general meeting. The Board and the Nomination Committee review the board diversity policy as well as its implementation and effectiveness every year to ensure that the board diversity policy continues to serve its purpose. Currently the Board comprises eight members, amongst which two members, accounting for 25% of the whole Board, are female directors, achieving gender diversity.

Board remuneration management

The Company has determined remuneration policy. The proposed remuneration package of Directors of the Company will be determined by the Remuneration Committee, subject to approval by the Board and in compliance with applicable laws, regulations and policies, and taking into account the responsibilities of such person in the Company, his experience and performance as well as the prevailing market conditions. The remuneration package for executive Directors includes salary and performance-linked annual bonuses. The remuneration of executive Directors is determined by reference to their respective duties and responsibilities in the Company, their respective experience, prevailing market conditions and applicable regulatory requirements while the award of the performance-linked annual bonuses is tied to the attainment of key performance indicators or targets set by the Company. The remuneration of non-executive Directors is determined by reference to prevailing market conditions and their respective responsibilities and workload from serving as non-executive Directors and members of the board committees of the Company.

Feature Story

Upholding Original Aspirations and Assuming Missions, Strengthening Capabilities and Embarking on a New Journey

– A Record and Outlook of High-quality Development during the 14th Five-Year Plan Period



Since the beginning of the 14th Five-Year Plan, China Unicom has unwaveringly promoted the high-quality development of the Company, actively served national strategies, and continuously deepened integrated innovation. Its comprehensive strength, scientific and technological innovation capabilities, brand influence and international competitiveness have reached new heights. It has played an important role in the construction of a Cyber Superpower and Digital China. The pace of high-quality development has become increasingly robust, achieving a successful conclusion to the 14th Five-Year Plan and laying a solid foundation for a good start to the 15th Five-Year Plan.

Strategic planning has become more substantive. We have strengthened strategic guidance, further focusing on primary responsibilities and clarifying core businesses. We have defined specific paths and levers for strategic implementation, and promoted comprehensive linkage and synergistic progress across all aspects including network investment, business development and value management.

Our value creation capability is stronger. Our revenue scale continued to expand, the consumer business developed steadily, the user structure was continuously optimised, value gradually returned, the penetration rate of integrated subscribers further increased, and the scale of our cloud AI business expanded rapidly. The development structure continued to be optimised, the quality of our government and enterprise business improved, and revenue from strategic emerging industries accounted for more than 86%. Profitability levels significantly improved, with profit before income tax maintaining double-digit growth or above, and the “one profit and five ratios” indicators showing steady progress. Quality and efficiency enhancements have been consolidated and deepened, with resource utilisation efficiency continuously increasing, asset return levels steadily improving, and cost reduction effects becoming significant. Our internationalisation strength has steadily enhanced, international business development has accelerated, and global cooperation has expanded in depth.

The quality of our scientific and technological innovation has further improved. Breakthroughs were achieved in the construction of national strategic scientific and technological forces. The construction of “two chains and two sources” was strengthened, namely the source of original technologies for the next-generation Internet and big data, the leader of the modern industrial chain for network security, and the artificial intelligence industrial chain. A batch of leading scientific and technological achievements were launched, such as the intelligent computing power network, trusted data space, UniAI model family, and the Mogong security operation service platform. We took the lead in constructing two national artificial intelligence application pilot bases and became the chain leader for the construction of high-quality datasets in two industries. Innovation efficiency has achieved new improvements, winning one First Class Award of the State Scientific and Technological Progress Award and two Second Class Awards of the State Technological Invention Award. Our digital and intelligent transformation has reached a new level, with the comprehensive completion of a technical foundation featuring a shared platform, shared capabilities, a shared technology stack and a shared R&D system. The Company has passed the digital and intelligent state-owned assets supervision work review by the State-owned Assets Supervision and Administration Commission of the State Council (SASAC) with full marks for four consecutive years, leading among central enterprises, and has ranked first in the IOMM comprehensive evaluation for digital transformation for three consecutive years.



The “Key Technologies and Engineering Applications of the Fifth Generation Mobile Communication System (5G)” project was awarded the First Class Awards of the State Scientific and Technological Progress Award.

The “Key Technologies and Applications of Governance-oriented Content Risk Control in an Omni-media Environment” project and the “Key Technologies and Applications of Gridless Dynamic Modulation Flexible-rate Optical Transport Networks” project were awarded the Second Class Awards of the State Technological Invention Award.



Three projects led by China Unicom won the First Prize of the 2025 Science and Technology Award by the China Institute of Communications.



China Unicom Honoured as Runner-up in Asia Pacific for Gartner 2025 Eye on Innovation Award for Communication Service Providers.



China Unicom's GeWu Unilink Industrial Internet Platform was successfully selected as a national Class A dual-cross platform again in 2025.

Our foundation for development has become more solid. The scale of users continued to expand, with mobile users increasing to 357 million and broadband users increasing to 130 million, while the market share of mobile and broadband users reached a five-year high. Network capabilities continued to upgrade, with wireless network coverage exceeding 99% of the population and 5G-A large-scale deployment in over 330 cities; the coverage rate of urban residential broadband nationwide reached 96.7%, with gigabit capability undergoing large-scale upgrades and maintaining industry leadership; the IDC scale exceeded 1.1 million standard racks, and the total scale of intelligent computing reached 45 EFLOPS. Brand influence continued to manifest, with brand building ranking first in the industry for five consecutive years and second among central enterprises for two consecutive years, and the international brand – UniCom – was refreshed. Security protection has been reinforced across the entire domain, and the security of core computer rooms, core networks, key systems and key routing has fundamentally improved. Service capabilities have steadily advanced, and the comprehensive satisfaction of telecommunications users as measured by the Ministry of Industry and Information Technology has continued to improve.

Vitality and momentum have been further unleashed. The performance evaluation of the heads of central enterprises has been rated Grade A for three consecutive years, and the term evaluation for 2022–2024 was rated Grade A. In the reform deepening and enhancement action, it has been rated Grade A for two consecutive years, and in the action of value creation benchmarking against world-class enterprises it has been rated Grade A for two consecutive years. In the assessment of the reform of the three systems of central enterprises, it has been rated as the highest grade, “Grade I”, for three consecutive years. Two staff were selected as top-tier scientific and technological talents by the SASAC of the State Council, and a “Hundred-Person Team” of high-level scientific and technological talents consisting of 102 individuals was established. We have signed over 300 strategic cooperation agreements in total.

Our commitment to responsibility has become more prominent. Fully supporting rural revitalisation, the “Unicom Digital Village” platform covers 260,000 villages. We have accelerated the promotion of green development, with the comprehensive energy consumption per unit of information traffic decreasing by 38% compared to the end of the 13th Five-Year Plan period. We have promoted the high-quality joint construction of the “Belt and Road”, with the number of global branches reaching 41, achieving business coverage in more than 200 countries/regions worldwide. Continuously consolidating the brand image of “Chief Security Officer”, we provided a cumulative total of 563 communications support services for major national events and 336 “Cloud Diplomacy” important communications support services. We were awarded the title of “Outstanding Contribution Collective for the Beijing Winter Olympic Games and Winter Paralympic Games”, while the important communications support team of Beijing Unicom was awarded the honorary title of “Role Model of Central Enterprises” by the SASAC of the State Council. We played an important role in major challenges such as flood control, disaster relief and emergency rescue.



Safeguarding the Olympics with Intelligent Technology and Professional Teams

Looking ahead to the 15th Five-Year Plan, China Unicom will resolutely implement the important instructions and comments of General Secretary Xi Jinping, follow the direction guided by General Secretary Xi Jinping, adhere to the general principle of seeking progress while maintaining stability, and accurately position itself within the overall context of building a Cyber Superpower and a Digital China. It will act as the national team and backbone in the information and communications industry, focusing on the core tracks of “Connectivity”, “Computing Power”, “Service” and “Security”. The Company will efficiently allocate factors, continuously improve governance, comprehensively enhance capabilities, and strive to create differentiated advantages. It will develop new quality productive forces according to circumstances, fulfil the “three responsibilities”, play the “three roles”, and strive to be the “three vanguards”. It will better serve national strategies, serve high-quality economic and social development, serve the protection and improvement of people’s livelihoods, and promote the steady and long-term high-quality development of the Company, contributing greater strength to the construction of Chinese-style modernisation and the great cause of national rejuvenation.

*Consolidate the foundation of
a strong nation and promote
integrated development*



Consolidate the foundation of a strong nation and promote integrated development

China Unicom consistently adheres to innovation-driven development, committing to building a digital foundation with broader coverage, superior quality, and intelligent reliability. We are actively expanding new spaces for the digital economy, creating new paradigms for digital life, providing solid support for thousands of industries and hundreds of millions of users, and co-creating a smart and beautiful digital future.



Measures adopted in 2025

- The Company continuously enhanced the breadth of network coverage and the scale of computing power, constructed an integrated deployment of “land, sea, and sky networks” and a green and centralised computing power system, and fortified the foundation of a Cyber Superpower.
- Centring on customer experience, the Company deepened intelligent network operations and centralised resource management, ensuring network security and reliability, and promoting cost reduction, efficiency enhancement and service upgrades.
- The Company built the “Unicom Smart Home” platform and a series of digital and intelligent products to provide one-stop smart home and personal digital services.
- Focusing on key sectors such as manufacture, government affairs, medical care and education, the Company promoted industrial digital transformation through platform capabilities and AI technology to serve the construction of a Digital China.
- The Company drove brand building through technological innovation, enhanced international influence, shaped the “national team” brand image, and strengthened user trust and market competitiveness.



Actions to be taken in 2026

- The Company will strengthen 5G continuous coverage and co-building and co-sharing, promote the on-demand deployment of 5G-A, proactively plan for satellite trial networks and 6G research.
- The Company will strengthen scenario-based transformation for government-enterprise leased lines, the Internet of Things (IoT) and the Internet of Vehicles (IoV), enhance international connectivity capabilities, and achieve the transition from scale expansion to value enhancement.
- The Company will proactively deploy computing power nodes featuring integrated communication-intelligence synergy and training-inference capabilities, strengthen resource density in key regions such as the Beijing-Tianjin-Hebei region, the Yangtze River Delta and the Greater Bay Area, and enhance computing power reserves and green efficiency.
- The Company will continuously construct the “New Eight Vertical and Eight Horizontal” backbone optical fibre cable network and 400G all-optical base, tackle key technologies such as diverse heterogeneous chip compatibility and computing power pooling, and create a computing power product system with cloud-network-edge-terminal synergy.
- The Company will achieve breakthroughs in key technologies such as next-generation Internet, artificial intelligence and big data, and construct an “AI Cloud + Agent” service platform; strengthen regional synergy, improve the cross-provincial allocation mechanism for computing power resources, and serve the coordinated development of various regions in the country.

Providing strong support for a Cyber Superpower and Digital China

China Unicom consolidates new digital infrastructure, and enhances the breadth, depth and precision of its network coverage. We are proactively positioning for an integrated space-ground network to create ubiquitous, intelligent, pervasive, high-speed, efficient and reliable digital pathways.

Network Capability Enhancement and Upgrade

China Unicom is accelerating the construction of high-speed broadband networks with a refreshed architecture, meticulously crafting premium networks for government and enterprise customers, and continuously promoting an integrated deployment of land, sea and sky networks.

Strengthening Mobile Network Coverage

We continuously promote the construction of mobile networks and continuously deepen the Internet of Things (IoT) featuring the coordinated development of 5G/4G, so as to enhance mobile network coverage and user perception.

• We achieved continuous 5G coverage in areas at and above the township level. 5G-A carrier aggregation has been activated in all cities nationwide, and RedCap has achieved large-scale commercial launch in over 330 cities.

• We are steadily promoting the integrated development of space, air and ground. We obtained the business permit for satellite mobile communication services and officially launched the “Unicom Satellite” business, providing communication services such as direct-to-satellite connection for industrial terminals and emergency support.

Over
1.54 million 5G
mid-band base stations

Over
2 million 4G mid-band
base stations available

Over
1 million low-band
base stations available

Cumulative number of IoT
terminal connections reached
723 million

Case Study

China Unicom Shanghai has directly addressed the communication challenges posed by an average daily passenger flow of over 10 million in the Shanghai Metro. On the basis of achieving full 5G-A network coverage, it has significantly enhanced the network quality and stability of underground spaces by establishing a systematic practical path encompassing coverage quality control, innovative optimisation and digital operations.



Shanghai Metro Network Perception Evaluation Platform

Case Study

Gansu Jiuquan Unicom has directly confronted the challenges of extreme environments and innovated networking solutions, successfully resolving the practical difficulty where the core desertification control area is located in a Gobi no-man's land with a long-term lack of basic communication network coverage, thereby forming replicable experience for communication construction in frontier regions and ecological protection zones.



China Unicom Establishes “Communication Lifeline” in Gobi No-Man's Land

Upgrading Broadband Network Capabilities

We are continuously improving network coverage, accelerating the evolution of network architecture, continuously upgrading gigabit capabilities and maintaining industry leadership, actively promoting the pilot deployment of 10-gigabit broadband networks, and serving the high-quality development of the economy and society with superior network capabilities.

- Broadband coverage reached 580 million households, of which gigabit fibre optic network covered 470 million households; the broadband experience download speed increased by 13.6% year-on-year.

- BNC deployment was completed in 20 cities, with an access capacity for 2.22 million users.

Building premium Government and Enterprise Networks

We are continuously promoting the construction of government and enterprise premium networks with ultra-wide coverage, ultra-large bandwidth, ultra-low latency and ultra-high reliability.

- The OTN government and enterprise premium network covers over 45,000 access points, and the coverage rate of intelligent metropolitan area network aggregation zones remains at 100%.

- We continuously enhanced the coverage scale of commercial and enterprise buildings and strengthened the depth of coverage, with the cumulative coverage scale of commercial and enterprise buildings exceeding 190,000.

Strengthening Computing Power Infrastructure

China Unicom has seized the opportunities arising from the AI proliferation, focused on promoting the development of the next-generation Internet, and concentrated its efforts on building new computing power infrastructure.

Accelerating AIDC Construction

- We have launched a campaign for the construction of intelligent resources, with the total scale of IDC resources across the entire network exceeding 1.1 million standard racks, and have created seven 100-MW-level ultra-large-scale AIDC demonstration parks in core areas to meet the deployment requirements of intelligent computing centralised training clusters.
- Strengthening the synergy between computing and power as well as green and low-carbon development, the Qinghai Sanjiangyuan project creates a demonstration of green power and intelligent computing integration, with 100% direct green power supply, wind-solar-storage-charging, full consumption of clean energy, and a design PUE as low as 1.19, reaching national Grade 1 energy efficiency.

Strengthening AINet Construction

- We are continuously promoting the deployment of the “New Eight Vertical and Eight Horizontal” backbone fibre optic cable network, with the communication service capacity of the backbone fibre optic cable network reaching 198,000 kilometres. We are focusing on the coverage of national computing power hubs such as Beijing-Tianjin-Hebei, Guangdong-Hong Kong-Macao, the Yangtze River Delta and Chengdu-Chongqing, creating basic capabilities for massive data transmission.
- Relying on the “New Eight Vertical and Eight Horizontal” backbone optical cable network, and centring on national hubs and key nodes, a dual-plane heterogeneous 400G ROADM system has been completed, with continuous grid densification and enhanced 400G network coverage.

Planning AI Computing Power Construction

- A tiered deployment consisting of training centres, integrated training and inference hubs, and localised inference has been preliminarily established, forming over 300 computing power resource pools with integrated training and inference capabilities.
- To safeguard the implementation of the ABC Plan and satisfy the demand for AI-empowered internal and external applications, the total intelligent computing scale has reached 45 EFLOPS.

Case Study

China Unicom has deeply participated in the construction of Nanjing's data infrastructure, successfully achieving the country's first bidirectional cross-domain data transaction through the deployment of self-developed connectors and basic support platforms, thereby activating data value.



Achievements in Data Infrastructure Interconnectivity Released at the Big Data Expo

Case Study

Zhengzhou Unicom has constructed the first public artificial intelligence computing centre in the Central Region. The utilisation rate of the centre's computing power has remained stable at over 70% for a long period, providing computing power services to more than 10 government units in aggregate, and indirectly driving the scale of the server, software and technical service industries to exceed several billion yuan.



A rendering of the China Unicom Zhengzhou Artificial Intelligence Computing Centre

Strengthening Global Network Infrastructure

China Unicom continues to strengthen its international infrastructure deployment, building a solid foundation for transforming its international business into a new growth pole for high-quality development.

Strengthening International Network Capabilities

- Submarine cable resource capacity reached 246T.
- Global product PoP capacity reached 450, with interconnections established with over 180 international internet networks, and total international interconnection bandwidth exceeding 6.7 Tbps.

- Our network resources reach 63 countries and regions globally, and mobile roaming services reach 264 countries/regions.

Enhancing the Level of International “Connectivity”

- With Singapore, Japan, Malaysia, Indonesia, Frankfurt, and others as key pivots, the Company gradually constructed a global computing power service network with extensive coverage and flexible allocation.
- Unicom Cloud has been deployed in more than 330 geographical regions globally, with a presence in over 300 data centers.
- Construct high-efficiency and energy-saving intelligent computing centers, and achieve AI intelligent diagnosis and precise power regulation through smart operation platforms to continuously improve energy utilization efficiency.

Enhancing the operational level of new infrastructure

China Unicom adheres to a customer experience-centric approach, continuously promoting the integration of operations, delivery, support and services, and striving to provide users with higher quality and more efficient communication services.

Consolidating the Quality Foundation to Create a High-quality Network Experience

We have solidly promoted the “Three-Year Action for Mobile Network Quality Improvement”, resulting in significant enhancements in network coverage, capacity and user experience, with the effectiveness of the action continuing to consolidate and manifest.

- The excellent experience rate of voice services increased to 96.95%, and the self-tested satisfaction rate of fixed-line broadband networks continued to rank first in the industry. We organized and carried out special rectification work for potential hazards and faults in the broadband network, with the number of large-scale faults decreasing by 49% year-on-year.
- We continuously expanded and optimized the IP backbone network, with the annual average latency of IPv4 and IPv6 within the network maintaining an industry-leading position

Enhancing Network Efficiency and Consolidating the Foundation for the Company’s High-quality Development

- Driven by business needs, the efficiency of network-wide resource revitalisation and the level of wireless resource utilisation have been significantly enhanced through measures such as network streamlining, and construction via reuse.
- We strive to construct and improve a business-driven full-lifecycle management system for broadband terminal resources. We have promoted a significant increase in the effective utilisation rate of FTTH ports, and continuously optimised the efficiency of overall network resources through the precise implementation of inefficient equipment disposal.

Strengthening Network Innovation to Create Sustained Momentum for the Development of Network Operations

We deeply drive cost reduction, efficiency enhancement, security and low-carbon development via AI and centralised platforms. We empower the digital transformation and upgrading of various industries by creating diversified and innovative products.

Consolidating the Foundation of Intelligent Network Operations

We have built an industry-leading centralised digital-intelligent infrastructure platform, thereby effectively driving the transformation and upgrading of network operations towards intelligence and automation.

- We deeply implemented the Artificial Intelligence Plan A, and successfully launched a series of AI-powered high-value scenario agents featuring human-machine (agent) collaboration and 120 digital application scenarios.
- The inspection agent provides inspection operation guidance for front-line personnel, achieving an intelligent assistance rate of over 50% for core equipment room inspection tasks and improving inspection efficiency by over 20%.
- The high-risk command control agent achieves real-time control of high-risk commands for core networks, proactively identifying high-risk command operations and abnormal account behaviours to ensure network operation security.
- Base station energy-saving agents achieve precise prediction of energy-saving base station cells and automatically generate multi-period and multi-mode combined energy-saving schemes, increasing the proportion of high-efficiency energy saving by over 60%.

Deepening Innovation in Integrated Products

- Targeting new scenarios and requirements such as enterprise networking, intelligent computing training and inference, and private network cloud access, the Group has developed innovative products including “All-Optical Smart Enterprise”, “Data Express”, and “5G Smart Cloud Private Network”.
- Build core network innovation capabilities oriented towards intelligent network management and control as well as network security, and strengthen the unified orchestration and allocation of network capabilities and standardised output based on OpenGateway.

Leading a better digital and intelligent life

China Unicom continues to create integrated smart home solutions and actively expands innovative practises in the field of digital-intelligent life, building a convenient, comfortable and sustainable digital-intelligent life for users.

Leading the New Smart Home Experience

We are continuously deepening our smart home strategy and are committed to becoming a leading integrated provider of home digitalisation services, creating a wonderful digital life experience of “high-speed connection, intelligent perception and scenario linkage” for users through powerful platforms, diversified products and an open ecosystem.

- Continuously consolidate the “Unicom Smart Home” unified platform. Leveraging the advantages of 5G, gigabit optical networks, and cloud-network integration to achieve unified management of home networks, smart devices, and applications, providing a solid foundation for smart home services.
- Focus on core portals and scenario-based solutions. Integrating products and services such as smart security, health monitoring, and home entertainment to provide “terminal + application + service” one-stop smart home solutions, providing users with a richer smart life experience.
- Unicom Whole-house Intelligence creates a more convenient and efficient smart home living experience for users. Using the China Unicom Smart Home app as the portal and large, medium, and small screen terminals as the carriers to innovate a rich variety of smart home applications.

Enjoying a High-quality Digital and Intelligent Life

China Unicom has continuously carried out diversified exploration and practise in the field of digital and intelligent living products and services, actively responding to and helping to satisfy the growing demand of the people for a high-quality and intelligent life through the continuous optimisation of product design and user experience.

Cloud-AI Handset/Computers

A brand new cloud AI service featuring high computing power, large storage, and enhanced intelligence launched for public users, which breaks through terminal hardware limitations and seamlessly expands the boundaries of computing power, storage, and AI, providing users with a brand new experience of cloud-based office work, entertainment, and multiple identities anytime and anywhere.

Unicom Cloud Drive

A smart storage service product based on 5G networks that integrates secure storage of massive data, home content sharing, and unlimited-speed data transmission, aiming to satisfy the needs of individual/home users for personal exclusive use, home sharing, cloud backup, and smart terminal storage.

Unicom Security Guardian

An innovative intelligent secure communication product providing users with anti-fraud and anti-harassment alerts and interception services for calls/SMS. Currently, the number of users has exceeded 210 million, and the cumulative number of call interceptions and reminders provided throughout the year has exceeded 5.6 billion, achieving all-round protection.



Unicom Cloud-AI Handset



Unicom Cloud Drive

Promoting digital and intelligent technologies to benefit industrial development

China Unicom resolutely implements the overall planning and deployment of the Digital China construction, and continues to deepen the profound integration of digital technology with the “Five-in-One” overall development planning of the economy, governance, culture, society, and ecological civilisation. It drives the improvement of quality and efficiency in production methods, the convenience and inclusiveness of lifestyles, and the precision and efficiency of governance methods through digitalisation, networking, and intelligence, contributing China Unicom’s strength to the construction of Digital China.

Facilitating the High-quality Development of the Digital Economy

Adhering to “networking as the foundation, digitalisation for breakthroughs, and intelligence for leaps”, we focus on building competitive advantages in industrial private networks, the Gewu Unilink platform, industrial big data, and the UniAI Wanwu Agent development platform, fully empowering the construction of new industrialisation to achieve deeper and more substantive progress.

- We have created over 5,000 benchmark projects for digital and intelligent factories, developed over 33,000 industrial models, and connected over 13 million units of industrial equipment.
- We have implemented over 34,000 industrial internet projects, with more than 9,000 5G factories established, achieving comprehensive coverage across all 41 industrial categories of the national economy.
- We were awarded two First Prizes of the Science and Technology Award of the China Institute of Communications, and one Second Prize of the Metallurgical Science and Technology Award of the China Iron and Steel Association and The Chinese Society for Metals.

Case Study

Unicom Digital Tech joins hands with partners to establish an artificial intelligence joint laboratory, leveraging large models to facilitate the high-quality development of China State Shipbuilding Corporation. The efficiency of generating software detailed design reports has increased tenfold, with the time consumed compressed from 3 hours to 15 minutes. It won the first prize in the specialized competition of the “2025 China Industrial Cybersecurity and Artificial Intelligence Application Scenario Innovation Challenge” (CICAS), helping the shipbuilding industry improve quality and efficiency.



China Unicom Rides the AI Wave to Help the Shipbuilding Industry “Brave the Wind and Waves”

Case Study

Leveraging its technological advantages in the industrial internet and artificial intelligence, China Unicom has joined hands with partners to create a digital human instructor intelligent training system driven by the synergy of multi-modal large models and small models, significantly improving the onboarding efficiency and operational compliance of new employees, and helping the electronic manufacturing industry resolve pain points such as high turnover of new employees, long training cycles, and difficulties in unifying operational standards.



China Unicom Assists the Electronics Industry in Implementing an Intelligent Training System for New Employees

Promoting the Intelligent Enhancement of Digital Government Services

China Unicom continues to upgrade its digital government service capabilities, fortify the digital foundation for government affairs, strengthen data integration and application, upgrade the economic and social intelligent twin system, empower the construction of a China under the rule of law, and promote the upgrading of governance.

Digital Government

We are deeply implementing the “Artificial Intelligence +” and “Data Element ×” actions, and actively serving the digital and intelligent operations of the government.

- We have continuously upgraded the economic and social digital twin system, which has served over 20 ministries and commissions and over 80 local governments, becoming the preferred service provider for the government in the field of economic development monitoring.
- We built the “Labour Connect” smart governance platform to comprehensively assist in reducing burdens and increasing efficiency at the primary level. As the sole technical support unit joining the “Single Form Platform” task force of the National Data Bureau, we supported the deployment and implementation of provincial platforms in more than 10 provinces, including Sichuan, Yunnan, Beijing and Henan.
- We have deeply participated in the preparation of the “National E-government External Network 5G Private Network Access Specifications and Security Requirements” and related specifications, and have deployed more than 100 provincial and municipal government-specific UPFs, representing the fastest rollout among operators.
- We actively participated in the 2025 “Data Element ×” Competition, being the telecommunications operator with the largest number of awards and the widest coverage of fields in this competition. Among our entries, the “Guangdong-Hong Kong-Macao Greater Bay Area Data Special Zone Infrastructure Project” won the first prize in the Urban Governance track.

Case Study

China Unicom invested in and constructed the “Data Special Zone” infrastructure project in the Guangdong-Hong Kong-Macao Greater Bay Area, and successfully applied for the first batch of “National Data Infrastructure Pilot Projects”, effectively resolving the data circulation challenges of the ultra-large-scale urban agglomeration under the “one country, two systems, and three jurisdictions” in the Greater Bay Area.



Guangdong-Hong Kong-Macao Greater Bay Area “Data Special Zone” Infrastructure Construction Project

Smart Cities

We are relying on digital intelligence technology to promote the full-domain digital transformation of cities, facilitate the intelligent innovation of urban governance systems, the intelligent evolution of urban service models, and the intelligent leap of urban economic development, so as to assist in achieving a new urban form of high-quality development.

- Leveraging “digital-intelligence integration, digital-real integration and AI reconstruction” as key drivers, we are developing a core capability architecture comprising “all-domain transformation applications + all-dimensional transformation foundations + all-process transformation ecosystems”.

- Focusing on the six major areas of refined urban governance, reduction of grassroots burdens, integration of industry and city, grassroots governance, urban resilience and safety, and green and liveable cities, we have upgraded 12 self-developed products through intelligence integration and added 6 new self-developed smart city products, reaching a cumulative total of 59 products.

Providing professional services for more than

1,500 smart city projects nationwide

Case Study

Based on the new infrastructure foundation and the Internet of Things (IoT) perception platform, spatio-temporal information platform, and typhoon and flood prevention platform, etc., we achieve the upgrading of urban functions, enhancement of governance efficiency, and improvement of people's livelihood quality, assisting the Fuzhou New Area in its development into a digital-empowered, liveable and business-friendly modern demonstration new area.



Fuzhou New Area Comprehensive Smart City

Smart Legal Affairs

Focusing on key areas such as new legal infrastructure, political and legal data security and legal digitalisation, we provide comprehensive full-chain solutions to inject strong digital momentum into the advancement of the rule of law in China.

Case Study

China Unicom Smart Legal Affairs Taskforce has developed a legal language model, creating more than 10 industry agent applications such as law enforcement assistants and anti-fraud AI early warning. Among these, the timely completion rate of the court's 12368 smart litigation service platform reached 99.94%, and public satisfaction levels were all close to 100%, delivering a heartwarming performance in judicial services for the people.



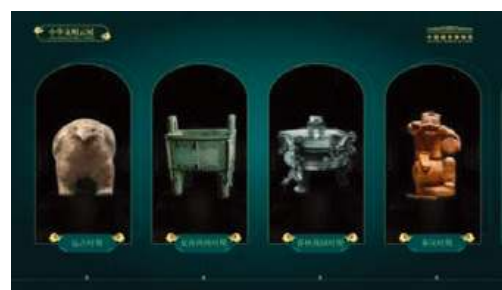
Court 12368 Intelligent Litigation Service Platform

Promoting the Multi-facet Prosperity of Digital Culture

We are thoroughly implementing the cultural digitalisation strategy, empowering the digital transformation of the cultural tourism industry with innovative technology, developing products and services such as AI Cloud Exhibition and AI Companion Tour for cultural and museum venues, continuously satisfying the growing cultural needs of the people, and disseminating the outstanding achievements of Chinese civilisation.

Case Study

Leveraging cultural and museum metaverse technologies such as holographic imaging, digital humans, and VR virtual museums, China Unicom has created an online portal for the “Ancient China Exhibition” of the National Museum of China, superimposing the UniAI large model with digital human functions to bring the outstanding achievements of Chinese civilisation to the audience in a more vivid form.



Digital Intelligence Empowers the Upgrade of the “Cloud Exhibition of Chinese Civilization” of the National Museum of China

Case Study

China Unicom constructs the national cinema distribution network infrastructure for China Film Co., Ltd. Based on network and CDN capabilities, providing high-quality network assurance for content transmission, platform operation and maintenance, and cinema live streaming for nearly 13,000 cinemas nationwide, achieving rapid and efficient distribution of film sources to cinemas across the country, and boosting the digital transformation and integrated innovation of the Chinese film market.

Demonstrating the Advantages of Convenience in a Digital Society

Smart Transportation

Focusing on key scenarios such as the digital transformation and upgrading of transportation infrastructure, the low-altitude economy and vehicle-road-cloud integration, we are deeply integrating cutting-edge digital technologies such as 5G and artificial intelligence large models, creating an integrated support platform of “computing power-network-data-intelligence”, and continuously empowering the construction of a green, resilient and inclusive modern comprehensive transportation system through technological innovation.

Case Study

China Unicom integrated product capabilities including 5G-A, AI, big data, IoT and security to provide an integrated comprehensive solution for low-altitude flight for Guangzhou Development District Communications Investment Group Co., Ltd., assisting in the creation of a nation-leading low-altitude flight service network and empowering the construction of the core area of a national-level unmanned aerial aviation experimental zone.



China Unicom Low-altitude Economy Integrated Monitoring Platform

Smart Education

We are actively implementing the strategy of strengthening the country through education, focusing on the integrated deployment of “Cloud, Network, Big Data, Intelligence and Security”, and creating a digital capability system covering all scenarios of education management, teaching, evaluation, service and security, to fully assist the digital transformation and intelligent upgrading of the education industry.

- Strategic cooperation has been entered into with the Ministry of Education, 21 provincial departments of education, 78 municipal education bureaus, and 750 higher education (vocational) institutions.
- We have created more than 1,000 digital intelligence application benchmarks, such as 5G smart campuses and Artificial Intelligence + Education.

Case Study

Relying on China Unicom's education digital foundation capabilities to assist in the standardization and collection of education public data in Liaoning Province. Achieve data interconnectivity for over 90% of the core business systems of the Provincial Department of Education, increase cross-departmental data sharing efficiency by 60%, optimize 12 traditional processes for private schools, add 30 intelligent approval services, reduce repetitive reporting by over 80%, and significantly enhance education management efficiency.



Digitalisation Reform Construction Project of the Department of Education of Liaoning Province

Smart Healthcare

Implementing the Healthy China strategy and undertaking the construction of the national medical health + artificial intelligence application base, we have established a full-stack medical AI service capability covering “computing power, data and AI agents” to provide end-to-end technical support for the industry.

- We have established medical-specific computing power resources covering the entire country, providing low-latency and high-security intelligent computing power services to over 2,000 medical administration and medical institutions nationwide in aggregate.
- We have innovatively constructed a medical trusted data space, serving more than 10 leading medical institutions based on medical multi-modal data labelling capabilities, and have established the largest medical data centre in the country along with a batch of high-quality data sets for specific diseases.
- We have created a medical agent application marketplace, aggregating and integrating over 100 advanced agents from leading medical AI ecological resources, integrating the first medical-exclusive MCP toolkit, and taking the lead in achieving full coverage of the 29 clinical-related scenarios specified by the National Health Commission.

Case Study

We are assisting in the construction of the Beijing Municipal Universal Health Platform and building a unified inference computing power platform. We have launched 32 convenience functions such as intelligent triage, intelligent pre-consultation and intelligent report interpretation, aggregating resources from over 300 medical institutions at or above the secondary level across the city, breaking down data barriers between medical institutions, handling an average of 150,000 registration requests per day, with total outpatient services reaching 170 million person-times, becoming the “main portal” for the public to seek medical treatment and healthcare services.



Beijing Municipal Universal Health Platform

Realising the Integrated Perception of the Digital Ecosystem

Guided by Xi Jinping's Thought on Ecological Civilisation as the fundamental compliance and action guide, we continuously strengthen the deep integration of digital technology with river and lake governance and ecological environmental protection, enhance the effectiveness of ecological environmental governance, and assist in the construction of a green and intelligent digital ecological civilisation.

Case Study

Hubei Unicom has joined hands with the Hubei Meteorological Information and Technology Support Center to jointly create “Digital Chain Yangtze River • Meteorological Intelligence Hub”. Utilized meteorological data to facilitate an additional 29.94 billion kWh of hydropower generation, won the third prize in the Meteorological Service Track of the National “Data Element ×” Competition, and promoted the green transformation of the energy industry.



Digital Chain Yangtze River • Meteorological Intelligence Hub – Data Factor-based “Meteorology ×” Multi-scenario Empowerment and Data Service Provider Ecosystem Construction

Case Study

Zhejiang Unicom participated in the construction of China's first trusted data space for marine resources and environment, which is the only national-level pilot in the marine sector. The data space has aggregated 167 categories and more than 2,000 datasets, with a total data volume reaching 1 PB; its construction and operation are fully undertaken by China Unicom, facilitating the sharing and common use of data resources.



Trusted Data Space for Marine Resources and Environment

Forging Core Digital and Intelligent Capabilities

China Unicom has systematically forged core digital and intelligent capabilities such as cloud, large models, the Internet of Things (IoT) and network security, continuously breaking through core technical bottlenecks and improving its platform service system to provide comprehensive and high-quality digital and intelligent support for the digital transformation of various industries.

Unicom Cloud

We are comprehensively consolidating intelligent computing infrastructure, breaking through core technological barriers, deepening industry scenario applications, and joining hands with all sectors of the industry to cultivate new quality productive forces and co-create a new ecosystem for the integration of the digital and real economies.

- General computing power has achieved full coverage of “one pool per city”, and intelligent computing power has established a tiered deployment of ultra-large-scale, regional-level and localised intelligent computing nodes.
- Building proprietary core capabilities, Unicom Cloud's self-developed container CSK engine was selected for the first batch of the 2025 Beijing Catalogue of Major Technical Equipment (First Unit/Set). The “Unicom Xingluo” computing power allocation platform 2.0 achieved core capabilities such as second-level task-based allocation for training and inference, taking the lead in connecting to the national integrated computing power network.
- We have constructed a leading qualification system, with the number of Trusted Cloud qualifications ranking in the first tier of the industry. We were selected as a member unit and expert of the special committee of the “AI Cloud MSP Technical Service Laboratory”, and won multiple “Second Diversity Computing Power Typical Case” awards.
- Deeply serving the construction of local digital economies and the intelligent transformation of industries, it has served the construction of over 180 provincial and municipal government clouds and the digital and intelligent transformation of nearly 400,000 enterprise customers.



AI Select Unicom Cloud: Reconstructing the Foundation of Digital China with an Intelligent Computing Cloud Ecosystem

Unicom UniAI MaaS and Wanwu Intelligent Agent Platform

We have continuously upgraded the “Inclusive and Instant” UniAI MaaS platform, providing more than 140 industry mainstream models. We launched the first open-source agent platform among central state-owned enterprises – the UniAI Wanwu Agent Platform, providing a full suite of tools such as model management, knowledge base construction and workflow orchestration, supporting over 10,000 developers in zero-code, low-threshold and high-efficiency application development.

- The platform focuses on high-value scenarios, creating 40 industry models and intelligent applications, and has served the digital and intelligent upgrades of over a hundred customers.
- We have fully undertaken the construction and operation of two national artificial intelligence application pilot bases, namely precision diagnosis and treatment and drug R&D in the medical field, and mobile terminals in the consumer field. The intelligent quality control assisted diagnosis and treatment for medical imaging and laboratory reports was selected for the “First Batch of Artificial Intelligence Strategic High-Value Scenarios of Central Enterprises”.



The Unicom UniAI MaaS platform creates industry models and agents.

China Unicom Gewu Unilink Industrial Internet Platform

The Gewu Unilink industrial internet platform has continued to consolidate its leading technical strength and cross-industry empowerment value, having been awarded the title of “Cross-industry and Cross-domain Industrial Internet Platform” by the Ministry of Industry and Information Technology for three consecutive years, becoming the first and only national-level industrial internet platform of a carrier to maintain a Grade A rating for two consecutive years.

- Supporting the flexible and efficient connection of massive manufacturing resources, the convergence and integration of industrial data, intelligent modeling and analysis, and the agile development and operation of industrial applications, to achieve ubiquitous connectivity, elastic supply, and efficient allocation of manufacturing resources, and breaking through key technologies for the integration of industrial digital intelligence and physical systems, it was awarded the First Prize of the 2025 Science and Technology Award by the China Institute of Communications.
- We have accumulated a total of 33,000 industrial models such as R&D simulation, industrial mechanism and data algorithms, and connected over 13 million units of industrial equipment.



China Unicom's Gewu Unilink Industrial Internet Platform was again awarded Grade A in 2025, with its ranking on the dual-cross platform improving by 3 positions

“Mogong” Security Operations Service Platform

China Unicom’s “Mogong” security operations service platform explores the empowerment of the network security field by “AI + Agents”. With the integrated security operations system of “components + platform + services” as its core, it deeply integrates AI with cloud-network resources, focuses on the construction of agents for security operations scenarios, and achieves intelligent upgrades and capability leaps of the platform.

- We have formed an AI agent matrix covering over 20 scenarios, supporting more than 80 MCP tools.
- Shortlisted for the Recommended Catalogue of Scientific and Technological Innovation Achievements of Central Enterprises (2024 Edition), won the 2025 First Prize for Science and Technology of the China Institute of Communications, and was selected for the “Second Batch of the 2025 Beijing Catalogue of the First Unit (Set) of Major Technical Equipment”.



Mogong Intelligent Security Operations Dashboard

Focusing on enhancing brand value and influence

China Unicom implements the relevant requirements of the SASAC of the State Council regarding the brands of central enterprises, comprehensively strengthens brand building, enhances brand value, creates outstanding brands, highlights the essence of innovation, shapes a distinct brand image and expands international influence.

- In 2025, “China Unicom” was awarded as an outstanding brand in the second batch of creation achievements of the Central Enterprise Brand Leading Action by the SASAC of the State Council.
- The UniAI Brand Value AI Large Model was released at the Brand Building Parallel Forum of the 8th China Enterprise Forum.
- We showcased the UniCom brand at the world’s largest and most influential industry events, including the Mobile World Congress (MWC) and the Gulf Information Technology Exhibition (GITEX), to continuously enhance the international influence of Chinese brands.
- The achievement of “Driving Brand Value Enhancement through AI Innovation Capabilities to Build an Outstanding Brand” was awarded the Second Prize of the 22nd (2025) Excellent Achievements in Modernisation of Enterprise Management in the Information and Communication Industry.
- Unicom WO Pai and Unicom Cloud were awarded as excellent brands in the second batch of creation achievements of the Central Enterprise Brand Leadership Action by the SASAC of the State Council.
- China Unicom WO Pai’s “Classmate, Don’t Panic” and “He Xiang He Xiang, Good Luck in the Postgraduate Entrance Examination” projects, and China Unicom Smart Home’s “Master Tian’s ‘Smart’ Home Secrets” project were awarded the “Micro-drama Marketing Gold Award”, “Content Marketing Annual Case Award” and “IP Marketing Silver Award” at the Great Wall Awards of the 32nd China International Advertising Festival.
- The “High-quality Development in Unicom” event was incorporated into the “High-quality Development in China” series of activities by the Cyberspace Administration of China and was awarded as an outstanding public relations case of the year, demonstrating China Unicom’s contributions to the construction of Cyber Superpower and Digital China, as well as the Belt and Road Initiative and universal telecommunications services.



Central enterprise brand building capability has maintained the

1st place in the industry for five consecutive years.



Unicom WO Pai “Dreams • Directions”



International Brand “UniCom” Debuts at MWC Barcelona Following Brand Refresh



2025 “High-Quality Development in Unicom” in Guangdong

*Lead technological innovation
and boost industrial upgrading*



Lead technological innovation and boost industrial upgrading

China Unicom continues to tackle key core technologies, accelerates the creation of sources of origin and industry chain leadership, resolutely undertakes national scientific and technological tasks, continuously accelerates the commercialisation of scientific and technological achievements, and is committed to contributing Unicom's wisdom and strength to social progress and high-quality development.



Measures adopted in 2025

- The Company improved its scientific and technological innovation governance system and enhanced its scientific and technological innovation strength, with R&D investment intensity exceeding 4%. We were awarded the titles of Outstanding Enterprise in Scientific and Technological Innovation of Central Enterprises and Outstanding Enterprise in "Industrial Renewal" of Central Enterprises for the year by the SASAC of the State Council.
- The Company deepened digital and intelligent operations and promoted AI and data empowerment. The total data scale of our big data platform has exceeded 700 PB. We have upgraded our digital and intelligent capability system, strengthened data governance and process intelligence, and enhanced operational efficiency and decision-making levels.
- The Company tackled key challenges in strategic emerging industries and future industries, creating a source of original technologies, continuously cultivating and leading the development of industrial chains, establishing pilot testing bases, and fostering new quality productive forces.
- The Company courageously undertook the construction of the "three chains and two places", implemented five of the "Top 100 Projects" for strategic emerging industries of central enterprises, and strived to create highlands for scientific and technological innovation and industrial innovation.



Actions to be taken in 2026

- The Company will focus on key technologies such as next-generation Internet, big data and artificial intelligence, breaking through bottlenecks, and enhancing core technological capabilities that are independent and controllable.
- The Company will strengthen data services and data empowerment, leveraging artificial intelligence to empower the enhancement of full-process efficiency, and promoting the improvement of corporate human resource efficiency, precise allocation of resources and optimisation of business processes.
- The Company will strengthen the organisation of strategic emerging industries, promoting synergy among industry, academia, research and application, enhancing intellectual property operations and the commercialisation of achievements, and building an open and collaborative technological innovation ecosystem.
- The Company will promote the research and development deployment of future industries, accelerating the construction of national-level artificial intelligence application pilot bases, developing next-generation internet large-scale scientific facilities, and seizing the commanding heights of technology.

Building a highland for technological innovation

China Unicom accelerates its deployment for strategic emerging industries and future industries, actively builds a high-level source of original technology, continuously improves an open and cooperative innovation ecosystem, optimises scientific and technological innovation systems and mechanisms, continuously stimulates internal vitality, and injects strong scientific and technological momentum into high-quality development.

Establishing a Governance Structure for Technological Innovation

China Unicom establishes a technological innovation system, which is led by the Technological Innovation Leading Group, with technical oversight by the Science and Technology Committee, specific responsibility held by the Technological Innovation Department, and research and development work carried out by various technological innovation entities.

- Continuously strengthen the Science and Technology Committee to provide consultation and decision-making support for the direction of scientific and technological innovation and development and technology development strategies, to oversee scientific and technological innovation development plans, major scientific research and cooperation projects, and to evaluate the effectiveness of the commercialisation of scientific and technological innovation achievements.

- A leading group for the special task of accelerating the development of strategic emerging industries and an office for the strategic emerging industries leading group have been established, under which a resource support group and four industry promotion groups are set up, with each industry promotion group implementing a “dual-head” responsibility system.

- We are further strengthening the development of the Technological Innovation Department, focusing on enhancing the performance of functional roles such as the coordination of scientific and technological research and development, the construction of the scientific and technological cooperation ecosystem, the development of the scientific and technological talent pool, and the establishment of the scientific and technological innovation system.

- Systematically optimizes the overall deployment of technological innovation, forming an innovation capability network characterized by the division of labor and synergy among subsidiaries, professional institutions, 18 industry taskforces, 30 industrial internet companies, and joint ventures.

- To serve major national regional strategies, a series of high-level research institutes have been established in key regions such as the Beijing-Tianjin-Hebei region and the Yangtze River Delta. To cultivate strategic emerging industries, specialised companies have been established in fields such as artificial intelligence and high-end equipment.

Forward-looking Assessment of Opportunities and Risks

China Unicom's Technological Innovation Opportunities, Risks and Response Measures

Opportunity/ Risk Category	Sub-category	Risk/Opportunity Description	Time Horizon	Response Measures
Opportunity	Opportunities for Technology Integration and Scenario Implementation	Technologies such as 5G-A, computing power networks and artificial intelligence have entered a critical period for large-scale commercial use, with integrated application scenarios in vertical industries constantly emerging.	Short- to medium-term	- Optimise agile R&D and delivery processes oriented towards industry customers, and launch standardised solution product packages. - Deepen strategic cooperation with leading industry customers, and carry out joint innovation and joint market expansion.
	Opportunities in the Strategic Deployment of Future Industries	Frontier technologies such as 6G, space-air-ground integrated networks and quantum communication are currently in the prototype and standard formation stage, providing a historical window for the Company to seize the commanding heights of future technology, define next-generation network architecture, and reshape the industrial competitive landscape.	Long-term	- Make early arrangements in key areas, and participate in and lead the formulation of international standards. - Undertake major national tasks such as serving as the source of original technologies, the leader of the industrial chain and the pilot testing base, and carry out long-term research and experimental verification of frontier technologies. - Build a future-oriented open industrial innovation ecosystem through the deep integration of industry, academia, research and application, as well as strategic investment.

Opportunity/ Risk Category	Sub-category	Risk/Opportunity Description	Time Horizon	Response Measures
Risk	Risks of Technological Iteration and Investment Returns	Emerging technology routes are diverse and iterate rapidly; large-scale investment in the short term may face financial and strategic risks such as errors in technology selection, unclear commercial models and excessively long investment return cycles.	Medium-term	1. Establish a technology evaluation and decision-making mechanism based on scenario value, and adopt an agile investment model of “pilot-verification-promotion”. 2. Strengthen cross-departmental collaborative planning, and set clear phased commercialisation goals and evaluation indicators.
	Risks of Disruptive Technology Impact and Strategic Passivity	Disruptive technologies may trigger profound transformations in network architecture, information security and business models. If forward-looking strategic positioning is insufficient, there will be risks of strategic passivity and loss of core competitiveness.	Long-term	1. Strengthen the Science and Technology Committee to systematically track and assess the strategic impact of disruptive technologies. 2. Strengthen forward-looking technology research facing future industries such as quantum technology, embodied AI, 6G, and next-generation Internet, increase investment and deployment efforts, and create an integrated innovation and development community of production, research, and investment.

Constructing a Full-chain Innovation Management System

China Unicom systematically promotes the optimization of the deployment of scientific research forces, the improvement of the institutional system, and the aggregation of research and development capabilities.

- Guide R&D directions through forward-looking strategic positioning, map out a “technology tree” capability atlas covering key areas, and achieve dynamic management and global visibility through digital platforms.
- Establish 27 core systems and 42 supporting policies to form a powerful support of “providing as much as possible and everything that should be provided”.
- Strengthen planning continuity and closed-loop control, formulate the 15th Five-Year technology plan on a rolling basis, and for the first time, conduct a systematic review and evaluation of on-going research projects with a value-oriented approach, establishing a rigid exit mechanism.
- Improve the project initiation mechanism oriented by demand and value, and establish a full-process digital management system.
- The “Hundred-Ten Thousand-Million” scientific and technological talent cultivation project was deeply implemented, with the total number of scientific and technological talents across the Group reaching 48,000, including two top-tier scientific and technological talents designated by the State-owned Assets Supervision and Administration Commission of the State Council (SASAC), and a “Hundred-Person Team” of 102 high-level scientific and technological talents has been established.

Building High-level R&D Platforms and Foundational Capabilities

The number of Strategic Emerging Industries Top 100 Projects ranks among the top of central enterprises. Continuously strengthen the multi-level scientific and technological innovation platform matrix of “national level – provincial and ministerial level – major infrastructure”.

- We have successfully led the construction of national artificial intelligence application pilot bases for intelligent terminals and medical health.
- We are striving to strengthen the industrial leadership capabilities of the National Engineering Research Centre for Next Generation Internet Broadband Service Applications. Meanwhile, we are actively participating in the construction of national strategic platforms such as the Xiong'an Centre of the Beijing-Tianjin-Hebei National Centre of Technology Innovation.
- Led or participated in the construction of key laboratories and technology centers across multiple fields, including the “Technical Innovation Center for Tourist Behavior Supervision and Decision-making Services” of the Ministry of Culture and Tourism, the “Key Laboratory of Rural Digitalisation Technology” of the Ministry of Housing and Urban-Rural Development, the Blue Sky Laboratory of Henan Province, as well as several provincial-level key laboratories co-established in Zhejiang, Guizhou, Shandong, and other regions.
- Proactively deploy major scientific research infrastructure, and unite the forces of industry, academia, and research to jointly build a next-generation internet large-scale scientific experimental network.
- Promote the unification of technical foundations and the sharing of capabilities; build a centralised capability system by converging and integrating R&D platforms and tools, with over 38,000 reusable middle-platform capabilities.
- Build an integrated and intelligent digital innovation infrastructure, establish a technology innovation platform covering eight major functions including R&D, commercialisation, and talent, and actively introduce AI capabilities.

Optimising the Commercialisation of Innovation Achievements

China Unicom continues to deepen the integration of technological innovation and industrial innovation, and continuously improves the mechanism for the commercialisation of achievements, achieving remarkable results in the transformation of scientific and commercialisation achievements.

- Eight of our achievements were selected for the “Recommended Catalogue of Technological Innovation Achievements of Central Enterprises (2024 Edition)” of the SASAC of the State Council, covering four fields. Among them, the fields of “Instrumentation” and “High-end Equipment” were entered for the first time, and both the number of selected achievements and the number of fields covered ranked first in the industry. One achievement was selected as one of the Top Ten Scientific and Technological Progresses in the Field of Information and Communications for the year 2024 by the China Institute of Communications. One achievement was included in “The Charm of Science and Technology”, the 2025 Publication of Selected World Leading Internet Scientific and Technological Achievements. Three achievements were awarded the First Prize of the 2025 Science and Technology Award by the China Institute of Communications.

- We formulated the “China Unicom High-Value Patent Work Guidelines (Trial)” to promote the high-quality development and industrial application of patents, with over 2,700 patent conversions and applications, and the number of invention patents applied to core businesses reaching 8,262.

Responsibility Performance Indicators	2023	2024	2025
Number of patent applications (units)	4,398	2,071	1,617
Number of granted patents (units)	2,287	1,436	860
Number of valid patents (units)	—	9,397	10,261
Number of newly completed international standards led by the Company (units)	26	40	53
Number of newly completed industry standards led by the Company (units)	35	55	71

Upgrading digital intelligence operation capabilities

China Unicom has strengthened the deep integration of artificial intelligence with the Company's production, operation and management, so as to consolidate its advantages in centralised operation and establish a benchmark for the digital transformation of central enterprises.

Continuously Deepening Smart Operations

Deep Application of AI to Improve Quality and Efficiency

We are continuously embedding digital intelligence technologies such as artificial intelligence into key workflows of production and operations, to form a batch of lighthouse applications with high economic benefits, strong platform effects and fast value accretion.

- AI-assisted recovery of arrears exceeded RMB280 million, the intelligent clearance amount exceeded RMB34.6 billion, and the AI coverage rate for real-name registration inspection reached 94%.

- We innovatively launched office AI agents, covering a cumulative total of 280,000 employees, promoting the addition of over 15,100 new scenarios for digital employees, with the total number of scenarios exceeding 21,300, and the proportion of intelligent scenarios reaching 81.95%, significantly enhancing office efficiency.

Iterative Upgrading of Digital and Intelligent Capabilities

We have upgraded the digital intelligence capability architecture of “one cloud base, five central control platforms, five middle platforms, five major APPs and N scenarios” to agilely empower business development.

- The five major APPs have become the primary channels for customers and the front line to handle business efficiently. The monthly active users of the Unicom APP exceeded 110 million, with full compatibility with HarmonyOS.

- The five major operating platforms and middle-platform capabilities collaborated efficiently, ensuring that 41 sets of core systems achieved nationwide version releases with “zero downtime”, and the new paperless architecture has been fully switched over across 31 provincial branches.

- We have accelerated the comprehensive migration of internal applications to the cloud, with the system cloudification rate reaching 100%, the proportion of independent research and development in core systems increasing to 50%, and the system availability rate remaining above 99.9%.

- The total data scale of the big data platform has exceeded 700 PB, and the intelligent middle-platform has completed its upgrade, strengthening AI-native application development and data intelligent labelling capabilities.

- We completed multiple digital intelligence pilot projects of the SASAC of the State Council with high quality, actively participated in research on key topics, achieved significant results in fields such as intelligent supervision models which have been promoted.



Awarded the TM Forum Excellence Award

🔍 Deepening Data Governance and Process Governance

China Unicom continues to deepen digital governance, enhance governance levels, and create a benchmark for digital governance in the information and communications industry.

Manifesting the Value of Data Elements

We are striving to strengthen the data foundation, with average monthly shared data reaching 388 trillion items and accumulated high-quality datasets exceeding 50 TB, and was selected for the “First Batch of High-quality Dataset Cases in the Artificial Intelligence Industry for Central Enterprises” by the State-owned Assets Supervision and Administration Commission of the State Council. Build trusted data spaces, carry out cross-provincial anti-fraud and carrier settlement pilots, and undertake the “National Data Infrastructure Construction Pilot Task” of the National Data Bureau. Deepen data-empowered governance, streamlining 1,098 grassroots reports throughout the year.

Intelligent Process Governance

We constructed three major intelligent agents to empower national integrated process operations, improving approval process efficiency by over 20% and reducing the duration of on-site installation for consumer business by 14.3%. The digital and intelligent process governance practice was awarded the second prize for management innovation in the telecommunications industry, and industry standards were jointly released, providing customers with more efficient services through intelligent operations.



Jointly released the process data governance research report “Path and Practise of Data-driven Enterprise Process Digital Intelligence” with the China Academy of Information and Communications Technology (CAICT)



Participated in the compilation of the CAICT industry standard “Process Data Governance Capability Maturity Model”

Tackling strategic emerging and future industries

Implementation of the “Top 100 Projects” for Strategic Emerging Industries

Five key projects were successfully selected for the State-owned Assets Supervision and Administration Commission of the State Council’s “Top 100 Projects”, with the number of selections ranking tied for first place among central enterprises. Meanwhile, the Company has adopted a forward-looking deployment by adding five new internal key projects in reserve across critical fields such as new industrialisation, cloud services, and large models, forming a “5+5” tiered strategic deployment.

Accelerating the Development of the Source of Original Technologies

We strengthen basic innovation and application innovation in network technology, data technology, and intelligent technology, break through the bottlenecks in the supply of original technologies, and accelerate the aggregation and optimized allocation of innovation elements across the entire industry.

Case Study

The source of original technologies for the next-generation Internet has spearheaded multiple industry “firsts”. The first “Internet 2030 White Paper” was released in China, the world’s first wide-area lossless transmission over 3,000 kilometres was completed, the world’s first online inference AI-native router was developed, and the industry’s first demonstration of intra-domain source address validation technology based on an operator’s existing network was achieved. The development of “Key Technology Research and Innovative Practise of Wide-area Intelligent Computing Network” was awarded as one of the Top Ten Scientific and Technological Progresses in the Information and Communications Field by the China Institute of Communications.

Case Study

A number of achievements from the source of original big data technology are leading both domestically and internationally. Our data trusted circulation technology has reached an internationally leading level. We led the formulation of China’s first international standard for big data architecture, and won the Second Prize of the National Technological Invention Award. The “Integrated Digital-Intelligence Security Management and Control Platform” was awarded the Gold Award for Excellent Cases of Digital China, and two major data sets were selected as the first batch of high-quality data set excellent achievements by the SASAC of the State Council.

Forward-looking Deployment for Future Industries

We are proactively preparing for future industries such as computing power networks, quantum technology and space-air-ground integrated networks, consolidating the digital foundation through independent innovation, and empowering the intelligent transformation of various industries.

- **Next-generation Internet:** We completed the world’s longest-distance 1,500 km hybrid training trial on heterogeneous chips for large models, with equivalent computing power reaching over 95% of a single-chip single-cluster, providing an important practical foundation for the development of intelligent computing networks.

- **Next-generation optical networks:** We completed the construction of the first air-fibre integrated high-precision time synchronisation experimental network, and promoted the research, development and application of quantum technology, launching quantum-resistant secure mobile phones and the “Quantum+” secure encryption product series.

- **6G:** We successfully developed millimetre-wave indoor micro base stations with a high localisation rate, achieving autonomy in key chips and protocol stacks, and facilitating independent breakthroughs in millimetre-wave technology.

- **Satellite Internet:** We were approved for the Beijing 6G Space-Air-Ground Integrated Laboratory, obtained satellite communication operation permits, and collaborated on the launch of multiple low-earth orbit (LEO) satellites, one of which is the first LEO satellite in China with narrowband Internet of Things (IoT) communication capabilities.

- **Quantum Information:** We developed the industry’s first “integrated communication and encryption” quantum private line convergence equipment and quantum-resistant secure mobile phones, and constructed infrastructure such as the Beijing-Xiongan quantum channel and quantum key service platform.

Case Study

Zhejiang Hangzhou Unicom has developed 12 types of low-altitude applications by constructing a “five-network-in-one” multi-dimensional network architecture and promoting technological innovations such as 5G + Integrated Sensing and Communication (ISAC) and high-precision navigation, providing end-to-end support for Hangzhou and its surrounding areas.



China Unicom Low-altitude Security Supervision and Management Platform

Leading the development of the cybersecurity industry

As the leader of the modern industrial chain for network security, China Unicom unwaveringly implements the holistic approach to national security and strives to serve as the “supporter, leader and organiser” of industrial development.

Core Technologies Achieved Multiple Major Breakthroughs

Taking independent innovation as the core support, we are strengthening key technological breakthroughs and product innovation in reliability and security, and establishing an all-scenario network security product system covering cloud-network-terminal-data integration, including security operation platforms and quantum-resistant terminals.

- The self-developed Unicom Cloud localised container engine CSK Turbo and the UniAI network security large model were successfully selected for the “Beijing First Unit (Set) of Major Technical Equipment Catalogue”.

- The number of ITU international cybersecurity standards we have led is industry-leading.

- We collaborated with partners such as the University of Electronic Science and Technology of China to develop UniYAK, a fully domestically produced programming language, to resolve the “bottleneck” issues of basic programming languages. The achievements were awarded the First Prize of the Science and Technology Award of the China Institute of Communications.



Awarded the First Prize of the Science and Technology Award of the China Institute of Communications

Industrial Synergy Creating a New Landscape

We fully leverage the leading role of integration and mobilisation, and innovatively create a new work paradigm of “five-chain integration” comprising the “technology innovation chain, security capability chain, value creation chain, industry-investment synergy chain and ecosystem aggregation chain”.

- We convened the 2025 annual council meeting of the China Cybersecurity Industry Innovation and Development Alliance, recruiting more than 60 vice-chairman and council member units.

- The approval of the first batch of national-level industrial intellectual property operation centres, being the first and only national-level intellectual property operation centre in the field of cyber security.

- We have deeply participated in important activities such as Cybersecurity Week and the World Internet Conference.

*Lead green development and
build a beautiful home together*



Lead green development and build a beautiful home together

China Unicom actively responds to the national strategy of building a Beautiful China, fully integrating green and low-carbon development into the Company's strategy and the entire business cycle. It continues to promote the research and development and systematic application of energy-saving and carbon-reduction technologies, empowers the smart governance of the ecological environment through digitalisation and intelligence, incorporates green concepts throughout the entire process of corporate operations, and continuously enhances the level of green innovation and synergy, contributing to the achievement of sustainable development goals.



Measures adopted in 2025

- The Company collaborated with China Telecom to further promote the co-building and co-sharing of networks, technologies and other infrastructure, achieving a direct reduction of over 13 million tonnes of carbon emissions annually.
- The Company optimised data centre deployment, increasing innovation and application of energy-saving technologies, and actively promoting the application of green energy, with a cumulative total of 25 data centres obtaining national green data centre certification.
- The Company explored innovative models for carbon inclusion platforms. The core technology, the "Carbon Emission Reduction Calculation Model", was the first to pass the authoritative certification of a national-level green exchange institution.
- The Company actively promoted the application and substitution of clean energy, with an average annual growth rate of over 30% in the volume of green electricity and green certificates purchased.
- The Company constructed an intelligent ecological protection monitoring and management platform, and promoted the transformation and upgrading of ecological protection from traditional governance to smart governance.



Actions to be taken in 2026

- The Company will continuously promote the transformation of existing large-scale data centres and optimising their operational efficiency.
- The Company will actively promote the research and application of technologies such as photovoltaics and new energy storage technologies, with the total installed capacity of renewable energy continuing to increase and the consumption of self-generated green electricity gradually expanding.
- The Company will explore various disposal models such as trade-ins and buy-back replacements to further enhance resource recycling efficiency and disposal proceeds.
- The Company will continuously advocate the concepts of green consumption and a low-carbon lifestyle to employees, strive to create a green and healthy office environment, and promote the coordinated development of corporate operations and the ecological environment.
- The Company will continuously explore and promote the single-set filing and management of various types of electronic documents.
- The Company will engage in the streamlining of networks, centralisation of equipment and rectification of equipment rooms, and continue to ensure the adaptation and support of financial policies for equipment renewal and the trade-in of consumer goods.

Addressing global climate change

Improving the Green Development Governance System

China Unicom has accelerated the integration of green transformation into its core development strategy, actively responded to climate change, and strictly complied with laws and regulations related to environmental protection, such as the Environmental Protection Law of the People's Republic of China and the Measures for the Supervision and Administration of Energy Conservation and Ecological Environmental Protection of Central Enterprises. The Company actively implemented Order No. 41 of the SASAC of the State Council, the Measures for the Supervision and Administration of Energy Conservation and Ecological Environmental Protection of Central Enterprises, and Document No. 56, the Detailed Rules for the Assessment of Energy Conservation and Ecological Environmental Protection of Central Enterprises. It has continuously identified, assessed and managed risks and opportunities related to climate change, formulated environmental management targets and strategies, and promoted the transformation of the enterprise towards green and low-carbon development.

China Unicom's Green Development Governance Structure and Supervisory Responsibilities

Governance Level	Responsible Body	Main Responsibilities
Highest Decision-making Body	Board of Directors	★ To comprehensively supervise the formulation and implementation of the Company's long-term green development strategy, and to perform the duties of deliberation on major matters such as ecological and environmental protection and production safety. ★ When determining business plans and investment proposals, integrate the impacts of climate-related risks and opportunities into strategic decision-making.
Management and Organisation	Network Operations Business Department	★ Take the lead in and be responsible for promoting the implementation of the construction of the carbon peaking and carbon neutrality capacity system, establish and improve relevant management systems, and organise the implementation of energy conservation and carbon reduction work across the entire network. ★ Report on work matters such as climate governance, energy conservation and emission reduction to the Board of Directors or the management in charge on an ad hoc basis.
Execution and Implementation	Energy conservation and carbon reduction responsibility departments and relevant departments of the headquarters and each subsidiary	★ Focusing on fields such as network infrastructure carbon reduction, public service carbon reduction and industry empowerment businesses, implement various environmental management measures to promote the synergistic digital and green transformation and development.

The Board of Directors attaches great importance to climate change issues and continues to strengthen capacity building and performance appraisal.

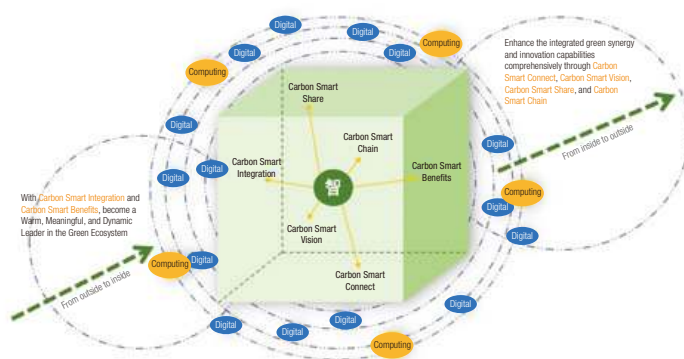
- Directors participated in the training titled “Developing a Climate Strategy to Embrace an Uncertain Future: Scenario Planning and Analysis” to enhance their professional competence through means such as reading materials and webinars.

- We undertake the “annual qualitative + term-of-office quantitative” assessment by the SASAC of the State Council on energy conservation and ecological environmental protection work of central enterprises, the assessment results of which are linked to the business performance assessment of the persons in charge of central enterprises.

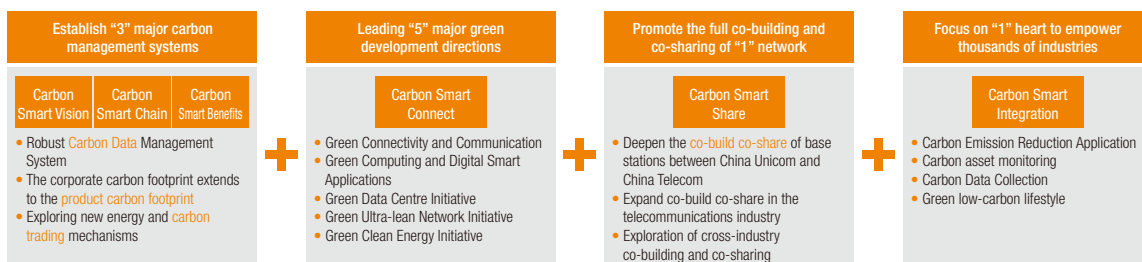
- We are implementing full coverage of the dual carbon assessment and evaluation. Two core quantitative indicators, namely “comprehensive energy consumption per unit of total telecommunications business volume” and “reduction in carbon dioxide emissions per unit of total telecommunications business volume”, were incorporated into the performance appraisal of 32 network production units. The qualitative indicator of “ecological and environmental protection violations” was incorporated into the scope of performance appraisal for all branch (subsidiary) companies.

Implementation of Green and Low-carbon Strategic Deployment

China Unicom has thoroughly implemented national and industrial policy requirements, including the Opinions on the Complete, Accurate and Comprehensive Implementation of the New Development Concept to Achieve Carbon Peak and Carbon Neutrality, the Opinions on Promoting the Gradual Shift from Dual Control of Energy Consumption to Dual Control of Carbon Emissions, and the Action Plan for Green and Low-Carbon Development of the Information and Communication Industry (2022–2025). It has strictly implemented the deployment of the China Unicom Carbon Exploration Green Action Plan (2024–2025), integrated green and low-carbon concepts into the entire process of corporate operations, coordinated the dual tasks of promoting its own energy conservation and carbon reduction while empowering the green transformation of society, and earnestly fulfilled its social responsibilities.



China Unicom Carbon Search Philosophy



Details of China Unicom's new "3+5+1+1" green actions

Strengthening climate risk and opportunity management

Climate Change Risk and Opportunity Identification Process

To systematically address the challenges of climate change and seize transformation opportunities, China Unicom has established and continuously improved a closed-loop process for the identification, assessment and management of climate change risks and opportunities, which is reviewed and supervised by the Board of Directors with cross-departmental synergy, integrating climate factors into the Company's strategy and comprehensive risk management. The management of the Company annually hears and considers the investment budget (which includes a section on energy conservation and emission reduction), and reviews and approves key action plans and targets for green development related to climate issues.

Information collection and scenario analysis	We systemically collect information such as policies and regulations, technical trends, construction and operations, market dynamics and climate data, and conduct forward-looking analysis and assessment in combination with our dual carbon goals and the Company's development strategy as well as climate-related scenario analysis.
Preliminary identification of risks and opportunities	We collaborate with various professions and departments to identify potential risks from transition risks (such as policy, market, technology and reputation) and physical risks (such as acute extreme weather and chronic climate pattern changes), while identifying development opportunities from aspects such as resource efficiency, energy substitution, product and service innovation, and market expansion.
Assessment, prioritisation and matrix construction	We assess the identified risks and opportunities, comprehensively analyse their financial impact, likelihood of occurrence, time horizon and scope of impact, and establish a "Risk and Opportunity Matrix" to determine management priorities.
Planning guidance and formulation of measures	Centring on the overall development goals, the Company incorporates green and low-carbon issues into corporate governance and strategic planning, clarifies key directions and critical measures in specialised tasks, and promotes implementation in areas such as the improvement of the dual-carbon management system, the innovative application of green and low-carbon technologies, green network construction and green service empowerment.
Monitoring, reporting and iterative updates	We integrate climate risk management initiatives into core business processes such as investment decision-making, network planning, operation and maintenance, and external empowerment, and set measurable management targets. We conduct comprehensive assessments through dynamic tracking and annual reviews, continuously monitor internal and external changes to ensure the effectiveness and adaptability of processes, and make periodic disclosures.

Climate Change Risk and Opportunity Assessment Results and Response Measures

In response to material climate risks and material opportunities, the Company has conducted an in-depth assessment of the intensity, scope, and timing of the impacts that various climate risks may cause, as well as the potential financial impacts they may bring to the business. A total of five risks and two opportunities have been assessed, and response measures have been formulated for each item. Among these, the time horizon is aligned with the five-year strategic planning and network planning periods: short-term is 0-1 year, medium-term is 1-5 years, and long-term is over 5 years.

Assessment of Current Climate Change Risk Response Measures and Financial Impact

Current Countermeasures	Description of Measures	Location of occurrence	Principal Financial Impact Arising Therefrom
Strengthen Energy Conservation and Emission Reduction	Actively respond to and fully implement the national “dual carbon” strategic deployment, continuously promote energy conservation and emission reduction, construct green networks, and strengthen digital empowerment.	The organization itself	Special investment in energy conservation and emission reduction amounted to RMB496 million.
Carry out co-building and co-sharing	Deepen the co-building and co-sharing of networks, technologies, and other infrastructure in collaboration with China Telecom.	The organization itself, industry peers	The two parties of co-building and co-sharing have cumulatively saved more than RMB390 billion in investment for the country, and saved more than RMB45 billion per year in operating costs.

Future Climate Change Risks and Response Measures

Risk Category	Sub-category	Risk Description	Risk Level	Location of occurrence	Time horizon	Main Financial Impacts	Impact on the business model and value chain	Response Measures
Transition Risk	Legal and Policy Risk	To achieve the carbon peak and carbon neutrality goals, more stringent greenhouse gas emission control measures may be adopted.	Medium	The organisation itself, major suppliers, and the upstream and downstream of the supply chain	Short- to medium-term	Increase in direct costs	Business operation adjustment	We dynamically conduct research on policy trends and periodically optimise key tasks for our dual carbon goals.
	Technology Risk	There is a significant gap between the growth in demand for high-computing power business and current carbon emission reduction technical capabilities.	Medium	The organisation itself, major suppliers	Short- to medium-term	Increase in direct costs	R&D and procurement	We promote the application of energy-saving and carbon-reduction technologies, strengthen investment in green technology research and development and the application of achievements, and collaborate with supply chain partners to jointly build a green and sustainable supply chain ecosystem.
	Market and Reputational Risk	The strengthening of consumer preference for low-carbon products has driven a rapid increase in industry entry standards and compliance thresholds.	Low	Downstream supply chain, end-users	Medium- to long-term	Increase in indirect costs	Products and services	We seize market opportunities, develop green and low-carbon products, and transform sustainable development performance into brand competitiveness through transparent ESG information disclosure.
Physical Risk	Acute Risk	Physical risks posed by extreme weather such as floods, blizzards and earthquakes cause varying degrees of damage to the safe operation of communication networks.	Medium-high	The organisation itself	Short- to medium-term	Increase in indirect costs, increase in capital expenditure	Infrastructure maintenance, products and services	We continuously improve risk pre-control measures and contingency plans, and strengthen drills, etc.
	Chronic Risk	Global warming has an impact on the operation, maintenance and power consumption of communication facilities, and sea level rise causes damage to coastal equipment and facilities.	Low	The organisation itself	Long-term	Increase in capital expenditure	Infrastructure construction and maintenance	We continue to follow up on information collection and perform necessary updates to risk pre-control and contingency plans for relevant regions.

Climate Change Opportunities and Our Response Measures

Opportunity Category	Sub-category	Opportunity Description	Opportunity Level	Location of occurrence	Time horizon	Main Financial Impacts	Main Business and Strategic Impacts	Response Measures
Low-carbon Opportunity	Resource Efficiency	Use low-carbon technologies to improve the efficiency of energy consumption.	Medium	The organisation itself	Short- to long-term	Reduced operating costs	Improvement in operational efficiency	We vigorously promote low-carbon technologies and increase the use of clean energy.
	Products and Services	Increased demand from customers for the green transformation of development models.	Medium-high	End-users	Short- to long-term	Increase in operating revenue	Products and services	We develop digital solutions such as ecological environmental protection and energy consumption management to facilitate the green development of the whole society.

Note: Given the large scale of the Company's assets, their wide geographical distribution, and the complex and diverse operational scenarios, this report provides qualitative descriptions of the financial metrics for assets or business activities impacted by climate-related risks and opportunities, as well as the financial metrics involving capital expenditure, financing, or investment; at the current stage, it is difficult to provide quantitative disclosures without undue cost or effort.

To ensure the effective implementation of the aforementioned response measures, the Company has invested resources in areas such as talent cultivation, appraisal and incentives, and has established contingency plans for environmental emergencies.

- We have formulated and issued the “China Unicom Green and Low-Carbon Work Management Measures” to regulate the green and low-carbon work of China Unicom, strengthen energy conservation and ecological environmental protection, carbon peaking and carbon neutrality management, improve energy utilisation efficiency, and ensure the orderly and efficient advancement of various green and low-carbon tasks.
- We are strengthening the development of the talent pool in the field of green development, reasonably planning the talent structure, incorporating contents such as green development, energy-saving technologies, and carbon peaking and carbon neutrality into training programmes, and striving to enhance the capabilities of the green development talent pool.
- We have established and improved the comprehensive appraisal and evaluation mechanism for corporate green development and dual carbon management; refined the Company's internal indicator early warning and notification mechanism; incorporated carbon peaking and carbon neutrality work into the appraisal and evaluation system of branch (subsidiary) companies; clarified appraisal rules; and strictly held parties accountable and deducted points for negative incidents such as data falsification and violations of environmental laws and regulations.
- We have established an energy conservation and emission reduction management incentive mechanism, under which the headquarters shall commend and reward units with outstanding achievements in energy conservation and emission reduction work, and provide appropriate investment preference policies based on circumstances.
- Contingency plans for environmental emergencies have been established, and there were no violations of laws and regulations in the environmental field in 2025. We have established and improved the system for the investigation and rectification of environmental safety hazards, conducted emergency drills, enhanced early warning capabilities, and continuously refined environmental management processes ranging from emergency preparedness and emergency response to post-event recovery and information disclosure.

Scenario Simulation Analysis

This scenario simulation analysis is specifically conducted during the reporting period to assess the potential impact of possible acute physical risks on the Company's network operations, service fulfillment, and sustainable value creation from 2026 to 2030. The scenario assumes that as temperatures rise, the average intensity of typhoons, the proportion of Category 4-5 super typhoons, and the extreme precipitation rate at individual stations will all show an upward trend, and extreme weather events such as floods, blizzards, and earthquakes may occur. This scenario is derived from the “National Natural Disaster Situation” reports published by the Ministry of Emergency Management over the years, records of historical extreme weather events within the Company's operating regions, and past natural disasters experienced by the Company. It is also combined with certain assumptions from the RCP 2.6 scenario, and internationally accepted climate scenarios will be gradually introduced in the future.

Risk factors: extreme weather such as floods and snowstorms

(1) Analysis of the Impact on the Company's Operations and Sustainable Value

Scenario 1: Flood Scenario (corresponding to a high-risk climate scenario)

When regional daily rainfall exceeds historical extremes and triggers flooding, the core impacts faced by the Company include:

- Network service interruption: Base stations and optical cables located in low-lying areas are flooded, resulting in the suspension of mobile signals and home broadband services in the corresponding areas, and the interruption of dedicated lines for government and enterprise customers (such as government affairs and medical communication links), affecting the continuity of social public services.
- Impact on assets and costs: Damage to server rooms and equipment, and an increase in maintenance/replacement costs; meanwhile, an increase in user compensation arising from service interruption and investment in emergency repair manpower/materials.
- Performance volatility: An increase in the number of user complaints and a decline in the public's evaluation of the Company's “reliability of communication services”; meanwhile, the periodic disclosure of low-carbon operation targets is affected by network interruptions.

Scenario 2: Blizzard Scenario (corresponding to a medium-to-high risk climate scenario)

When heavy snowfall is accompanied by low temperatures below -15°C, the Company is affected as follows:

- Failure of network facilities: Outdoor base stations suffer antenna damage due to snow pressure and outages caused by low-temperature battery power loss, leading to a decrease in communication coverage in northern counties and mountainous areas; trans-regional backbone fibre optic cables fracture due to icing, resulting in the interruption of inter-provincial communication links.
- Operational resilience under pressure: The time for emergency repair teams to reach fault points is extended due to road icing; meanwhile, to ensure communications in key areas (such as hospitals and heating command centres), the cost of temporarily deployed satellite communication equipment increases, squeezing the budget for green energy-saving renovation in the current period.
- Social responsibility performance risk: Users in remote areas are unable to obtain blizzard warning information due to communication interruptions; the Company is required to bear public opinion pressure regarding “insufficient public service support”, affecting its positive corporate image.

(2) Climate Resilience Enhancement Measures for Scenarios

Scenario 1: Flood Scenario Response

- Optimising the deployment of network assets: Relocating base stations in low-lying areas to high ground, and installing waterproof barriers and intelligent pumping systems in core equipment rooms.
- Establishment of emergency resource pools: Reserving emergency mobile base stations and satellite communication terminals, sharing flood warning information with regional emergency management departments, and deploying repair forces in advance.
- Engaging with stakeholders: Jointly develop a “flood-communication impact” early warning model with water conservancy departments and provide “communication backup solutions during flood periods” to government and enterprise customers, reducing the impact of service interruptions on social public services.

Scenario 2: Blizzard Scenario Response

- Strengthening facility coldness resistance: Implementing base station snow-resistance reinforcement and low-temperature battery upgrades, and installing anti-icing sheaths for backbone optical cables.
- Upgrading emergency response mechanisms: Establishing a “Blizzard-Network Risk” tiered response contingency plan, and deploying backup power supplies and emergency repair teams in advance in key areas (such as counties and mountainous areas) to ensure communication coverage.
- Balancing costs and sustainability goals: Incorporating emergency repair costs into the dedicated climate risk budget to avoid crowding out green network construction funds, while transferring a portion of extreme weather losses through insurance.

Climate Governance Targets and Indicators

The production and operating activities involved in the greenhouse gas emissions of the Company primarily consist of network operations, office operations, heating, canteens and company vehicles, etc. Indicators such as comprehensive energy consumption per unit of information flow and comprehensive energy consumption per unit of total volume of telecommunications business are mainly used to measure and manage climate-related risks and opportunities. Among these, the type of greenhouse gas is carbon dioxide, and the sources mainly include indirect carbon dioxide emissions arising from the consumption of electricity and purchased heat, and direct carbon dioxide emissions arising from the consumption of gasoline, diesel, natural gas, coal, etc.

Overall Objective

China Unicom promotes technological innovation and application in areas such as energy conservation, carbon reduction and zero-carbon development, bringing the Company's green development to a new height, and empowering the low-carbon development of the entire society to achieve significant results.

- During the 14th Five-Year Plan period, energy consumption and carbon emissions per unit of production capacity, as well as energy consumption and carbon emissions per unit of revenue, to improve year by year, and the growth rate of carbon dioxide emissions to be lower than the growth rate of energy consumption.

- By 2025, the comprehensive energy consumption per unit of information flow to decrease by more than 20% compared to the end of the 13th Five-Year Plan period, and the comprehensive energy consumption per unit of total telecommunications business volume to decrease by more than 15% compared to the end of the 13th Five-Year Plan period, leading the industry's overall development goals. For 2026, the Company commits to the continuous improvement of its overall comprehensive energy consumption intensity and greenhouse gas emission intensity. However, in view of external uncertainties such as market volatility in the total business volume of the telecommunications industry and green power consumption policies, this report does not, for the time being, set or disclose an absolute total greenhouse gas emission target.

Overall Progress

- Comprehensive energy consumption per unit of information traffic decreased to 1.8 kg of standard coal/TB, a decrease of 38% compared to the end of the 13th Five-Year Plan period.

- Twenty-five of our data centres were selected as National Green Data Centres.

- We have improved the statistical monitoring and reporting system for energy conservation and emission reduction; each unit has established and improved a statistical monitoring system for energy conservation and emission reduction, strengthened the measurement and recording of energy consumption and pollutant emissions during the production and operation process, established relevant statistical ledgers, and reports on a monthly, quarterly and annual basis. Branches in Beijing, Shenzhen and other locations have engaged third-party institutions to conduct verification or assurance of the Company's greenhouse gas emissions and other data.

Special investment in energy conservation and emission reduction

(RMB million)

↑ 303.3%

2025	2020
496	123

Greenhouse gas emissions

(Million tonnes)

↓ 2.8%

2025	2020
13.8	14.2

Energy savings

(10,000 tonnes of standard coal)

↑ 118.8%

2025	2020
53.6	24.5

Comprehensive Energy consumption per unit of information traffic

(kg standard coal/TB)

↓ 38%

2025	2020
1.8	2.8

Safeguarding biodiversity

China Unicom deeply integrates into the overall landscape of the construction of a Beautiful China, fully leverages its technical expertise, and comprehensively incorporates the concept of environmental protection into its business decisions and practises. While strictly adhering to the ecological protection red line, the Company actively safeguards biodiversity and contributes professional strength to the sustainable development of the ecological environment through practical actions.

- Network planning fully considers environmental protection and avoids ecological protection red lines. In the course of its operations, the Company does not have a significant impact on the environment and natural resources. Its energy consumption is primarily derived from electricity usage, and its overall energy consumption intensity is at a relatively low level. The site selection and deployment of AIDC strictly comply with national policy requirements for data centres regarding high efficiency, green and low-carbon development, and the application of renewable energy, conform to local urban or town planning requirements, satisfy the requirements of current national standards, policies and regulations, and avoid ecological protection red lines.

- We are carrying out intelligent governance. Focusing on key areas such as biodiversity conservation, ecological restoration of forestry and grasslands, and enhancement of water source conservation capacity, we are constructing an intelligent ecological protection monitoring and management platform, achieving real-time perception, intelligent analysis and scientific early warning of ecosystem status, and promoting the transformation and upgrading of ecological protection from traditional governance to smart governance.

Case Study

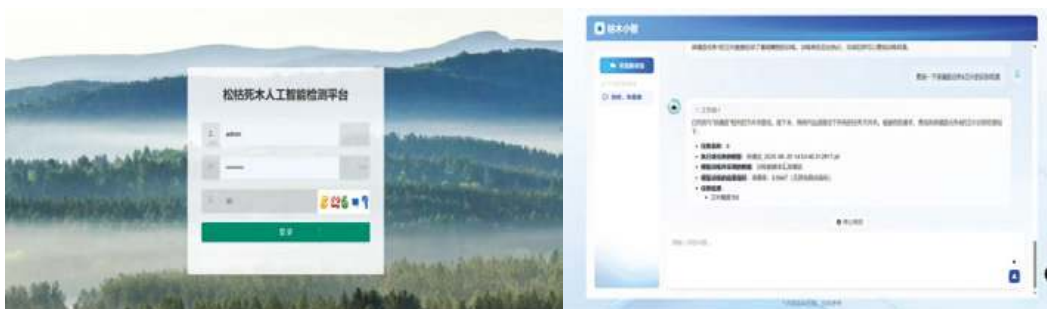
Leveraging advanced technologies such as 5G+Beidou, drones and unmanned vessels, China Unicom has established the “Sky-Earth Network” platform for rivers and lakes in Fujian Province, achieving dynamic extraction, rectification through work orders and closed-loop management of problem spots related to “illegal occupation, illegal mining, illegal piling and illegal construction” in river and lake management, with a monitored basin area reaching 112,800 square kilometres, providing efficient digital support for the ecological governance of rivers and lakes.



Fujian Province River and Lake “Space-Ground Network” Platform

Case Study

Hunan Unicom has collaborated with the Provincial Academy of Forestry to develop an intelligent agent for the identification and monitoring of discoloured standing trees affected by pine wilt disease. We have achieved an identification accuracy rate of greater than 85% and an identification completion rate of greater than 70%, with the identification cost per unit area reduced to one-tenth of that of manual labour, effectively improving the efficiency of monitoring infected pine trees.



Intelligent agent for the identification and monitoring of discoloured standing trees with pine wilt disease

Continuously deepening co-building and co-sharing

China Unicom has actively collaborated with other operators to continuously deepen co-building and co-sharing cooperation, and has steadily expanded the scope and depth of co-building and co-sharing of 5G network infrastructure. This has effectively avoided redundant investment and resource consumption, significantly reduced energy consumption and carbon emissions during equipment production, construction and operation, and provided practical references and industry examples for the sustainable development of global information infrastructure and carbon neutrality goals.

Deepening the Co-building and Co-sharing between China Unicom and China Telecom

China Unicom, in collaboration with China Telecom, aims for co-building and co-sharing across “all frequency bands, all modes and all regions”, deeply promoting the co-building and co-sharing of networks, technologies and other infrastructure, providing a fine example for the large-scale construction of global mobile networks and low-carbon emission reduction.

- Both parties jointly implemented the “Signal Upgrade” initiative, promoted the enhancement of 5G coverage in key scenarios, and advanced the deployment of 5G-A capability upgrades, with a total of over 165,000 new 5G mid-band base stations added.
- We have jointly promoted a single 4G mid-band network and low-band co-building and co-sharing, with over 2 million 4G mid-band shared base stations, and each has access to over one million low-band base stations.
- We signed the “Memorandum of Understanding on Further Comprehensively Deepening Opening-up, Sharing and Cooperation” with China Telecom, expanding the scope of cooperation to all specialties, with a clear intention to co-build 12,000 route kilometres of trunk fibre optic cables. VoWiFi completed interconnection pilots, and synchronous caesium clocks achieved mutual backup, effectively enhancing the reliability of the synchronisation network.

The co-building and co-sharing between both parties have resulted in cumulative investment savings for the country exceeding

RMB 390 billion

Savings in operating costs exceeding

RMB 45 billion per year

Reducing carbon emissions by more than

13 million tonnes/year

The co-building rate of trunk fibre optic cables reached

90%

The co-building and co-sharing rates of pole and conduit resources both exceeded

90%

Synergistically Promoting the Commercial Rollout of 5G Inter-network Roaming

China Unicom continues to join hands with other operators to collaboratively promote the commercial promotion of 5G inter-network roaming, achieving centralised and efficient utilisation of resources, further expanding coverage breadth, enhancing penetration capabilities, and providing users with more stable and efficient communication services.

Case Study

Tibet Unicom and Tibet Mobile/Tibet Broadcasting & Television took the lead in implementing 5G two-way inter-network roaming pilots, becoming the first province in the country to achieve practical application after the Ministry of Industry and Information Technology issued the “Notice on the Commercial Promotion of 5G Core Network Inter-network Roaming”. Through inter-operator resource sharing, 5G coverage capabilities and user experience in remote and sparsely populated areas are significantly enhanced, investment and operation and maintenance costs are substantially reduced, centralised and efficient utilisation of resources is promoted, and new momentum is injected into the high-quality development of border regions.

Case Study

Liaoning has taken the lead in completing the pilot verification of 5G bidirectional inter-network roaming under emergency scenarios, becoming the first province in the country to achieve application in this field. Under extreme scenarios, users may access the 5G networks of other operators without changing their SIM cards or phone numbers. This technology truly achieves “full network access” via “access to a single network”, establishing a “single network backup” communication security defence line for emergency scenarios.

Improving the energy efficiency of network facilities

China Unicom has incorporated “dual carbon” work into its corporate strategy and rolled out systems such as the “Administrative Measures for Energy Conservation and Emission Reduction of China Unicom (Provisional)” to strengthen the management of energy conservation, ecological environmental protection, carbon peaking and carbon neutrality, improve energy utilisation efficiency, implement life-cycle carbon emission control over the entire processes of network planning, construction, maintenance, and operation, and promote the development of communication networks towards a more efficient and greener direction.

Promoting the Construction of Green Data Centres

By continuously optimising data centre deployment, increasing innovation and application of energy-saving technologies, and actively promoting the application of green energy, a new paradigm for green data centres has been created, with a cumulative total of 25 data centres obtaining national green data centre certification.

- **We adhere to strict control of PUE.** We continuously optimize data center energy consumption monitoring capabilities; real-time online monitoring of energy consumption and PUE for data centers with over 500 racks has currently been achieved, and the power usage effectiveness of newly built, renovated, and expanded large and ultra-large data centers has been reduced to within 1.25.

- **We are promoting the application of energy-saving technology.** We are continuously promoting the application of energy-saving technologies and products such as high-voltage direct current (HVDC), integrated power supply, liquid-cooled cloud cabins and high-efficiency energy-saving air conditioning, and actively promoting the application of renewable energy such as distributed photovoltaics.

Promoting the Improvement of Energy Efficiency of Communication Base Stations

We have collaborated with industry partners to optimise base station power consumption indicators, and promoted the application of hardware technologies and network architecture optimisation such as BBU centralised management, resulting in a year-on-year increase in base station energy efficiency of over 30%.

- **We are promoting the intensive management of BBUs.** The Company promoted the decommissioning and withdrawal of BBU equipment and advanced centralised management, with a cumulative total of 450,000 BBU units decommissioned and 200,000 BBUs withdrawn; the centralized deployment ratio of 4/5G BBUs increased by 23%, a cumulative total of 800,000 units of legacy equipment were retired from the network, and 11,000 sets of power supply and air-conditioning equipment were updated, driving the continuous improvement of overall network energy efficiency.

- **We are standardising energy conservation and emission reduction statistical supervision.** We implement various management requirements, strictly execute the energy conservation and emission reduction statistical system, and improve the assessment, reward and punishment system by incorporating indicators such as energy efficiency enhancement and environmental protection into the scope of branch/company assessments. We ensure that electromagnetic radiation from base stations meets national standard requirements, conduct electromagnetic radiation monitoring of base stations upon completion of construction, and disclose the results to the public.

Case Study

Prior to the establishment of base stations, Tianjin Unicom utilises professional 5G base station electromagnetic radiation testing instruments and equipment for evaluation. After the 5G base stations are put into operation, electromagnetic radiation levels in the vicinity of the base stations are strictly tested by third-party professional teams. The stations are activated only after passing the review by the Tianjin Municipal Ecology and Environment Bureau, ensuring that the electromagnetic radiation levels of the radio signals from Unicom base stations comply with national and international standards.



Environmental Protection Assessment of Electromagnetic Radiation for Tianjin Unicom 5G Base Stations

Promoting the Green Transformation of Communication Equipment Rooms

We are actively promoting the green and low-carbon reconstruction of equipment rooms, and promoting the dual improvement of greenness and safety of communication equipment rooms through the promotion of applications such as precision cooling, utilisation of natural cooling sources, 240V high-voltage direct current (HVDC) technology and DC cloud cabins.

• **Core equipment rooms.** We are continuously promoting the renovation of core equipment rooms to achieve a reduction in the PUE of the renovated equipment rooms to below 1.5.

• **Aggregation and integrated access equipment rooms.** We adopt measures such as vertical installation of BBUs, micro DCs and precise air supply via air-conditioning cowls according to local conditions, and utilise natural cooling sources as much as possible to reduce energy consumption in the equipment room.

Strengthening Green and Low-carbon Technological Innovation

We are continuously investing resources to carry out research on core green and low-carbon technologies, and create the China Unicom “Carbon Exploration” management platform that integrates “carbon identification”, “carbon management”, “carbon control”, and “carbon reduction”. Actively promote the construction of a green and low-carbon standard system, continue to cultivate and systematically engage with international standards organizations such as ITU, with a cumulative total of 9 projects led and completed, participation in 1 national standard, 11 industry standards led, and participation in 23 industry standards.

Enhancing resource utilisation efficiency

China Unicom adheres to the core principles of the circular economy, namely “reduction, reuse and recycling”. It strictly implements environmental protection standards from the source of equipment procurement, continuously advocates for green consumption and low-carbon lifestyles, actively promotes the application and substitution of clean energy, and continues to deepen the integration of digitalisation, intelligence and greening in operational management to systematically enhance the comprehensive level of sustainable development.

Exploring New Energy and Carbon Trading Mechanisms

We are adopting diversified paths such as market-based green power trading, construction of renewable energy facilities and direct connection of green power to vigorously promote green energy transformation. We are actively participating in carbon market trading, completing carbon compliance on time and in full, and earnestly fulfilling our green responsibilities.

• **Green energy market trading.** We actively encourage and guide our subsidiaries to conduct green electricity and Green Electricity Certificate (GEC) trading in a timely manner to increase the consumption of renewable energy, with an average annual growth rate of over 30% in the volume of green electricity and GECs purchased.

• **We are continuously promoting the transition to green energy.** Differentiated promotion of research and application of technologies such as photovoltaics and new energy storage technologies, and promotion of pilot applications of various energy storage technologies such as lithium battery energy storage and vanadium redox flow battery energy storage, have led to prominent results in green energy transformation.

• **Strengthening carbon market trading capabilities.** The Company has carried out local carbon allowance trading practises for its units included in the regional carbon markets at Beijing Unicom, Shenzhen Unicom, and the Pujiang Cloud Data Centre and Lingang International Data Port of Shanghai Unicom, completed compliance on schedule, and actively utilised green electricity carbon offset policies to explore new models for long-term controllable carbon compliance costs.

• **Internal carbon pricing mechanism.** The Company has not yet established internal carbon pricing for use in its decision-making.

Case Study

Shanghai Unicom actively fulfils its emission reduction obligations. Pursuant to the relevant requirements of the “Trial Measures for the Management of Carbon Emissions in Shanghai” issued by the Shanghai Ecology and Environment Bureau that the “emission factor for purchased green electricity is 0”, it consumed approximately 42 million kWh of green electricity in 2025, which is equivalent to a carbon reduction of approximately 24,000 tonnes.

Promoting the Circular Utilisation of Materials

We strictly comply with laws and regulations such as the Circular Economy Promotion Law of the People's Republic of China, and have established management systems such as the China Unicom Administrative Measures for the Revitalisation of Fixed Assets and the China Unicom Administrative Provisions on the Disposal of Waste Materials, to revitalise fixed assets and conduct fine management and effective recycling of waste, thereby improving resource utilisation efficiency.

Promoting the Revitalisation and Utilisation of Fixed Assets

We are thoroughly implementing the “China Unicom Administrative Measures for the Revitalisation of Fixed Assets”, actively promoting asset revitalisation and efficiency enhancement, breaking geographical and professional restrictions, increasing the intensity of internal resource integration within the Company. The next step will be to explore new revitalisation models such as cooperative operation, joint development, and entrusted operation, so as to achieve resource sharing and maximisation of the Group's overall benefits.

- We engage in the streamlining of networks, centralisation of equipment and rectification of equipment rooms; promote the decommissioning and lease termination of inefficient assets; and ensure the adaptation and support of financial policies for equipment renewal and the trade-in of consumer goods.
- The revitalisation of fixed assets reached a scale of RMB1.65 billion, of which the revitalisation amount of network assets was RMB1.544 billion and the revitalisation of digital fixed assets was RMB30 million, promoting the healthy development of the circular economy.

Classified Treatment of Waste

We strictly comply with laws and regulations such as the “Administrative Measures for the Transfer of Hazardous Waste”, have established management systems such as the “China Unicom Administrative Provisions on the Disposal of Waste Materials”, and are improving the green, low-carbon and circular development system. The production process of the Company does not involve the discharge of industrial wastewater and exhaust gas, and the Company is not a key pollutant discharging unit.

- **We are continuously strengthening the management of the disposal of waste materials.** To further enhance the operability and enforceability of the system, the “China Unicom Administrative Provisions on the Disposal of Waste Materials” was revised and issued in October 2025 to standardise the disposal methods of waste materials and increase disposal efforts.
- **Disposal of waste materials by category.** The waste generated is categorised by use into network category, digitalisation category, etc., and can be categorised by type into cables, storage batteries, telecommunication equipment, general office materials, etc. Among these, hazardous waste refers to storage batteries.
- **We are continuously deepening the management of the disposal of waste materials.** China Unicom's supply chain platform has achieved seamless integration and digital synergy with internet auction platforms such as Alibaba Auction and Zhongbo Auction, respectively, to publicly release information on the disposal of China Unicom's waste materials, promoting the dual circulation of internal corporate resources and social recycled resources. We have established a three-tier circular system for waste materials consisting of “internal revitalisation – refurbishment and reuse – standardised disposal” to refurbish and reuse idle IT equipment, office furniture and other items.
- **We are promoting the harmless disposal of hazardous waste.** When disposing of waste storage batteries, disposal shall be carried out by recyclers with qualifications such as hazardous waste business licences in strict accordance with environmental protection regulations, and the disposal and handover of waste storage battery shall be processed in accordance with local requirements.
- **We are strengthening the reduction and classification of non-hazardous waste in office operations.** We advocate the concept of “moderate consumption” to avoid excessive procurement of office supplies; strictly control the scope and number of copies for printing and issuing paper documents; promote double-sided printing and online office workflows to reduce paper consumption; and establish a “classified disposal – designated inspection – standardized transfer” process, using dedicated colored transfer boxes to avoid mixed loading.
- **We are achieving waste recycling and reuse.** Recyclables are collected on-site by resource recycling enterprises for recycling and utilisation; kitchen waste is transported to treatment plants for the production of organic fertiliser or biogas through composting and anaerobic fermentation; hazardous waste is separately treated through harmless disposal by hazardous waste disposal enterprises; and for other waste, the volume of landfill is reduced, with priority given to incineration for power generation.

2025 waste disposal income

RMB **875** million

Promoting Green Consumption

Implementing the “Action Plan for Promoting Large-scale Equipment Renewal and Consumer Goods Trade-ins” issued by the State Council, we launched the “Trade-in and Terminal Consumption Subsidy” marketing campaign across 14,000 physical outlets nationwide, actively responding to the national call to expand domestic demand and promote consumption.

- Our business outlets have fully implemented the “Trade-in” themed service upgrade. By setting up clear guiding signage outside the outlet, customers are effectively attracted and guided to enter the outlet for an experience. At the same time, by providing comprehensive policy explanations and intuitive post-subsidy price tags, it helps consumers easily understand the subsidy policy, actively contributing to the upgrade of green consumption.

- By utilising platforms such as WeChat, Douyin, Kuaishou and Xiaohongshu, combined with promotional touchpoints at business outlets, 70,000 frontline sales personnel were organised to carry out integrated online and offline promotion for trade-ins, reaching 80 million customers and promoting the widespread transmission of green consumption concepts.

Case Study



Offline physical outlets are launching “Trade-in and Terminal Consumption Subsidy” marketing activities

Creating a Green Office Environment

Actively practising the concept of green development, we are systematically building a green office and business operation system, and reducing operational energy consumption through measures such as promoting a paperless office, smart energy management and water-saving renovation of buildings. Meanwhile, we continuously advocate the concepts of green consumption and low-carbon living to employees, striving to create a green and healthy office environment and promoting the coordinated development of corporate operations and the ecological environment.

- **Implementation of a paperless office.** We utilise the digital archive system to achieve the digitalisation of office documents, and continuously explore and promote the single-set filing and management of various types of electronic documents.

- **We are enhancing the paperless service experience.** We have continuously upgraded online service processing, with 2.566 billion online business transactions processed throughout the year and 20.20 million sheets of paper saved through the issuance of electronic invoices, enhancing the service experience through green and low-carbon operational methods.

- **Smart energy management.** Innovative “1+2+N” system architecture: “1” Group-level multi-terminal platform, achieving full-scenario visualisation and intelligent interaction of energy and carbon data; “2” major capability centres, with the energy management centre responsible for real-time monitoring of equipment energy consumption and intelligent command, and the carbon data management centre achieving full-process digitalisation of carbon inventory, accounting and assets; “N” scenario empowerments, covering office buildings, industrial parks, etc., supporting rapid replication across the three levels of “Headquarters-Province-City”. The project “Practical Application of the Green Smart Building Energy and Carbon Management Platform” has been recognised by the China Enterprise Confederation as an “Outstanding Case Study of Green and Low-Carbon Corporate Development in 2025”.

Case Study



China Unicom APP Green and Low-carbon Service Experience

- **We are strengthening water conservation management.** Setting a water-saving target of zero growth in per-capita water consumption in the headquarters of China Unicom. Pantry and restrooms are equipped with infrared sensor intelligent water-saving faucets, with the water flow rate adjusted to 0.8–1.0 L/min to reduce ineffective water flow; strengthen equipment maintenance and inspections to avoid leakage. The total annual water consumption of China Unicom's headquarters and directly affiliated office areas was approximately 336,300 tons, and the domestic wastewater discharge of the headquarters and directly affiliated units was 254,400 tons. The Company's water for daily office use and for its production and operations is mainly sourced from the municipal unified water supply, and there is no risk related to water resources.

- **We are strengthening power conservation management.** We completely switch to LED energy-saving lighting fixtures, optimize the design of lighting systems, and reasonably renovate circuit control methods. We formulate internal and external lighting activation plans for buildings, implement zoned and time-slotted control for lighting in public areas, and turn off non-essential lighting during non-office hours.

Facilitating Low-carbon Lifestyles

Actively exploring innovative models for carbon inclusion platforms, the core technology, the “Carbon Emission Reduction Calculation Model”, was the first to pass the authoritative certification of a national-level green exchange institution, filling the gap in the field of individual carbon accounts within the telecommunications industry.

- **We have collaborated with the Beijing Green Exchange to jointly conduct the development of individual carbon emission reduction calculation models and methodology research for the telecommunications industry.** Leveraging the characteristics of operators, a total of nine types of individual carbon emission reduction scenarios have been developed, covering no less than 30 low-carbon behavior data points across telecommunications, finance, and daily life, etc.; emission reduction factors under emission reduction scenarios with operator characteristics have been calculated to promote the normalization and standardization of carbon emission reduction measurement on the individual and consumer sides of the information and communications industry.

- **Blockchain technology empowers the individual carbon account system.** We have reconstructed the carbon account system based on blockchain, innovatively proposed a dual-account measurement model to break through the single-point failure bottleneck of traditional centralised storage and enhance the efficiency of carbon emission reduction traceability and transaction processing. We have achieved data interoperability across multi-carbon account platforms, providing technical assurance for the credible accounting, verifiable circulation and refined management of individual carbon inclusive assets.

Case Study

China Unicom utilises integrated innovative technologies such as big data, blockchain and privacy computing to establish a secure, credible and reliable personal carbon account system. Since its launch, it has developed 789,800 registered users, with cumulative carbon emission reductions reaching 27.77 tonnes. In the future, it is expected to drive hundreds of millions of users to participate in carbon emission reduction, assisting in reducing tens of thousands of tonnes of carbon emissions annually.



Product Application Interface of the Carbon Inclusion Platform

Carrying out Green Culture Publicity

We are integrating green concepts into all scenarios of production and daily life, and promoting green procurement, green office and green travel. We have launched green travel initiatives, advocated the “135” green travel mode, encouraged the use of public transport for commuting and business activities, and promoted carpooling for group activities. During the National Energy Efficiency Promotion Week, low-carbon knowledge was disseminated to the public through diversified forms such as display boards in business outlets, energy-saving SMS and online scientific education.

*Join hands for common
prosperity and share the
fruits of development*



Join hands for common prosperity and share the fruits of development

China Unicom focuses on safeguarding and improving people's livelihoods during its development, solidly promoting the comprehensive revitalisation of rural areas, continuously upgrading its livelihood service capabilities, promoting coordinated regional opening-up through internal and external synergy and integration, striving to bridge the digital divide, actively carrying out voluntary services, continuously enhancing the well-being of the people, building harmonious and stable labour relations, and sharing the fruits of development with all sectors of society.



Measures adopted in 2025

- Empowering the upgrading of the agricultural industry with AI technology, the Company implemented over 2,500 benchmark projects, and the performance evaluation of the targeted poverty alleviation work of central units has been awarded the highest grade of "Good" for seven consecutive years.
- The Company collaborated with partners to jointly promote the integration of computing and networks, data and intelligence, and digital and real economies, and to co-create a new ecosystem for AI infrastructure, AI technology and the AI industry.
- The Company actively participated in public welfare undertakings, implemented the "Points for Education Assistance Programme" for six consecutive years, and provided barrier-free calling services for over 715,000 hearing-impaired individuals.
- The Company improved service quality and customer reputation and built an intelligent service agent that "understands customers best", with the comprehensive satisfaction rate for customer problem resolution reaching 95.9%.
- The Company built harmonious labour relations and created a safe, inclusive and positive work environment, with RMB118 million invested in assistance for employees in need.



Actions to be taken in 2026

- The Company will continuously improve rural digital information infrastructure, and leverage applications such as digital village platforms and smart agriculture to empower rural industrial development, grassroots governance and livelihood services.
- The Company will deeply collaborate with global operators, technology enterprises, industry customers, and academic and research institutions, with collaborative innovation as the core, to jointly build a cooperative ecosystem and promote high-quality development.
- The Company will continuously upgrade the elderly service system, and optimise the care mode of the China Unicom APP, the green channel at offline business outlets and exclusive services, safeguarding the happy life of the elderly.
- The Company will promote transparency in service processes, efficiency in response and quality in experience, and continuously improve the quality of customer service.
- The Company will improve career development paths and training and cultivation systems, broadening the space for employee growth and success, refining incentive and rights protection mechanisms, and promoting the symbiosis and mutual prosperity of the enterprise and its employees, as well as the sharing of the fruits of development.

Promoting comprehensive rural revitalisation

China Unicom has deeply implemented the national rural revitalisation strategy and formulated implementation plans for rural revitalisation. Centring on fields such as network construction, industrial empowerment, rural governance, livelihood services and ecological co-construction, the Company has promoted digital village construction, injecting strong digital and intelligent momentum into comprehensive rural revitalisation.

Systematic Planning and Deployment, Anchoring the Development Direction of Rural Revitalisation

Establishing a Rural Revitalisation System

We have formulated the “China Unicom 2025 Key Points for Assisting Rural Revitalisation”, focusing on industrial revitalisation, talent revitalisation, cultural revitalisation, ecological revitalisation and organisational revitalisation, to continuously create a new paradigm for the comprehensive rural revitalisation.

Supporting the High-quality Economic and Social Development of Designated Assistance Areas

The targeted assistance for Guyuan, Kangbao, Ceheng, Raohe and other regions has continued to deepen in fields such as industry, digital, consumption, talent and people’s livelihood, achieving significant results. We have trained 55,900 grassroots cadres and talents, purchased and helped sell RMB437 million of agricultural products from areas lifted out of poverty, and assisted the targeted assistance areas in consolidating the poverty alleviation achievements of the “Two No Worries and Three Guarantees” and promoting the five major rural revitalisations.

In the performance appraisal of targeted poverty alleviation work by central units we have achieved the highest rating of

“Good” for 7 consecutive years

We have provided designated assistance for

5 counties

54

townships

1,175

villages

1,599

assistance personnel dispatched.

Case Study

China Unicom has provided targeted poverty alleviation and assistance to Raohe County, Heilongjiang Province for over 20 years, with a cumulative investment of RMB250 million in assistance funds, the implementation of more than 60 various assistance projects, training of 24,600 person-times, and consumption-based assistance of RMB244 million. Multiple cases have been selected as national-level models and reported by mainstream media on numerous occasions.



Singing a New “Barcarolle” of Rural Revitalisation on the Banks of the Ussuri River

Boosting the Accelerated Development of the Tibet Region

We have deeply carried out project, talent, network and employment assistance to Tibet, making active contributions to bolstering the economic development, social stability and ethnic unity of Tibet.

- We have allocated Tibet assistance funds of RMB26.5 million to Geji County, the support recipient, and implemented nine new Tibet assistance projects to assist Geji County in continuously securing and improving people’s livelihood, promoting interaction, exchange and integration among various ethnic groups, and advancing digital construction.

Case Study

Since the establishment of the Tibet assistance relationship in 2002, China Unicom has successively selected and dispatched eight batches of 16 cadres for Tibet assistance to actively participate in the construction of Geji, with a cumulative investment of RMB330 million and the implementation of 89 Tibet assistance projects, helping the gross domestic product of Geji County increase by more than 21 times.



China Unicom's Assistance to Tibet for 23 Years

Space-Air-Ground Integrated Network Coverage, Creating an Inclusive Digital Village Foundation

Our 5G networks and fibre-optic broadband have accelerated deep coverage into rural areas, with the penetration rate of “same network, same speed” in urban and rural areas further increasing. We are also continuing to deploy capabilities such as low-altitude intelligent integrated networks, direct-to-satellite services, and the integrated application of 5G-A and AIoT.

- We have solidly carried out the “Broadband Border” construction, actively participated in the construction of universal telecommunications services, vigorously constructed fibre-optic broadband and mobile networks in border areas and remote rural areas, and continuously improved telecommunication network coverage.

- Continuous 5G coverage has been achieved in areas at or above the township level, with 5G networks available in all border counties nationwide. The mobile network coverage rate for township sites reached 100%, the mobile network coverage rate for administrative villages reached 99%, and the 5G coverage rate for administrative villages reached 87%, a year-on-year increase of 5 percentage points.

Full access to gigabit fibre optic broadband for townships and

key administrative villages nationwide.

All frontier counties nationwide are

covered by 5G networks.

Focusing on Strengthening the Protection of People's Livelihood and Enhancing the Experience of Happiness in Rural Life

Using the China Unicom Smart Home platform as the foundation and aggregating the digital-intelligent life ecosystem including hardware, applications and content, we provide rural families and individuals with digital-intelligent services for rural areas featuring smart connectivity, smart enjoyment, smart security and smart health. We have served 35.561 million rural families, striving to bridge the digital divide.

- We have innovatively developed the “UniBOX Tongtong” product, which enables intelligent voice control through an AI assistant, providing smart services that integrate ten major functions including television, security, entertainment, Q&A, health, video communication and entitlements.

- Service channels have continuously extended their coverage to more remote areas, with rural channels reaching 57,000, providing more preferential tariff policies for 22,000 townships.

- On the basis of increasing investment in rural network construction, let the public “afford and make good use of” the network, and exclusive preferential tariff measures were precisely launched to reduce user expenditures.

Reduction and exemption of telecommunications fees exceeded

150 million RMB

Benefiting more than

550,000 assisted users

Case Study

Guangxi Unicom has devotedly assisted Liuding Village, Sanjiao Township, Jinxiu Yao Autonomous County, Laibin City, Guangxi, by organising the “Rafting” Intangible Cultural Heritage Tourism Festival for three consecutive years, promoting the development of strong and prosperous villages, cultural development and the digital transformation of villages.



The scene of the opening ceremony of the “Rafting” Intangible Cultural Heritage Tourism Festival

Empowerment through digital intelligence technology to depict the landscape of modern agricultural transformation

Using AI as the technological engine to deeply empower the upgrading of the agricultural industry and construct a digital and intelligent technological system covering the entire agricultural product industry chain, with more than 2,500 demonstration projects implemented in major grain-producing areas and special agricultural belts.

- Leveraging the advantages of capabilities such as 5G, big data, and IoT sensing, and using AI as the technological engine, to construct a full-industry chain digital and intelligent technology system covering the “cultivation and breeding, production and processing, marketing, and traceability” of agricultural products, deeply empowering industrial upgrading.

- Actively serve and integrate into local economic and social development, continuously serve the digital intelligence needs of the collective economy, strengthen the joint construction and income increase of the collective economy, and innovatively carry out collective economic cooperation with 38,000 administrative villages.

Case Study

Xinjiang Kezhou Unicom has “empowered agriculture” through technology by installing smart greenhouse equipment for Wukamaieri Village, including intelligent sensing and integrated water and fertilizer systems, enabling fruit and vegetable cultivation to overcome the constraints of the natural environment, achieving water and fertilizer saving rates of over 18%, and resulting in a cumulative increase in production of approximately 2,000 kg for the fruit and vegetable greenhouses across the entire village.



Smart Greenhouses Cultivate “High-quality Seedlings” and Bear “Fruits of Prosperity”

Intelligent platform services, constructing a paradigm for efficient rural governance

China Unicom deepens the integrated innovation of digital technologies, promoting the upgrade of rural production methods, the innovation of governance models, and the improvement of lifestyles.

- Continuously upgrade the capabilities of the “Unicom Digital Village” platform, improve the rural smart governance system, enhance the level of intelligence in village-level affairs management, and create nearly 100 digital applications shared across the entire platform, assisting the “agriculture, rural areas, and farmers” in achieving “cloud-based” production, “online” sales, “online” living, and “AI” governance.

- Integrating diverse internal and external ecosystems, the Group continued to deepen smart governance services at the town and village levels, and integrated AI capabilities to develop applications such as the village committee AI assistant to assist management personnel in handling complex village affairs.

Unicom Digital Village platform has
cumulatively covered

260,000

administrative villages

Serving

24 million villagers

Common prosperity under the new economic model, delivering results for the development of enriching farmers and benefiting the people

Continuously carry out training projects such as digital village officials and professional streaming farmers, jointly establish science and technology backyards, expand the teams of agricultural science and technology talents and high-skilled rural talents, empower the development of new industries and new business formats such as high-quality e-commerce and the integration of agriculture, culture and tourism, and assist farmers in increasing their income and becoming prosperous.

- Build a team of experts integrating government, industry, academia, research, and application, and actively participate in various tasks such as rural talent cultivation and the construction of Science and Technology Backyards.

- With the goal of “training one digital village official per village and cultivating one agriculture-related anchor per village”, it has organised thematic training sessions covering nearly 4 million person-times in aggregate, conducted over 200 large-scale live-streaming public welfare activities to assist farmers, and helped trainees create over 400 accounts with “100,000+” followers.

- Fully leverage the role of Science and Technology Backyards to facilitate the application of agricultural scientific and technological achievements, with 4 Science and Technology Backyards approved as demonstration sites and 15 Science and Technology Backyards established, reaching a cumulative total of 38.

Case Study

Anhui Unicom has reshaped traditional agriculture with digital technology, collaborating with multiple parties to co-build the “China Unicom Fanchang Digital Farmland Science and Technology Backyard” and constructing a “5G+AI+IoT” smart agriculture system, achieving a reduction of approximately 15% in the planting costs of crops such as rice in the core demonstration area; the “Fuxi Farm” model was selected as a typical case of national smart agriculture construction, becoming a smart benchmark for agricultural modernization in the Yangtze River Delta.



IoT devices monitor real-time dynamics of farmland

Case Study

Shaanxi Unicom has established a training system for the agriculture, rural areas, and farmers sectors by relying on the Shaanxi Live Streaming Industry Research Institute, assisting students in these sectors to master digital marketing skills. It has cumulatively trained 42,000 person-times of influencer students in these sectors, driving an increase of RMB480 million in online sales of agricultural products. It has been reported by central media 46 times and has been awarded titles such as “Shaanxi Province Rural Revitalisation Training Base” and “Shaanxi Province Digital Literacy and Skills Enhancement Women Volunteer Service Team”.



“AI + Live Streaming” Empowers Rural Revitalization

Promoting regional coordinated development

China Unicom resolutely implements the national major regional strategies and regional coordinated development strategies, and has formulated and issued the “Implementation Plan for Serving the New Era, Optimizing the Regional Open Deployment, and Promoting the Expansion of High-level Opening-up to the Outside World” to help enhance the level of regional coordinated opening-up.

Deeply integrate into major regional strategies

China Unicom has deeply aligned with major regional strategies, accelerating the construction of high-computing power and green data center clusters as well as low-latency and high-reliability computing power networks in key regions such as the Beijing-Tianjin-Hebei region, the Yangtze River Delta, and the Guangdong-Hong Kong-Macao Greater Bay Area, so as to fortify the foundation of the digital economy.

- Accelerate the construction of the Beijing-Tianjin-Hebei intelligent computing network. Upon completion, the China Unicom Beijing-Tianjin-Hebei Digital Technology Industrial Park will provide powerful intelligent computing support for various fields such as intelligent manufacturing, smart cities, medical health, financial services, and education.

- Accelerate the construction of the Yangtze River Delta integrated computing power network. Two major intelligent computing centers have been constructed to high standards in Nanjing and Wuxi, establishing a solid foundation for diversified and heterogeneous computing power. Accelerate the construction of the China Unicom Yangtze River Delta (Wuhu) Intelligent Computing Center, where Phase I has provided 792 racks, and Phase II is expected to reach a total of 8,750 racks by the end of 2026.



China Unicom Yangtze River Delta (Wuhu) Intelligent Computing Centre

Fully serve the regional coordinated development strategy

China Unicom has strengthened cross-regional resource synergy and capability complementarity among the eastern, central, and western regions, consolidating the foundation of digital infrastructure in the western region, empowering industrial transformation and upgrading in the northeastern region, supporting the enhancement of hub functions in the central region, and leading innovative application demonstrations in the eastern region, thereby helping to narrow the regional “digital divide” and forming a regional economic landscape characterised by complementary advantages and high-quality development.

Fujian-Ningxia Collaboration

Promote the construction of the Minning Green Electricity Digital Intelligence Application Industrial Park with high standards. Constructing a core architecture of “dual centers, one network, and integration” to promote the deep transformation of Fujian and Ningxia from “one-way assistance” towards “industrial synergy, resource complementarity, and common development”, injecting strong momentum into regional coordinated development.



Topping-out of the Minning Town Intelligent Computing Center

Construction of Hainan Free Trade Port

The Company took the lead in achieving 5G network coverage across the entire province; launched “Double 10Gbps” application pilots in areas such as Boao, Sanya, and 13 key industrial parks of the Free Trade Port; participated in the construction of SEA-H2X and ALC international submarine cables, constructed the Haikou International Communication Gateway, established a top-tier international intelligent computing center in the core urban area of Haikou, and developed a “trinity” international communication infrastructure capability with global reach.



The cable ship, carrying the ALC international submarine cable co-constructed by Hainan Unicom, is operating in the waters of Lingshui

Jointly building a cooperative ecosystem

China Unicom joins hands with partners to jointly promote the integration of computing and network, the integration of data and intelligence, and the integration of digital and real economies, co-creating a new integrated ecosystem of AI infrastructure, AI technology, and AI industry, leading industrial transformation and upgrading with technological innovation practises, and jointly composing a new chapter of high-quality development.

Strengthening the management of strategic cooperation

We improve the full life-cycle management system for strategic cooperation, continuously enhance the quality and effectiveness of cooperation, and provide solid support for cultivating new quality productive forces. Strengthen the digital management of strategic cooperation, and establish and improve a strategic cooperation digital management platform covering the entire process of “introduction, signing, and operation” of strategic cooperation, so as to achieve full-link closed-loop management from cooperation intention and agreement signing to project execution and effectiveness evaluation. Comprehensively deepen strategic cooperation, coordinate with strategic investors and strategic partners, continuously expand cooperation fields, elevate cooperation levels, and enlarge cooperation outcomes, while innovatively exploring more emerging business formats with the potential for tens of millions of incremental users and tens of billions in revenue growth.

Comprehensive deepening of technological cooperation

We strengthen high-level cooperation in the technological innovation ecosystem and actively promote the development of an international technological innovation ecosystem. Collaborated with national laboratories and leading universities to jointly establish 10 group-level scientific and technological innovation cooperation carriers; carried out core technology research and engineering construction in areas such as artificial intelligence, wide-area intelligent computing networks, and the Guangdong-Hong Kong-Macao Greater Bay Area computing power private network with Pujiang, Zijinshan, and Pengcheng laboratories respectively, achieving the interconnection and integration of major computing power nodes in the Greater Bay Area.

International influence of scientific and technological innovation has significantly increased. At the MWC Barcelona 2025, the projects “5G-A Native Private Network Solution Creates the World’s Largest Smart Dark Factory” and “5G-A Low-Altitude Intelligent Connectivity Innovation Solution Empowers the Construction of Urban Smart Blood Stations” won three GSMA Global Mobile Awards (GLOMO Awards); the project “Space-Air-Ground Integrated Technology Supports Emergency Communication Services” won the Champion Award in the WSIS ICT Information and Communication Infrastructure category, which is the highest-level award won by a Chinese operator in this selection.



China Unicom wins three GSMA Global Mobile Awards (GLOMO Awards), leading in digital technology applications

Broadly expand industrial cooperation

China Unicom closely follows the development direction of strategic emerging industries and future industries, promoting the complementarity of multi-party resource advantages and value co-creation.

- Organized the China Unicom Partners Conference. The year 2025 featured the theme of “Advancing with the Real Economy, Co-creating a New Integrated Ecosystem”, where innovative achievements were released at the conference, including new breakthroughs in the Computing Power Artificial Intelligence Network (AINet), AI Select Unicom Cloud, Cloud-AI Innovation Open Platform, and the Network Security Base Large-scale Device. The number of visitors exceeded 13,000, and more than 8,600 people participated in the interaction.

- Build an ecological alliance. Continuously strengthen the 5G application innovation alliance as an ecological carrier, aggregating over 4,500 partners; open up privilege ecological cooperation and establish a privilege supermarket, enabling customers to easily enjoy high-quality privileges. Has joined hands with over 150 leading privilege partners to jointly serve hundreds of millions of privilege users.

- Deepen the “Joint Chain Action” to create a national-level cybersecurity industry exchange and promotion platform, a supply-demand matching platform, and an achievement commercialisation platform. Create industry value co-creation platforms relying on “Mogong”, “Security Hub” and others, covering over 230 products and serving over 27,000 customers, resolving the challenge of security product interoperability. The China Unicom Partners Conference Cybersecurity Joint Chain Action Ecological Forum was convened, where the China Unicom Cybersecurity Base was grandly launched, and the top ten innovation achievements of the China Cybersecurity Industry Innovation Alliance were released, focusing on fields such as basic security, digital intelligence security, and business security.



2025 China Unicom Partners Conference



China Unicom Partners Conference Cybersecurity Joint Chain Action Ecosystem Forum

Promoting Sustainable Supply Chain Development

Enhance supply chain management level

Establish and improve the supply chain management system, and comply with the “China Unicom Supply Chain Management Measures” to regulate activities in all segments of the supply chain. Oriented towards customers and business, we build a professional supply chain system that is efficient and agile, secure and standardized, collaborative and shared, and integrated and open, so as to enhance supply chain value, construct a supply chain ecosystem, safeguard supply chain security, and comprehensively strengthen core competitiveness.

- Implement positive and negative behavior list management to encourage the upstream and downstream of the supply chain to jointly fulfill social responsibilities. Supplier information verification was conducted 399 times throughout the year. Continuously optimize the working mechanism for the management of the supplier blacklist, and release the fifth batch of 44 blacklisted suppliers. Rejected suppliers from the participation of procurement 31,009 times due to non-compliance or failure to meet bidding requirements.

- In the benchmarking and evaluation of procurement and supply chain of central enterprises by the SASAC of the State Council, China Unicom was rated as a Grade A enterprise, ranking 5th.

Construction of green supply chain

- Deepen green and low-carbon procurement. For products that pose environmental risks or involve resource consumption, incorporate evaluation indicators such as suppliers' use of green materials, green manufacturing processes, consumption reduction, and carbon footprint certification into the tender documents to guide suppliers in the research and development of energy-saving, consumption-reducing, low-carbon, and environmentally friendly products, achieving the optimal TCO (Total Cost of Ownership) throughout the entire life cycle.

- Promote the use of green packaging by suppliers, and require a commitment that the products provided shall comply with green packaging requirements, with priority given to packaging materials with China Environmental Labelling under equal conditions; refrain from using materials containing toxic or harmful substances as packaging materials, use recyclable, biodegradable, or harmlessly treatable packaging, and avoid excessive packaging; and minimise the consumption of packaging materials provided that requirements are met.

- Promote the formulation of a series of standards for the evaluation of green product procurement in the industry, and take the lead in organising the formulation of green product procurement evaluation standards for diesel generator sets and servers, so as to promote green and low-carbon development.

Ensuring the Security and Stability of Supply Chain

- Improve the supply risk assessment mechanism (including environmental and social risks), establish a cross-departmental supply risk assessment, response and protection team, and construct a closed-loop management system for risk assessment and response. Dynamically track changes in domestic and international situations, focusing on information such as industry trends, technological changes, and the status of upstream and downstream suppliers; and regularly analyse the supply chain situation to improve the scientific nature and effectiveness of supply risk assessments.
- Establish supply risk response mechanisms, optimise supply chain planning, achieve diversified supply of resources, products, and technologies, effectively respond to abnormal supply fluctuations, and ensure supply stability. Leverage the supporting role of procurement in technological innovation, encourage the increased application of independent research and development achievements, and enhance the security and resilience of the supply chain from the source.

13,000

new suppliers added for the year

Region	Nationwide	East China	North China	Central China	South China	Southwest	Northwest	Northeast
Number of suppliers (thousand)	140	45	23	21	17	12	10	11

Equal treatment for small and medium enterprises

- Strictly implement the regulations on payments to small and medium-sized enterprises and the “six prohibitions” of the SASAC of the State Council, and effectively ensure the timely payment of funds to small and medium-sized enterprises. The Company has formulated the “China Unicom Action Plan for Accelerating and Intensifying the Settlement of Arrears Owed to Enterprises” in light of its actual operations, and has carried out a full-level and full-coverage special screening of various types of accounts payable. Achieve “pay as much as should be paid and pay as quickly as should be paid” for small and medium-sized enterprises, and strictly prohibit the signing of “back-to-back” clauses. As at the end of 2025, the balance of accounts payable (including notes payable) as a percentage of total assets was less than 30%, and no overdue unpaid amounts to small and medium-sized enterprises were identified.
- An intelligent audit module is embedded in the contract signing stage of the supply chain platform to automatically identify small and medium-sized enterprises and trigger compliance reminders under the “Regulations on Guaranteeing Payment of Funds to Small and Medium-sized Enterprises”.

Accelerating the development of capital cooperation

China Unicom focuses on its primary responsibilities and core businesses, promotes production through investment and achieves synergy between production and investment, more effectively empowering and leading breakthroughs in key core technologies, commercialisation of achievements and large-scale applications, enhancing the leadership and control of the industrial chain and supply chain, and constructing a new pattern of an integrated innovation ecosystem of production and investment.

Participating in the contribution to the Central Enterprise Strategic Emerging Industry Fund initiated and established by the SASAC of the State Council, as well as the Chengtong Science and Technology Innovation Fund initiated and established by China Chengtong. On one hand, implements national strategies, it acts as long-term capital and patient capital, cultivates new quality productive forces, and assists in the development of strategic emerging industries; on the other hand, it broadens the industrial cooperation ecosystem, obtains more resource support in areas such as frontier innovation deployment, industry-finance integration, and addressing “bottleneck” weaknesses, and deeply empowers the enhancement of core industrial competitiveness.

Continuously enhancing people’s well-being

China Unicom actively fulfils its social responsibilities, engages in charitable and voluntary work, and is committed to bridging the digital divide. Deeply integrating into family and community scenarios, the Company uses digital services to create a more caring, equitable and convenient digital lifestyle.

Actively participating in public welfare undertakings

China Unicom has always regarded volunteer services and public welfare actions as the core expression of fulfilling its social responsibilities, conveying the warmth of Unicom through practical actions and spreading positive power.

Actively delivering Unicom’s warmth through voluntary services

We strengthen the systematic construction of volunteer services, extensively establish “Lei Feng Volunteer Service Stations” and “Smart Elderly Assistance Experience Centers” in business outlets nationwide, and actively establish cooperative relationships externally with government departments, community agencies, and public welfare organizations. Utilize omni-media methods to widely disseminate Unicom’s volunteer stories, and consolidate positive social energy that strives for excellence and goodness.

External donations

RMB **7.392** million

The number of volunteer organisations reached

505

89,196

registered volunteers

Donation Project	Donation amount (RMB thousand)
Aid to border areas (aid to Tibet and Xinjiang)	530
Other donations (culture and sports, education, medical and health care, charity, environmental protection, etc.)	6,862
Total	7,392



Providing precise services for livelihood concerns through public interest SMS

A total of over 50 billion public welfare text messages and emergency warning messages were sent throughout the year, covering various livelihood areas such as policy promotion, fraud prevention, disaster warning, ecological and environmental protection, and health education.



Strengthening the safety net for people's livelihood with emergency services

In the face of natural disasters such as typhoons, floods, and earthquakes, China Unicom responded swiftly, with the 10010 hotline immediately activating emergency support contingency plans to open green channels for emergency mobile phone reactivation and provide dedicated services such as caring family searches for disaster-affected areas, ensuring the smooth operation of the communication lifeline. Continuously deepening elderly care services, providing 14.867 million times of direct-to-agent services for the elderly group throughout the year.



Empowering rural revitalization through long-term point-based education assistance

The "Points for Education Assistance Program" has been implemented for six consecutive years, providing targeted assistance to regions including Raohe in Heilongjiang, Guyuan and Kangbao in Hebei, and Ceheng in Guizhou. The project has contributed a cumulative donation of RMB9.208 million, providing financial assistance to 8,652 rural students and supporting the construction of 25 libraries. Introduced over 700 products from assisted regions into the China Unicom APP Points Mall, combining public welfare with consumption-based assistance.



Case Study

Shanghai Unicom and The Paper jointly initiated the "Snowy Childhood" public welfare teaching support activity. As of 2025, more than 16,000 volunteers have cumulatively registered to participate, directly impacting over 9,000 children.



China Unicom "Snowy Childhood" Public Welfare Teaching Assistance Activity



Tech for Good to Bridge the Digital Divide

China Unicom has always integrated the mission of technology for the people and services for the benefit of the people into the lifeblood of corporate development, striving to ensure that every user can integrate into the digital era equally, conveniently, and with dignity.

Carry out actions to support the elderly and the disabled

Continuously carry out in-depth aging-friendly and accessibility optimization for self-owned applications, and strive to resolve operational difficulties for elderly users and the visually impaired group. Focusing on the needs of hearing-impaired individuals, the Group innovatively launched the Hearing King Card (Public Welfare Upgrade Version) equipped with the AI “Warm Translator”, achieving two-way real-time conversion between voice and text. In 2025, the project has provided barrier-free calling services for over 715,000 hearing-impaired individuals.

Accumulatively benefited

over **5** million users with disabilities and elderly users

Cumulative reductions and exemptions of communication fees

exceeding RMB **600** million



China Unicom APP Care Mode Upgraded Again

Provision of priority care and attentive services

Adhering to the original intention of service, offline business outlets were developed into frontline caring stations for serving special groups. In 2025, self-operated business outlets nationwide have fully implemented priority services for the elderly and persons with disabilities, with care channels established in over 5,300 stores. More than 7,500 smart elderly assistance experience centres and over 8,600 smart care stations have been officially established nationwide, equipped with elderly assistance facilities such as reading glasses, and elderly assistance training has been completed for over 50,000 business personnel.

Case Study

Hubei Unicom carried out over 700 care station activities, covering anti-fraud publicity, mobile phone guidance, etc. Yunnan Unicom integrates anti-fraud publicity with AI product experience to deepen the connotation of technology-assisted elderly care. Guangdong Unicom has comprehensively upgraded its services for the disabled and the elderly to create warm rest points in the city. A Guangzhou Unicom business outlet successfully intercepted RMB300,000 in fraudulent funds for an elderly customer, protecting the property safety and happy life of the elderly with practical actions.



China Unicom Caring Service for the Elderly



Letter of appreciation from a customer in Jingmen, Hubei



Silk banner from a client in Guangzhou, Guangdong

Serving the digital life of communities

China Unicom has deeply cultivated the two major living scenarios of home and community, forging a professional service team on one hand, and expanding the smart service ecosystem on the other, to build safe, convenient, and warm modern communities with the power of digital technology.

Safeguarding the digital happiness of families

With a high-quality team of smart home engineers at its core, the Company comprehensively deepened four service commitments, including “compensation for delays” and “overnight repair”, and strove to build the “China Unicom Smart Home • Happiness to Home” service brand. Throughout the year, it has provided over 40,000 precise services to a cumulative total of 24.62 million users and conducted 7.82 million free on-site inspections, with the customer satisfaction rate for broadband services reaching as high as 99.8% for the year.

Illuminating Smart Community Life

Deeply integrate innovative technologies such as 5G, AI, and the Internet of Things into all scenarios of community governance and services, and build a digital community service system of “technology empowerment + ecological synergy”.

- With the smart community platform as the core, integrating functions such as event reporting, cultural and entertainment activities, and public opinion collection, and linking resources such as government affairs and medical care to create an online portal for the “15-minute life service circle”, it has provided over 40,000 precise services to a cumulative total of 24.62 million households.

- Build a solid all-time and all-domain digital security defense line, and promote solutions such as smart access control and AI monitoring in 80,000 residential communities to achieve precise early warning and rapid response of risks such as objects falling from heights and fire hazards.

Hundredfold dedication to serving customers

Restructure the service operation mechanism and experience management system to strengthen the service foundation from the source. Establish an end-to-end closed loop from complaint handling to product verification, making high-quality services perceptible, transparent, and trustworthy.

Building a convenient and efficient service system

Systematically reconstruct service operation mechanisms and full-process standards, innovatively launch warm brand activities, proactively listen and respond to customer demands, and effectively enhance service quality and customer reputation.

Optimise service operation mechanisms

Deeply carry out special activities such as “General Manager’s Practical Work” to ensure that comprehensive customer satisfaction remains superior to the industry. Construct an agile governance system with “Super Work Order” as the carrier to achieve closed-loop management from problem classification and root cause analysis to rectification and verification. Meanwhile, the Group has comprehensively upgraded the whole-process service standard and specification system covering public, government and enterprise customers, and continuously promoted the improvement of key indicators.

Deepening service experience management

Upgrade and carry out special activities such as “China Unicom Customer Day” and “I Do Practical Work for the People” to enhance customer service experience and build a high-quality service reputation.

- **Revitalise and upgrade “China Unicom Customer Day”.** The Company refreshed and upgraded the “China Unicom Customer Day” to build emotional connections through diversified privileges and interactive activities. In 2025, a total of over 3,200 online and offline activities were held, reaching 6.374 million person-times.



China Unicom Customer Day

Case Study

Shandong Unicom utilises the monthly “China Unicom Customer Day” event as an important carrier to formulate different themes and conduct customer engagement activities simultaneously through online and offline channels. In 2025, 382 Customer Day activities were organised in collaboration with enterprises and community organisations, serving approximately 21,000 person-times.



China Unicom Customer Day: Creating a New Experience in Communication Services

- **Organising the practical activities for people.** Deeply implement the national strategy of “actively responding to ageing population”, innovatively launch the “Silver Age Exclusive” service plan, and jointly initiate special science education actions with multiple parties, conducting 68,000 elderly assistance activities throughout the year, covering 890,000 person-times.

- **Proactively promote to enhance customer perception.** Integrating festive seasons, and social trends, focus on smart services and network assurance to promote China Unicom’s premium network, premium products, and premium services. In 2025, 8,689 press releases, videos, posters, infographics, etc. were created, featured in 1,319 core media reports; original works were honoured with 5 ministerial-level awards and 10 departmental-level awards.



China Unicom “Silver Age Exclusive” Service Plan

Providing a warm and satisfactory service experience

Establish an integrated customer service system ranging from intelligent services to closed-loop guarantees, ensuring that customer demands are responded to and resolved efficiently and transparently, and continuously enhancing service reliability and customer trust.

Upgrading convenient and intelligent service experience

Relying on the UniAI Large Model, the application of AI in customer service scenarios was deepened, promoting the transformation of the service model from passive response to proactive care.

- Launch of customer service AI agents. Multimedia fusion interaction, covering 178 service scenarios, accurately responding to 98% of high-frequency user demands.
- Innovatively launched IVR audio-visual integrated intelligent services. Presenting information to customers in an intuitive and integrated format of “graphics, text, and audio”, transforming business processing from “audible” to “visible”.

Improve closed-loop management of complaints

The Company continues to standardize the entire process of complaint operations by implementing measures such as classified and hierarchical services, early warning and escalated handling, proactive perception remediation, cross-domain collaborative protection, and full-process control, refining execution standards, and relying on digital means to achieve transparent management and control; in 2025, the comprehensive satisfaction rate for customer problem resolution reached 95.9%.

Fortify the product experience defence line

Focusing on the three major dimensions of “product functions, service processes, and experience perception”, and systematically constructing an experience verification and optimisation system covering the entire product life cycle.

- Officially upgraded and released the product verification and customer experience management specifications, which clarified 41 execution standards across 8 key areas and 22 specific scenarios from requirements to post-market evaluation, and strictly implemented the dual control mechanism of “100% verification for product launch, and one-vote veto upon discovery of issues”.
- Innovatively piloted a deep experience mechanism for core products, and establish a dual closed-loop process combining “internal improvement self-assessment” with “external customer verification” to ensure that product optimization directly addresses pain points.

Constructing harmonious labour relations

Comprehensive protection of employees' rights and interests

China Unicom insists on placing talent development at the core of its strategy, continuously focuses on the professional growth of employees, respects and protects the legitimate rights and interests of every employee, values and earnestly listens to the opinions and suggestions of employees, creates a safe, inclusive, and positive working environment, assists employees in realising professional value and personal growth, shares the fruits of corporate development, and jointly creates an efficient and happy work experience.

Creating a Favourable Employment Environment

Adhere to the principles of fairness, openness, and impartiality, strictly regulate the entire recruitment process, and ensure that recruitment information is open and transparent; strictly prohibit the publication of employment information containing discriminatory clauses related to ethnicity, gender, household registration, age, etc., that violate national regulations; eliminate the publication of illegal employment information such as false and fraudulent information; resolutely prohibit the use of child labour and forced labour; ensure the fair recruitment of candidates; and actively create a favourable employment environment.

- Strictly implement the laws and regulations such as the “Labour Law of the People’s Republic of China” and the “Labour Contract Law of the People’s Republic of China”, comprehensively strengthen labour employment management, and standardise various forms of employment.
- The Company consistently adheres to the principles of equality, voluntariness, and consensus through consultation, ensuring a 100% signing rate of employment contracts with its employees.
- In the process of terminating labour contracts, relevant national policy requirements shall be strictly implemented to protect employees’ basic rights.
- Strictly implement the relevant requirements of the “Provisions on the Prohibition of Using Child Labour”, prohibit the use of child labour, prohibit forced labour, and clarify the age requirements for job applicants in accordance with the recruitment management measures. During the reporting period, there were no incidents of child labour, forced labour, or employee abuse. If any such cases are identified, they will be handled in accordance with laws and regulations, and corresponding remedial measures will be taken.
- Formulate an employee diversity policy and adopt strict inspection and control procedures during the recruitment and promotion processes to prohibit discriminatory policies regarding ethnicity, gender, age, etc., ensuring that the recruitment and selection of all personnel are conducted in accordance with standardised procedures to attract more talents with diverse backgrounds and create a diverse, inclusive, and mutually respectful working environment.

Rate of employment contracts signed

100%

Providing Comprehensive Employee Protection

Continuously improve the remuneration and benefits management mechanism, and formulate the “Opinions of China Unicom on Further Strengthening Remuneration Incentives for Scientific and Technological Talents” and the “Certain Supporting Policies of China Unicom on Remuneration Incentives for Skilled Talents”, etc., to encourage talent growth and innovative development.

• Improve the mechanism for the allocation of total wage resources, whereby the growth of total wages is closely linked to the company’s operating performance.

• Deepen the reform of internal remuneration distribution, optimise internal distribution relationships, improve protection mechanisms for various groups, and continue to implement the policy of increasing the basic salary for employees at lower grades, covering 134,000 personnel of various types.

• Flexibly implement medium-to-long-term incentives and continuously operate the second phase of the restricted share incentive scheme to achieve the sharing of interests and risks between employees and the enterprise.

• No material employee information leakage incidents occurred throughout the year.

The Company has established a comprehensive welfare and protection system for its employees, providing various benefits such as social insurance (pension, medical insurance, work-related injury insurance, unemployment insurance, and maternity insurance), housing provident fund, enterprise annuity, and supplementary medical insurance. The social insurance coverage rate has reached 100%, fully protecting the daily life and work needs of employees. Formulated the “Guiding Opinions on Strengthening the Construction of the Employee Medical Security System” to establish a “three-pillar” medical security system framework; reasonably arranged employee working hours and rest periods to safeguard employees’ rights to rest and leave; established a corporate annuity system and made corporate annuity contributions for employees to effectively protect the benefits of retirees and enhance employees’ sense of gain, happiness, and security.

Systematically carry out democratic management

China Unicom continues to improve the democratic management system with the employees’ representative congress as the basic form, and strengthens the long-term mechanism for normalised consultation and joint mechanism construction. By establishing multi-level communication platforms and broadening channels for employee participation, we continuously strengthen the sense of a community of shared interests and a community of shared destiny between the enterprise and its employees, effectively safeguarding employees’ rights to information, participation, expression, and supervision.

Promoting participation in management

Continuously deepen the democratic management system for the disclosure of corporate affairs with the employee representative congress as the basic form, and exercise the rights of deliberation and suggestion, deliberation and approval, election, as well as democratic appraisal and supervision in accordance with laws and regulations. More than 620 sessions of workers’ congresses at various levels were convened in a standardized manner throughout the year, with more than 1,750 items of various types deliberated, more than 3,000 proposals of various types collected, and 83 proposals from workers’ representatives at the Group level accepted.

Deepen the construction of the system for openness in corporate affairs and democratic management, carry out in-depth thematic class meetings under the theme of “Everyone has a clear account in their heart”, and convene over 520 corporate affairs openness briefings at all levels, with over 2,800 items disclosed. Grassroots responsibility units held over 55,000 theme-based class meetings on “transparent accounts”, further stimulating the vitality and creativity of grassroots units.

Case Study



Corporate Affairs Conference

Smoothen channels for needs

Through various channels such as “General Manager Online”, members of the leadership teams at all levels and the main persons in charge of relevant professional lines have extensively listened to the suggestions and advice from employees. More than 530 general manager online activities were conducted throughout the year, with over 190,000 participants, driving a problem resolution rate of over 90%, resolving the urgent needs and concerns of employees from the source, and assisting in the construction of harmonious labour relations.

Case Study



“Everyone has a clear account in their heart” theme class meeting activity



Zhejiang Unicom General Manager Online Activity

Shandong Unicom General Manager Online Activity

Mediation of labour disputes

We have continuously strengthened the construction of grassroots labour dispute mediation organisations and established mediation institutions covering prefecture-level branches. Employees may submit mediation applications to local labour dispute mediation committees. The mediation committees mediate conflicts between both parties to a labour dispute in accordance with relevant laws and regulations. A total of 42 labour disputes were handled through mediation by labour dispute mediation organisations and the direct participation of the Group's labour union.

Building a talent pool through multiple initiatives

China Unicom attaches great importance to talent development, systematically constructing a multi-level and comprehensive talent cultivation system, continuously strengthening the construction of talent teams and capability enhancement, and creating a community of interests and values where the enterprise and talents grow and develop together by optimising growth paths and improving cultivation mechanisms, so as to cultivate a solid core force for the sustainable, healthy, and high-quality development of the enterprise.

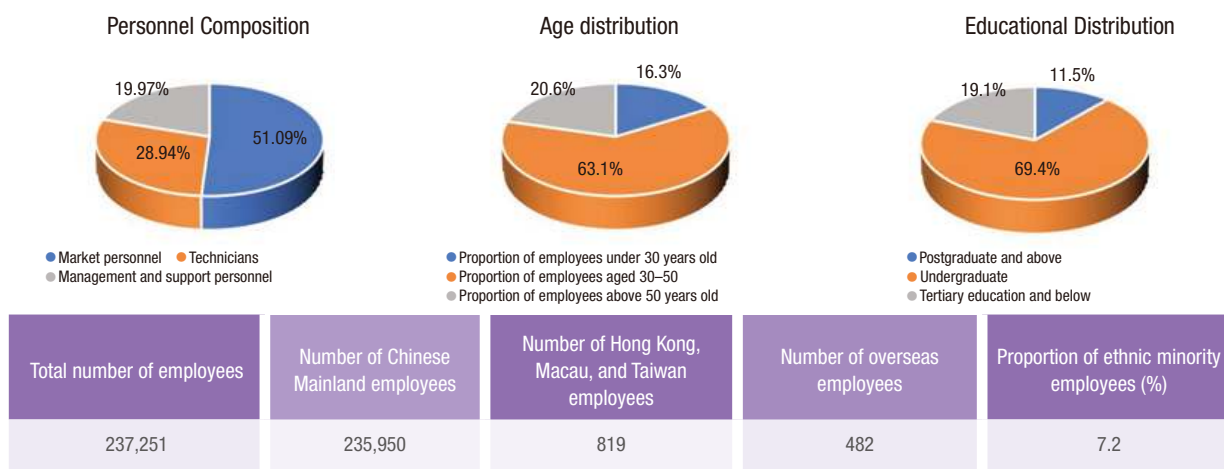
Facilitating Talent Development

Implement the “1+3” institutional system led by the “Implementation Opinions of China Unicom on Strengthening the Enterprise through Talents”, strengthen the three teams of management talents, professional and technical talents, and skilled talents, and continue to ensure the implementation of basic human resources institutional systems such as position management, promotion incentives, and performance management, so as to provide a favourable development atmosphere for employees.

- Deeply implement the “China Unicom Position Management Measures” to promote the achievement of person-post matching for all employees.
- Deeply implement the “Guiding Opinions on the Implementation of China Unicom’s Employee Promotion and Incentive System”, and establish a multi-dimensional and comprehensive promotion and incentive system covering all employees.
- Deeply implement the “Guiding Opinions on the Implementation of China Unicom’s Unified Employee Performance Management System” to achieve performance appraisal coverage for all employees.
- Always regarding talent as the primary resource, the Group has cultivated and utilised various types of talent in an all-round manner, improved the development system for skilled talent, and opened up development channels for scientific and technological talent, establishing a team of nearly 100 senior technicians; the Group has deepened the integration of industry, academia, research, and application, with a cumulative total of 75 flexible talent introductions.

Strengthening talent recruitment

Continuously improve the talent introduction and cultivation mechanism, expand online and offline recruitment channels, and extensively attract various types of outstanding young talents with more flexible talent policies, a broader development platform, and more comprehensive talent services, with 6,000 outstanding university graduates recruited throughout the year. Simultaneously ensure the effective resettlement of veterans and promote the employment of broader groups such as migrant workers, and effectively demonstrate the responsibility and commitment of central state-owned enterprises.



Note: 9,179 temporary staff were hired from the market in Chinese Mainland.

Sound Talents Cultivation

Continuously improve the training and development system of the Group, formulate key training programmes, and implement capacity training for key personnel groups, so as to facilitate the high-quality development of the Company through talent cultivation.

Conduct targeted special training for management personnel.

- Organised and implemented a total of 7 sessions of training courses on the in-depth implementation of the spirit of the Central Eight-point Regulation to promote the high-quality development of the Company, with 593 participants.
- Organised and implemented 111 sessions of the joint study and training programme for Volume I of the “Selected Economic Works of Xi Jinping”, with a cumulative total of 6,173 participants.

Continuously carry out special training for outstanding young management talents.

- Organised and implemented 4 phases of training programmes for outstanding young management talents for the spring and autumn semesters, with 157 participants.

Targeting high-level talents, implement joint school-enterprise cultivation of engineering masters and doctors.

- Collaborated with 13 universities to complete the enrollment of 63 full-time engineering master's and doctoral students for the year 2026.

- 93 candidates for in-service Doctor of Engineering were recommended.

- The total number of jointly trained master's and doctoral engineering students reached 274 (including 94 in-service doctoral students).

- Organised 13 practise units to receive 30 full-time students to carry out in-enterprise practise training.

Targeting professional and technical personnel, carry out capacity building by specialty.

- Conducted over 360 sessions of independent training projects for key capabilities, and issued 12 capability certification schemes including artificial intelligence and internationalisation.

- Organised and completed a total of 16 batches of professional competency certification examinations for the government and enterprise department, digitalization department, etc., with approximately over 160,000 person-times passing.

Implement competency certification for key positions targeting front-line skilled personnel.

- By iterating competency certification standards, establishing a competency certification question bank, and organising certification examinations, the Company promotes learning through testing and continuously empowers grassroots front-line skilled talents.

Strengthening capacity building

Extensively carry out labour and skills competitions, and drive employees to enhance their skills and make contributions through on-the-job training and technical contests. A total of 52 Group-level labour and skills competitions were held throughout the year, covering 767,000 employee attendances and producing 334 China Unicom Technical Experts.

Investment in employee training

RMB **436.65** million

	2024	2025
Total number of employees participating in the training (million person-times)	58,120.11	59,532.69
Number of senior management personnel receiving training (person-times)	8,062	8,280
Number of middle management personnel receiving training (person-times)	301,520	314,986
Number of ordinary employees receiving training (million person-times)	4.361	5.032
Proportion of male employees participating in training (%)	100%	100%
Proportion of female employees participating in training (%)	100%	100%
Average training time of senior management (hours per person)	209	206
Average training time of middle management (hours per person)	152	147
Average training time for ordinary employees (hours per person)	106	114
Average training time of male employees (hours per person)	110	118
Average training time of female employees (hours per person)	105	110
Proportion of senior management attending training (%)	100%	100%
Proportion of middle management personnel attending training (%)	100%	100%
Proportion of ordinary employees attending training (%)	100%	100%

Case Study



Digital Intelligence Enterprise Scenario Innovation Competition



Customer Service Hotline Skills Competition

Case Study



Cyber and Information Security Skills Competition



Government and Enterprise Smart Operation Skills Competition

Providing considerate services with zero omissions

China Unicom adheres to a people-oriented approach and continuously improves its physical and mental health care system for employees. By enhancing health management, psychological care, and assistance mechanisms, and organising various cultural and sports activities, the Company creates a warm, harmonious, inclusive, and enterprising organisational atmosphere, effectively enhancing employees' sense of belonging and happiness.

Protecting Employee Health

Effectively safeguard the rights and interests of employees, ensure the physical health and life safety of employees, and provide a solid guarantee for the high-quality development of the enterprise.

- Protecting the health, safety, and rights of employees, the Group has solidly promoted the development of healthy enterprises in multiple fields such as optimisation of healthy environments, cultivation of health culture, mental health of employees, and health of female employees, and was awarded 20 awards including healthy enterprise construction cases.
- Carry out critical illness insurance and caring mutual aid protection work for employees, and establish a "three-in-one" relief system comprising critical illness insurance, mutual aid funds, and supplementary medical insurance. Supervise the implementation of working hours, employee rest and vacation, and recuperation and rehabilitation systems in accordance with the law.
- Promote the construction of health cabins to provide employees with free health testing and consultation to understand their own health status, while carrying out health guidance to guide Unicom employees to improve their lifestyles and learn to "manage their own health".
- Promoted 28 branches and subsidiaries to initiate the construction of trade union service stations, with a cumulative investment of over RMB4.9 million in construction funds, the establishment of 2,700 trade union service stations, and the provision of services to 1.5 million outdoor workers, effectively demonstrating care for the vast number of outdoor workers.

Caring for Employees' Mental Health

Optimise and solidify psychological care services for employees, establish psychological counselling platforms and psychological crisis intervention hotlines, create psychological health month brands, conduct psychological health lectures, train psychological health specialists, and continuously enhance the psychological resilience of employees.

- Optimised the psychological counselling hotlines and crisis intervention hotlines, providing support for psychological risk counselling for a cumulative total of 225 times, and resolving psychological risks of employees in a timely manner.
- The sixth Mental Health Month campaign was launched, attracting a total of 1.14 million participants this year. A record 37,000 people took part in psychological assessments and 70,000 participated in the knowledge competition.
- The tenth EAP specialist training course was launched, with a cumulative total of nearly 700 EAP specialists trained. Conducted 324 mental health lecture tours, covering over 30,000 people.
- Promoted a new model of cross-industry labour union cooperation and co-construction, and collaborated with the SF Express Labour Union, with over 190,000 employees enjoying discounted courier services.

Fostering Humanistic Care

Continuously improve the employee care system and create a workplace environment that balances work efficiency and life balance by providing systematic and humanised support services, effectively enhancing employees' sense of belonging, gain, and happiness.

Carrying out assistance and condolences

To provide employees with humanised care services, promote the further improvement of the assistance and relief mechanism, and strive to create a balanced and happy working environment.

- Improve the inclusive and targeted assistance system, and deepen the integrated assistance system comprising activities such as “Delivering Warmth”, “Golden Autumn Student Grants”, assistance and condolences, medical aid, and psychological counselling, so as to provide comprehensive protection for the stability of the livelihood of employees in difficulty.
- Deepen the mutual medical aid system for employees, give full play to the protection role of various employee insurances, and make every effort to promote the critical illness insurance reimbursement work for employees who fall into poverty due to illness, with a cumulative total of 184 people across the Group lifted out of poverty and hardship in 2025.

Investment in assistance for employees in difficulties

RMB **118** million

Caring for employees' children

Continuously improve the employee care and service system, and strengthen and implement work brands such as childcare services for employees' children and the “Golden Autumn Student Grant” programme; in 2025, a cumulative total of over 10,000 employees' children were provided with childcare services, and 5,841 employees' children were provided with guidance on preference application for the National College Entrance Examination.

Subsidised

5,291 children of employees throughout the year

A total capital investment of over

RMB **3.90** million

Safeguarding women's groups

Taking the achievement of excellence and professional development of female employees as the entry point to stimulate their vitality in scientific and technological innovation, and focusing on rights protection services for female employees to promote the effectiveness of care for female workers, we build platforms for female employees to achieve excellence in their positions, and create a work atmosphere that respects and cares for female employees.

- Organise “International Women's Day” celebration and condolence activities, select and commend 100 Group-level “Women's Civilization Posts” and 100 “Women's Achievement Models”, host the “Growth Without Borders” Women's Achievements Exhibition, and extensively publicise and promote the spirit of women to showcase their achievements.
- Stimulate the vitality of female employees in scientific and technological innovation, and jointly organise the “Leading Science and Technology, Women's Power” series of activities with the Association for Science and Technology to promote the deeds and spirit of female scientific and technological workers. All units are encouraged to actively establish female innovation studios, with 8 Group-level and 205 provincial and municipal-level innovation studios having been established.
- Implement the Special Provisions on the Labour Protection of Female Employees, ensure the protection of female employees during the “five periods”, safeguard the rights of female employees to rest and leave, and carry out psychological counselling for female employees.
- Conducted “two cancers” screenings and health examinations for female employees, and promoted the construction of nearly 400 lactation rooms for female employees.

Continuous improvement of the working and living environment for grassroots employees

Increase support for improving the working and living environment of grassroots employees; on the basis of conventional “Five Small Constructions”, include the “Plateau Employee Oxygen Bar”, “Warm Border and Green Environment” special actions for caring for employees, and the implementation of the national “Weight Management Year” three-year action into the work project list.

- The “Warm Border, Green Environment” project invested special funds of RMB3.1425 million to optimise the working and living environments of 205 border-area county branches and grassroots units across 8 provincial branches, including Heilongjiang, Guangxi, and Xinjiang, covering nearly 5,000 employees.
- The “Plateau Employees’ Oxygen Bar” project invested special funds of RMB2.3872 million to equip 47 county-level branches in Yunnan, Tibet, Gansu, Xinjiang, Qinghai, and Sichuan with 169 portable and vehicle-mounted oxygen concentrators, concentrating efforts on solving the problem of oxygen deficiency in areas above 3,000 metres and achieving full coverage of oxygen supply facilities for employees by scenario and category.
- Special funds for “Five Small Constructions” of RMB22 million were invested in the renovation and upgrading of 524 grassroots projects across 25 provincial branches.

Diversified Cultural and Sports Activities

Continuously organise diverse and distinctive cultural and sports activities to strive for an organisational atmosphere with a sense of identity and cohesion, so as to effectively enhance employees’ sense of belonging, happiness, and security.

Case Study

Sichuan Unicom organised the “Struggle Carnival” themed sports games, diverse interest associations, and unique cultural activities, and deepened service brands such as “Summer Childcare Classes” and “Golden Autumn Education Assistance”, allowing employees to gain a sense of achievement, happiness, and dignity while growing together with the enterprise.



Sichuan Unicom organised the first “Struggle Carnival” team cycling competition



Nanchong Unicom organised a youth cultural performance to showcase employee demeanour

Case Study

Guizhou Unicom has meticulously created a “Festival Culture Calendar”, organically integrating traditional folk experiences and fun interactions with corporate cultural connotations, and planning themed birthday activities such as “Outdoor Gatherings + Special Experiences” to continuously enhance employees’ sense of happiness and emotional identification.



Guizhou Unicom Dragon Boat Festival Activity



Guizhou Unicom Staff Collective Birthday Party

*Engage in emergency rescue
and safeguarding development
security*

5

Engage in emergency rescue and safeguarding development safety

China Unicom implements the holistic approach to national security, coordinates development and security, focuses on building a full-chain security protection system covering networks, data, applications, and terminals, solidifies the security barriers for digital infrastructure, strengthens the protection of critical information infrastructure, deeply promotes special governance for anti-commercial bribery and anti-corruption, improves and perfects the modern enterprise system, and serves the overall national network security strategy.



Measures adopted in 2025

- The Company provided communication support services for 114 major national events and major event support for 17 “cloud diplomacy” occasions.
- The Company accelerated the promotion of the deep integration of AI and cybersecurity to ensure the safe and stable operation of critical information infrastructure.
- The Company’s data security management capabilities reached a leading domestic level, becoming the first enterprise in China to pass the Level 5 evaluation, the highest level of the national Data Security Maturity Model (DSMM).
- The Company invested RMB 2.7 billion in production safety, conducted in-depth investigation and rectification of risks and hazards, and fully implemented the primary responsibility for production safety.



Actions to be taken in 2026

- The Company will improve the communication security mechanism for major events with the highest standards and strictest requirements and complete communication and security assurance services for various national-level major events at a high level.
- The Company will build an integrated security system featuring intelligent synergy and proactive defence and enhance the capability to handle complex cyber threats.
- The Company will improve the full-lifecycle data governance and control framework, strengthen data security governance and personal information compliance protection, and build a solid defence line for user information security.
- The Company will upgrade the production safety hazard inspection and rectification system, conduct risk inspections and emergency drills on a normalised basis, and make every effort to ensure that production safety is stable and controllable.

Courageously undertaking urgent, difficult, dangerous, and heavy tasks

Ensuring communication services for major events

With a high sense of responsibility and excellent capabilities, China Unicom has consistently applied the working attitude of “striving for perfection and ensuring absolute reliability” throughout its operations, going all out to perform communication service assurance tasks for important national meetings, major events, and home-field diplomacy, achieving zero network accidents, zero service complaints, and zero assurance errors.

- The Company improved its contingency planning framework by formulating and issuing documents such as the “China Unicom Guidelines for Communication Support of Important Activities” and the “China Unicom Emergency Plan for Communication Support (2025 Edition)”, adding three specialised contingency plans for broadband, lines, and power, and two special plans for typhoons and rain, snow and freezing weather, and 1,586 emergency drills were organized.

- Continuously promote the modernization of emergency communication support capabilities through the synergy of support mechanisms, the professionalisation of team building, the modernization of equipment and facilities, the systematisation of technological innovation, and the continuous strengthening of network resilience.

- Provided communication security services for major national events 114 times, provided important communication security services for “Cloud Diplomacy” involving central leadership 17 times, and provided communication security services for major national events such as the 2025 National People’s Congress and the Chinese People’s Political Consultative Conference (NPC & CPPCC), the Harbin Asian Winter Games, the 80th Anniversary of the Victory of the War of Resistance, the SCO Tianjin Summit, and the 15th National Games, receiving high recognition from superior units.

Emergency communication support
personnel dispatched reached

302,000
person-times

Dispatched

85,000

emergency communication vehicle-
times

Deployed over

6,000 sets of

emergency communication
equipment

Case Study

On 3 September, the commemoration of the 80th anniversary of the victory of the Chinese People’s War of Resistance Against Japanese Aggression and the World Anti-Fascist War was grandly held at Tiananmen Square in Beijing. China Unicom completed the communication support task for this conference with high standards and high quality, comprehensively upgraded technical means, and introduced advanced technologies such as 5G-A, AI, and 5G+Beidou to meet the three major video transmission requirements of high bandwidth, low latency, and zero jitter, ensuring the timely and stable news transmission of the commemorative conference, and building a dual barrier of strong security and low latency for transmission. A total of 22,500 person-times of support personnel, 5,600 vehicle-times of support vehicles, and 3,300 network management personnel on duty were deployed across the entire network; the network at all levels operated stably, and no major network failures occurred.

Case Study

As an official partner of the 15th National Games, China Unicom exclusively undertook the construction, operation, and maintenance of the “dual-core” systems of the Main Operations Center (MOC) and the Technical Operations Center (TOC). It achieved seven “firsts” for the 15th National Games, including the first-ever implementation of cross-region multi-competition zone system management and collaborative sharing, fully safeguarding the spectacular moments of the 15th National Games.



China Unicom Fully Safeguarded the Splendid Moments of the 15th National Games

Rushing to the front line of emergency rescue and disaster relief

Promote the deep transformation of disaster prevention from “passive response” to “active defence”, and formulate and issue documents such as the “China Unicom Natural Disaster Emergency Communication Support Guidelines”, clarifying the key prevention points, response measures, response procedures, and detailed implementation rules for communication support work in different scenarios.

- Actively participated in the front line of emergency rescue and disaster relief efforts, including the magnitude 6.8 earthquake in Tingri, Shigatse, Tibet; extreme gale weather disasters in North China; rainstorms and floods in Beijing-Tianjin-Hebei; mudslides in Yuzhong, Gansu; and typhoons such as “Wutip”, “Kajiki”, “Ragasa”, and “Matmo”.

- Throughout the year, a cumulative total of 99,000 person-times of disaster relief personnel, 31,000 vehicle-times of emergency rescue vehicles, and 19,000 units/times of emergency equipment and power generators were deployed; a cumulative total of 38,000 base station-times were restored, and 13,000 sheath kilometres of optical cables were repaired, safeguarding the “lifeline” of communications in disaster areas, gaining high recognition from local governments and the public, and fully exerting the “ballast stone” role of central enterprises in the national emergency response system.

Case Study

In April, various locations in the Inner Mongolia Autonomous Region encountered the most severe blizzard disasters in nearly a decade. In the face of the severe disaster, China Unicom Inner Mongolia promptly activated its emergency support contingency plan; the rescue teams braved the extreme cold and headed to the front lines, advancing on foot into the disaster-affected areas amidst the harsh environment of wind and snow. A total of 1,335 person-times of support personnel, 714 vehicle-times of support vehicles, and 156 power generators were deployed, achieving a daily average of 503 communication facility inspections and 11,021 route-kilometres of optical cable inspections, establishing a stable and reliable communication lifeline under extreme disaster weather conditions.



Inner Mongolia Unicom employees carrying out emergency repairs in wind and snow

Case Study

As the main flood season begins, China Unicom has integrated various flood prevention measures and deployed high-tech flood prevention equipment and innovative flood control tools, such as emergency rescue drones, portable satellite backpack stations, and AI flood prevention large models. For instance, branches in Southeast coastal regions such as Fujian, Zhejiang, Jiangsu, and Shanghai fully responded to Typhoon No. 8 “Co-May”; Shandong Unicom utilized satellite communications, emergency communication vehicles, and portable base stations to construct an “air-space-ground” integrated temporary network; and Hebei Unicom equipped 14 sets of high-throughput satellite backpack stations for areas experiencing severe floodings, taking multiple measures and racing against time to engage in flood prevention and disaster relief.



Shandong Unicom constructed an integrated “space-air-ground” temporary network



Jilin Unicom employees carry out emergency repairs in wind and rain

Safeguarding cyberspace security

Data security and customer privacy protection

Governance structure for data security and customer privacy protection

China Unicom strictly complies with laws and regulations such as the Cybersecurity Law of the People's Republic of China, the Data Security Law of the People's Republic of China, the Personal Information Protection Law of the People's Republic of China, and the Regulations on the Protection of the Security of Critical Information Infrastructure, to safeguard social public interests and the legitimate rights and interests of users. Formulated a series of rules and regulations, such as the “China Unicom Network and Information Security Management Measures”, the “China Unicom Data Security Management Measures”, and the “China Unicom Personal Information Protection Management Measures (Trial)”, to standardize the Company's network security, data security, and privacy protection management systems. A cybersecurity leading group has been established with an office thereunder, thereby forming a network and information security management system with clear responsibilities and division of labor, and conducting performance monitoring and measurement of the performance of network and information security responsibilities.

China Unicom Network and Information Security Governance Architecture and Supervisory Responsibilities

Management Structure	Composition of Personnel/ Institutions	Main Responsibilities
Cybersecurity Leadership Team	The Chairman shall serve as the group leader, and the General Manager and Deputy General Managers shall serve as the deputy group leaders	☆ Organise the deployment and overall coordination of the company's network and information security work, make decisions on strategies and major matters, and study and deploy network and information security assurance work for major activities as well as major special actions.
Office of the Cybersecurity Leadership Team	Network and Information Security Department	☆ To coordinate the overall work of the company's network and information security, establish network and information security management systems, management policies and procedures, and supervise and inspect the implementation and execution thereof. ☆ Report work progress to the Cybersecurity Leading Group on an irregular basis, and report major network and information security matters in a timely manner.
Implementation and Execution	Each professional department of the Group Company, each provincial branch (subsidiary) company	☆ Implement the requirements for the deployment of network and information security management planning, systems, and action plans, and assume the responsibility for network and information security of the unit; supervise and inspect the execution and implementation of network and information security work of subordinate units..

Industry Analysis and Response Strategies for Data Security and Customer Privacy Protection

Regularly identify risks and opportunities existing in the data security and privacy protection system, and establish a normalised and all-dimensional risk and opportunity identification mechanism. Focus on identifying risks and opportunities in areas such as the data lifecycle management process, the degree of independent controllability of core technologies, and employees' privacy protection awareness and operational standards, so as to grasp the challenges and opportunities brought by information security and privacy protection. The short term of the time horizon is 0-1 year, the medium term is 1-5 years, and the long term is over 5 years.

China Unicom's Technology Innovation Opportunities, Risks and Countermeasures

Opportunities/ Risks Category	Sub-category	Risk/Opportunity Description	Time Horizon	Response Measures
Opportunity	AI-driven Intelligent Security Service Opportunities	Security risks of generative artificial intelligence are exhibiting a trend of high frequency and complexity, and the demand for security governance covering the entire life cycle of large models is becoming increasingly urgent.	Medium-term	Relying on the UniAI•Zhidun digital-intelligent security governance platform, we have independently developed a one-stop AI security governance and compliance solution covering the entire lifecycle of large model deployment, training, and application.
	Secure and Inclusive Opportunities for Micro, Small and Medium Enterprises	Small, medium and micro enterprises lack professional IT and security teams, which has given rise to demand for lightweight, easy-to-implement, and low-maintenance-cost security solutions.	Medium-term	Relying on the "Security Hub" cloud marketplace to aggregate ecological resources, helping small and medium-sized enterprises access high-standard security protection at low cost.
Risk	Data breach risks	As a critical information infrastructure operator, its data breach risks require attention to the entire data life cycle, including various stages such as collection, storage, transmission, use, and destruction, as well as factors such as external attacks and internal operations.	Long-term	Continuously strengthen and improve data security technical capabilities, adopt technical measures to strictly limit access permissions to sensitive data, formulate and regularly conduct drills for information security incident emergency response plans, and comprehensively enhance the data security literacy of all personnel.
	Risk of illegal and non-compliant use of customers' personal information	The continuous evolution of tools and means for illegal intrusion into computer information systems has resulted in the risk of theft of citizens' personal information, which may infringe upon the legitimate rights and interests of customers and may further induce risks of illegal and criminal activities such as telecommunications network fraud.	Long-term	Establish a comprehensive customer personal information security governance system. Strictly follow the principles of legality, legitimacy, necessity, and good faith in the collection and use of customers' personal information, establish a department responsible for the protection of customers' personal information, and formulate relevant internal control systems.

Data Security and Customer Privacy Protection Impact, Risk and Opportunity Management

Establish data security risk assessment control procedures, standardise the methods for data security risk assessment, effectively identify, analyse and assess data security risks, provide descriptions for the steps and processes of data security risk assessment, and enhance the level of data security management.

Data Classification and Grading	Comprehensively sort out the data assets involved in the business operations of the Company, establish a data asset inventory, integrate and classify them according to business attributes, and implement hierarchical protection for various types of data.
Data security risk monitoring and early warning	Monitor data security and customer personal information security incidents through methods such as early warning monitoring, third-party monitoring, and notifications from superiors.
Data security risk assessment	With reference to YD/T 3956-2024 "Specifications for Data Security Risk Assessment in the Telecommunications Field", implement data security risk monitoring and assessment, conduct comprehensive analysis of data processing activities, compliance assessment and security risk analysis, timely investigate potential security hazards, and form assessment conclusions.
Handling of data security risks	Timely rectify data security risks and hidden dangers discovered during the assessment to eliminate or reduce such risks and hidden dangers.
Supervision and Inspection of Data Security Risks	Establish a supervision and inspection mechanism to supervise and inspect the status and implementation effectiveness of data security risk assessment work, and promptly urge the rectification of issues.

Data Security and Customer Privacy Protection Indicators and Targets

Adapt to new technologies, new dynamics, and new situations in the development of the cyberspace sector, enhance network management and governance capabilities through technological and management innovation, deepen cross-disciplinary synergy and cross-regional linkage, and improve the level of cybersecurity.



Strengthen fundamental management of data security

Build a solid security barrier for data security and customer privacy protection; guided by risk prevention and mitigation, driven by security compliance and value release, and based on the management system, technical capability system, and operation system, enhance data security compliance management, technical defense capabilities, and risk early warning capabilities; actively plan the development of an intelligent data security integration system, and continuously establish a benchmark for industry data security governance, with data security management capabilities reaching a leading level in China.

- Strengthen the full life-cycle management of important data and core data, optimise and improve risk assessment mechanisms, continue to perform well in the identification of core data, important data, and general data, and ensure that core data and important data are secure and controllable.
- Strengthen the timely discovery and effective handling of data security risks, construct a national integrated operation system, and establish a data security integrated operation platform covering 31 provinces nationwide plus 10 branches and subsidiaries.
- Taking the lead in establishing group-level data security risk monitoring capabilities, forming an intelligent discovery and effective response mechanism for data security incidents, and achieving global monitoring of data security risks with the three core capabilities of abnormal operation behaviour auditing, API risk monitoring, and data ransomware protection.

The **first in China** to pass
the evaluation for **Level 5, the highest level** of the national Data Security Maturity Model (DSMM)

Strengthening key technological breakthroughs on data security

- Relying on the Unicom UniAI large model and deeply integrating artificial intelligence technology, the Company has innovatively created an intelligent data security operation system and constructed a “five-in-one” intelligent management system comprising “intelligent identification, intelligent inquiry, intelligent testing, intelligent governance, and intelligent monitoring”. Centering on stages such as dataset construction, data labelling, model training, and model application services, the Company carries out research on artificial intelligence data security technology, gradually achieving a leap from passive defence to active perception, intelligent early warning, and automatic disposal.

- Explored the implementation of AI security service applications, supported the model security construction of the Intelligent Computing Centre in Changchun New Area, Jilin, deeply participated in the construction of the China-ASEAN Trusted Data Zone, and deeply empowered China Unicom's UniAI “1+1+M” large model system, creating pilot application scenarios through the three core paths of “integrating intelligence into security, integrating security into models, and using models to govern models”.

Strictly uphold the principles of customer privacy protection

Strengthen the management of personal information security, formulate institutional norms such as the “China Unicom Administrative Measures for the Protection of Personal Information (Trial)”, protect the rights and interests of personal information, regulate personal information processing activities, and promote the rational utilization of personal information.

- Publicly disclose the “China Unicom User Privacy Policy”, covering various stages such as information collection, use, disclosure, and destruction, to safeguard user information security and the right to know. Strictly comply with relevant national regulations to perform user information security protection work, and utilise necessary security technologies and supporting management systems to prevent user information from being leaked, damaged, or lost.

- Carry out special inspection work on personal information protection for the Company's internal mobile internet applications (App), and establish a long-term regulatory mechanism for App personal information protection to ensure effective protection and lawful utilisation of user privacy data throughout its entire life cycle.

- Conduct specialised training, enhance employees' awareness and skills in protecting users' personal information, and continuously reinforce employees' professional competence in personal information protection to ensure the effective safeguarding of users' personal information.

Building a clean and orderly cyberspace

Forging cybersecurity capabilities

China Unicom deeply integrates emerging technologies such as AI, continuously promotes the construction of fundamental security capabilities in fields including cloud, network, edge, terminal, and data, and takes AI technology as the core engine and digital intelligence innovation as the key starting point to accelerate the deep integration of AI and network security, thereby fortifying the security defence line for national critical information infrastructure.

- Steadily promote the security protection of critical information infrastructure, establish a long-term mechanism for critical information infrastructure security protection, strengthen the management of identification and determination of critical information infrastructure, improve the response mechanism for critical information infrastructure, and ensure the safe and stable operation of critical information infrastructure.

- Established a standardised cybersecurity foundation database, deepened intelligent cybersecurity operation capabilities and security support capabilities, and successfully completed security work for various major activities.

- Building an endogenous security system for artificial intelligence, publishing the “Artificial Intelligence Security Governance White Paper (2025)”, leading multiple international standards and research projects, and forming industry-leading artificial intelligence content security evaluation datasets and capabilities.



Strengthen infrastructure protection and fortify the cybersecurity foundation

Rectify the disorder of harmful information

Continuously rectify the chaos of harmful online information, efficiently intercept harassing information, earnestly maintain a clean cyberspace, protect the legitimate rights and interests of users, and safeguard communication security and user experience.

- Launch the “Two Clearances and Two Reinforcements” special governance action, namely clearing high-risk ports and high-risk vulnerability hazards of important equipment, reinforcing weak account passwords and weak access controls, conducting special inspections on network operation and maintenance access security, and promoting normalised security operations.

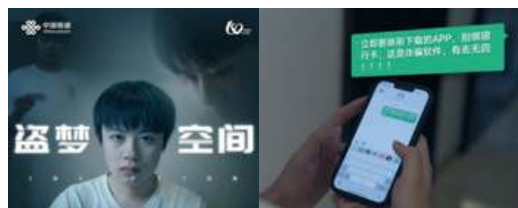
- Providing the “Call Do Not Disturb” anti-harassment service, proactively listening to users' registered preferences for rejecting incoming calls and messages, and taking corresponding protective measures based on user preferences, approximately 210 million users have used the protection service, and the cumulative interception volume of the harassment call protection service is approximately 2.1 billion times.

- The “SMS Do Not Disturb” anti-harassment service effectively helps users reject SMS messages from harassing numbers, with approximately 50.25 million registered users and a cumulative total of 85.07 million instances of protection provided.

Strictly prevent telecommunications and network fraud

Strictly complying with the Anti-Telecom and Online Fraud Law of the People's Republic of China, and in response to the continuous escalation in the evolution speed and degree of confrontation of telecom and online fraud methods, China Unicom has evolved towards a new “Digital-Intelligent Anti-Fraud” model, exploring and deploying new AI anti-fraud paths, and promoting the continuous achievement of new results in the work of combating and governing telecom and online fraud crimes, effectively safeguarding the property safety and legitimate rights and interests of the masses.

- Assisted public security authorities in busting over 35,000 criminal dens, representing a cumulative year-on-year increase of 116.6%.
- AI-empowered anti-fraud efforts. Relying on China Unicom's AI Infra (new intelligent computing infrastructure) to construct multiple intelligent computing clusters and develop multiple large vertical models for anti-fraud, covering all business scenarios including monitoring and disposal, early warning and protection, police-telecom synergy, verification and relief, and management and operation. Through the AI outbound call verification large model, which assists in outbound evidence collection and dissuasion work, more than 200,000 potential victims have been automatically called and dissuaded each month since 2025, resolutely protecting the safety of the people's property.
- Conduct anti-fraud education for the general public. Launched a collection of anti-fraud publicity and education works with diverse types, comprehensive nodes, segmented audiences, and balanced internal and external considerations; the anti-fraud public welfare video “Inception” was selected as an outstanding short video in the 3rd Anti-Fraud Short Video Competition by the Ministry of Public Security.



Anti-fraud public service video “Dream-Stealing Space”

Case Study

Ningxia Unicom builds a comprehensive anti-fraud governance system through technological leadership. The Company continued to develop local anti-fraud models, with 8 new local anti-fraud models added, over 60,000 risk numbers detected, and 6,207 high-risk fraud-involved numbers suspended. Government and enterprise businesses such as the Internet of Things (IoT) and privacy numbers all maintained zero involvement in cases. In 2025, the Company was selected as an industry integrity case in the information and communications sector, safeguarding the “money bags” of the masses.



Situational Awareness of Ningxia Unicom's Information Security Governance Platform

Lawful, compliant and honest operations

China Unicom has deeply advanced the fight against corruption, improved and perfected the modern enterprise system, enhanced the risk control and compliance management systems, adhered to the fundamental value of integrity in operations, and established a multi-dimensional support system for sustainable development.

Anti-commercial Bribery and Corruption

China Unicom has profoundly grasped the dialectical unity between “punishment, management, and prevention” and has coordinated the integration and deep fusion of rectifying conduct, enforcing discipline, and anti-corruption with reform and development, system improvement, and governance promotion. The Company continued to refine its anti-corruption systems and mechanisms to steadily consolidate and develop a clean and upright political ecosystem. During the reporting period, the Company complied with the relevant laws and regulations relating to the prevention of bribery, extortion, fraud and money laundering.

Enhancing the overall anti-corruption synergy

Further improved the communication and consultation mechanism between the headquarters of China Unicom and the discipline inspection and supervision group of the Central Commission for Discipline Inspection of the CPC (CCDI) and the National Commission of Supervision of the PRC (NCS) resided in China Unicom, as well as the working mechanism of the anti-corruption coordination group, to build a work framework where each party assumes its own responsibilities with unified coordination, and to promote more synergistic and efficient anti-corruption collaboration and cooperation. During the year, 13 corruption cases were handled, and 8 persons were dismissed and disciplined due to corruption.

Strengthening petition and whistleblowing work

- Continuously improved the level of standardisation, legalisation, and regularisation of petition and whistleblowing work, refined the classification of petition and whistleblowing, standardised the procedures for accepting and handling overseas petitions and whistleblowing, organised and conducted special inspections on the handling of petitions and whistleblowing, further unblocked channels for reporting and accusation, and ensure that public supervision effectively plays its role.

- Implemented rules and regulations such as the “Working Rules for Resident Body of Discipline Inspection and Supervision Agencies”, supervised discipline inspection and supervision personnel to maintain strict confidentiality regarding reported matters, handling status, and information related to whistleblowers, controlled the scope of knowledge and timing of review and investigation matters, and protected the safety of informants, whistleblowers, and their close relatives.

Deepening case-based reform and governance

- Issued the “Opinions on Enhancing the Effectiveness of Case-based Reform and Governance and Integrally Advancing the Improvement of Conduct, Discipline, and Anti-Corruption”, strengthening the full-cycle closed-loop management of individual case analysis, rectification of cases in professional fields, supervision and implementation, and assessment and evaluation. It achieved a transformation from “point-based” rectification by the units where cases occurred to “area-based” rectification in relevant professional fields, further combining the resolution of prominent problems with enhancement of governance capabilities, and continuously increasing the comprehensive effectiveness of promoting case-based reform and governance.

Anti-commercial bribery
and anti-corruption training
coverage for directors and
employees reached

100%

Regularising discipline education

- Established the “Exposure Platform” column on the China Unicom Discipline Inspection and Supervision website, and established a regularised mechanism for the public reporting and exposure of disciplinary cases using real names, to further leverage the role of local cases and local matters in educating and alerting local personnel.
- Widely solicited original integrity education short-videos and organised exhibitions and broadcasts through online + offline methods to enhance the pertinence and appeal of education, guiding the broad range of management personnel and employees to continuously strengthen their awareness of integrity and resistance to corruption.

Anti-corruption education and
training received by

4.129 million
person-times during the year

Establishing an internal control management system

China Unicom anchors its internal control objectives on “strengthening internal control, preventing risks, and promoting compliance”, continuously advances the construction of its internal control system, improves corporate governance, and persists in the integrated promotion of institutional improvement, process optimisation, and supervisory synergy. It continuously enhances internal control management mechanisms and improves the level of risk prevention and control and compliance management, building a solid guarantee for high-quality and sustainable development.

Efficient operation of internal control mechanisms

Strengthen the implementation of the primary responsibility for operational decision-making, establish and improve an internal control work mechanism characterised by strong leadership, clear responsibilities, transparent processes, and standardised order, promote the enhancement of operational management levels, and safeguard the high-quality development of the enterprise.

- The Board regularly listens to reports on internal control, risk and audit work, and considers the annual internal control, risk and audit work reports.
- The audit committee of the Board hears reports on internal control and risk management work on a quarterly basis and guides the implementation of major risk prevention and control work.
- The Chairman shall fulfil the primary responsibility for implementing internal control, oversee internal control, risk and audit work, approve audit reports one by one, regularly listen to reports on key issues identified in audits, and promote the rectification of issues identified in audits.
- The internal control department of the headquarters shall fully exert its leading role to coordinate, organise, promote, supervise and implement the requirements for internal control work.
- The business departments have continuously strengthened the control of professional lines and promoted the top-down transmission of internal control construction responsibilities at every level, achieving the integration of internal control into the entire process of production and operation, covering all employees across all production units.

Continuous strengthening of internal control supervision and evaluation

Continuously optimise the development of the mechanism and system for look-through supervision and evaluation; focus on the development and implementation of systems for key business processes and critical links; integrate the requirements of entity-level penetration, business-process penetration, and data penetration; conduct in-depth analysis and comprehensive investigation of internal control deficiencies; and promote the continuous and effective operation of internal controls.

- Adhering to the principle of full audit coverage and combining the “special internal control audit + economic responsibility audit” model, supervisory inspections are carried out annually on 31 provincial-level branches and key subsidiaries nationwide to strengthen the penetrating supervision of business conduct, capital flows, major risks, and liability for non-compliance.
- Deeply carry out internal control self-evaluation work, achieve full coverage of subsidiaries at all levels within the scope of consolidation for the current year, and strictly control the quality of internal control self-evaluation work. Special internal control self-assessments in high-risk areas are conducted semi-annually; meanwhile, in accordance with the self-regulatory requirements of the Shanghai Stock Exchange, compliance inspections on major internal control matters such as connected transactions and external investments are conducted semi-annually, and no material violations of laws and regulations or internal control defects have been identified.
- Strengthen the overall coordination and dispatching of audit resources and project organisation, and strictly implement quality control throughout the entire process of audit projects; deepen the digital and intelligent transformation of auditing, solidly promote the construction of audit informatization, conduct in-depth research-based auditing, and continuously enhance the breadth, depth, and precision of audit analysis and monitoring, so as to effectively empower auditors in the performance of their duties.
- Focusing on the “second half of the article” regarding audit rectification, the Company vigorously promoted the transformation and application of audit results. In response to emerging and pervasive issues as well as weak links in internal control during business development, the Company issued audit recommendations and warning notices in a timely manner, continuously tracked and urged the implementation of rectification responsibilities, increased the intensity of supervision, inspection, and assessment of rectification work, and strengthened the closed-loop management of the internal control system.

Agile optimisation of the rules and regulations system

- Further optimize the functions of the institutional management system and conduct regular institutional evaluations; in 2025, branches and subsidiaries at all levels across the Group cumulatively formulated or revised more than 5,400 rules and regulations.
- Regularly organize the implementation of updates and optimizations of internal control specifications, and timely update and optimize the basis of systems, risk descriptions, control measures and other contents.

Case Study

China Unicom has innovatively constructed the Smart Audit Platform 2.0, which automatically adapts to business scenarios to conduct risk rating and real-time early warning. Since its launch, it has issued more than 10,000 risk alerts and identified nearly 3,000 risk items, effectively reducing operational risks and assisting the enterprise in achieving compliant and steady operations.

Strictly implement risk management

China Unicom has strengthened centralised and unified management and control, deepened risk prevention and control mechanisms characterised by business penetration, responsibility penetration, and supervision penetration, and promoted the implementation and effectiveness of major risk prevention and control measures, firmly upholding the bottom line of preventing the occurrence of major risks, and safeguarding the high-quality development of the Company with high-level security. On the basis of the issued “China Unicom Risk Management Measures” and relevant professional line risk management systems, the Company has formulated detailed rules for professional line litigation risk control and management norms such as customer data security and employee account security. In 2025, the Company had no significant operational risk incidents.

Strengthen risk identification and early warning

- Conduct risk identification in depth. Using the “China Unicom Risk Catalogue” as a tool, the Company continuously monitors changes in the international and domestic macroeconomic situation as well as the evolution trends of industry development, improves the comprehensiveness and operability of risk identification, and maintains continuous dynamic rolling updates and optimisation.
- Strengthen management and control of the entire process of major risks. Adhere to the principle of ensuring that all major risks requiring assessment are assessed, with full coverage, conduct annual major risk assessment work across the entire Group, scientifically analyse and judge the major risks faced by the Company, establish a responsibility ledger, and consolidate the responsibilities for major risk prevention and control. Strengthen the synergy and linkage between risk departments and business departments, increase the intensity of control over professional lines, deploy and advance major risk prevention and control simultaneously with key tasks of professional lines, and strive to build a risk prevention and control responsibility system characterised by full participation, comprehensive coverage, clear powers and responsibilities, and efficient synergy.

Strengthen risk tracking, prevention and control

Continuously carry out tracking and analysis of major risk situations, convene monthly business analysis meetings, analyse production and operation trends and changes in the impact of major risks, clarify key work requirements such as cybersecurity and information security, business development, and reduction of arrears, and provide continuous supervision. Track and monitor the trends of major risk monitoring indicators on a quarterly basis, summarise the implementation of prevention and control measures and the effectiveness of management and control, and adjust prevention and control measures in a targeted manner to ensure the effectiveness of prevention and control.

Regular risk disclosure

Publicly disclose material risks that the company may face on a regular basis in accordance with capital market regulations; announce the basic circumstances, extent of impact, and disposal and response measures of material unforeseen risk events in a timely manner; and periodically submit materials such as financial final accounts statements, monthly financial express reports, and internal control evaluation reports to superior authorities including the State-owned Assets Supervision and Administration Commission of the State Council and the National Audit Office, and accept supervision and inspection by superior authorities. At the same time, an accounting firm is engaged annually to audit the company's financial reports and the effectiveness of its internal control, which, combined with the company's internally conducted periodic internal control self-evaluation and internal audit supervision, forms a synergy of internal and external supervision to ensure the reasonable design and effective implementation of the company's internal control and to ensure the quality of performance disclosure information.

Strengthening the Construction of Rule of Law and Compliance

China Unicom has deeply implemented Xi Jinping Thought on the Rule of Law, fully executed the State-owned Assets Supervision and Administration Commission of the State Council's deployment for the construction of central enterprises under the rule of law, and anchored the goal of building a world-class enterprise under the rule of law. It has improved the five systems for governing the enterprise according to law and enhanced the five capabilities for compliance assurance. China Unicom's law-based governance has reached a new level, providing a strong guarantee for high-quality development.

• Improve corporate governance by law	The management of the Company regularly studies laws, focusing on the spirit of the Work Conference on Comprehensive Law-based Governance and the Private Economy Promotion Law, etc., and researches and deliberates on key tasks regarding the rule of law; the Board of Directors hears the annual report on the rule of law and compliance; and the principal person-in-charge performs the duties as the person primarily responsible for the construction of the rule of law, promoting the deployment and implementation of the rule of law in tandem with central tasks. Amend the administrative measures for rules and regulations, improve the system framework and management closed-loop, achieve intelligent consultation and precise publicity and implementation, promote the institutionalization of management, the proceduralisation of systems, and the digital intelligence of processes, so as to consolidate the foundation of the rule of law through system construction.
• Strengthen efficient compliance	Improve the compliance management system, strengthen the working mechanism of the Compliance Committee, and promote the synergy of the three lines of defense comprising business, law, and supervision; issue compliance systems such as the “Administrative Measures for Regulating Telecommunications Market Competition”, the “Guidelines for the Prevention of Legal and Compliance Risks in Personal Information Protection for Government and Enterprise Businesses”, and the “Administrative Measures for the Performance of Duties by Compliance Officers”; carry out special rectifications focusing on high-risk areas such as marketing, anti-telecom fraud, anti-monopoly, and cyber and information security, issue early warning prompts focusing on high-incidence and common risk issues, and ensure source-based risk prevention. Dynamically update the compliance manual and the “four lists” to strengthen full-process compliance operations.
• Protection of intellectual property rights	Strengthen the synergistic protection of patents, copyrights, and trade secrets in technological innovation; focus on the “China Unicom” brand to carry out trademark registration and maintenance. Successfully registered 155 material trademarks and 1,406 software copyrights, facilitating brand building and technological innovation.
• Cultivate a culture of the rule of law	Deeply implement the “Eighth Five-Year Plan” for the popularization of law, and create a multi-dimensional publicity and education matrix of “online zones + offline activities” to centrally publicize Xi Jinping Thought on the Rule of Law, disseminate the concept of the rule of law, and strengthen compliance empowerment; aggregate the compliance publicity and education resources of the entire Group, and publish more than 13,000 law popularization articles and videos to enhance the effectiveness of precise law popularization; and produce AI compliance warning videos to be included as mandatory learning content for grassroots activities, creating a strong atmosphere of respecting the law and observing regulations.

Legal review rate of economic contracts

100%

The number of persons studying law on the smart rule of law platform

exceeded 250,000

The number of views for legal popularisation articles and videos

exceeded 120 million

Adhere to the principle of integrity in operations

China Unicom has firmly established the principle of operating with integrity and strictly complies with requirements such as the Advertising Law and the Anti-Unfair Competition Law. By implementing measures including improving the institutional system, strengthening risk prevention and control, deepening supervision and inspection, reinforcing professional supervision, standardizing tariff management, and implementing anti-fraud controls, the Company earnestly protects the legitimate rights and interests of consumers and maintains the order of fair competition. During the reporting period, no incidents of unfair competition leading to litigation or material administrative penalties occurred.

- Improve the system of rules and regulations to consolidate the foundation of honest operation. Continuously improving management systems and business processes, the Company revised and issued the “China Unicom Mobile Resale Business Management Specifications” and the “China Unicom Social Channel Management Measures”, and comprehensively revised the marketing and network and information security volumes of the “China Unicom Professional Line Compliance Manual”, clarifying key control measures for compliant operations.

- Regulate the management of tariff schemes and protect users’ right to be informed of their consumption. Establish a dedicated tariff disclosure section on the online service hall and APP to centrally disclose all tariff plans currently on sale for public users, ensuring information is open and transparent; tariff plans that have not been filed and disclosed shall not be launched for sale. At the same time, the Group proactively reviewed and optimized its tariff schemes, streamlined the content of tariff schemes, and enhanced users’ consumption perception.

- To implement national requirements regarding real-name management and control and anti-fraud, the Company has continuously strengthened the “red and yellow card” network access management and control mechanism to prevent risks such as overseas fraud and non-compliant registration of internet accounts, and constructed a normalized audit and monitoring system. Currently, the headquarters has established 24 real-name fraud-related risk audit models and issued a cumulative total of 2.39 million suspected risk users, building a solid anti-fraud protection barrier through technological means.

- Strengthen compliance risk identification and disposal. Organize and implement anti-monopoly risk inspections, and in conjunction with feedback on issues from inspections and audits, carry out compliance risk inspections targeting key areas such as broadband business, campus markets, business outlets, and social channels. Give full play to the vertical supervisory role of professional lines, and strictly adhere to the compliance bottom line of marketing activities and customer services.

Improving Quality Management Systems

China Unicom has deeply implemented the strategy of strengthening the country through quality, fulfilled the requirements of the State-owned Assets Supervision and Administration Commission of the State Council regarding the quality improvement work of central enterprises, continuously strengthened the “baseline, standard line, and high line” service requirements, and constructed a closed-loop service quality management system centered on customer experience. In 2025, no material public opinion incidents, such as media exposure arising from the Company’s products or services, occurred.

- The “China Unicom Quality Control (QC) Group Activity Management Measures” were revised and issued to systematically regulate and promote the in-depth development of Quality Control Group (QC Group) activities, and to fully stimulate the quality management and innovation vitality of employees.

- Deepen the quality responsibility mechanism and deeply integrate quality management into the entire process of business operations, R&D innovation, and customer service. Continuously enhance the level of intelligent quality management through the active application of new generation information technologies such as big data and artificial intelligence.

- Extensively organised and carried out quality activities for all employees, cultivating a total of 410 outstanding QC group and team achievements throughout the year, of which 141 were awarded outstanding achievements in the communications industry and 19 were awarded national-level outstanding achievements, with the number of awards continuing to maintain a leading position in the industry. A cumulative total of over 210,000 person-times across the entire system participated in the 2025 Central Enterprise Total Quality Management Knowledge Competition organised by the SASAC of the State Council and the China Association for Quality, continuously promoting the ongoing enhancement of quality awareness among all employees.

Fully ensuring production safety

China Unicom prioritises the protection of people’s lives and safety in its development, firmly establishes the concept of safe development, comprehensively implements the primary responsibility for production safety, and earnestly safeguards the safety of life and property of its employees and the general public.

- Continuously improve the production safety system, strictly implement fundamental systems such as the “Measures for the Supervision and Administration of Production Safety” and the “Detailed Rules for the Implementation of Production Safety Assessment”, and promote the establishment of supporting systems and implementation rules by units at all levels to consolidate the foundation of production safety management.

- Thoroughly carry out the investigation and rectification of risks and hidden dangers, continuously promote the three-year action plan for tackling the root causes of production safety, solidly implement the “Thunder Action” and the “Investigation and Rectification Action for Major Fire Risks and Hidden Dangers in High-rise Buildings”, and conduct risk and hidden danger investigations involving all personnel and covering all fields. Each unit identified 109,500 items of potential hazards, of which 105,900 items have been rectified, representing a rectification rate of 97%.

- Implement safety production training for all employees, and promote post certification and professional safety production training in an orderly manner.

- Each unit utilised occasions such as the Work Safety Month and Fire Safety Publicity Month to continuously organise and conduct publicity and educational learning through various forms, including special seminars, thematic presentations, coaching reports, and video screenings. The entire Company organised a total of over 3,800 training and presentation activities with more than 120,000 participants, and the broadcast volume of work safety warning education videos reached over 170,000 views, covering more than 266,000 people.

- For the full year of 2025, no major or above production safety accidents occurred, and the production safety situation of the entire system remained stable and continued to improve.

Investment in production safety

RMB **2.7** billion

*Fulfil overseas
responsibilities and integrate
into global governance*

6

Fulfil overseas responsibilities and integrate into global governance

China Unicom actively integrates into the process of high-quality joint construction of the “Belt and Road” initiative, continuously providing high-quality products and services to global partners, assisting in local economic and social development and the improvement of people’s livelihoods, continuously promoting cross-regional connectivity and cultural exchange, and contributing Unicom’s strength to building a bridge of cooperation and friendship between China and foreign countries.



Measures adopted in 2025

- “Belt and Road” data roaming covered 386 operator networks in 140 countries, with 93 newly opened VoLTE and 5G NSA operator networks during the year.
- The expansion of data center layout accelerated, with 8 new saleable intelligent computing resource centers added bringing the total number to 10, covering key “Belt and Road” regions such as ASEAN.
- 63 physical PoP nodes have been deployed in regions along the “Belt and Road”, and the construction and commissioning of nodes in regions including Johor Bahru in Malaysia, Warsaw in Poland, and Dubai in the United Arab Emirates were completed during the year.
- The Company launched 761 premium routes from 31 domestic provinces to 25 overseas cities, covering key cities along the “Belt and Road”, with the delivery cycle shortened by 10% to 27.5 days.
- The Company focused on Hong Kong and Macau, ASEAN, and East Asia, providing full-stack AI solutions, and delivering numerous benchmark projects such as smart ports in Europe, smart warehousing in the Middle East, and comprehensive integration in ASEAN.



Actions to be taken in 2026

- The Company will optimize the quality of “Belt and Road” international roaming to better serve Chinese citizens traveling abroad and foreign guests visiting China, continuously create long-term value for domestic and international customers, and empower win-win outcomes.
- The Company will accelerate the construction of the overseas target architecture of “one main, two wings and multiple poles”, and accelerate the expansion of international AIDC capabilities.
- The Company will deepen localized services for the “Belt and Road”, accelerate the deployment of global local network business, focus on the Middle East, Africa, and South America regions, and further expand network coverage.
- The Company will promote the upgrade of international express line services and intelligent delivery, and further improve delivery times for the customer base of Chinese enterprises going global.
- The Company will continuously promote the overseas expansion of mature products and industry solutions, create 5G/AI benchmark projects, and facilitate the digital upgrade of industries along the “Belt and Road” through the integration of digital and physical applications.

Serving the joint development of the “Belt and Road”

Guided by General Secretary Xi Jinping’s important expositions on “Going Global” and the “Belt and Road Initiative”, China Unicom continuously expands the scope of high-level opening-up, and deepens cooperation with and services for countries along the “Belt and Road”, providing strong support for the high-quality joint construction of the “Belt and Road”.

Strengthening infrastructure connectivity

China Unicom continues to facilitate the construction of network infrastructure in regions along the “Belt and Road”, deepening the interconnection of network facilities along the route, and providing reliable support for promoting regional digital collaborative development.

- Deployed 63 physical PoP nodes in regions along the “Belt and Road”, significantly enhancing the stability and resilience of regional network interconnection, and providing critical infrastructure support for the joint development of the “Digital Silk Road”.

- Improve the layout of information infrastructure along the “Belt and Road”, with the configured capacity in the direction of submarine cables increased by 16.8T, reaching a total of 74T; simultaneously enhance the resource capacity of the Asia-Africa-Europe channels, with the capacity increased to 12T, promoting the expansion of cross-border terrestrial cable capacity in Chinese Mainland to 57T.

- The proportion of traffic in the “Belt and Road” direction increased from 47% to 53%, further consolidating its position as a regional communications hub and its network carrying capacity.

Case Study

The South East Asia-Hainan-Hong Kong (SEA-H2X) submarine cable, constructed with investment participation from China Unicom, has forged a new high-speed channel connecting countries along the “Belt and Road” such as Singapore, Malaysia, Thailand, and the Philippines with Hong Kong, China and the Hainan Free Trade Port, fully satisfying the extreme performance requirements of application scenarios such as cross-border data transmission, fintech, artificial intelligence, cross-border e-commerce, and live event broadcasting.



South East Asia-Hainan-Hong Kong (SEA-H2X) Submarine Cable successfully landed at China Unicom Hong Kong Tseung Kwan O L2 Cable Landing Station

Providing high-quality smart products

China Unicom actively provides integrated information solutions such as cloud computing, data centres, ICT, and Internet of Things (IoT) to customers in regions along the “Belt and Road”, providing solid support for the digital transformation of the economy and society in the regions along the route.

- **Support the connectivity of the “Belt and Road”.** International Express Line products provide second-level quotation and rapid delivery, with services covering 31 domestic provinces and extending to 25 key cities in the “Belt and Road” regions overseas. The international version of Smart Selection Dedicated Line builds centralised operation capabilities and achieves cross-border compliance acceleration functions, effectively satisfying the intelligent networking needs of enterprises along the “Belt and Road”.

- **Empowering digital and intelligent transformation along the “Belt and Road”.** The expansion of data center layout accelerated, with 8 new intelligent computing resource centers added throughout the year, bringing the total number to 10, covering key areas of the “Belt and Road” such as ASEAN. Unicom Digital Tech, leveraging its integration capabilities, has deeply cultivated its presence in the industry and released six AISI industry scenario solutions, providing benchmark demonstrations for the digital and intelligent upgrading of industries along the “Belt and Road”.

Case Study

In the 8th “Blooming Cup” 5G Application Special International Invitational, China Unicom’s “5G Empowering the Intelligent Construction of Potash Mine in Vientiane Thong Mang, Laos” project won the first prize and was awarded for the “Best International Application Award”.



First Prize and the “Best International Application Award” at the 8th “Blooming Cup” 5G Application Special International Invitational

Deepening global ecological cooperation

China Unicom upholds the development philosophy of openness and synergy, deepens global cooperation with a more open posture, is committed to providing excellent services to global customers, actively joins hands with partners to co-build a healthy international market ecosystem, and continuously explores new paths of cooperation characterised by mutual benefit, win-win results, and sustainable development.

Providing attentive services to global customers

China Unicom has focused on the service perception and problem resolution of global carriers, business enterprises, and public customers. It continues to execute “small yet beautiful” projects well, and is committed to providing more agile, more reliable, and more customer-oriented 7×24-hour uninterrupted global services, assisting Chinese enterprises in going global, continuously creating long-term value for domestic and international customers, and empowering win-win cooperation.

- Continuously build a customer experience management system characterised by multi-dimensional perception, closed-loop driving, and agile iteration with a customer perspective at its core; deepen the collaborative linkage mechanism among network, business, and service; integrate the entire process from service standard formulation and service monitoring to service supervision, so as to systematically enhance customer perception and satisfaction throughout the entire process.

- Actively serve Chinese enterprises in their overseas expansion, commit to creating value for global customers and partners, focus on typical scenarios and customer needs, collaboratively innovate products, and integrate the five elements of standard products, technical solutions, project cases, industry experts, and supply chain partners to create one-stop integrated solutions and accelerate the overseas expansion of capabilities.

- Continue to effectively implement landmark projects and “small yet beautiful” projects, including smart mines in Africa, smart warehousing in the Middle East, smart ports in Europe, and smart manufacturing in ASEAN.

Continuously deepening international cooperation

China Unicom adheres to driving development through open cooperation, continuously deepening strategic synergy with global ecosystem partners, and jointly exploring and constructing a new sustainable cooperation model for mutual benefit, win-win results, and value co-creation in the international market.

- Construct a core ecosystem of partners within the industry chain. Continuously promoted the UP Programme Global Partner Initiative, collaborating with global operators and ICT partners to facilitate cooperation in network resources, R&D technology, and digital intelligence applications; successfully held the Shanghai International Partner Conference and released the U PLUS SMART product system, with over 400 partners from more than 70 countries participating.

- Deepening international exchanges and cooperation. Participated in the China-SCO Digital Technology Cooperation Forum (Xinjiang), where the “China-Shanghai Cooperation Organization Digital International Express” and others were included in the Digital Technology Toolkit; supported the BRICS Summit in Brazil and released the white papers “Exploration of Embodied Intelligence” and “Regulation and Governance of Humanoid Robots”; participated in international cooperation activities such as the 10th Belt and Road Summit in Hong Kong, China and the BRICS New Industrial Revolution Exhibition in Xiamen, and served platforms including the Forum on China-Africa Cooperation, APEC, and the ASEAN-GCC.

Case Study

China Unicom and the Thai operator AIS have established a cooperation model centred on “joint entrepreneurship and benefit sharing”, creating the first benchmark case of a Chinese operator’s toH business capabilities going global. China Unicom provides product platforms, intellectual property, and operational technology, while AIS is responsible for investment in basic resources as well as business marketing and promotion, achieving the successful integration of Unicom’s product capabilities with the market advantages of its local partner.



China Unicom cooperates with Thai operator AIS

Case Study

GITEC Global 2025 grandly opened in Dubai, United Arab Emirates. China Unicom made its debut in the Middle East with its newly upgraded international brand, UniCom, vividly interpreting its strategic leap from a “telecommunications service provider” to a “digital and intelligent enabler”, contributing “Chinese wisdom” and “Chinese solutions” to the digital transformation of the Middle East region and the global arena.



China Unicom makes its debut in the Middle East with its newly upgraded international brand UniCom

Fulfilment of overseas compliance operations

China Unicom has always adhered to operation in accordance with laws and regulations overseas, strictly abided by the laws and regulations of host countries, respected and adapted to local market rules, commercial practises and cultural traditions, actively integrated into local communities, and committed to achieving localised and sustainable integrated development. Relying on its international subsidiaries, China Unicom continuously deepens the construction of the overseas compliance management system, and in combination with the actual situation of overseas operations, effectively ensures global compliant operations.

Strictly implement risk prevention and control

China Unicom fully complies with and conducts in-depth research on the laws and regulations of the jurisdictions where it operates overseas, continuously improves its compliance management system, systematically enhances its risk identification and response capabilities, regards compliance as the fundamental principle of its global operations, and conducts business activities with integrity.

- Continuously improve the globally standardised ISO 37301 global compliance management system, conduct in-depth research on the laws and regulations of the locations of overseas operations, embed compliance management requirements into systems and processes down to specific posts and individuals, organise and carry out risk investigations and inspections, and strengthen the source control of risks.

- Improve the mechanism for the collection, reporting, research, judgement, and disposal of operational risk events; focus on core business processes such as strategic planning and execution, integrated product research and development, lead-to-cash, and supply chain management; strengthen the construction of the internal control system; evaluate key risks in annual overseas operations; and continuously track, monitor, prevent, and resolve major risks.

- Conduct compliance training in a diversified manner to ensure the solid implementation of compliance management requirements at the overseas front line, and to safeguard global high-quality development.

- Improve the guidelines for the prevention and control of overseas integrity risks, strengthen the prevention and control of integrity risks in key areas and key regions, optimize management and control systems and processes, improve long-term mechanisms for risk identification, management and control, and inspection, and prevent and resolve integrity risks in “Belt and Road” international cooperation.

Deeply rooting in localised operations

Continuously deepen localised operations, actively promote the deep integration of business with local communities, and commit to achieving synergistic development and value sharing with the regions where it operates overseas, to jointly build an inclusive and resilient sustainable future.

- Actively recruit and cultivate local employees, with the proportion of localised employees in overseas institutions reaching 97.08%, driving local employment.
- Simultaneously promote the localization of remuneration and benefits, forming 36 sets of remuneration frameworks covering 44 countries and regions, with remuneration and benefit levels stabilised within the 60% to 75% range of the local market median, and achieving 100% coverage of social insurance and labour compliance.
- Strengthen training and development support, and optimize the competency structure of local employees by leveraging online training platforms and global job mobility mechanisms.

Heartwarmingly participating in overseas public welfare

China Unicom has always taken deep integration into local markets, serving community development, and enhancing people's well-being as its core responsibilities, and has actively contributed to the long-term prosperity of its operating locations and the improvement of people's well-being through sustainable business practises and social welfare.

Unblock cultural exchange channels

China Unicom actively carries out multicultural exchange projects overseas to promote dialogue, understanding, and cooperation among different cultures, contributing Unicom's strength to strengthening understanding and friendship between China and foreign countries and building consensus on development.

Case Study

China Unicom (Europe) Operations Limited actively aligns with the direction of digitalization and intelligent development in Europe. Leveraging its technical accumulation in the fields of digital infrastructure and information and communications, the company facilitates the sharing of technical experience and exchange and mutual learning of ideas by organising AI-themed exchange activities and establishing a multi-party dialogue platform for industry, academia, and research, thereby assisting in industry innovation and breakthroughs.



Invited Dr. Simon Stringer, an expert in applied psychology from the University of Oxford, to engage in face-to-face exchanges with over 60 corporate representatives



Invited Professor Huang Zhisheng, Director of the European Centre for Artificial Intelligence, to provide an in-depth interpretation surrounding the overall development trends, policy environment, and typical application cases of artificial intelligence in Europe

Case Study

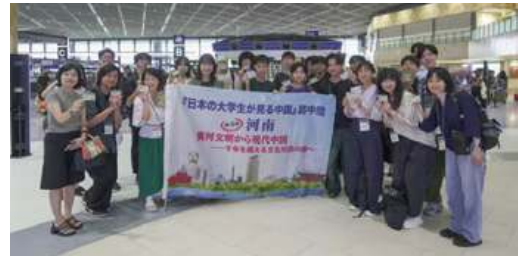
China Unicom (Europe) Operations Limited, together with the Hong Kong Innovation Research Institute, has conducted multiple visits to the International Data Spaces Association to engage in discussions surrounding key topics such as the circulation of data elements, protection of data sovereignty, and trusted collaboration mechanisms.



China Unicom (Europe), together with China Unicom (Hong Kong) Innovation Research Institute, visited International Data Spaces Association

Case Study

China Unicom (Japan) Operations Co., Ltd. actively carried out the “100 Japanese University Students Visit China” series of activities to promote in-depth exchange and mutual understanding between the “Gen Z” youth of China and Japan, allowing more Japanese youth to personally experience China’s cultural charm and modern development, and injecting Unicom’s strength into promoting people-to-people exchanges and people’s well-being along the “Belt and Road”.



“100 Japanese University Students Visit China” series of activities

Case Study

China Unicom (Singapore) Operations Pte. Ltd. actively hosted the 3rd “Unicom Cup” Football Friendly Match of the China Enterprises Association (Singapore). The event not only provided an interactive exchange platform for the employees of Chinese enterprises in Singapore, but also strengthened the local Chinese enterprise community, deepened the understanding and collaboration among enterprises, and supported the sustainable development of Chinese enterprises overseas through practical actions.



Group photo of the 3rd “Unicom Cup” Football Friendly Match

Enthusiastically participating in overseas public welfare

China Unicom is rooted in the local communities where its overseas operations are located, systematically carrying out diversified and sustained social welfare projects, effectively integrating corporate care and social responsibility into local livelihoods, and actively conveying the friendship and warmth of Chinese enterprises.

- Organised over 20 public welfare activities in Hong Kong centering on themes such as “Community Care, National Education, Youth Development, and Fraud Prevention”.
- The size of China Unicom Global Volunteer Team increased by 56%, with the total number of volunteers reaching 342, equivalent to “1 volunteer for every two colleagues”. Over 700 volunteer service person-times were dispatched throughout the year, with total hours reaching 2,300 hours, ranking among the top of central state-owned enterprises of similar size stationed in Hong Kong.
- The Company has repeatedly received named commendations from its superior unit, the Hong Kong Chinese Enterprises Association, and was awarded a certificate of appreciation signed by the Chief Secretary for Administration of the HKSAR Government, Mr. Chan Kwok-ki, while also receiving the Silver Award for Outstanding Volunteer Team from the Hong Kong Chinese Enterprises Association.

Case Study

China Unicom organised the “Bedok South Community Day Anti-Scam Awareness” event in Singapore, setting up booths centred around three major segments: “Common Types of Phone Scams”, “Forms of Impersonation Telecom Scams”, and “Protecting Yourself”, to popularise anti-fraud knowledge among residents through the distribution of anti-scam brochures, interactive Q&A sessions, and warning posters provided by the Singapore Police Force.



Launch of the “Bedok South Community Day Anti-Scam Awareness” event in Singapore

Case Study

China Unicom Global Limited launched the “Unicom Community • Celebrating the Lunar New Year Together” New Year warmth-giving campaign in various locations across Hong Kong, delivering China Unicom’s care, love, and compassion to the general public of Hong Kong.



China Unicom Global volunteers delivered Chinese New Year blessings to citizens in Kowloon City District, Kwun Tong District and other areas

Case Study

In response to the sudden major fire in Tai Po, Hong Kong, China Unicom Global immediately activated its emergency mechanism, spared no effort in engaging in rescue and disaster relief work, and mobilised all employees to donate funds and materials. China Unicom and its Hong Kong-based institutions have donated a cumulative total of HKD 5 million in cash, and employees have spontaneously donated more than HKD 200,000 in charitable funds and a large quantity of materials.



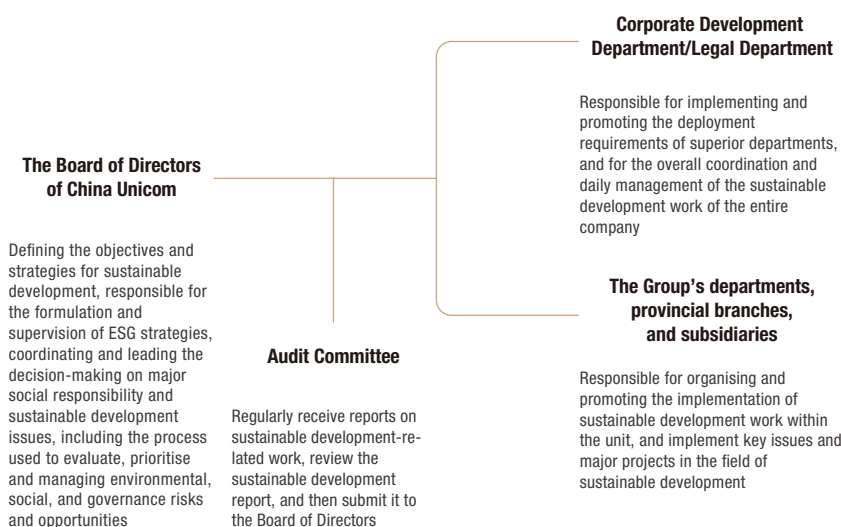
More than 300 volunteers actively responded, undertaking heavy-duty tasks such as overnight duty and material transportation at temporary resettlement points

Sustainable Development Governance

Sustainability Development System

Sustainable Development Governance

China Unicom has integrated the management of environmental, social, and governance related matters into the core governance framework of the Company. As the highest body of responsibility for ESG management and defining the objectives and strategies for sustainable development. The Board of Directors is fully responsible for the formulation and supervision of ESG strategies, coordinating and leading the decision-making on major social responsibility and sustainability issues, including the process used to evaluate, prioritise and managing environmental, social, and governance risks and opportunities, and actively promoting the implementation and progress of relevant key tasks. The Corporate Development Department/Legal Department is responsible for implementing and promoting the deployment requirements of superior departments, and for the overall coordination and day-to-day management of the sustainable development work of the entire Company; each department of the Group, each provincial branch, and each subsidiary is responsible for organising and promoting the implementation of sustainable development work within its own unit, and for implementing key issues and major projects of sustainable development in its respective professional field.



Sustainable Development Supervision

In the process of strategy implementation, major transaction decision-making, and risk management, China Unicom fully considers the impact of sustainable development risks and opportunities, and the Audit Committee and the Board of Directors regularly receive reports on sustainable development-related work. The Company has incorporated core ESG issues, such as green and low-carbon development, technological innovation, rural revitalization, and production safety, into the strategic performance management system of the management, and closely integrated them with the remuneration incentive mechanism to ensure that relevant strategic objectives and key tasks are effectively implemented and achieved.

Sustainable Development Strategy

Vision and Strategy for Sustainable Development

China Unicom integrates its own development with broader sustainable development, taking “Preserve and Innovate, Steady and Far-reaching” as the main keynote for the Company’s development during the “15th Five-Year Plan” period, acting as the national team and backbone of the information and communications industry, and achieving the harmonious unity of corporate interests and social goals. China Unicom continues to be guided by the new development philosophy of innovation, coordination, greenness, openness, and sharing, and takes practical actions to implement the construction of a Cyber Superpower and Digital China. It has formulated the China Unicom sustainable development system to give full play to its roles in technological innovation, industrial control, and security support, serving the high-quality development of the economy and society, as well as serving the protection and improvement of people’s livelihoods.



Sustainable Development Management

China Unicom continues to rely on effective organisation, systems, processes, and methods as safeguards, deepening its sustainable development management mechanism in accordance with the "China Unicom Social Responsibility Management Measures", and fully integrating ESG concepts into the entire process of corporate operations and services. Continuously improve the China Unicom social responsibility management indicator system, and ensure the effective advancement of various social responsibility tasks by further refining and quantifying various indicators, and formulating and implementing specific implementation plans and measures. We promote the construction of a digital management platform for sustainable development, focusing on the three dimensions of environment, society, and governance, optimizing reporting paths, and enhancing the efficiency of digital and intelligent management.

China Unicom continuously strengthens its capacity building for responsibility and deepens the rooting of responsibility concepts in the awareness of all employees. Continuously optimise the construction of sustainability teams at both the Group and subsidiary levels, deeply carry out responsibility practises, and promote the improvement of the Group's overall responsibility fulfilment capabilities through case sharing and experience exchange, with multiple practical achievements widely recognised by all sectors of society.

Personnel engaged in ESG-related work actively participate in various exchange seminars and specialised training organised by the industry, continuously monitor trends in responsible development, draw on the experience of outstanding enterprises, and proactively contribute perspectives and recommendations. In 2025, ESG training covered more than 100 person-times, with cumulative training hours exceeding 50 hours, providing strong support for promoting sustainable development in depth.

- "Practical Experience Forging the Foundation of Security, Mogong Innovative Services Empowering the Future of Industry" was selected for the "Blue Book of Corporate Social Responsibility of Central Enterprises (2025)" by the State-owned Assets Supervision and Administration Commission of the State Council (SASAC); "Building Carbon Pruhu Applications for Telecommunications Operators, Empowering the Green Transformation of National Lifestyles" was selected for the "Blue Book of Environmental, Social and Governance (ESG) of Central Enterprise Listed Companies (2025)".

- "From 'Old-age Care' to 'Enjoying Old-age': Creating a New Paradigm for Smart Healthcare and Elderly Care Services" was selected as an Outstanding Practise Case of Sustainable Development of Listed Companies 2025; "5G + Gigabit Optical Network Empowering Fishery Administration Law Enforcement to Promote Great Protection Along Rivers and Coasts", as an outstanding practise of sustainable development management of listed companies, was published in the "China Listed Companies ESG Development Report (2025)";

- "From Carbon Neutral Conferences to the Construction of a Global Carbon Reduction Ecosystem – China Unicom's Full-Scenario Green and Low-Carbon Practises" was successfully selected as a 2025 People's Corporate Social Responsibility "Green Development" case, being the only selected case in the telecommunications operator sector.

- Awarded the Honour Award – 2025 Annual Responsibility Gold Award by the Organising Committee of the Social Responsibility Conference; "Smart Connection Protection: China Unicom's New Journey of AI-enabled Anti-fraud" was awarded the Honour Award – 2025 Annual (Top Ten) Influential Public Welfare Project/Case;

- "Practical Exploration of Joint Construction, Sharing, Maintenance and Optimisation of Telecom and Unicom Communication Infrastructure Based on Emergency Communication and Key Protection Scenarios by Chongqing Unicom" won the Excellence Award in the National Thematic Competition of the 3rd "New Green Cup" Information and Communication Industry Empowering Carbon Peak and Carbon Neutrality Innovation Competition, guided by the Ministry of Industry and Information Technology and hosted by the China Academy of Information and Communications Technology.

Important Issue Management

Important Issue Evaluation Process

China Unicom conducts regular identification of important issues annually. In 2025, the dual materiality approach was adopted, considering the impact of sustainability issues on its own financial or strategic aspects, as well as their impact on the environment and society.

Identifying sustainability agendas

Based on the principle of double-materiality, and considering factors such as industry trends, regulatory policies, and domestic and international sustainability-related norms and standards (such as CASS-ESG6.0, United Nations Sustainable Development Goals, GRI Industry Standards, Global Risk Report, etc.), potential sustainability opportunities or risks are identified through stakeholders feedback (including investor suggestions, partner conferences, employee opinions, customer feedback, media analysis reports, etc.). These potential factors, combined with opportunities or risk factors from past business activities, form a complete pool of sustainable development issues. In 2025, 25 potential sustainability agenda items were identified.

Analysing and deciding on important agendas

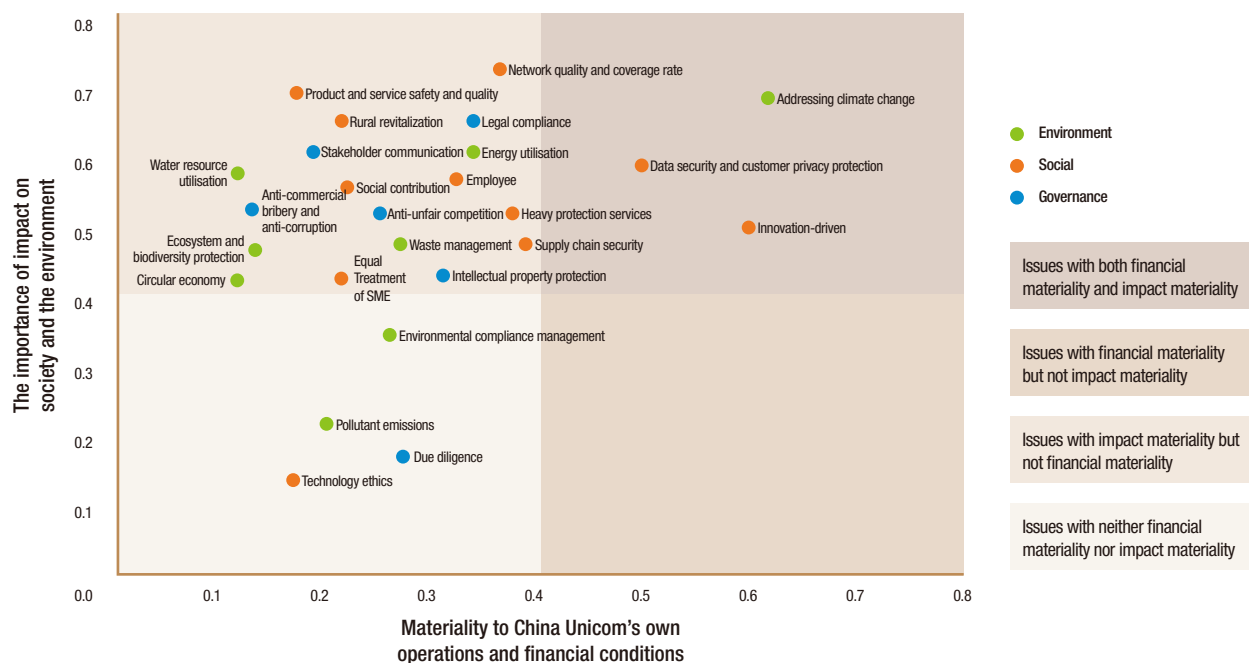
Based on the nature of sustainability agendas, the Company analysed factors such as positive and negative impacts, scale and scope of impact, probability and speed of occurrence, and the degree of stakeholder concern to assess the extent of each agenda's impact on the economy, environment, and society. The materiality scoring is set by the Corporate Development Department to screen and rank the dual materiality topics for this year.

Confirming and managing key agendas

The results of the analysis of important agendas are determined through management discussions to ensure that the dual materiality assessment method and results align with the Company's management policies and development objectives. The Company regularly reviews the implementation of measures related to key agendas and continuously optimises its internal management policies. This year, a total of 21 items were included as important topics, with 3 items classified as dual importance and 18 items as impactful.

Dual Materiality Assessment Matrix and Evaluation Results

The results of the importance assessment are presented in the following dual materiality matrix. The matrix considers both the significance of impact and financial importance, plotting each significant agenda based on its degree of impact on the environment and society (Y-axis), and its degree of impact on the Company's operations and finances (X-axis). Relevant agendas are included in the appropriate sections for disclosure.



Dimension	Issue				With dual materiality or not
Environment	● Addressing climate change				● With dual materiality
	● Energy utilisation ● Circular economy	● Ecosystem and biodiversity protection	● Waste management	● Water resource utilisation	● With impact materiality
	● Pollutant emissions ● Environmental compliance management				-
Social	● Innovation-driven ● Data security and customer privacy protection				● With dual materiality
	● Network quality and coverage rate ● Heavy protection services	● Rural revitalization ● Social contribution	● Product and service safety and quality ● Employee	● Supply chain security ● Equal Treatment of SME	● With impact materiality
	● Technology ethics				-
Governance	● Legal compliance ● Stakeholder communication	● Anti-commercial bribery and anti-corruption	● Intellectual property protection	● Anti-unfair competition	● With impact materiality
	● Due diligence				-

● Environment

● Social

● Governance

● With dual materiality

● With impact materiality

Due Diligence on Sustainability Agenda

China Unicom strictly regulates the decision-making process for investment businesses, implements due diligence, comprehensively and truthfully grasps investment conditions, scientifically analyses investment feasibility, forms professional reports and strategic recommendations, and incorporates relevant conditions into all stages of risk assessment and subsequent operational management, so as to build a solid defence line against investment decision-making risks.

Solidly carry out feasibility study work for network-related fixed asset investment, enhance the scientific nature of investment decision-making through professional research, and optimise the efficiency of resource allocation. Such feasibility studies shall be organised and conducted by qualified feasibility study preparation units, the Construction and Development Department, and the relevant demanding units. The main procedures of the feasibility study include stages such as requirements discussion, research on the existing network, formulation and discussion of the construction plan and preliminary investment draught, and expert review. The feasibility study covers the necessity and feasibility of engineering construction, and fully integrates core sustainable development elements such as dual carbon goals, economic benefits, and risk prevention and control.

All equity investments of the Company strictly follow the relevant management regulations and procedures for due diligence. Through methods such as document review, interviews, attendance at meetings, and field investigations, comprehensive and in-depth investigations are conducted on the target company's assets and liabilities, operations and financial conditions, legal and regulatory compliance, human resources, opportunities faced by the Company, and potential risks. Investment risks and returns are fully assessed, and objective and fair professional evaluations of the target company are made based on the investigations to provide reference opinions or suggestions for equity investment decisions, helping to improve the quality and level of investment decision-making and effectively promoting the preservation and appreciation of the value of state-owned assets.

Communication with Stakeholders

China Unicom places great importance on communication and cooperation with stakeholders, enhancing communication mechanisms and management procedure. It actively builds a communication platform with investors, continuously enhances the transparency of information disclosure, streamlines internal communication channels, and promptly responds to the diverse demands and expectations of stakeholders.

Communication with Stakeholders Mechanism and Management Procedures

Collect stakeholder feedback

Each specialised department, in conjunction with their respective fields of sustainable development practises, collects feedback from internal and external stakeholders.

Identify the areas of concern from stakeholders

Regularly compile and analyse feedback from stakeholders to identify areas of concern.



Response and monitoring of stakeholder communication effectiveness

Each professional department responds to the demands of stakeholders and monitors the effectiveness of communication irregularly.



Information release

Annually disclose the results of stakeholder concern identification in the sustainability report.

Investor Relations Management and Protection of Shareholders' Rights and Interests

Investor relations management

China Unicom has strengthened proactive and effective investor relations management, coordinated the maintenance of relationships with analysts, shareholders, and securities media, significantly enhanced its influence in the capital market, and continuously improved the value of the Company and its shareholders. Annual general meetings are held once every year, and extraordinary general meetings may also be convened as the Board deems appropriate. Directors of the Company and representatives of the committees shall attend the meetings. Resolutions at the meetings are voted on by way of poll, and the relevant voting results are announced in a timely manner to fully protect the legitimate rights and interests of shareholders. Latest updates regarding the Company's material business developments are disseminated in a timely and accurate manner through announcements, press releases, and the Company's website (<https://www.chinaunicom.com.hk>), so as to keep investors informed of the Company's latest developments in a timely manner. In terms of investor relations, the Company's website not only serves as an important channel for the Company to disseminate news and corporate information to investors, the media, and the capital markets, but also plays a key role in the Company's valuation and compliance with information disclosure regulatory requirements. The Company continuously updates its website content, further enhances its website functions, and strengthens the transparency of information disclosure, in an effort to achieve international best practice standards. In 2025, the Company's website (<https://www.chinaunicom.com.hk>) was honored with "Best of Show – World's Best Investor Relations Website" by an international institution, "iNova Awards". The Company's efforts in investor relations is well recognised by the capital markets, and accredited with a number of awards, including being voted as the "Best IR Program (Telecoms)" by fund managers and analysts in the "2025 All Asia Executive Team" survey organized by Extel (formerly Institutional Investor).

- An investor relations department has been established, which is specifically responsible for providing necessary information and services to investors and actively maintaining communication with investors and fund managers.
- Formulate a shareholders' communication policy to ensure that the shareholders of the Company are provided with ready, equal, timely, balanced, and understandable information, so as to protect the shareholders' right to be informed.
- Strived to strengthen communication with the capital markets and diversify communication methods by organizing multiple reverse investor roadshows and arranging for the management to conduct roadshows from time to time. Throughout the year, nearly 100 international capital market communication activities were organized/participated in, and the intensity of communication with investors, analysts, and the media significantly increased compared to last year.
- Actively responding to investor concerns, in recent years, in view of the climate change issues of wide concern to investors, the Company has transparently made full disclosures on its efforts to address climate-related risks.

Transparency in information disclosure

China Unicom strictly fulfills its information disclosure obligations and organizes the completion of various information disclosure tasks in accordance with laws and regulations to ensure that information disclosed externally (including inside information) is true, accurate, complete, and timely. The Company's efforts in corporate governance (including information disclosure) have been highly evaluated by the capital markets and accredited with a number of awards. In particular, the Company was voted as "Most Honored Telecommunications Company" for the tenth consecutive years in the "2025 All-Asia Executive Team Survey" organized by the internationally authoritative financial magazine Extel (formerly Institutional Investor); It was awarded the "Best Managed Company in China – Gold" in the "Asia's Best Managed Companies Poll 2025" organized by the authoritative financial magazine FinanceAsia; and received awards such as "Asia's Best Corporate Social Responsibility" and "Best Investor Relations Company" at the "15th Asian Excellence Award 2025" organized by Corporate Governance Asia.

- The Company developed and refined the Information Disclosure Policy to ensure the convenience and security of information disclosure while ensuring the fulfillment of information disclosure obligations in compliance with laws and regulations.
- An Information Disclosure Review Committee chaired by the management has been established, which clarifies the procedures for the collection and reporting of financial and operational data and other information, as well as the procedures for the preparation and review of periodic reports, and sets out specific regulations on the content and requirements for the verification of financial information, particularly requiring the heads of various major departments to issue individual letters of representation from the bottom up.
- Adhere to fair disclosure by convening simultaneous results presentations in Hong Kong and Beijing immediately after the disclosure of each annual report and interim report to ensure that all investors have equal opportunities to access relevant information.
- Actively participate in various investigations and consultations initiated by regulatory authorities and exchanges, and earnestly provide constructive opinions and suggestions.
- The Company attaches importance to the protection of the rights and interests of creditors and maintains a good credit standing; all interest-bearing liabilities have been repaid on schedule, and there are no adverse credit records such as debt defaults.
- Different professional teams are invited on a regular basis to provide training for the Directors on the latest developments in relevant laws and regulations, market environment and industry trends, so as to enhance the Directors' ability to perform their duties.

Communication with Stakeholders Methods and Expectations

Stakeholder	Communication method	Expectations for China Unicom
Customers	• Business outlets communication • Service hotline • Weibo/WeChat and APP • Business Visit • Customer satisfaction follow-up	• Network quality and product experience • Efficient and convenient customer service • Information security and privacy protection • High-quality brand image • Innovative and futuristic communication technologies • Strengthen the cultivation and enhancement of key product capabilities
Employees	• Employee forum • Workers' congress • Democratic life meeting • General Manager Online • Open corporate affairs	• Protection of lawful rights and interests • Extensive career development opportunities • Effective vocational skills education • Equal employment with equal pay for the same position • Opportunities for participation in democratic management • Employee care • Safe and comfortable work environment
Investor	• Results press conference • Investor activities • "Investor Relations" section in Company's website	• Sustainable operating performance • Corporate governance and integrity management • Information security and privacy protection
Supply chain enterprises	• Procurement activities • Meetings, interviews • On-site audit guidance	• Extensive and convenient support services • Promote the coordinated development of digital and green transformation • Anti-commercial bribery and fair competition • Equal treatment to small and medium-sized enterprises
Government	• Meetings • Face-to-face communication	• Information infrastructure construction • Security assurance services during critical periods • Corporate governance and integrity management • Information security and privacy protection
Non-governmental organisation	• Thematic Forum Exchange Activity • Meetings, interviews	• Addressing climate change risks • Information security and privacy protection • Community Care and Charity Investment
Community	• Meetings • Seminars • Visits	• Comprehensively promote rural revitalization • Sustainable and effective donations • Carry out charity and volunteer activities • Energy-saving and environmentally friendly communication equipment
Partners	• Partners Conference • Meetings, interviews • Self-service portal of partners • Regularly conduct high-level mutual visits and discussions with partners	• Promote the rapid, healthy, and controllable development of the cybersecurity industry • Fair and open opportunities for cooperation • Strengthen cooperation in areas such as computing-network integration, data-intelligence integration, and digital-real economy integration
Media	• Issue press release and hold press conferences • Promotional activities • Special communication	• Operating performance • Network quality and infrastructure construction • Risk Management and Emergency Management • Social contribution

Appendices

Key Performance

Category	Indicators	Unit	2023	2024	2025
Operations and development	Total assets	RMB billion	661.05	671.24	669.62
	Operating revenue	RMB billion	372.60	389.59	392.22
	Service revenue	RMB billion	335.17	345.98	347.74
	Profit before income tax	RMB billion	22.95	25.25	25.45
	Cumulative number of connected users	Thousand	—	—	1,254,713
	Cumulative number of 5G network subscribers	Thousand	—	—	232,180
	Cumulative number of IoT terminal connections ⁴	Thousand	493,911	624,781	723,111
	Number of customers served by virtual private networks in 5G industry ⁴	Units	8,563	16,059	23,520
Network capabilities	Total number of 4G mid-band co-building and co-sharing base stations ⁵	Thousand	—	—	Over 2,000
	Total number of 5G base station construction	Thousand	Over 1,210	1,375	Over 1,540
	Number of fixed network broadband access ports	Billion	0.266	0.279	0.286
	Gigabit fibre network coverage capacity	Billion households	0.356	0.430	0.477
	Broadband coverage rate of administrative villages	%	64.1	67.7	72.6
	Coverage rate of mobile network in township	%	100	100	100
	Coverage of mobile network administrative villages	%	98	99	99
	The co-construction rate of pole lines	%	99.2	90.3	96.8
	Cable sharing rate	%	99.6	96.4	98.7
	Co-construction rate of pipelines	%	94.9	92.5	85.6
	Sharing rate of pipelines	%	98.2	96.3	93.2
	International internet external bandwidth	G	7,000	8,010	8,932
	Number of IDC standard cabinets ¹⁷	Thousand	—	Over 1,000	Over 1,100
Commitment in major assurance initiatives	Total number of emergency communication guarantees ⁶	Times	160	127	114
	Emergency communication support personnel ⁶	Thousand person-time	242	341	302
	Mobile emergency communication vehicles ⁶	Thousand vehicle-time	70	87	85
	Investment in emergency communication equipment ⁶	Thousand set-time	13	6	6
Independent innovation	R&D investment ⁷	RMB billion	15.12	15.93	16.04
	Number of effective patents	Items	—	9,397	10,261
	Number of patents applied	Items	4,398	2,071	1,617
	Number of patents granted	Items	2,287	1,436	860

Category	Indicators	Unit	2023	2024	2025
Customer service	Customer inquiry resolution rate of intelligent customer service ⁸	%	98.1	98.8	99.0
	Proportion of intelligent services in smart customer service ⁹	%	85.2	85.2	85.6
	Overall satisfaction ¹⁰	Points	81.78	82.0	82.3
	Including: Mobile business customer satisfaction	Points	80.93	81.2	81.4
	Fixed line phone customer satisfaction	Points	88.94	89.3	90.0
	Fixed Internet customer satisfaction	Points	81.29	81.5	82.2
	Valid complaint rate ¹¹	cases/ million households	—	43.5	50.4
People-oriented	Total number of employees	Person	242,891	240,617	237,251
	Gender proportion of employees	Male: female	1.62:1	1.62:1	1.62:1
	Proportion of ethnic minority employees	%	6.98	7.16	7.20
	Proportion of female in senior management	%	12.3	12.9	12.7
	Input in employee training	RMB thousand	464,650	397,210	436,650
	Training hours per employee	Hours	115	126	140
	Network college online learning person-time	Thousand persons	59,860	57,430	51,280
	Total learning hours by participants at the network college	Thousand hours	—	14,560	12,960
	Social insurance coverage rate	%	100	100	100
	Proportion of contracted employees in labour	%	100	100	100
	Input to help and support employees suffered from difficulties	RMB thousand	120,000	123,070	118,950
	Employee turnover rate	%	2.06	1.97	1.76
	Number of new employees	Person	9,446	8,409	6,076
	Number of new male employees	Person	5,975	5,269	3,985
	Number of new female employees	Person	3,471	3,140	2,091
	Number of employees who voluntarily resign	Person	3,321	2,926	2,710
	Number of male employees who voluntarily resigned	Person	2,063	1,927	1,757
	Number of female employees who voluntarily resigned	Person	1,258	999	953
	Number of dismissed employees during the year	Person	1,686	1,812	1,476
	Number of dismissed male employees	Person	1,083	1,200	1,009
	Number of dismissed female employees	Person	603	612	467
	Turnover rate of employees aged below 30	%	6.98	4.19	3.75
	Turnover rate of employees aged 30–50	%	1.34	0.77	0.80
	Turnover rate of employees aged over 50	%	0.72	0.45	0.42
	Turnover rate of male employees	%	2.09	1.30	1.20
	Turnover rate of female employees	%	2.01	1.09	1.05
	Turnover rate of domestic employees	%	1.40	1.18	1.08
	Turnover rate of oversea employees	%	3.2	11.30	13.83
	Number of work-related fatalities	Persons	0	0	0
	Rate of work-related fatalities	%	0	0	0
	Lost days due to work injury	Day	0	0	0

Category	Indicators	Unit	2023	2024	2025
Low-carbon development	Special investment in energy conservation and emission reduction	RMB billion	0.336	0.411	0.496
	Greenhouse gas emission reduction ¹⁸	Thousand tonnes of carbon dioxide equivalent	1,360	2,297	1,320
	Water resources consumption	Thousand tonnes	14,920	15,680	16,370
	Water consumption density	Tons/RMB Million	40.04	40.22	39.83
	Total energy consumption	Thousand tonnes of standard coal	2,920	3,040	3,260
	Clean energy usage	Tonnes of standard coal	43,623.50	52,854.09	98,752.63
	Natural gas consumption ¹²	Millions of m ³	4.09	4.97	4.60
	Green electricity purchase volume	Thousand of kWh	310,690	374,779	740,860.5
	Use of solar power	Thousand of kWh	–	1,494.3	12,879.3
	Energy saving	Thousand tonnes of standard coal	415	445	536
	Fossil energy consumption	Thousand tonnes of standard coal	50	50	60
	Gasoline consumption ¹²	Millions of litres	29	31.7	38.7
	Diesel consumption ¹²	Millions of litres	9	8.9	11.1
	Coal consumption ¹²	Thousand tonnes	0.3	0.9	0.03
	Electricity consumption ¹²	Billion kWh	22.5	23.4	25.2
	Comprehensive Energy consumption per unit of information traffic	Kg of standard coal/TB	2.3	2.0	1.8
	Energy consumption intensity	Tonnes of standard coal/RMB million	–	5.8	4.9
	Direct energy consumption	Thousand tonnes of standard coal	–	53	55.4
	Indirect energy consumption	Thousand tonnes of standard coal	–	2,983	3,200
	Greenhouse gas emissions ¹³	Million tonnes	13.25	13.00	13.82
	Total direct emission of GHG (category I)	Million tonnes	0.10	0.11	0.12
	Total indirect emission of GHG (category II) ¹³	Million tonnes	13.15	12.89	13.70
	Category III GHG Emissions – Category 6: Business travel ¹⁴	Thousand tonnes	–	33.7	46.1
	Indirect greenhouse gas emissions generated from electricity consumption	Million tonnes	–	12.54	13.37
	Indirect greenhouse gas emissions from thermal energy consumption	Million tonnes	–	0.36	0.33
	Sulphur dioxide emission	Tonnes	0.1	0.3	0.6
	Scrap disposal and recycling amount	RMB billion	0.655	0.680	0.875
	Disposal of scrapped batteries (hazardous) ¹⁵	RMB billion	0.123	0.140	0.121
	Comprehensive waste treatment volume (non-hazardous)	RMB billion	0.297	0.540	0.754
Compliance management	Number of safety production hazard inspections ¹⁶	Item	–	61,700	109,500
	Production safety training coverage rate	%	100	100	100
Community responsibility	Number of registered volunteers	Units	95,734	103,778	89,196
	Total tax paid	RMB billion	8.60	13.70	13.88
	Employment creation	Person	9,446	8,409	6,076
	Total donations	RMB thousand	1,436	2,031	7,392

Notes:

1. Data Description: The data and information collection of this report mainly sourced from the Company's internal data collection system and relevant statistical reports, as well as the corporate sustainable development practise cases submitted by provincial companies. There is no material change in relation to the methods used for prepping the disclosure. The data for 2025 quoted in this report is the final statistical data. If there is any discrepancy between the financial data and the annual report, the annual report shall prevail. The monetary unit adopted in this report is RMB.
2. Please refer to the "Description to the Report" for the details of the report reference standards.
3. Quality assurance: The Board of Directors and all directors undertake that the information disclosed in the report is authentic, complete and correct, with no false record or misleading statements.
4. To better reflect the Company's good progress in grasping new opportunities, embracing new changes and achieving new development, the Company has adjusted the disclosure of its operational statistics since 22 March 2022, and improved market transparency in a number of key business areas such as "Ubiquitous Connectivity, Innovative Application, Smart Services and Technological Innovation".

5. As the co-building and co-sharing of networks, technologies, and various types of infrastructure between China Unicom and China Telecom progress solidly and continue to deepen, in order to adapt to the evolution and innovative development of network technologies and to reflect 4G network capabilities more accurately and objectively, starting from 2025, the relevant statistical caliber will uniformly adopt the "total number of 4G mid-band co-building and co-sharing base stations"; the number of the Company's 4G available base stations exceeded 2.9 million in 2023, and the number of 4G mid-band available base stations exceeded 2.3 million in 2024.
6. The Company revised the important communication guarantee scheduling mechanism, refined the hierarchical and classified management standards, and adjusted the statistical calibre such as the number, personnel, vehicles and equipment investment for important communication guarantee services starting from 2023.
7. With reference to the relevant standards of the "Notice on the Issuance of the <Statistical Specifications for Research and Experimental Development (R&D) Input (Trial)>" (Guo Tong Zi [2019] No. 47) issued by the National Bureau of Statistics, including all actual expenditure incurred for the implementation of research and experimental development.
8. Intelligent Customer Service Problem Resolution Rate = Number of satisfied resolutions/Number of post-service evaluations * 100%. This indicator is monthly data, and the time range is the month of December from 2023 to 2025.
9. Proportion of smart customer service intelligent services = volume of intelligent service resolutions/total service volume; this indicator is monthly data, and the time range is the month of December from 2023 to 2025.
10. The comprehensive satisfaction data is sourced from the Ministry of Industry and Information Technology of the People's Republic of China, and from 2024 onwards, the compliance status will replace the specific scores.
11. The 2025 valid complaint rate (cases per million households) data is sourced from the Ministry of Industry and Information Technology of the People's Republic of China, and differs from the 2023 customer complaint rate of 746.5 (instances per million subscribers), thus the data for 2023 is shown as "-".
12. The data statistics of gasoline consumption, diesel consumption, natural gas consumption, electricity consumption, coal consumption, and thermal energy consumption cover the headquarters and 31 provincial branches. The conversion factor of each energy consumption shall refer to "General Rules for the Calculation of the Comprehensive Energy Consumption".
13. The Company adopts the operational control approach for greenhouse gas accounting, incorporating all relevant operating entities into the scope of accounting. The type of greenhouse gas accounted for is carbon dioxide. The accounting standards are derived from the "Requirements of the Greenhouse Gas Emission Accounting and Reporting Guidelines for Enterprises in Other Industrial Sectors" issued by the National Development and Reform Commission. Total indirect emission of GHG (category II) are calculated following a location-based method. The CO2 emission factor for electricity is derived from the "Announcement on the Release of 2023 Electricity CO2 Emission Factors" (Announcement No. 47 of 2025) issued by the Ministry of Ecology and Environment; the CO2 emission factor for purchased thermal power is derived from the "Notice of the General Office of the National Development and Reform Commission on Issuing the Third Batch of Greenhouse Gas Accounting Methods and Reporting Guidelines for Enterprises in 10 Industries (Trial)" (Fa Gai Ban Qi Hou [2015] No. 1722); and the CO2 emission factors for coal, natural gas, coal gas, gasoline, and diesel refer to the "2006 IPCC Guidelines for National Greenhouse Gas Inventories", among which, the density of gasoline is taken as 0.735Kg/L and the density of diesel is taken as 0.835Kg/L.
14. The scope of greenhouse gas emissions statistics for business travel is limited to domestic units. Transportation methods include trains and aeroplanes. The calculation method is the emission factor method, which calculates carbon emissions based on the carbon emission coefficient per unit mileage and then sums them up. The total mileage is calculated based on financial travel reimbursement data. The carbon emission factor for air travel is set at 0.139kg/km, while for train travel it is set at 0.04kg/km.
15. As the disposal of waste storage batteries uses capacity (Ah) as the unit of measurement, it is not possible to quantify and calculate the waste emission density (tons/RMB10,000).
16. To more accurately and intuitively reflect the actual situation of potential risk inspections in safe production, the Company will optimise the relevant disclosure indicators for safe production from 2024 onwards, replacing "number of safety production training" with "number of safety production hazard inspections".
17. No. of standard cabinets is calculated based on 2.5 kW per cabinet.
18. This indicator is calculated based on the formula: Greenhouse gas emission reductions = CO2 emissions per unit of total telecom business volume in the baseline period × total telecom business volume in the reporting period – total CO2 emissions in the reporting period.

Honours and Recognition

- ✓ China Unicom ranked 269th by revenue in the 2025 Fortune Global 500 list by Fortune magazine.
- ✓ China Unicom ranked 264th in "Forbes Global 2000" in 2025.
- ✓ China Unicom was awarded "Outstanding Best Listed Company" and "Outstanding Listed Company" in the China Securities "Golden Bauhinia Awards" selection.
- ✓ For ten consecutive years, China Unicom has been awarded honours such as "Most Honoured Telecommunications Company". In 2025, the Company also is honored "Best CEO in Telecommunications", "Best CFO in Telecommunications", "Best Investor Relations Programme in Telecommunications", and "Best Investor Relations Professional in Telecommunications" in the polls conducted by Exel (formerly Institutional Investor), an authoritative financial publication in the investment community.
- ✓ China Unicom was the Gold Awards for "Best Managed Company in China", "Best Large-cap Listed Company in China", "Best CEO in China", "Best CFO in China", "Best COO in China", "Best ESG in China", and "Best Use of Technology in China" by the authoritative financial magazine FinanceAsia.
- ✓ China Unicom was honoured with "Asia's Best CSR", "Asia's Best CEO", "Asia's Best CFO", "Sustainable Asia", "Best Environmental Responsibility", and "Best Investor Relations Company" at the "15th Asian Excellence Award 2025" organised by Corporate Governance Asia, a renowned corporate governance publication in Asia.
- ✓ China Unicom was awarded "Best Company in the Telecommunications Industry" in the "2025 IR Impact Greater China Awards".
- ✓ China Unicom was awarded the Gold Award in The Asset ESG Corporate Awards 2025.
- ✓ China Unicom was awarded the "ESG Leading Enterprise Award" in the 7th "ESG Leading Enterprise Awards 2025" co-organised by Bloomberg Businessweek/Chinese Edition and Deloitte.
- ✓ China Unicom was awarded the "ESG Corporate Communications Award" at the "Master Insight x The Hang Seng University of Hong Kong ESG Awards 2025" co-organised by Master Insight and the ESG Research Centre of The Hang Seng University of Hong Kong.
- ✓ China Unicom's website (<https://www.chinaunicom.com.hk>) has been awarded the "iNova Awards" Gold Award for ten consecutive years, winning the Gold Award for "Best Home Page Design", the Gold Award for "Best Investor Relations Website", and the Gold Award for "Best Corporate Website".
- ✓ China Unicom's website was honoured with the Grand Award for Best Website and a Gold Award at the "2024/2025 Mercury Awards".

Description to the Report

Reporting Period	From 1 January to 31 December 2025, with some contents exceeding the aforesaid period.
Reporting Cycle	China Unicom (Hong Kong) Limited's Sustainability Report is an annual report.
Scope of the Report	This report covers China Unicom (Hong Kong) Limited and its subsidiaries. For the convenience of expression, "China Unicom", "the Group", "the Company" and "we" are used in the presentation of this report. Guiding Opinions on High Standards of Social Responsibility Fulfilment by Central Enterprises in the New Era issued by the State-owned Assets Supervision and Administration Commission of the State Council; Enterprise Sustainable Disclosure Standards – Basic Guidelines (Trial) issued by the Ministry of Finance; Shanghai Stock Exchange Listed Companies Self-Regulatory Guidelines No. 14 – Sustainability Report (Trial) and Shanghai Stock Exchange Listed Companies Self-Regulatory Guidelines No. 4 – Preparation of Sustainability Report issued by the Shanghai Stock Exchange;
Reporting Reference Standard	HKEX Environmental, Social and Governance Reporting Code; Chinese Academy of Social Sciences' Guidelines for the Preparation of Corporate Social Responsibility Reports in China (CASS-ESG6.0); Social Responsibility Guidelines (GBT36000-2015), General Administration of Quality Supervision, Inspection and Quarantine and National Standardization Administration; GRI Sustainability Reporting Standards issued by the Global Sustainability Standards Board (GSSB); Corporate Social Responsibility Management System of China's Information and Communication Industry issued by the China Association of Communications Enterprises.
Report Data Description	The 2025 data quoted in this report are final statistical data. In case of any discrepancy between the financial data herein and those in annual report, the annual report shall prevail. All monetary amounts in this report are presented in RMB unless otherwise stated.
Reporting Quality Assurance	The Board of Directors and all directors undertake that the information disclosed in the report is authentic, complete and accurate, with no false record or misleading statement.
Language versions and availability	The Company's sustainability report is available in both paper and online formats. The Chinese and English version of the online report is available on the website of China Unicom: https://www.chinaunicom.com.hk.
Contact information	Address: China Unicom Corporate Development Department, No. 21 Jinrong Street, Xicheng District, Beijing Postal code: 100033 Fax: 86-10-66258674 Email: zhangting62@chinaunicom.cn

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Notes:

1. As the Company mainly engages in the provision of information communication services, packaging material used for the finished products as prescribed in A2.5 is not applicable to the Company's business practice.
2. Product recycling indicator involved in B6.1 is not applicable to the actual business of the Company. Through the identification of dual materiality issues, the Company mainly reported on the maintenance of network information security, the protection of emergency communication, and the protection of customer rights and interests in accordance with the law.
3. The volume of waste generated in the network operation phase is closely correlated with network construction iterations and equipment upgrades, and is significantly influenced by the dynamics of technological evolution and business development. At this stage, no quantitative control targets related to A1.6 have been set; classified disposal and compliance management will continue to be implemented.

 Shanghai Stock Exchange “Shanghai Stock Exchange Listed Companies Self-Regulation Guidelines No. 14 – Sustainability Report (Trial)”

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Notes:

1. As the Company is not within the scope of the list of enterprises for mandatory disclosure of environmental information according to law, and the production process does not involve the discharge of industrial wastewater and exhaust gas, the relevant indicators for pollutant discharge are not applicable to the actual business of the Company; the report discloses the management and discharge of domestic wastewater.
2. As the Company's production and operations are primarily focused on network operations and do not involve heavy pollution links such as industrial manufacturing, printing and dyeing, no issues regarding violations of laws and regulations in the environmental field occurred in 2025. Relevant indicators for environmental compliance management are not applicable to the Company's actual business. The report discloses the establishment of emergency plans for environmental incidents, the standardized management of green office practices, and the monitoring of electromagnetic radiation from communication base stations.
3. During the reporting period, the Company's principal business did not involve the research, development, or application scenarios of frontier technologies that require the conduct of technology ethics review and risk assessment, and the Company did not conduct relevant high-risk technology activities; indicators related to technology ethics are not applicable to the actual business of the Company.
4. During the reporting period, the Company did not engage in material business activities such as mergers, acquisitions, reorganizations, or supply chain extension management that required special due diligence. Based on industry characteristics and business actualities, the due diligence topic does not possess financial materiality or impact materiality; the report discloses the due diligence status regarding network-related fixed asset investments and equity investments.

 Guidelines for China Enterprise Sustainable Development Report (CASS-ESG6.0)

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Notes:

- As the Company is not within the scope of the list of enterprises for mandatory disclosure of environmental information according to law, and the production process does not involve the discharge of industrial wastewater and exhaust gas, the relevant indicators for pollutant discharge are not applicable to the actual business of the Company; the report discloses the management and discharge of domestic wastewater.
- As the Company is not an enterprise whose waste generated from production and business activities has a significant impact on the environment, the indicators related to waste treatment involved in E2.2 are not applicable to the actual business of the Company. We mainly reported the management of solid waste by classification into hazardous and non-hazardous categories, disposal status, and reduction measures.
- As the Company's production and business activities do not have a material impact on ecosystems and biodiversity, the indicators related to ecosystem and biodiversity protection involved in E2.3 are not applicable to the Company's actual business. We mainly reported on the deep integration of digital technology with river and lake governance and ecological environmental protection, and the avoidance of ecological protection red lines in network planning.
- Regarding S3.3.5, product recall related indicators are not applicable to the actual business of the Company. Through the double materiality assessment, the Company mainly reported on contents such as maintaining network information security and protecting the rights and interests of customers in accordance with the law.

GRI Sustainability Reporting Standards

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Note:

- The relevant content regarding government financial subsidies related to 201-4 is included in our company's 2025 annual report.
- Material gases such as ozone-depleting substances (ODS), nitrogen oxides (NOX) and sulphur oxides (SOX) cited in 305-6 and 305-7 are not the major emissions of the Company.

Feedback

Dear Reader:

Thank you for reading China Unicom's 2025 Sustainability Report, which is the tenth sustainability report published by the Company to the public. In order to better provide you and other stakeholders with valuable information while facilitating the supervision of social responsibility works as well as enhancing the capability and standard of performing sustainable development, we would like to have your valuable opinions and suggestions regarding this report.

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● **Your capacity:**

A. Customer B. Shareholder C. Government D. Community E. Business partner F. Media G. Social organization

H. Others (Please specify) _____

● **Overall evaluation of China Unicom's Sustainability Report:**

A. Excellent B. Good C. Fair D. Not Satisfactory E. Poor

● **Evaluation of China Unicom's performance in economic, social and environmental responsibilities:**

Economic responsibility A. Excellent B. Good C. General D. Not Satisfactory E. Poor

Social responsibility A. Excellent B. Good C. General D. Not Satisfactory E. Poor

Environmental responsibility A. Excellent B. Good C. General D. Not Satisfactory E. Poor

● **Response and disclosure in this report in connection with the concerns of stakeholders?**

A. Excellent B. Good C. Fair D. Not Satisfactory E. Poor

● **Overall evaluation of this report in terms of the clarity, accuracy and integrity of the disclosure of information, data and index:**

Clarity A. Excellent B. Good C. General D. Not Satisfactory E. Poor

Accuracy A. Excellent B. Good C. General D. Not Satisfactory E. Poor

Integrity A. Excellent B. Good C. General D. Not Satisfactory E. Poor

● **Readability of this report in terms of content arrangement and layout design?**

Content Arrangement A. Excellent B. Fair C. Inconvenient

Layout Design A. Excellent B. Fair C. Inconvenient

● **Any other opinion/suggestion for our work and report of sustainability?**

Thank you for your feedback and precious time.



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