

OVERSEAS

Creating a new dynamics of international interconnection and serving the domestic and international dual-cycle

In the face of increasing complexity, challenge and uncertainty of the international situation, China Unicom accurately identified changes, scientifically responded to changes, took the initiative to seek changes, and was able to adapt in grasping the nettle and opening up a new situation in the changing tides. Based on the overall plan domestically and overseas, China Unicom strived to promote the differentiation advantages of global cloud-network integration and cloudification servicing capabilities, relying on “dual-cycle of digital economy” to help building a new pattern of high-quality international business development while fulfilling the responsibilities as a global corporate.



IMPROVING CROSS-BORDER SERVICE QUALITY

China Unicom firmly captured the new opportunities of global changes, constantly improved its international business operating quality, providing a series of end-to-end global integrated information services for global enterprise customers both domestically and internationally, as well as global voice and data services for individual customers overseas. In 2020, overall service quality continued to improve, providing customers with more innovative and more best-value products and services, which helped customers to adapt to changes in the international situation and eliminating the adverse impact of the pandemic.

- In order to meet the needs of international customers, China Unicom launched domestic- and overseas-integrated cloud networking services, implemented the interconnection among 28 resource pools of 8 overseas cloud enterprises, and achieved the comprehensive leading position of product functionality to provide users with one point/multi-point cloud, multi-cloud connection, hybrid networking, cross-border interconnection services, which delivered advantages such as all scenario, multi-cloud, multi-access, flexibility, manageability, self-service, and etc.

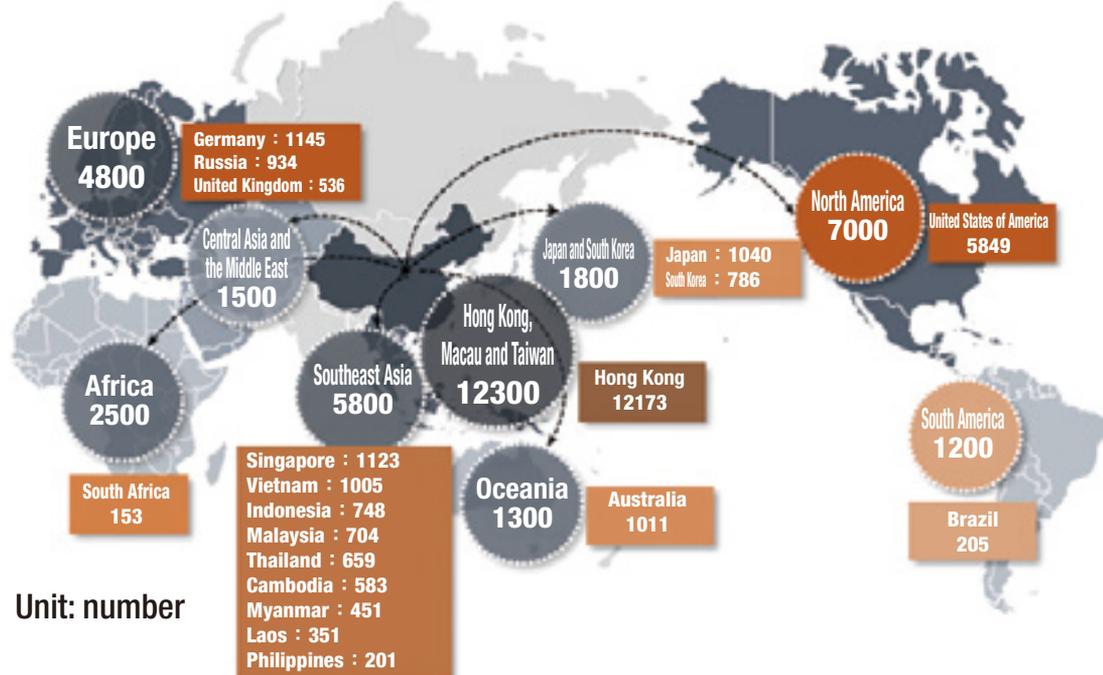
- During the pandemic, China Unicom strengthened customer care, implemented data allowance increase without price increase for 102 popular international roaming locations, and launched low-cost minimal data products for long-term resident users in 23 popular overseas locations, which greatly improved user perception.

- In order to meet with the high-demanding requirement of ultra-low latency of the customers in financial industry, 9 low latency financial dedicated lines in 6 directions were built.

- China Unicom continued deepening speed upgrade and tariff reduction, realising 197 countries and regions of international roaming and visiting products, opening the access to a number of 5G international roaming and visiting countries or regions, and launching international roaming data package products for multiple day use in multiple countries. In 2020, the international roaming and visiting data tariff declined by 4.5% year on year.

- The promotional video of “connecting you and me in the big world” was produced to demonstrate the international image of customer-oriented, open and innovative, and pursuit of excellence.

Country distribution of 41,000 “Going Abroad” enterprises



Committed to becoming the priority choice for customers “Going Abroad” and “Coming in”

SERVING THE “BELT AND ROAD” INITIATIVE

China Unicom thoroughly implemented the “Belt and Road” initiative (the “BRI”). Based on the layout of the domestic and overseas markets, China Unicom promoted the dynamic allocation of resources within the global scope to create the setting of “one market, one network, one-stop service, one system, one big ecological cooperation” for domestic and overseas. China Unicom provided high-quality communication channels with low latency for “Going Aboard” enterprises and provided convenience for customers visiting the BRI countries or regions, facilitating the interconnection of the BRI.

- Strengthening market cooperation, focusing on “Going Abroad” key industries such as industrial manufacturing, finance, government media, transportation and logistics, energy, commercial retail, etc., providing scenario solutions such as digital finance, cross-border WiFi operation, thermal imaging and Smart stores, and establishing a domestic and international operation system with highly efficient linkage.
- Continuously building information optical channels, further expanding global interconnectivity by opening 15 express lines of the BRI to provide high-quality communication channels with low latency for “Going Aboard” enterprises. Focusing on the development of central Europe and South Asia Pacific, China Unicom completed the construction of four PoPs (overseas business access points), with over 130 overseas PoPs in 80 countries and regions around the world; the Company completed the three-tier expansion of 1,000 cabinets in its Hong Kong Global Center, upgraded the mobile core network in Hong Kong, and supported the 5G NSA activation; various kinds of international Internet extranet bandwidth totaled 3.9T.
- For the convenience of the customers to visit the BRI countries, international roaming products covered 128 countries of the BRI, with 5G roaming services activated in 7 countries of the BRI.
- Accelerating the digital transformation of international business services, building a Smart living service portal with one-point access, all-regions service and global guarantee, promoting the connection and Smart operation within border and out of boarder customer service, so as to transform and upgrade into one-stop global service.
- Building domestic and international unified digital foundation to provide support for digital production and operation of international business.
- Strengthening the core of circle of trust of the BRI while carrying out dedicated cooperation around network resources, mobile roaming and innovative products, and upgrading the cooperation format to accelerate the integration process of domestic and foreign ecological cooperation.

BEING A GLOBAL CORPORATE CITIZEN

China Unicom continuously improved the level of compliance management by insisting in integrity operation, implementing localised operation and actively caring for employees, society, community to build a mutually beneficial win-win development community.

Carrying out Operation and Compliance with Integrity

China Unicom Global Limited operates China Unicom’s overall international business in accordance with the law, improving the corporate governance structure and strictly complying with the local market rules and business regulations. In 2020, according to the Company’s management and business characteristics, combined with optimum international practice experience, China Unicom further improved the compliance management system, paid close attention to major risk, actively responded to the implementation of various countermeasures, and ensured the orderly development of overseas business activities in the legal and compliance manner.

• 16 overseas operation companies, on the basis of the full coverage of “one country, one policy” risk prevention, timely made adjustment and changes to the compliance manual and carried out training and risk assessment according to the local relevant laws and regulations in the location of the operation companies.

• Undersea cable construction actively strived for the support of the local government, met with the requirements of the local ecological environment, and supplemented local residents with prudence compensation.

• China Unicom continuously broadened its international horizon, deeply cultivated its “U” image, won a number of international awards for honest management, and persistently improved its overseas brand value.

• In 2020, there was no case on dishonesty, violation of laws and regulations, disorderly competition, infringement of aboriginal rights and commercial bribery.

Implementing Local Responsible Operation

Under the principle of “one system”, along with the goal of building an agile and Smart supply chain, “globalization” has integrated the global supply chain and conducted local cooperative management by regions and categories.

- 26 institutions were set up across the globe covering services in 23 countries and regions to assist in the development of the telecommunication industry, as well as facilitating local employment and economic development.
- The Company actively employed local staff. As at the end of 2020, total number of CUG employees amounted to 880, including 750 overseas employees and 282 overseas female employees.
- In strict compliance with the legal requirements of the local sites, China Unicom has safeguarded the legitimate rights and interests of local employees, respected the local customs by formulating a salary and welfare system in line with local customs, formulated differentially monetary subsidy projects, actively organised sports activities and welfare publicity and implementation, and took practical actions to fulfill the social responsibility of caring for local employees.
- China Unicom actively participated in various activities organised by local associations and maintaining good communication with local communities and Chinese enterprises.
- In order to ensure energy conservation, environmental protection, health and safety of the equipment provided by the supplier, China Unicom formulated an audit system of procurement scheme, and implemented the scenic procurement and standardised management.



China Unicom Global Limited was awarded the qualification certification of “Caring Company” issued by The Hong Kong Council of Social Service

FULFILLING SOCIAL RESPONSIBILITY OVERSEAS

China Unicom actively participated in overseas charity activities to give care for the society, fighting the pandemic and demonstrating its responsible corporate image.

China Unicom Global Limited participated in a series of “Women in Leadership” exchange activities organised by the Thai Chamber of Commerce in Canada and communicated with female representatives who founded or managed the enterprises, promoting the establishment of the women’s economic circle (sheconnects.org).



China Unicom Global Limited participated in the grassroots charity activity of “tablet computers for everyone to learn online” jointly organised by the Hong Kong Federation of Women and Regional Service Office of Federation of Trade Unions to provide the Company’s CUniQ charity version of data card and tablet computer as a support to the charity activities, actively contributing to serve the society.

