



中国电信（欧洲）有限公司  
China Telecom (Europe) Ltd.



**China Telecom (Europe) Ltd.**

# **Social Responsibility Report 2019**

*Customer First, Service Foremost*

# Welcome from Charlie Cao, Managing Director



As the Managing Director of a Chinese company working in Europe, I never forget our responsibilities. We talk about “Customer First, Service Foremost” and to achieve that we must serve the people who work for us, and the communities and countries we work in, as well as serving our customers. Our clients see how hard we work to do the best we can for them. This report allows us to share what we are doing to be a good employer and a good neighbour.



**Charlie Cao** was appointed as Managing Director of China Telecom (Europe) Ltd. in January 2013. He is responsible for driving the growth of China Telecom’s business operations in Europe and reinforcing China Telecom Europe’s position as the leading integrated communication service provider linking Europe and Asia.

## Meet the rest of the leadership team



**Yuan Yu**, Deputy Managing Director of China Telecom (Europe) Ltd., is responsible for managing the company’s network planning, construction and business operations support. She is leading China Telecom Europe’s further network expansion and continuous performance optimisation. Her aim is to provide customers with competitive products and industry-leading solutions. And to deliver excellent customer experience – including timely response, rapid delivery and consistent, stable service.



**Alex Sun**, Deputy Managing Director of China Telecom (Europe) Ltd., has worked at China Telecom for almost 25 years, in China and the US. Now he’s in charge of our MNC enterprise, carrier business, marketing and mobile business departments. His teams are developing new business models and service offerings to help us secure new partnerships, reach new audiences and increase sales revenues for China Telecom Europe and our customers.



## At China Telecom Europe we serve our customers...

China Telecom Europe (CTE) provides integrated telecoms and communications services as local solutions for Chinese companies and global solutions for multinational corporations.

Our unrivalled knowledge of the Chinese market, and regional offices across Europe, make us an ideal partner for European businesses looking to work in China and Asia and Asian organisations working in Europe.

## ... and our communities across Europe

Now that we have offices all over Europe, CTE aims to take an active part in every local community. That starts with the people who work for us, and extends to the places that we work, and all the people we meet.



# About this Social Responsibility Report

This is the annual report for 2019 on how China Telecom (Europe) Ltd., our branches and subsidiaries are working to be socially responsible across Europe. The main focus is on the UK, the location of our Head Office.

All the information in this report is true and accurate, and aims to reflect CTE's social performance objectively and comprehensively. It covers the major topics of concern for our stakeholders – environment, people (including health and safety) and community participation.

For more information, or to read the report in Chinese, please contact our Marketing Team on +44 (0)20 7537 7156 or at [emea.marketing@chinatelecomglobal.com](mailto:emea.marketing@chinatelecomglobal.com).

## Read on to find about how CTE is...



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# Caring for the environment

We respect the world around us, and we're trying to reduce our impact.



## Making our offices environmentally friendly

CTE has been working within the UK Energy Savings Opportunity Scheme (ESOS) to reduce office energy consumption while providing a comfortable working environment. CTE also launched a project to upgrade all European offices and use the space better, in response to a company-wide call to reduce costs and increase efficiency. Now we're making our offices greener by:

### Using natural light and artificial light efficiently

- We've installed voice and infrared controlled induction lights in conference rooms, tea rooms and other public areas. If there's nobody in the area for more than 10 minutes, the lights go into sleep or off mode. We're also testing "sleep for one hour" mode on these lights during lunch breaks.
- Angled shutters and adjustable blinds help us to make the most of natural light, keep light at optimum levels and reduce the use of fluorescent light.

### Reducing office energy consumption

- We've installed new air-conditioning equipment, which recycles waste heat to heat hot water and so improves the energy efficiency.
- Our offices are now heated for 10 hours a day, on weekdays only, rather than 12 hours a day, 7 days a week. Extra thermal insulation keeps the office – and colleagues working overtime – warm, long after the heating goes off.
- All our office equipment, including computers, copiers and printers, goes into sleep mode automatically when not in use, and then shuts down to reduce standby consumption.



*Installing new energy saving lighting systems in CTE's London offices*





# Caring for the environment

We respect the world around us, and we're trying to reduce our impact.



## Cleaning up our local area

A team from the London office spent a day cleaning up the river that runs close by.

Read more about their work on page 10.



## Incorporating energy efficiency into new buildings



Our new Frankfurt North data centre, launched with our partners Daily-Tech and GlobalSwitch, is one of the most energy efficient data centres in the world. It is housed in an environmentally sustainable building and its independently verified Power Usage Effectiveness (PUE) of less than 1.2 is one of the lowest in the market.





## Nurturing our people

Our people are vital to our plans for sustainable growth. So we're working hard to bring excellent people into our business, to keep them happy, safe and well, and to help them grow with us.



### Attracting and retaining talent

We're cooperating with major universities and organizations across Europe to provide local graduates and international students with internships and long-term job opportunities, which increase their competitive advantage and help them plan their careers.

- CTE headquarters in London recruits from top universities such as Imperial College of Technology, University College London, London School of Economics, as well as from China, for on-the-job internships with training.
- CTE France cooperates with TBS Toulouse, ESSEC Paris, and IMT, the Institute of Telecommunications Engineering in Lille, to bring outstanding interns and graduates into the business. The French team also find new talent at annual presentations at HEC Paris and at the China Horizon recruitment fair, which supports the exchange of talent between China and France.
- CTE Germany works closely with local academic federations to recruit graduates to internships and long-term jobs. Current interns come from Goethe University Frankfurt, the University of Mainz, the Technical University of Hanover and the Technical University of Ummstadt.

### Making people feel part of the CTE family

We recognise that our people have lives outside work, and we celebrate that with our annual company family days.

About 150 employees and their families took part in outdoor games and activities during the first CTE Company Family Day, in London in 2018. Colleagues agreed that playing together helped cooperation among departments and bonding among team members, as well as enriching their time off.





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The 2019 Company Family Day shared the same aims – to strengthen connections between teams and departments and to help colleagues relax and have fun with each other and their families. About 175 CTE employees and their families took part in friendly competitions including volleyball and an inflatable castle.

They also joined in more adventurous activities such as riding the rapids and mountain biking. A photography competition attracted participants of all ages, encouraging them to be more mindful and record every second.



*London colleagues and their families enjoying the second CTE Company Family Day*

## Keeping our people safe and well

When we focus on the health and safety for our employees, we're protecting them and giving them more reasons to enjoy working for CTE.

That starts when they begin to work for us, with a Health and Safety Induction that covers everything from what to do in an emergency, to an everyday awareness of how to maintain a safe working environment. And we don't expect them to do this alone. Our monthly inspections check our offices, inside and out.

We take extra special care of our employees when they're pregnant, and if they have health issues. Our health and safety consultant is on call to give them personalised advice on working safely, and to help us adapt our workplace to meet their needs.





## Nurturing our people

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### Helping our people learn and grow

We want everyone to have the chance to develop their abilities and skills and to master qualifications relating to the Cloud and ICT. So we've created more opportunities for learning and development, and we're offering education subsidies. We're introducing internal job grading and a policy on succession management to make sure everyone has a clear career pathway.

### Sharing our success with others

This year, our Managing Director Charlie Cao was one of the lead speakers at the China EU Talent Forum, organised by the Chinese Embassy in Switzerland and Adecco group. He talked about CTE's success in establishing our employer brand in Europe, and discussed how local enterprises can promote their own employer brand and attract excellent talent.



*CTE Managing Director Charlie Cao sharing our recruitment success stories*





## Taking part in our local communities

We know that to be good business partners, we must get involved with the communities where we live and work.

### Being good neighbours

CTE is keen to build strong relationships with the communities where we work, and that responsibility includes caring for the local environment. Our Corporate Social Responsibility Charity Group has organised two river clean-ups around Millwall Dock to protect and improve the area close to our London Docklands offices and now plan to make this an annual event.

The clean-up helps reduce water pollution and get rid of some of the waterborne rubbish that endangers the lives of the birds, fish and river animals that live in and near the river.

This year, 26 employees led by the CTE management team used litter pickers and nets to collect and clear a total of eight bags of rubbish, weighing around 5.1 kg.



*The CTE London crew celebrating their successful river clean up*

### Building trade and economic relationships between Britain and China

Charlie Cao, Managing Director of CTE, spoke to a gathering of more than 280 representatives from Chinese and British government, business, trade organisations and academia as the British Chamber of Commerce in China celebrated the 70th anniversary of the founding of the people's Republic of China and the second China UK economic and Trade Forum in London.

The event brought together the business community of China and the UK to spend time analysing the economic and market environment of China and the UK, discussing the international development strategy of Chinese enterprises, and preparing for business cooperation between China and the UK.





# Taking part in our local communities

We know that to be good business partners, we must get involved with the communities where we live and work.

## Supporting local charity

CTE is part of the UK-China Charity Initiative, created by the China Chamber of Commerce in the UK and the City of London, and helped to raise over £37,000 for two essential causes in 2019.

The funds are going to vulnerable children in London and a remote rural school in China.

The Chinese ambassador to the UK, Liu Xiaoming, praised the initiative, saying, "Charity work helps shorten the distance between two hearts by building a bridge of love. Chinese and British companies now have a new platform, where they can join hands in fulfilling their corporate responsibilities and provide public services."



Charlie interviewed by CCTV

## Developing local partnerships

CTE are working closely with 18 business and social institutions, such as Enterprise Associations and Chambers of Commerce, in 12 countries and regions to develop stronger local ties and build joint business opportunities.



# Sharing our traditions

We're proud of our Chinese heritage and we enjoy introducing old traditions to our new friends.

## Celebrating the Chinese Autumn Festival

CTE welcomed clients, business partners and staff to celebrate the traditional Chinese Autumn Festival with a Dragon Boat race and lantern riddle party in London in September.

This was the first ever CTE dragon boat racing championship and it attracted nearly 200 customers from CTE, Chinese and foreign businesses, as well as a large number of local people who came to watch.

The celebrations continued into the evening, with guests joining to welcome the autumn moon, solve ancient lantern puzzles and share authentic Chinese food in a traditional Chinese festival atmosphere, while building stronger Chinese-British friendships.

*CTE staff and clients racing in traditional dragon boats during the Autumn Festival*



*Guests are rewarded for their dragon boat win at the Autumn Festival*





## Sharing our traditions

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### Observing China's National Day

During the 70th anniversary of the national day, the managers of each CTE regional office participated in their local embassy activities and took this opportunity to publicise Chinese traditional festivals.

*CTE London staff celebrating China's National Day 2019*

### Commemorating the achievements of Chinese business in the UK

The British Chamber of Commerce in China held an exhibition of the achievements of Chinese enterprises in the UK to coincide with the 70th anniversary of the founding of the People's Republic of China. The exhibition, hosted by the Chinese Embassy in the UK, included a display from CTE. It showed how the company has developed since it started out in the UK more than 10 years ago through to today, with offices all over Europe helping to establish the "Digital Silk Road", thanks to its cooperation with the British and Chinese governments.



*Charlie receiving FSTech Award*



## Planning for the future

We're proud of what we've achieved so far. In 2020 we will continue to consider our people, communities and environment in all our activities.

Here are some examples of our plans:

### Caring for our environment

- We'll be rolling out all the energy saving initiatives from our London office to other local offices, and looking for new ways to add sustainability to all new projects.

### Nurture our people

- To take advantage of the high quality technical talent in Swiss universities, we're working closely with the University of Zurich. We'll provide postgraduate courses in business management (MAS) in Europe from January 2020 as well as internships.
- We are already planning our third annual Company family day for the summer of 2020.

### Taking part in our local communities

- The CTE Corporate Social Responsibility Charity Group will repeat their annual river clean up and hope to organise in more activities in the same spirit of serving the local community and protecting the environment.
- The 2020 UK-China Charity Initiative will raise money for select charities

### Sharing our traditions and heritage

- We look forward to welcoming our European friends to our second Dragon Boat Racing Festival in September 2020.

“ When we respect our environment, nurture our people, support our communities and treasure our heritage it brings prosperity to us all. ”

Charlie Cao

Managing Director  
China Telecom (Europe) Ltd.  
December 2019



# Social Responsibility Report 2019

China Telecom (Europe) Ltd. – here to serve our clients and communities

## About us

China Telecom (Europe) Ltd. (CTE) is a wholly-owned subsidiary of China Telecom Global (CTG), the international arm of China Telecom. We're the leading Chinese provider of international telecommunication and ICT services, serving European multinational enterprises, Chinese enterprises in Europe, carriers, telecom service providers and Europe-based Chinese consumers. Domestically, CTG is the owner/operator of the largest digital network in China.

Please get in touch to find out how China Telecom Europe and our telecoms and communications services can support your business operation in Europe, Asia, and worldwide.



中国电信（欧洲）有限公司  
China Telecom (Europe) Ltd.

## Head office

United Kingdom  
T: +44 (0)20 7537 7156  
E: [emea.marketing@chinatelecomglobal.com](mailto:emea.marketing@chinatelecomglobal.com)  
W: [www.chinatelecomeurope.com](http://www.chinatelecomeurope.com)  
2nd Floor, Bellerive House, 3 Muirfield Crescent  
London, E14 9SZ, United Kingdom

## Regional offices and support centres

Austria	Belarus	Czech Republic
Denmark	France	Germany
Hungary	Italy	Ireland
Luxembourg	Netherlands	Poland
Russia	Serbia	Spain
Sweden	Switzerland	Turkey