

Customer First Service Foremost

China Telecom (Europe) Ltd.
2020 Social Responsibility Report



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

Welcome from Charlie Cao, Managing Director

"I'm proud that we have been able to help our people to cope with the extra stresses caused by changes in the way they work."



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.

"This past year has demonstrated the importance of being a good neighbour – to the people who work for us, the customers we serve, and the communities where we work. I'm proud that we have been able to help our people to cope with the extra stresses caused by changes in the way they work. We've been on hand to support our customers as they move to home working and introduce new Covid-safe measures in their businesses. And we have been able to provide extra help to friends and family in China and our neighbours across Europe. This is the true meaning of "Customer First, Service Foremost" and I'm pleased to share more of how we put that into practice in this report."

A handwritten signature in black ink, appearing to read 'Li Cao' followed by a stylized Chinese character.

Charlie Cao
Managing Director
December 2020

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. She delivers excellent customer experience – including 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 and our communities across Europe

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 offices across Europe makes CTE an ideal partner for European companies looking to develop in China and the rest of Asia, as well as Asian organisations working in 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.



Read on

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About this Social Responsibility Report

This is the annual report for 2020 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 – our own people (including health and safety) and community participation.

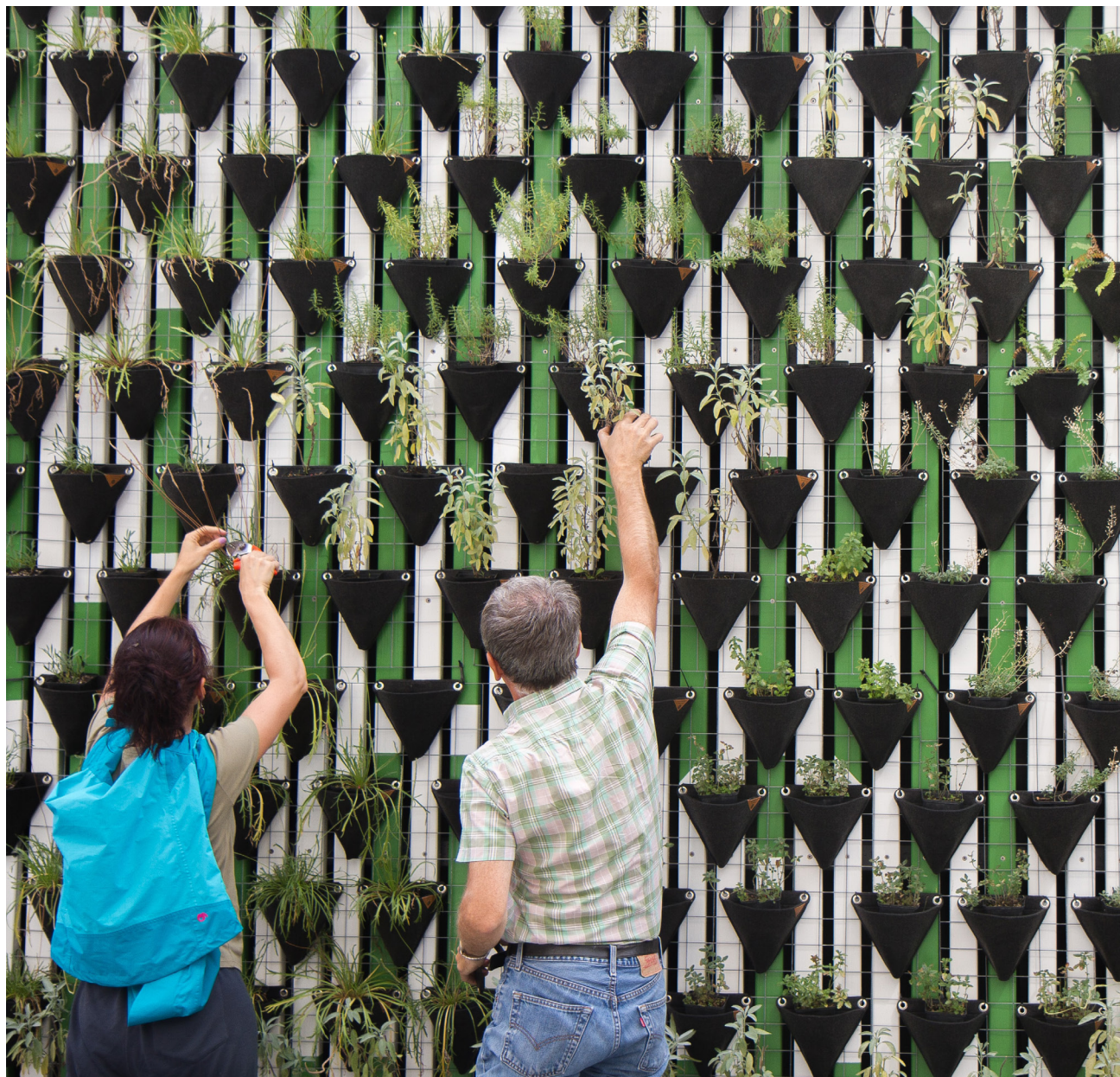
For more information or to read the report in Chinese, please contact our Marketing Team on +44 (0)20 7537 7156 or at info.europe@chinatelecomglobal.com.

Nurturing our people

Our people are vital to our plans for sustainable growth. We strive to keep our people happy, safe and to help them to grow with us.

Keeping our people safe and well

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



CTE employees benefit from physical and mental health programme

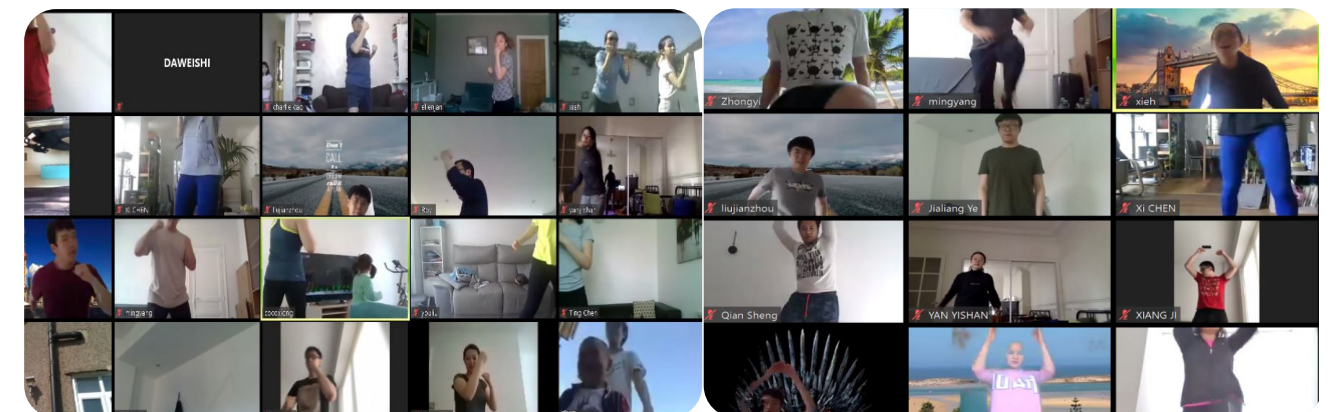
Since the start of the COVID-19 pandemic in Europe, many countries have adopted lockdown and quarantine measures that affect both companies and individuals. In response, all CTE branches have focused on maintaining and improving the health of our staff, encouraging them to develop healthy bodies and minds. We have introduced teleworking, regular video meetings, daily support and online team building activities.



CTE distributed various types of pandemic prevention materials to employees and prepared a COVID-secure workplace.

During the Easter Holiday in Europe, the Mobile Business Department led a company-wide activity over Zoom called “Collective Online Fitness Against the Pandemic”. This was a highlight of the online team-building project and allowed sports enthusiasts (and those who are less enthusiastic) to exercise without leaving home. The bi-weekly group fitness sessions stimulate everyone’s motivation and enthusiasm, helping colleagues to adjust their state of mind and adapt to the changed world.

Following the lead of the Mobile Business Department, staff and family members from all departments and branches have started their own fitness activities. These include half hour rhythmic gymnastics and online yoga classes. After the activities, participants chat and share encouragement over video. It all contributes to developing a more positive, healthier attitude to working from home.

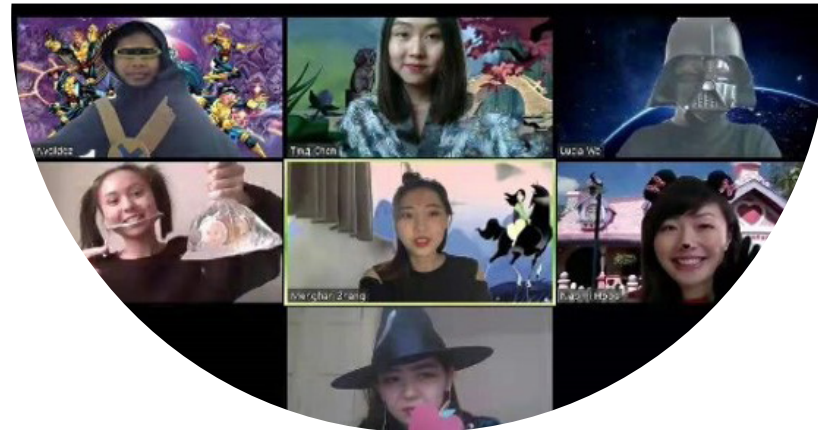


CTE's online fitness activities

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Li Qian, who works in the Administration and Human Resources department, said, “The various fitness activities really boosted our motivation during our work from home period, helped us feel connected to colleagues and added a little brightness to life. It was an inspiration for me personally and for my family during the pandemic.” CTE will be organising more online activities to revitalise staff and keep them virtually together during the pandemic.

CTE’s online dress up meetings



CTE online communication forum cares for and listens to employees



27 CTE staff from the UK, France, Germany and Russia joined CTE management, led by Managing Director Charlie Cao, in an online communication forum on September 11, 2020.

The seminar gave management insight into the difficulties staff faced at work and in life during the Covid 19 pandemic. It was a way to hear their voices, reduce their psychological stress and thank them for their contribution to the company’s performance.

Colleagues spoke freely about how their work, life and feelings have changed. Charlie Cao expressed his care and encouragement for all colleagues. He shared advice on how to work more efficiently to help balance work and personal life, and encouraged colleagues to make time for physical fitness and regular communications with their families. He also thanked them and their teams for continuing to work so hard in this difficult year.

This inter-regional, inter-departmental online seminar brought colleagues closer together and laid a solid foundation for cooperation between departments during the pandemic. After the forum, Naomi Hope, Marketing Manager at CTE, said, “I will pass on the love and encouragement expressed by our management to everyone in my department, to make them feel more connected and more enthusiastic.” In future, CTE will continue to care for employees, including helping them to enhance their strengths and accelerate their development.



Taking part in our local communities

We know that to be good business partners, we must also be good neighbours to the communities where we live and work.



Fighting Covid-19



CTE actively supports local communities fighting the pandemic in Europe

As Covid-19 swept through Europe in March 2020, there were many reports of shortages of medical masks and other protective materials. CTE responded to urgent appeals for the import and donation of masks by donating a total of **13,000** medical masks to various parts of Europe.

18th March

CTE donated 2,000 medical masks to the city of Verona, Italy.

25th March

As well as donating to the city of Verona, in March CTE donated medical supplies and 2,000 medical masks to the Turkish government. After receiving the aid, the Turkish government wrote to the Chinese embassy in Turkey to express its heartfelt gratitude to the Chinese companies involved in the donation.

30th March

CTE donated 1,000 disposable protective masks to TI Sparkle, a key carrier business partner in Italy, for use by frontline staff. The packaging of the donation from Europe to TI Sparkle was printed with messages of good will from CTE for Italy.

31st March

The Benelux branch of CTE, working closely with the Netherlands Foreign Investment Agency (NFIA), managed to procure 4,000 CE-approved medical masks from other regions as a donation at a time when local supplies were scarce. These were delivered to the Netherlands Red Cross at the end of March. The National Resources Consortium and the Netherlands Red Cross thanked CTE for their support and effort.

Mid-April

In Germany, China Telecom (Deutschland) donated nearly 4,000 masks to clinics, nursing homes and a pharmaceutical factory, with the message "We stick together through good times and bad times". Many local companies had reported a lack of medical equipment, especially masks. Doctors, nursing home staff and factory workers all sent their thanks.



CTE donates to the fight against Covid-19 in China and Europe

The outbreak of Covid-19 in China in December 2019 touched the hearts of every Chinese expatriate. In the face of the pandemic, CTE, as the vice president of the China Chamber of Commerce in the UK (CCCUK), joined hands with Chinese enterprises across Europe to demonstrate their responsibility and commitment. The CTE leadership team coordinated efforts to donate pandemic prevention materials to China and represented the voices of Chinese enterprises in European media.

In February 2020, the China Chamber of Commerce in the UK and the City of London hosted “China and Britain Together, passing on the Love” in the Guildhall of the City of London with the theme “Together We Fight against the Virus”. The charity event showcased the tremendous efforts made by China in fighting the pandemic and aimed to strengthen the confidence of China and the UK in working together to overcome the virus.

CTE, along with many European organisations with Chinese roots, has donated aid to those most affected in China. CTE used its network of European offices in the United Kingdom, France, Germany, Sweden and other regions to procure 34,000 medical masks and other supplies to help slow the spread of the pandemic and sent them to Hubei through the Hongyuan Group.

Although CTE is many thousands of miles from China Telecom Group’s Headquarters in Beijing, the teams share a deep concern for China and its people. Everyone in the business continues to work hard to provide telecommunication solutions between Europe and China and at the same time to donate medical supplies to help battle the spread of Covid-19 in China.



The city of Verona thanks CTE for its friendship in adversity

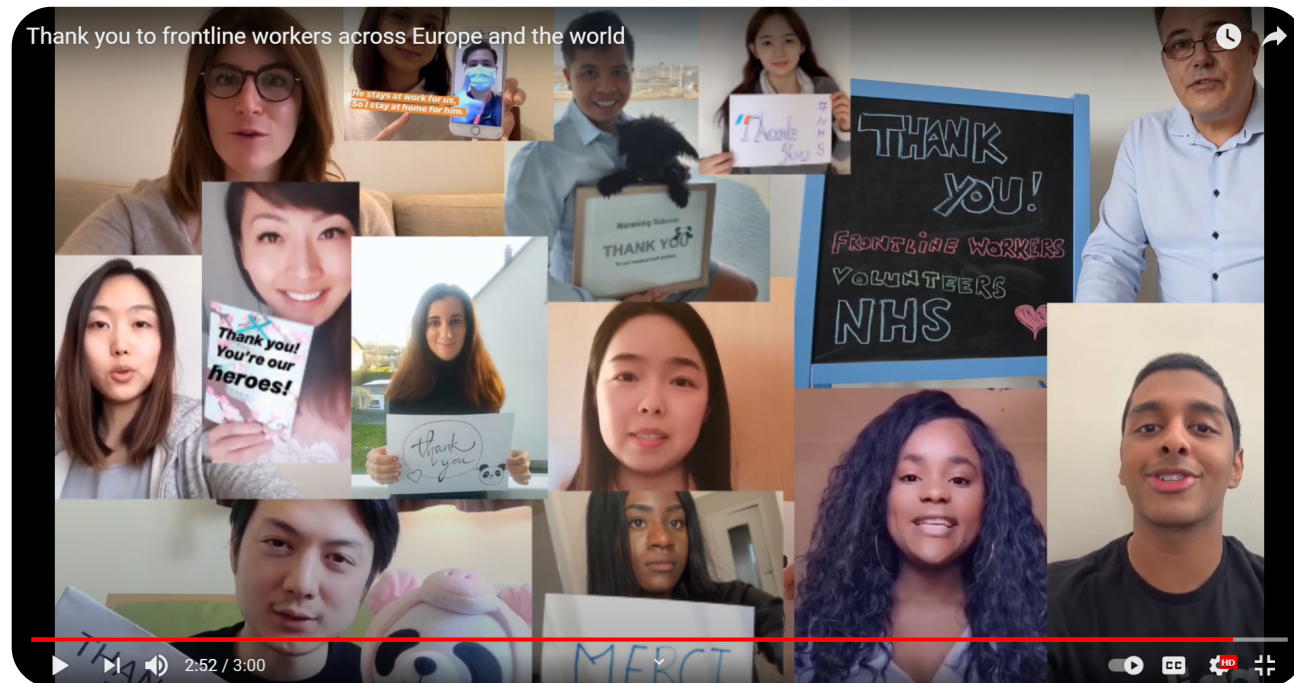
In March 2020, CTE donated 2,000 medical masks to the Italian government to help the city of Verona, where the pandemic was spreading rapidly. The government of Verona thanked CTE for its selfless help in the crisis situation and the parcels of PPE, which were labelled “Amici sempre” (“Forever friends”).

In September, the government of Verona honoured enterprises and organisations that had made outstanding contributions to Verona during the pandemic. Alex Lin, chief representative of CTE Italy, was personally awarded an honorary certificate by the Mayor of Verona, Federico Sboarina. At the ceremony, the Mayor expressed his heartfelt gratitude to CTE for sending surgical masks to Verona at a critical moment in the outbreak. He said, “We see true friendship in adversity. China and Italy are in the same boat, and our friendship will last forever! I hope China and Italy continue to cooperate in the fight against the pandemic and in business.”





CTE employees thank medical staff and key workers for their hard work



In April, representatives from different departments of CTE branches across Europe gathered online to thank the medical staff and key workers who rose to the challenge of Covid-19 and continue to fight the spread of the pandemic.

Our colleagues in Europe prepared cards and drawings and recorded short videos for the health care workers working in the field, including the NHS (United Kingdom National Health Service). In Chinese, English, German, Russian, Spanish, French and Italian, they expressed their gratitude and encouragement to these heroes and heroines for their efforts in protecting people's health.

Jay Talamo, Regional MNC Sales Director at CTE, said, "The world has witnessed the contribution of health care workers who put their life at risk each and every day. To us they are true

heroes." The videos were uploaded by colleagues in Europe on their own social media platforms or forwarded to friends and family, receiving very positive feedback.

A Chinese proverb says that sturdy grass withstands strong wind and true gold withstands fire. CTE has accepted the social responsibility for Chinese-funded enterprise in Europe and will continue to play a role in the procurement of anti-pandemic materials and remote technical support to help the fight against the pandemic in Europe.

Caring for our customers

We always put our customers first, and we look for new ways to do that – from finding innovative approaches to business challenges, to using technology to look after our customers remotely.

CTE builds the largest ICT integration project in Benelux

The Brussels Branch of bank completed its relocation in January 2020, thanks in part to CTE. CTE was responsible for providing services such as WAN line laying, network and server set-up work in the building, as well as related technical support.

The client had just three weeks to move out of their old offices, and the network facilities in their new premises were archaic. CTE was involved in the emergency construction of a temporary server room to ensure that the client's banking operations continued seamlessly during the move. CTE also helped the client to comply with the requirements of the Brussels Banking Code and make sure that their business data did not leave the country.

This was a hugely significant landmark in CTE's market development in the Benelux region. Ronica Cui, Regional Representative, said: "The CTE team participated in the entire relocation project, ensuring the integrity of the customer's data and business continuity. That provided excellent training and experience of network relocation for our team, as well as building close bonds with our client. Since the successful completion of the project we've enjoyed greatly improved relationships with local customers." The bank's president, Mr. Ou, who led the relocation, visited the site several times to take charge of the project. This gave our team the opportunity to demonstrate China Telecom's high levels of technical strength and conscientious service to the client's senior management, while bringing the teams closer.

After the completion of the bank's relocation project, the bank's senior management praised the CTE team for their professionalism and excellent service that ensured smooth transition during the implementation process. This project has successfully cemented close cooperation at the highest levels between Bank of China Luxembourg and CTE, and will bring more business opportunities for CTE in the local market.



CTE built the largest ICT integration project in the Belgian market



New European Technical Assistance Centre provides ICT customer support

CTE customers across Europe can now get a 24/7 service hotline at +44(0)2045133888 for their ICT services through CTE's new Technical Assistance Centre (TAC). The European Technical Assistance Centre, based in Romania, provides remote, centralised support for CTE customers across Europe.

Customers can get professional advice on their system's health and support for their hardware, software and the cloud as well as maintenance support and problem-solving. They're already enjoying faster recovery and improved network availability thanks to the team's rapid troubleshooting. For new customers, the TAC team gets involved at an early stage to ensure a smooth transition from deployment to support.

CTE's Technical Assistance Centre offers a 3-level support model, using a ticketing platform to ensure efficient service and delivery. The TAC Helpdesk and Senior Engineers are supported by a multilingual team of Solution Engineers, who have local market expertise and are based in CTE's branches across Europe.

Users started sending positive feedback just one month after the TAC opened. The Head of IT at China Merchants Bank, Luxembourg Branch, said, "I have to thank Zhang Yang for

his tireless solution adjustments and several rounds of front-line verification, and Gao Wei and Xinyu for their on-site support. I would also like to thank Luo Lingfeng for coordinating and advising us. Without all of you working together this would not have gone as smoothly as it did. I must say that your TAC support team is really superb!"

The successful launch of the TAC is a strategic milestone for CTE in providing ICT telephony support and remote technical support throughout Europe to our customers. The TAC will help our customers to enhance their core competitiveness, through platform-driven digital transformation with comprehensive technology advantages in their particular business areas.



CTE launches CTEExcel Mobile service for Chinese nationals in Italy

Chinese nationals including students, employees of Chinese companies, tourists and expatriates in Italy can stay connected with home using CTEExcel Italy, a mobile communication service launched in July 2020. CTEExcel shares China Telecom's belief in "Customer First, Service Foremost" and CTEExcel's flexible packages and services now meet the mobile needs for Chinese national abroad, in many different customer groups.

CTEExcel has partnered with Wind Tre, the largest operator in Italy, to offer customers the widest network coverage in Italy. This includes flexible voice/data/SMS packages and trilingual 24/7 customer services in Chinese, English and Italian to resolve problems at any time.

The "one card, two numbers" service lets customers choose an Italian main number and a Chinese sub-number on one SIM card. Users can receive texts directly from China and make free long-distance calls to friends and family in China.

Charlie Cao, Managing Director, CTE, said, "We're providing a high-quality mobile service that will satisfy the demands of all our clients and customers – from individual callers who want to call home, to Italian enterprises doing business in China."



Sharing our traditions

CTE staff and families gather online for our Third Family Day

We recognise that our people have lives outside work and celebrate that with our company Family Days, an annual opportunity for employees to get together and show off their talents.

This year CTE's third Family Day on October 2 was a little different. CTE managers and staff and their families celebrated the traditional Mid-Autumn Festival and Chinese National Day by meeting in a virtual gathering. The event involved meticulous design and inspiring performances from employees across Europe and enthusiastic support from their families. It was just as much fun as in previous years – even if it did need more ingenuity to arrange.

Managing Director Charlie Cao started the day by welcoming nearly 200 people from CTE's 20 countries and regions. Following this there was a chance to learn how to make delicious cocktails and tasty mooncakes. The audience enjoyed a virtual performance of jump rope, video cartoons of one team created by their colleague, an online super group of CTE musicians and a choir of masked singers.

Before the event, employees and their children were invited to design t-shirts and tote bags for the company. 14 designers presented their ideas during the Family Day, to a warm reception. More than 40 prizes were awarded to the winners of traditional lantern riddle guessing and prize draws. The event closed with colleagues singing

the CTE song, "Let Love Always Be in Your Heart", and taking family photos to commemorate the Virtual Reunion.

The pandemic has separated colleagues and family members, but the Family Day activities brought them closer together. After the event, Ma Tengfei, from the CTE Network Department, said, "The cooking show really demonstrated the commitment of staff working from home and it motivated me and my family." A family member from CTE Sweden praised the t-shirt and bag design competition and said, "It gave employees' children a deeper understanding of their parents' work and the company culture, and encouraged their practical skills and creativity."

Employees enjoyed the friendly atmosphere and spent an unforgettable holiday with their families. The event helped to foster a lively and motivating company environment. Now everyone at CTE is better prepared to work together, making the most of their opportunities and overcoming the challenges created by the pandemic.

China Telecom (Europe)'s 3rd Family Day - Virtual Reunion





Planning for the future

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

We're proud of what we've achieved in a year that has challenged everyone, all over the world.
In 2021 we will continue to consider the well-being of our people, our customers and our communities in all our activities.
Now we can all see the true value of good neighbours.
We hope that in 2021 we can continue to build on the strong and supportive relationships that have been so important for everyone's happiness and success in 2020.

Charlie Cao, Managing Director
December 2020



中国 电 信 （ 欧 洲 ） 有 限 公 司
China Telecom (Europe) Ltd.

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. We serve European multinational enterprises, Chinese enterprises in Europe, carriers, telecom service providers and Europe-based Chinese consumers.

CTG is the operates 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.

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