

## Communication with Stakeholders

Stakeholders are the groups or individuals who are able to influence corporate decisions and activities or are subject to influence from corporate decisions and activities, including government, employees, customers and consumers, partners, relevant agencies and communities, etc. Stakeholders' participation in CSR work can help deepen mutual communication, understanding, trust and cooperation, and is beneficial to the Company's development.

We adhere to the principles of honesty, interaction and equality, and actively establish and improve the mechanism of stakeholder participation. We introduce a variety of ways to collect and analyze the expectations and concerns of our stakeholders, enhance our communication with stakeholders, and invite them to participate in decision-making and activities related to our sustainable development. In addition, we learn from international standards and advanced experiences at home and abroad to continuously improve stakeholder participation.

### Increasing Routine Disclosure

Through the Company's website and its micro-blog, WeChat, micro portals, WeChat video channels, mobile platforms, public reading and other new media, we enrich information disclosure on social responsibility and enhance the effectiveness of our communications.

### Expanding Public Communication Channels

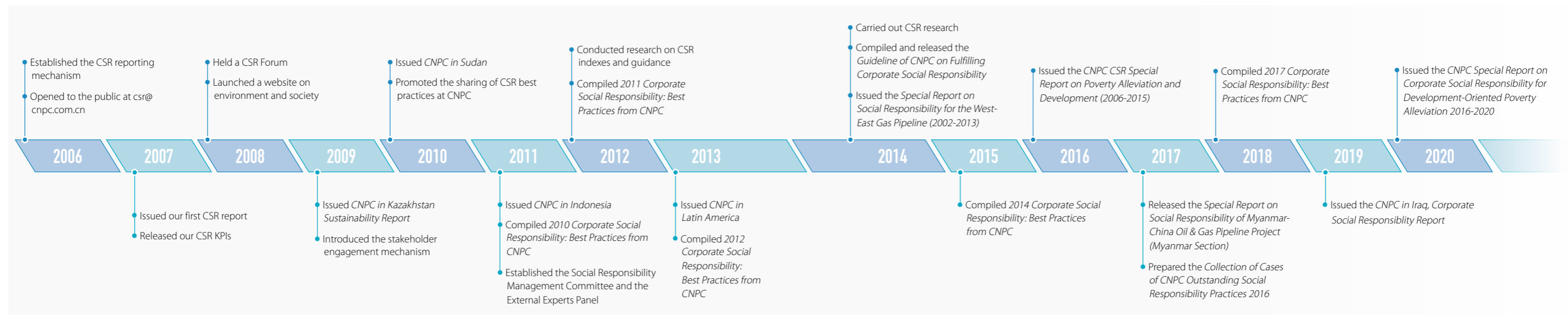
In 2020, we encouraged stakeholders to participate in the Company's major decision-making and activities, and provided the media and the general public with a better understanding of CNPC. We introduced a variety of ways to enhance communications with our stakeholders including the staff congress, announcements, seminars, and dialogues. We also launched a series of activities including CNPC Open Day, College Journalists Approaching CNPC, and other activities allowing visits to CNPC.



### Case

#### Approaching CNPC

We actively communicate with the public through various platforms. In 2020, we held the 3rd "Refueling for Dreams" Open Day event, and launched the "cloud open" event. During the events, different stakeholders including NPC deputies, CPPCC members, media reporters, primary and middle school students and local residents were invited to learn more about and gain a deeper insight into CNPC and petroleum. A total of 239 rounds of activities were organized by 54 subsidiaries of CNPC throughout the year, attracting people from different walks of life.



Stakeholders



	Government	Employees	Customers and Consumers			Business Partners	NGOs and Relevant Organizations	Communities and the Public
<b>Goals and Concerns</b>	<ul style="list-style-type: none"> <li>Guarantee energy security</li> <li>Stabilize market supply</li> <li>Fulfill social responsibility</li> <li>Address climate change</li> <li>Operate in compliance with all legal requirements</li> <li>Deepen corporate reform</li> <li>Guarantee investors' interests</li> </ul>	<ul style="list-style-type: none"> <li>Guarantee employees' rights and interests</li> <li>Employee career development</li> <li>Employee value realization</li> <li>Employee health and safety</li> </ul>	<ul style="list-style-type: none"> <li>Provide safe, environmental-friendly, and high-quality products</li> <li>Provide quality services</li> <li>Improve customer satisfaction</li> <li>Establish communication mechanisms</li> <li>Advocate sustainable consumption patterns</li> <li>Protect consumer privacy</li> <li>Improve consumer complaints mechanism</li> </ul>		<b>Goals and Concerns</b>	<ul style="list-style-type: none"> <li>Comply with national laws, regulations and business ethics</li> <li>Standardized HSE management</li> <li>Promote fair competition and mutual benefits</li> <li>Promote social responsibility throughout the value chain</li> </ul>	<ul style="list-style-type: none"> <li>Participate in discussion on public policy and industry standards</li> <li>Pay attention to industry trends and policy moves</li> <li>Advance the sustainable development of enterprises and industries</li> <li>Carry out cooperation in social development and environmental protection</li> </ul>	<ul style="list-style-type: none"> <li>Promote community development</li> <li>Protect community environment</li> <li>Increase local employment</li> <li>Support education, public health and other public welfare activities</li> <li>Perform social investment</li> <li>Enhance sustainable development capacity</li> </ul>
<b>Means of Communication and Participation</b>	<ul style="list-style-type: none"> <li>Legal operation, integrity and trustworthiness</li> <li>Respond to the government's call, and accept supervision</li> <li>Contribute to the formulation of energy policies, laws and regulations and industry standards</li> <li>Enhance the quality of products, engineering and services</li> <li>Improve environmental performance</li> </ul>	<ul style="list-style-type: none"> <li>Support trade unions at different levels</li> <li>Hold staff congresses</li> <li>Reinforce staff training</li> <li>Improve salary distribution system</li> <li>Hold contests and evaluations</li> </ul>	<ul style="list-style-type: none"> <li>Safeguard consumers' interests</li> <li>Supervise product quality</li> <li>Solicit the opinions of customers and consumers</li> </ul>		<b>Means of Communication and Participation</b>	<ul style="list-style-type: none"> <li>Promote e-procurement through e-commerce platform</li> <li>Share management experience and technical standards</li> <li>Strengthen communication with suppliers and contractors</li> </ul>	<ul style="list-style-type: none"> <li>Share corporate experience</li> <li>Attend related meetings and forums</li> <li>Facilitate international exchanges and cooperation</li> </ul>	<ul style="list-style-type: none"> <li>Provide education, training and employment opportunities</li> <li>Promote cultural exchange</li> <li>Pay community visits</li> </ul>
<b>Our Actions</b>	<ul style="list-style-type: none"> <li>Change the mode of development, increase resource potential, promote technological innovation, maintain sound operations and increase the value of state-owned assets</li> <li>Safeguard energy supply and optimize energy mix, in coordination with national energy strategy</li> <li>Promote the building of national key laboratories and major scientific and technological innovation projects</li> </ul>	<ul style="list-style-type: none"> <li>Improve the staff development mechanism</li> <li>Enhance employee training by hosting professional skills competitions</li> <li>Protect the legitimate rights and interests of employees, including remuneration, education and training, rest and vacations, and labor protection</li> <li>Continue to organize occupational health examination and poverty alleviation activities</li> </ul>	<ul style="list-style-type: none"> <li>Increase clean oil supply and realize supply of National VI standard gasoline and diesel nationwide</li> <li>Further promote the CNPC Quality Month Campaign</li> <li>Provide natural gas and other clean energy and products</li> <li>Establish a unified service station management system and launch overall inspections on service stations</li> <li>Implement customer satisfaction investigation and conduct mystery customer visits</li> </ul>		<b>Our Actions</b>	<ul style="list-style-type: none"> <li>Advocate fair competition and standardized operations, and promote the use of e-procurement and management platform</li> <li>Strengthen control over key processes including design, procurement, construction and supervision, and strengthen HSE management for suppliers and contractors</li> </ul>	<ul style="list-style-type: none"> <li>Exchanges with the public on their concerns</li> <li>Participate in high-level strategic cooperation forums to discuss how to build an efficient, safe and competitive supply chain</li> </ul>	<ul style="list-style-type: none"> <li>Carry out disaster relief, poverty alleviation and donations to education, and support the reconstruction of disaster-stricken areas</li> <li>Carry out fixed-point poverty alleviation and aid programs</li> <li>Support and drive the development of local economies through major project construction, and make steady progress in joint venture cooperation in refining, pipelines, shale gas, and marketing network</li> <li>Implement oil and gas recovery projects to minimize evaporation</li> <li>Support the development of SMEs and promote local procurement</li> </ul>