

## 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 home and abroad to continuously improve stakeholder participation.

### Improving Disclosure of Social Responsibility Information

In 2017, we released reports on our progress in overseas community building and green, low-carbon development, including the *Special Report on Social Responsibility of Myanmar-China Oil & Gas Pipeline Project (Myanmar Section)*, *Environmental Protection Communique*, *Roadmap for Low-carbon Development*, *Ecological Protection Program*, and the *Plan for the Upgrading of Pollutant Discharge Standards*.

### Expanding Public Communication Channels

In 2017, 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 communication with our stakeholders including the staff congress, announcements, seminars, and dialogues. We also launched a series of activities including the Service Station Open Day, CNPC Open House Day, mystery customer visits, and other activities allowing visits to CNPC.

#### Case Study The Students Invited to Visit CNPC

In partnership with China Youth Daily, we launched a campaign to invite outstanding student reporters from over 30 Chinese colleges and universities to visit CNPC. This campaign provided them with a good opportunity to get a real picture of CNPC, especially its strength, spirit and responsibilities.



## Campaigns to Present an Open CNPC



Media reporters paid a visit to Changqing Oilfield to experience the green development of the oilfield



Deputies of NPC, CPPCC members, the media and community residents were invited to the factory area of Dagang Petrochemical



The technicians of Huabei Petrochemical introduced the production process of clean oil products to more than 50 visiting delegates



Yunnan Petrochemical invited more than 600 representatives from all walks of life to visit HSE facilities and solicited their opinions and suggestions on environmental protection



### Third-party Feedback

"During the overhaul period, Dagang Petrochemical is open to the public, demonstrating the efforts of a refining and chemical enterprise, particularly its concept of environmental protection."

—Wu Weimin, Deputy Director of the Bureau of Culture, Radio, TV and Film of Binhai New Area, Tianjin, and Director of the Civilization Office

"While maintaining advanced production technology and strict management, Dalian Petrochemical makes every effort to communicate with the public. It takes initiative to invite people from all walks of life to the enterprise, establishing a good corporate image and promoting the sustainable development of the company."

—Sun Hui, Deputy of NPC of Ganjingzi District in Dalian and Director of Dalian Limestone Mine

"What a surprise! This plant area is even better than the residential quarter in landscaping. There is no odor in the air even at the time of equipment overhaul."

—A deputy of NPC who has worked and lived in Dagang for more than 20 years and visited the installation inspection site of an oil refinery for the first time



More than 60 people including deputies of NPC, CPPCC members and community residents in Ganjingzi District in Dalian visited Dalian PetroChemical



Changqing Petrochemical volunteers explained the flue gas desulfurization, denitrification and dust removal device to the children of Xianyang Fenglun Elementary School, telling them that the device emits water vapor instead of smoke



Guangxi Petrochemical invited more than 20 delegates from the surrounding communities to visit the production plant area and the sewage treatment plant, providing them with a face-to-face picture of a green refinery.



Media reporters visited "intelligent gas stations" in Chongqing, praising its emphasis on quality control and its efforts to provide reliable, high-quality oil products.

"Though a native of an oil province, I've never been to the factory of Dagang Petrochemical. On this visit, what impresses me most is that this place is so clean, free from any unpleasant smell. With bright tubes, fresh air and a quiet surrounding environment, this refinery is totally different from what I've imaged."

—Deng Jinjin, a resident in Tianjin

"It is my first time to pay a field visit to a petrochemical plant. I am deeply impressed by the tangible efforts of Sichuan Petrochemical Project in environmental protection and safety. Misunderstandings and misinterpretations is mostly caused by a lack of information transparency."

—Li Yulan, Deputy of NPC of Chengdu City

"We used to regard the emissions from the chimney as uncontrolled exhaust gas emissions. Thanks to today's explanations, we have learned that the white gas from the chimney is nothing but steam!"

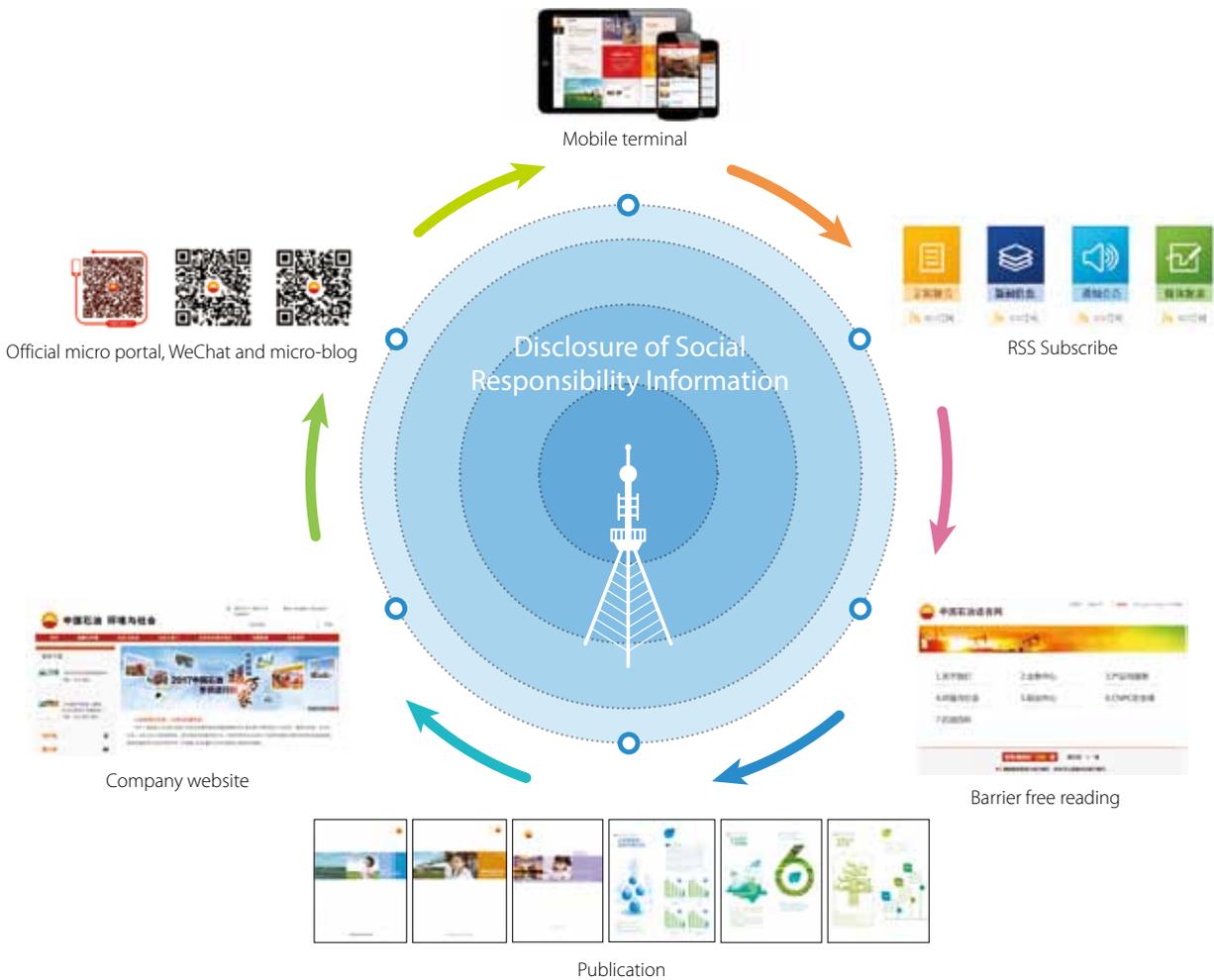
—A visitor to Dagang PetroChemical

"My first visit to the refinery turned out to be a real eye-opener, for it has provided me with a totally different insight into the traditional petrochemical companies. It is so beautiful and highly automated here. The company has achieved both economic and social benefits."

—A visitor to a Guangxi Petrochemical refinery

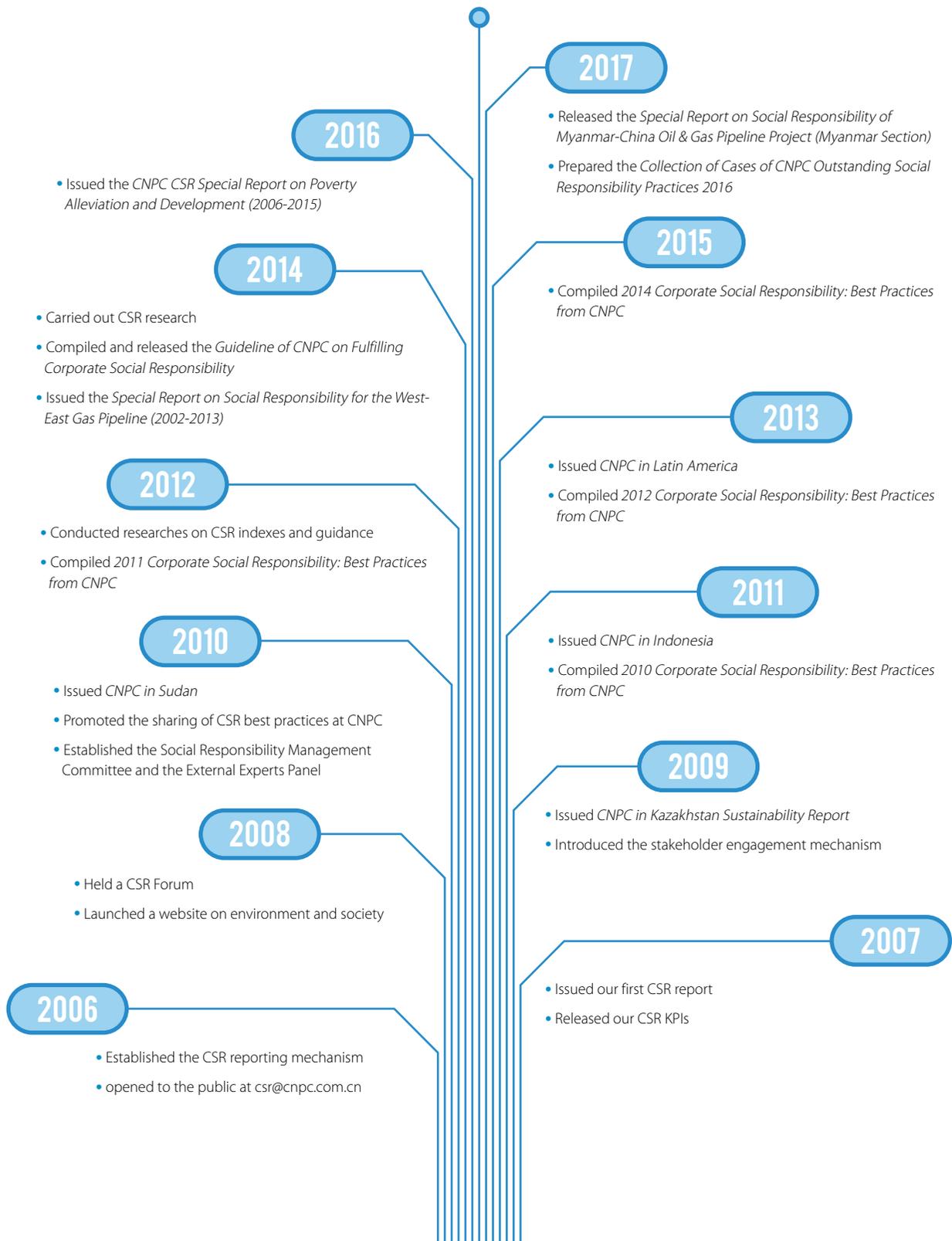
## Increasing Routine Disclosures

Through the Company's website and its microblog, WeChat, mobile platforms, barrier free reading and other new media, we enrich information disclosure on social responsibility and enhance the effectiveness of our communications.



### Official Micro portal for Interactive Communication

In 2017, we set up our official micro portal to tell our stories and send our messages to the general public, and respond to public concerns.



## Stakeholders

	 Government	 Employees	 Customers and consumers
<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>• Energy conservation and emission reduction</li> <li>• Strengthen operation in compliance with all legal requirements</li> <li>• Deepen enterprise 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, environmentally 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>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>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 V standard gasoline and diesel nationwide</li> <li>• Further promote the CNPC Quality Month Campaign</li> <li>• Provide natural gas and other clean energy 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>

	 Business partners	 NGOs and relevant organizations	 Communities and the public
<b>Goals and Concerns</b>	<ul style="list-style-type: none"> <li>• Comply with national laws, regulations and business ethics</li> <li>• Standardize HSE management</li> <li>• Fair competition, mutual benefits</li> <li>• Promote social responsibility in 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>• 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>• Advocate fair competition, 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>