

Communication with Stakeholders

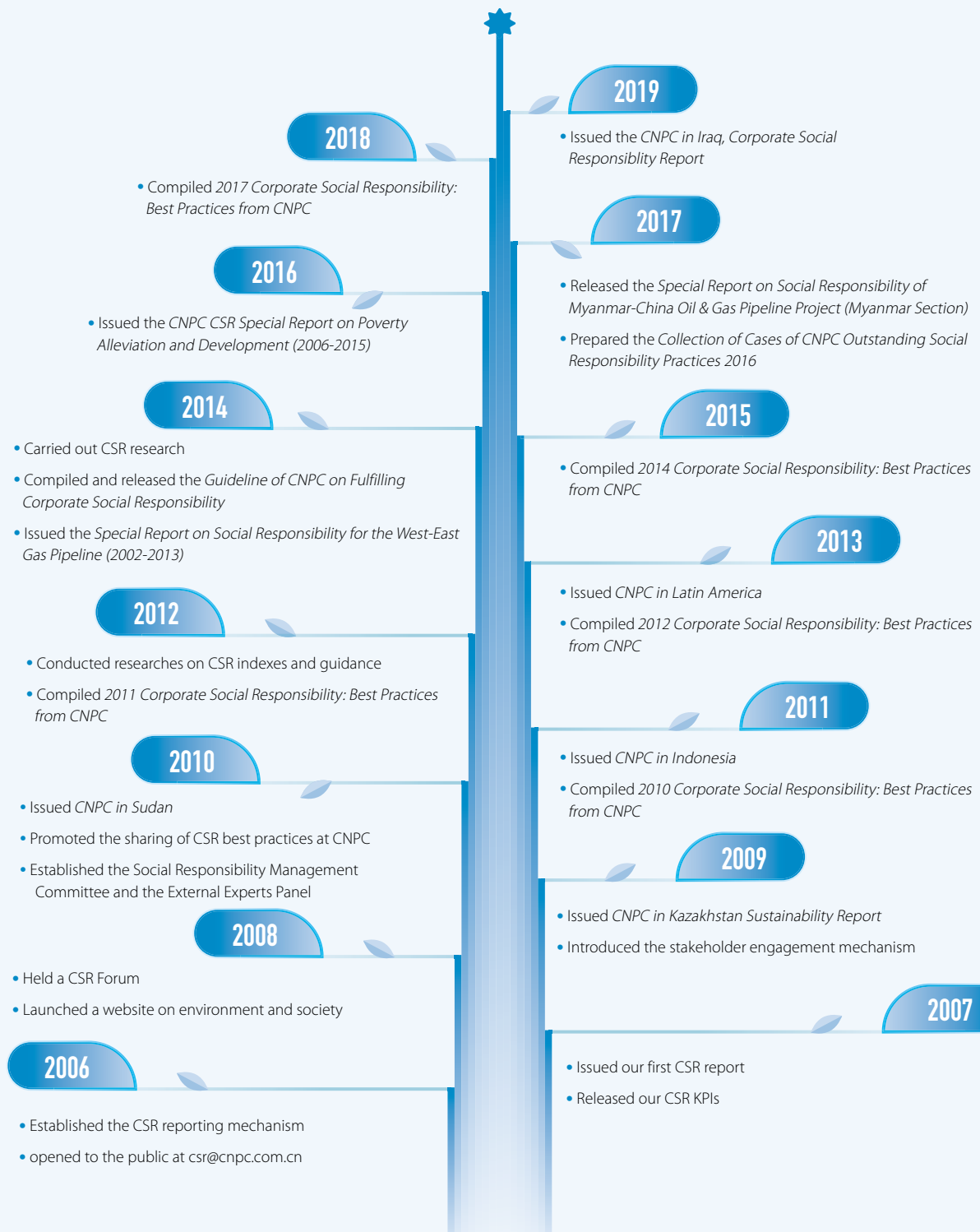
Stakeholders are the groups or individuals who are able to influence corporate decisions and activities or are subject to influence from corporate decisions and activities, including government, employees, customers and consumers, partners, relevant agencies and communities, etc. Stakeholders' participation 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.

Increasing Routine Disclosures

Through the Company's website and its micro-blog, WeChat, micro portals, 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 2019, 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 A Better Understanding of CNPC, CNPC Open House Day, mystery customer visits, and other activities allowing visits to CNPC.

Case Study

A Better Understanding of CNPC

CNPC actively communicates with the public through various platforms. In June 2019, we held the 2nd season of the "Refueling for Dreams" Open Day event, where NPC deputies, CPPCC members, media reporters, primary and middle school students and local residents were invited to get join to learn more about and gain a deeper insight into CNPC and petroleum.

During the event, a total of 112 rounds of activities were organized by over 80 subsidiaries of CNPC, such as Tarim Oilfield in Xinjiang and Dalian Petrochemical in Liaoning, at various points like the sites of major projects at the China-Russia border and the front-line sales stations of refined products in Hainan. This event attracted more than 10,000 on-site visitors, and over 32 million participants via live video streaming.



The dedication of CNPC staff in Tarim well explains that "there is only the bleak and desolate desert, but we are not leading bleak and desolate lives". Thanks to their selfless dedication, a number of people-benefit projects like the West-East Gas Pipeline and Gas Supply in South Xinjiang have been launched to guarantee the safe gas supply for huge numbers of families. They are respectable!

—— **Chen Jie**, reporter of People's Daily Xinjiang Branch

CNPC staff in Tuha are working hard in the vast Gobi Desert despite the severe cold in winter and intense heat in summer. Their spirit of "producing oil for our motherland" and keeping firmly in mind the mission of guaranteeing national energy security deeply impressed and inspired me.

—— **Ma Jianshan**, reporter of Turpan News Center

We hope that more and more central enterprises can offer such open house days to tell their stories, spread their voices, popularize science and play their role in government-enterprise communication and social service, striving to make good use of their "IP" as central enterprises.

—— **Liu Xiaocheng**, assistant professor of School of Journalism and Communication, Lanzhou University

It was the first time for me and my students to visit a petrochemical company. That was impressive. We had a brand new understanding of petrochemical companies. I hope that my students will acquire the development concept of Ningxia Petrochemical in their work in the future to serve the autonomous region, the people and the country.

—— **Dong Yingjie**, teacher of Ningxia College of Construction

We were attracted by the old photos and articles in the exhibition hall of PetroChina Northwest Marketing Company. They represent a concentrated history reflecting the indomitable struggles through thick and thin of generations of petroleum workers.

—— **Luo Feng**, director of Office for Cultural and Ethical Progress of Gansu Province

As a regular of customer of CNPC, I was honored to get to know it in detail in another capacity. Its reliable oil products and satisfactory service make me a regular customer.

—— **Sun Yue**, reporter of Shanxi Channel of people.cn

During my visit to the oil depots and service stations, I truly felt the vigor of CNPC staff for the first time. Even during festivals, many of them remained at their posts to ensure the safe and normal operation of service stations. That's laudable and admirable.

—— **Qu Lixia**, reporter of Shanxi Branch of China News Service

Through visiting PetroChina Hohhot Petrochemical Company and the Babai Oil Depot and Datai Service Station of PetroChina Inner Mongolia Marketing Company, I had a "zero-distance" contact with and new understanding of oil refining, storage and marketing. I hope that CNPC will refuel for our dreams, for Inner Mongolia and for the beautiful life of people!

—— **Li Zebing**, deputy director of Inner Mongolia Center, News and Information Center of Xinhua News Agency

Communication and Exchanges with Stakeholders



We attended the 2019 Abu Dhabi CEO Roundtable and the 2019 ADIPEC, proposing that CNPC would join hands with companies inside and outside of the petroleum industry to actively promote innovation and transformation and grasp the opportunity of "power transition" to usher in a better future for the global oil and gas industry.

Employees

A total of 67 young employees from CNPC offices in Hong Kong and 26 China-invested enterprises in Hong Kong gathered in Beijing to attend the "I SEE · I KNOW" Meet-and-Greet at the CNPC Headquarters. Through this activity, the employees appreciated the great achievements of the 70-years of New China, and understood the history of CNPC.



Customers and consumers

We initiated the "uSmile · Quality Action for Good Life" program in the convenience stores, which was designed to upgrade the quality of CNPC's products and services, supporting consumers' desire for a good life. In the meantime, we granted the "Golden Experiencer" certificates to 10 consumer representatives, and invited them to enjoy the in-store experience and make an evaluation at any time.

Communities and the public

A delegation of 32 teachers and students from Chinese University of Hong Kong and Lanzhou University paid a visit to Lanzhou Petrochemical.



Stakeholders



	Government	Employees	Customers and consumers
Goals and Concerns	<ul style="list-style-type: none"> • Guarantee energy security • Stabilize market supply • Fulfill social responsibility • Energy conservation and emission reduction • Strengthen operation in compliance with all legal requirements • Deepen enterprise reform • Guarantee investors' interests 	<ul style="list-style-type: none"> • Guarantee employees' rights and interests • Employee career development • Employee value realization • Employee health and safety 	<ul style="list-style-type: none"> • Provide safe, environmentally friendly, and high-quality products • Provide quality services • Improve customer satisfaction • Establish communication mechanisms • Advocate sustainable consumption patterns • Protect consumer privacy • Improve consumer complaints mechanism
Means of Communication and Participation	<ul style="list-style-type: none"> • Legal operation, integrity and trustworthiness • Respond to the government's call, and accept supervision • Contribute to the formulation of energy policies, laws and regulations and industry standards • Enhance the quality of products, engineering and services • Improve environmental performance 	<ul style="list-style-type: none"> • Support trade unions at different levels • Hold staff congresses • Reinforce staff training • Improve salary distribution system • Hold contests and evaluations 	<ul style="list-style-type: none"> • Safeguard consumers' interests • Supervise product quality • Solicit the opinions of customers and consumers
Our Actions	<ul style="list-style-type: none"> • Change the mode of development, increase resource potential, promote technological innovation, maintain sound operations and increase the value of state-owned assets • Safeguard energy supply and optimize energy mix, in coordination with national energy strategy • Promote the building of national key laboratories and major scientific and technological innovation projects 	<ul style="list-style-type: none"> • Improve the staff development mechanism • Enhance employee training by hosting professional skills competitions • Protect the legitimate rights and interests of employees, including remuneration, education and training, rest and vacations, and labor protection • Continue to organize occupational health examination and poverty alleviation activities 	<ul style="list-style-type: none"> • Increase clean oil supply and realize supply of National V standard gasoline and diesel nationwide • Further promote the CNPC Quality Month Campaign • Provide natural gas and other clean energy products • Establish a unified service station management system and launch overall inspections on service stations • Implement customer satisfaction investigation and conduct mystery customer visits



	Business partners	NGOs and relevant organizations	Communities and the public
Goals and Concerns	<ul style="list-style-type: none"> • Comply with national laws, regulations and business ethics • Standardize HSE management • Fair competition, mutual benefits • Promote social responsibility in the value chain 	<ul style="list-style-type: none"> • Participate in discussion on public policy and industry standards • Pay attention to industry trends and policy moves • Advance the sustainable development of enterprises and industries • Carry out cooperation in social development and environmental protection 	<ul style="list-style-type: none"> • Promote community development • Protect community environment • Increase local employment • Support education, public health and other public welfare activities • Perform social investment • Enhance sustainable development capacity
Means of Communication and Participation	<ul style="list-style-type: none"> • Promote e-procurement through e-commerce platform • Share management experience and technical standards • Strengthen communication with suppliers and contractors 	<ul style="list-style-type: none"> • Share corporate experience • Attend related meetings and forums • Facilitate international exchanges and cooperation 	<ul style="list-style-type: none"> • Provide education, training and employment opportunities • Promote cultural exchange • Pay community visits
Our Actions	<ul style="list-style-type: none"> • Advocate fair competition, standardized operations, and promote the use of e-procurement and management platform • Strengthen control over key processes including design, procurement, construction and supervision, and strengthen HSE management for suppliers and contractors 	<ul style="list-style-type: none"> • Exchanges with the public on their concerns • Participate in high-level strategic cooperation forums to discuss how to build an efficient, safe and competitive supply chain 	<ul style="list-style-type: none"> • Carry out disaster relief, poverty alleviation and donations to education, and support the reconstruction of disaster-stricken areas • Carry out fixed-point poverty alleviation and aid programs • 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 • Implement oil and gas recovery projects to minimize evaporation • Support the development of SMEs and promote local procurement