

COMMUNICATING AND INTERACTING 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.

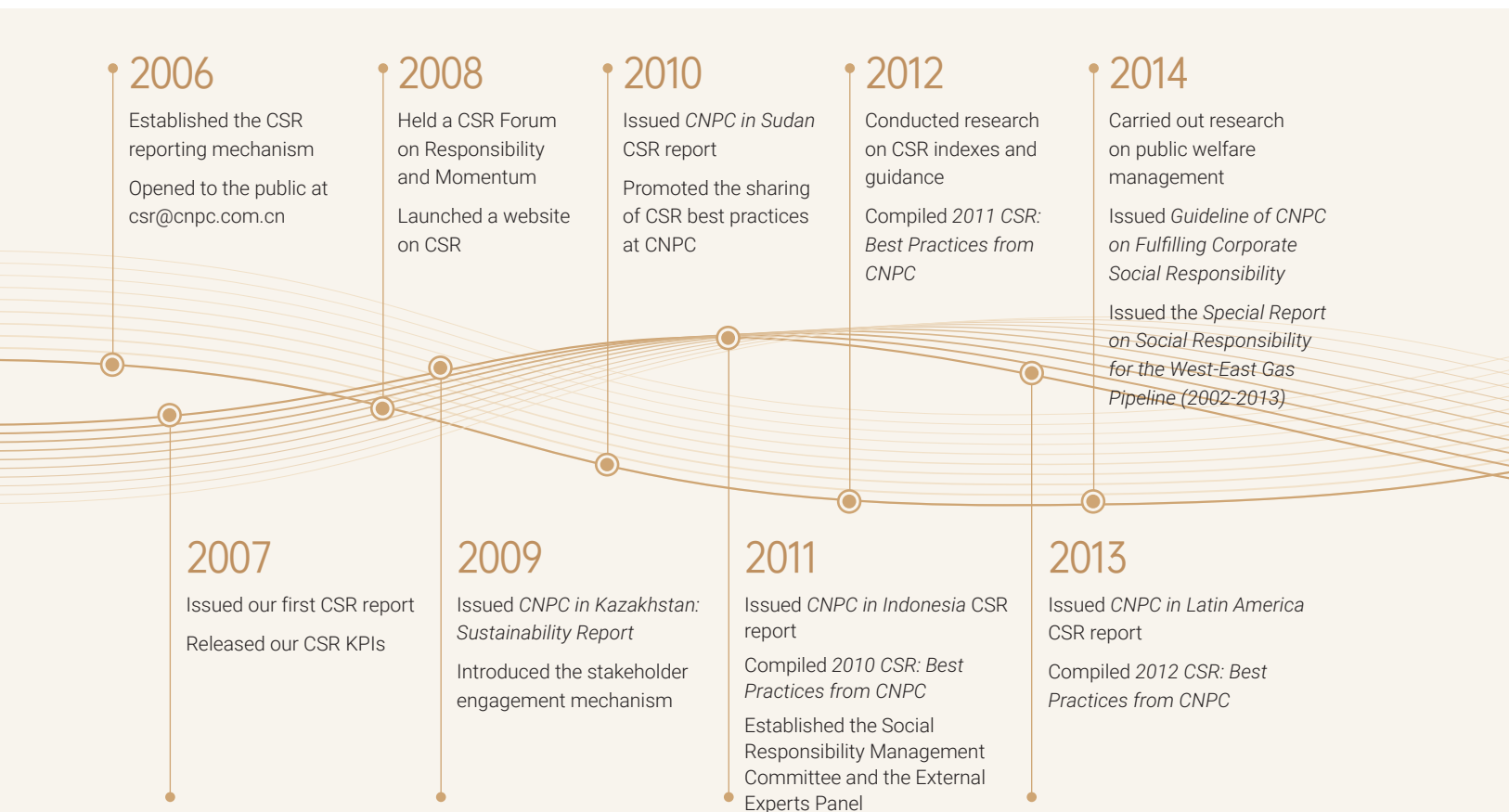
We adhere to the principles of honesty, interaction and equality, and actively establish and improve the mechanism of stakeholder participation. We introduce a variety of ways to collect and analyze the expectations and concerns of our stakeholders, enhance our communication with stakeholders, and invite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

Increasing Routine Disclosure

Through newspapers, the Company's website and its Weibo, WeChat, mobile reading and other new media, we enrich information disclosure channels on social responsibility in a timely manner and enhance the effectiveness of our communications.

Engaging Stakeholders

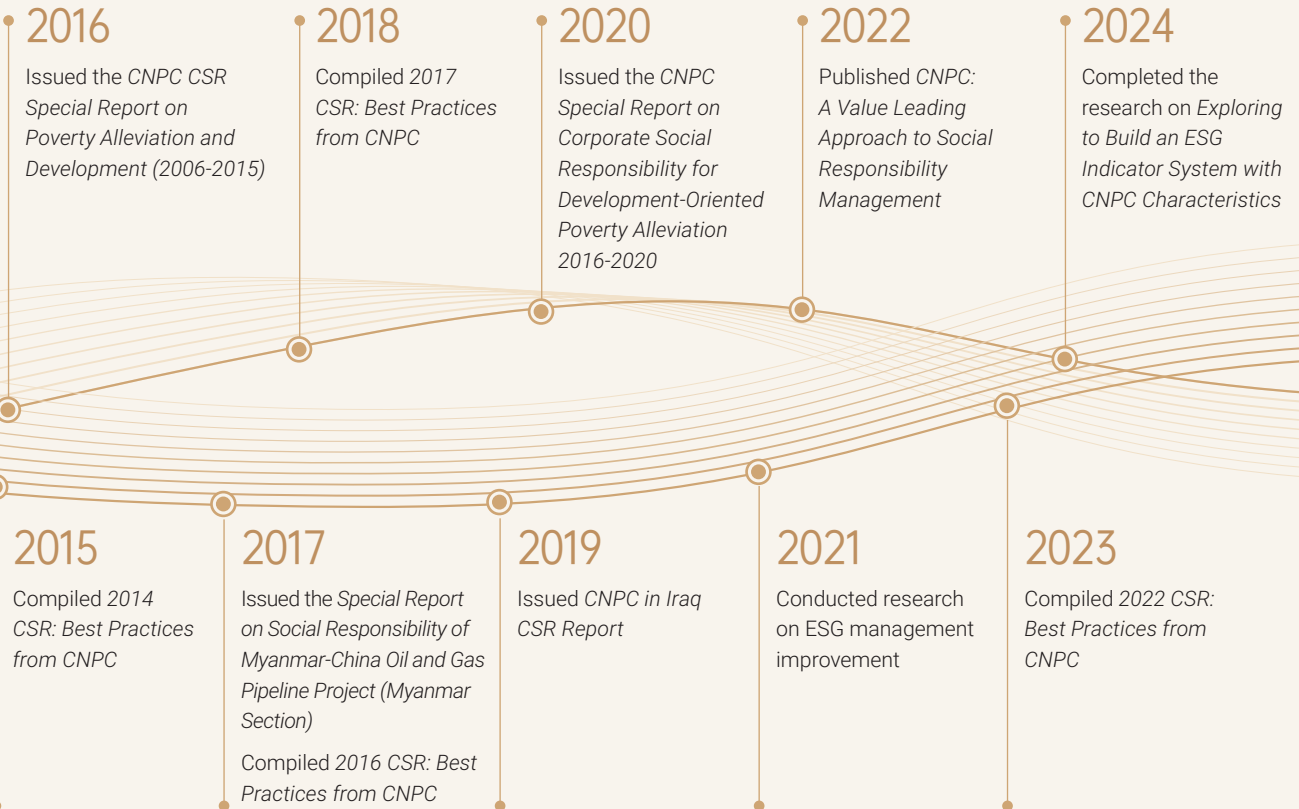
We actively engaged the stakeholders in our enterprises' major decision-making and associated activities, and kept the media and the public more informed of the group. We enhanced the communication with stakeholders by means of staff congress, information announcement/notification, seminars/workshops, and dialogues/exchanges, and through holding the events such as CNPC Open Day.



Case The seventh "CNPC open day"

We actively built platforms for communication with the public. In 2024, we held the seventh CNPC Open Day event, during which we invited government departments, media reporters, corporate clients, representatives of residents and other stakeholders to visit and learn about the whole petroleum industry chain. Channels for communication with the public, both online and offline, were built through various forms such as field visits and drills, science popularization events, games, special lectures and live streams. We are open to the public, and we promote petroleum culture.

Since 2018, the CNPC Open Day, which has been held for seven years in a row, has become an important platform showcasing CNPC to the outside world and strengthening its two-way communication with the public. The total number of online and offline visitors exceeded 78 million person-times.



CNPC and Stakeholders

	Government	Employees
<p>Goals and Concerns</p> 	<ul style="list-style-type: none"> ○ Guarantee energy security ○ Stabilize market supply ○ Fulfil social responsibility ○ Address climate change ○ Compliant operations ○ Build ecological civilization ○ Deepen corporate reform ○ Protect the rights and interests of investors 	<ul style="list-style-type: none"> ○ Guarantee employees' rights and interests ○ Employee career development ○ Employee value realization ○ Employee health and safety
<p>Mode of Communication and Engagement</p> 	<ul style="list-style-type: none"> ○ Legal operation, integrity and trustworthiness ○ Under government 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 congress ○ Reinforce staff training ○ Improve salary distribution system ○ Hold contents and evaluations
<p>Our Actions</p> 	<ul style="list-style-type: none"> ○ Change development mode, leverage resource potential, promote technological innovation, maintain sound operation, and increase the value of state-owned assets ○ Safeguard energy supply, optimize energy mix, in coordination with national energy strategy ○ Promote the building of national key laboratories and major sci-tech innovation projects 	<ul style="list-style-type: none"> ○ Implement human resource development program ○ Improve the staff development mechanism ○ Enhance employee training by hosting professional skills competitions ○ Protect the legitimate rights and interests of employees ○ Organize occupational health examination and employee assistance activities

	Customers and consumers	Business partners	NGOs and relevant organizations	Communities and the public
	<ul style="list-style-type: none"> ○ Provide safe, environmental-friendly, and high-quality products ○ Provide quality services ○ Improve customer satisfaction ○ Establish communication mechanism ○ Advocate sustainable consumption patterns ○ Protect consumer privacy ○ Improve consumer complaints mechanism 	<ul style="list-style-type: none"> ○ Comply with national laws, regulations and business ethics ○ Standardize HSE management ○ Promote fair competition and mutual benefits ○ Promote social responsibility throughout the value chain 	<ul style="list-style-type: none"> ○ Participate in discussion on public policy and industry standards ○ Keep track of industry trends and policy moves ○ Advance the sustainable development of enterprises and industries ○ Carry out cooperation in social development and environment 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
	<ul style="list-style-type: none"> ○ Safeguard consumers' interests ○ Supervise product quality ○ Solicit the opinions of consumers and customers 	<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, forums ... ○ Facilitate international exchanges and cooperation 	<ul style="list-style-type: none"> ○ Provide education, training and employment opportunities ○ Promote cultural exchange ○ Pay community visits
	<ul style="list-style-type: none"> ○ Promote the CNPC Quality Month Campaign ○ Provide quality, efficient and clean energy and products (natural gas) ○ Establish a unified service station management system and launch overall inspection ○ Implement customer satisfaction survey, conduct mystery customer visits 	<ul style="list-style-type: none"> ○ Advocate fair competition and 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 ○ Implement Rural Revitalization Project ○ Support and drive the development of local economies through major project construction ○ Support the development of SMEs and promote local procurement