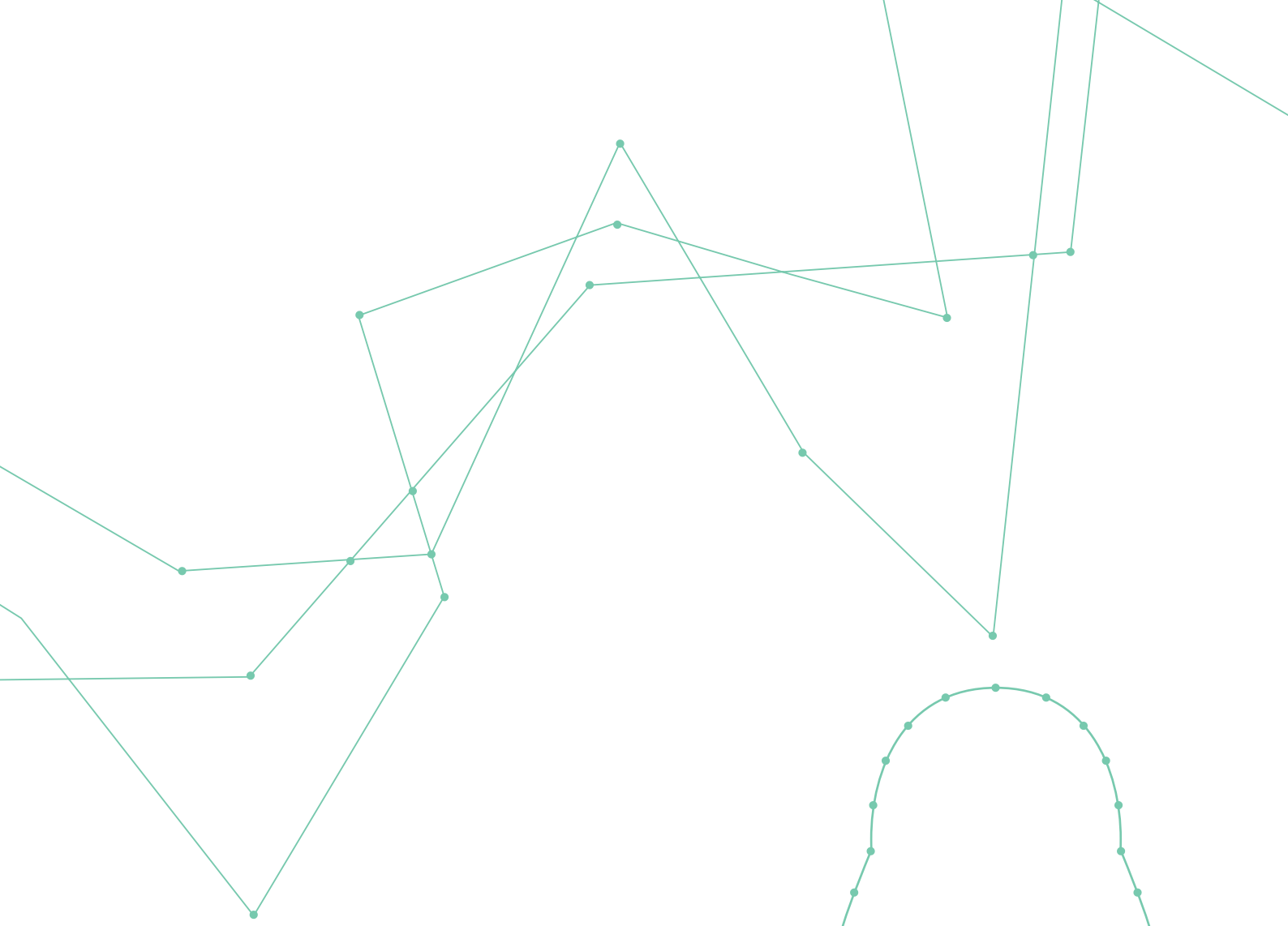

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About This Report

Tencent Holdings Limited ("Tencent") is pleased to publish its Condensed Corporate Social Responsibility (CSR) Report 2017, entitled Smart Connection, Better Life. This report, supplementing the Environment, Social and Governance (ESG) Report Tencent publishes as a Hong Kong-listed company, is an ongoing initiative to engage the international investment community and stakeholders as Tencent deepens its CSR efforts.

CSR is a strategic focus for Tencent. The company believes that a successful enterprise should weave social responsibility into the fabric of its business. As a leading provider of Internet value added services in China, Tencent's innovative products and thriving ecosystem connect hundreds of millions of users, entrepreneurs, developers and business partners, who are key players in the economy. The company is well aware of the substantial responsibility it takes – not just for its community, the environment and its employees, but also for the well-being of a huge population.

This report outlines Tencent's CSR strategy and approach and its achievements on CSR in 2017, as well as explains how it develops products and industry solutions that enhance the efficiency of businesses and the quality of people's lives. It also introduces Tencent's initiatives, and those of the Tencent Charity Foundation, that address community engagement, environmental protection and employee development. Tencent has recently refreshed its strategy and set a clear focus on "Technology + Culture". This report will therefore emphasise Tencent's innovative approach towards enriching traditional culture, and towards equipping the young generation with the right attitudes towards technology in the Internet era.

As a listed company in Hong Kong, Tencent complies with the statutory requirements on ESG reporting. This condensed report covers Tencent's CSR initiatives in 2017 with post-reporting updates, and supplements the ESG report Tencent publishes as a listed company. It was developed with reference to the guidelines of the United Nations Global Compact (UNGC), the Global Reporting Initiative (GRI) and the Chinese Academy of Social Sciences at the time of writing.

Tencent is committed to engaging a wide group of stakeholders in driving the implementation of its CSR initiatives. In doing so, it aims to build a responsible Internet-based technology and cultural enterprise in a sustainable ecosystem that brings benefits to users, entrepreneurs, developers and partners, and creates value for its shareholders.

MESSAGES FROM THE MANAGEMENT TEAM

ENHANCING QUALITY OF LIFE THROUGH DIGITAL INNOVATION

Since Tencent's founding 19 years ago, China has witnessed the rapid development of the Internet industry. Having been built from the ground up, the industry's extensive technological transformations and its impact on our economy are indeed remarkable. Today, we are standing at a historical crossroad, ready to welcome full-blown digitalisation across sectors.

This year, we have seen comprehensive digitalisation sweeping across China's economic and social landscapes at an unprecedented pace in terms of both breadth and depth. Digitalisation has reached beyond business to touch practically all aspects of an individual's life, from basic life necessities to government affairs. The digital technology previously associated with the Internet is being deeply integrated with a wide range of verticals.

Digital platforms have been evolving from "multi-user" to "omni-user" models, attracting an increased number of public, private, and NGO players to become users of digital platforms. The expanded scope of users has brought challenges to Internet companies in terms of their business models, corporate structures, and awareness of corporate responsibilities. We at Tencent recognise the importance of persistently ful lling our social responsibilities and pursuing sustainable development of business.

In the digital age, our stakeholders, including employees, users, shareholders, business partners, charity organisations, and the communities in which we operate, co-exist in an increasingly interactive and interconnected "digital ecosystem".

There are no bystanders in the digital age. Every action impacts the ecosystem. As a platform in this digital ecology, Tencent will proactively shoulder more responsibilities in order to minimise the adverse impact on the ecosystem. We are deeply rooted in the digital ecology and are committed to protecting the sustainability and health of the entire digital environment. We offer forward-thinking solutions and aim to act as a role model in the areas of technology development, applications, partnerships, as well as cyber security and privacy protection. We will work hard to promote the common good and create win-win situations with our stakeholders.

Weixin (also known as WeChat in international markets) has become the first mobile application in China to reach more than one billion monthly active users. Our strategy is to develop digital products and services that serve users' needs and are easy to use, especially for underprivileged demographics such as the elderly, the young, and those who live in remote and impoverished areas. We want everyone everywhere to enjoy the bene ts of digitalisation. Leveraging our digital platform, Tencent offers solutions that address the "Last Mile" challenge, improving the accessibility of public services. We hope to facilitate the digitalisation of a wide range of industries, reducing their costs and improving operational efficiency through digital innovation. We also hope that our expertise and tools can help a greater number of entrepreneurs and start-ups grow into "unicorns". To incite enthusiasm for technological innovation among younger generations, Tencent is launching initiatives to strengthen the communication and cooperation between Guangdong, Hong Kong and Macau to help turn the Greater Bay Area into an enabling ground for innovation. We also aim to build digital technology that enables charity organisations to enhance transparency and build public trust, empowering users to make every good deed more impactful.

Looking forward, Tencent is committed to continuously enhancing lives through innovative digital technology. This mission is what inspired us at our founding and what has kept us motivated ever since. We are excited to adopt "Technology + Culture" as our new corporate development focus and look forward to working on integrating rich cultural content into our technology. Through digital technology, we are committed to shaping a better future for our company and the world at large.

INTEGRATING SOCIAL RESPONSIBILITY INTO EVERY PRODUCT WE DEVELOP

It has been a year of rapid growth for Tencent and the Internet industry as a whole. With such growth, our social responsibilities have increasingly and rightfully become the focus of public attention, in line with our growing number of users, product offerings, and market capitalisation. Tencent has responded by embarking on a new phase of development, which will bring together cultural elements and technological capabilities. We have also aligned our social responsibilities with our business objectives. Our future will be driven by the new direction on “Technology + Culture”.

As one of the most popular mobile applications in China, Weixin is leading the development of a robust digital ecosystem in China. In 2017, it created 20.3 million jobs, twice as many as just four years ago. It also facilitated the consumption of some RMB209.7 billion worth of information, achieving an average annual growth rate of more than 30% since 2014. Weixin Mini Programs, which are embedded within the Weixin ecosystem that power various functionalities, have been integrated across industries ranging from e-commerce and retail to public services. Such widespread adoption occurred within just the first year of operations as the Mini Programs have become a central element of Tencent’s smart retail solutions and an essential way to connect more people to our network.

QQ, another major product of Tencent, carries the important social responsibility of empowering Internet natives to realise their personal potential and involve them in contributing to social development. Equipped with social functionalities and empowered by advanced artificial intelligence (AI) technology, QQ KanDian has become a popular channel for a vast number of young users to obtain information. Its massive user base also makes it an effective tool for charitable activities such as searching for missing children or rare blood types. “Tech for Good Causes” highlights Tencent’s mission to fulfil its social responsibility through its products.

To safeguard the information and privacy of our hundreds of millions of users, we have established seven major security laboratories. In order to combat telecommunication network-related fraud, we have formed a guardian alliance driven by big data, which has become a collaborative security ecosystem known as the Tencent security model.

A new version of Mobile QQ News for children was launched in March 2017, offering safe, factual, and quality news content to persons aged 12 or below. Given our objective to offer valuable and original content through innovative collaborations with journalists and writers, Tencent is exploring how to deliver the right media content to the right users to maximise the value of the information consumed on QQ.

On the charity front, Tencent initiated 9.9 Charity Day, China’s first annual Internet charity event. The event invites a few hundred organisations and enterprises to take part in charitable activities across the country. Between 2015 and 2017, the number of event participants rose from 2.1 million to 12.7 million and donations from users increased from RMB100 million to RMB800 million. In 2017, 9.9 Charity Day raised a total amount of more than RMB1.3 billion and supported 6,466 charity projects, setting a new Internet donation record in China. Using our technological capabilities, we are committed to enabling the most transparent charity events in China, creating an open environment for partners to participate in and an innovative platform to put philanthropy into practice and share information.

An increasing number of enterprises and public service organisations are using Tencent’s products. We will continue to maintain an open platform capable of digitally transforming and elevating a large number of industries. We want to “Make AI Everywhere”, a vision requiring an alignment between the development of frontier AI technology and a firm commitment to social responsibility. To exemplify our work toward this vision, we launched Tencent MiYing, a joint collaboration between our AI Lab, Tencent YouTu Lab, and architectural platform teams, which applies image recognition, big data processing, deep learning, and other advanced technology to healthcare. Tencent MiYing is the first AI-based healthcare product to assist doctors in early stage screening, diagnosis, and the treatment of diseases. It offers high-quality and user-friendly medical services to patients across China. As of 2017, Tencent MiYing had been rolled out across 12 large-scale and high-ranking hospitals, helping doctors study over one million medical images every month and increasing the accuracy and efficiency of screening for early stage oesophageal cancer and other diseases.

As a leading Internet company that is bringing together culture and digital technology, Tencent is exploring digital solutions for the conservation of cultural landmarks such as The Forbidden City, Dunhuang and the Great Wall. Gaming-wise, while recognising the social value of digital games and their ability to inspire people, Tencent is likewise aware of the potential problems they can have on younger generations. To address this concern, we launched the Game Guardian Platform, which develops functional games that balance education and entertainment, to protect minors from over-indulgence.

To conclude, we hope to combine our technological capabilities with rich cultural elements as a sustainable way to fulfil our social responsibilities. “Technology + Culture” is our strategy for improving peoples’ quality of life and we look forward to welcoming more organisations and individuals to join us.

USING TECHNOLOGY FOR GOOD CAUSES AND INTELLIGENT CONNECTION

Over the past two years, Tencent has experienced rapid growth and further strengthened our technological capabilities. These developments have helped us to empower businesses and individuals toward their goals and bring about positive societal changes.

As part of Tencent's "Connecting Everything" mission, Weixin is playing a pivotal role. Weixin's monthly active users now exceed one billion. Our other agship product, QQ, has been quickly gaining popularity among a new generation of netizens. These platforms enhance connectivity and create better lives for our users.

Weixin Mini Programs were officially launched on 9 January 2017 and have fast become a tool that is deeply integrated in people's daily lives, taking us one step closer to "Connecting Everything".

Tencent was established with a mission to empower industries. Using our unique advantages in cloud computing, big data, arti cial intelligence (AI) and other technologies, we have stayed true to this mission and continuously developed new technologies for application across China's industrial landscape. We have also committed ourselves to driving social progress through consistent product innovation. We will continue to create new opportunities and expand the possibilities of social development.

With great power comes great responsibility. In the past, Tencent has used scientific and technological strength to drive industry progress and enhance social ef ciency. With our "Internet +" strategy and the ability to use the Internet to promote philanthropy, we have proactively shouldered our corporate social responsibility (CSR). Today, we see technology developing in a new direction, forming a more powerful ecosystem. As technology continues to integrate deeper into society, it will become ever more important for users to understand how to use and leverage it properly.

Ten years ago, we established the Tencent Charity Foundation. It was the first of its kind among Chinese Internet companies. Another Tencent " rst" was the launch of our CSR Awards in 2017. The Tencent CSR Awards are comprised of two categories, namely, the "Tencent Innovative Charity Awards" and "Tencent Responsibility Awards". These awards demonstrate our commitment to embedding CSR in our operations and using technology for good causes.

Throughout society and within our firm, we support individual participation in charities and strive to make charitable activities a part of our business operations. This report introduces and explains our initiatives in this area. Apart from the well-known Tencent charity platform and 9.9 Charity Day, we are using digital technology to conserve cultural heritage, improve peoples' livelihoods by promoting the digitalisation of public administration, and develop anti-fraud guardian projects to protect families from falling victim to scams. Charitable elements can be found throughout Tencent's industry chain.

That technology can and should be used for good causes is a core belief at Tencent and is the motivation behind every new product we develop.

That said, technological developments have not come without their share of social issues. For example, while data technology offers a better user experience, it has also created a threat of invasions of privacy. We are also weary of the addictive potential of technological gadgets and digital games. Some of these problems can be solved by new technological solutions, while others need improved technological architecture during the product design stage.

We believe that practice is the best approach to effective problem solving. A variety of solutions are being conceived and tested across Tencent's business groups. Apart from completing an anti-addiction system, our gaming team encourages parents to spend more time with their children through offline campaigns such as "One Hour a Week Unplugged Parenting". We encourage constructive and sustainable behavioural changes through nurturing positive attitudes and systematic collaboration.

Tencent launched its "WeCountry" programme nine years ago. Through the success of this programme, we realised that charity and our social responsibility goals are long-term commitments. We believe the programme demonstrates our dedication and perseverance to improve our community through practical actions.

Technological disruptions are revolutionising how we work, live, and learn by changing the way we pay, receive medical services, travel, and consume. The development of emerging technologies, such as AI and bio-technology, are instrumental to "Connecting Everything". This is a time that requires innovators of technology to develop both future-ready products and ones that can be used here and now as a driver for good.

The word "intelligence" inspires us not only to develop smart technology, but also to be wise and empathetic. Let us use such intelligence to create positive changes and better lives through technology.

WEIXIN IS A TOOL THAT CHANGES OUR LIFESTYLES

Weixin (also known as WeChat in the international markets) is a tool designed to enhance efficiency. It helps users accomplish tasks effectively and enables organisations, enterprises, and individuals to innovate upon and within it. Such innovation may be the development of a new functionality of a product or service to enhance its performance. This capability is a driving force for social progress.

WEIXIN MINI PROGRAMS: A DECENTRALISED SYSTEM FOR "CONNECTING EVERYTHING"

Weixin Mini Programs were officially launched on 9 January 2017 and have since become an integral part of many industries, including e-commerce, retail, life services, and public administration. They are also increasingly being used by people in different aspects of their daily lives. Mini Programs are intended as the initial point of contact between Tencent and our users, and are important to realise our goal of "Connecting Everything". Weixin is dedicated to becoming a truly open platform. This means that each Weixin user is free to choose the resources that they find most relevant and useful to their circumstances. Building upon the existing solid resource base, Weixin Mini Programs were launched to expand the Weixin platform and increase the portfolio of its functionalities. This process will allow users to access third-party services based entirely on their own preferences.

> "As all information needs a medium to reach people, Weixin Mini Programs were launched as a medium and tool for organising such information. The Mini Programs are our language, our way of communication, in a world where everything is connected."
>
> – Zhang Xiaolong, Senior Vice President and President of Weixin Business Group, Tencent

We launched the Weixin Rumour Refusal Mini Program in 2017 to prevent the spread of false information. With this Mini Program, users can check the authenticity of the information they consume. They will also receive alerts if they have read or forwarded information already identified as untrue.

FACTS AND FIGURES

Weixin Mini Programs

170 million active daily users

More than 2,300

third-party business platforms

WEIXIN PAY: A SMART LIVING SOLUTION

Over the past two years, Weixin Pay has collaborated with more than 400 banks to provide payment services. Millions of stores across more than 30 sectors including retail, catering, healthcare, tourism, and transportation, have adopted Weixin Pay as a smart living solution for their customers. By expanding its scope of application, Weixin Pay is bringing its users the benefits of "Internet +".

GUARDIAN PROGRAMME

We launched our Guardian Programme as a collaboration with governments, enterprises, and users in the ght against network fraud. The programme has developed security apps for users and solutions for corporates that enhance cyber security.

TENCENT SECURITY ACADEMY

Our Tencent Security Academy was established as a world-class institution for the development of cyber security talent. It uses lectures, contests, research projects, and the actual building of security networks to teach and nurture the potential of our participants.

TENCENT AND INDUSTRY DEVELOPMENT

Powered by "Internet+", we are encouraging industry innovation and integration and promoting the development of China's economy and society. Our team is exploring new "Internet+" strategies, including how to further integrate AI, big data, cloud computing, location-based services (LBS), payment, and security to benefit industries such as public administration, healthcare, and manufacturing.

TENCENT MEDIA+: ENHANCING THE QUALITY OF CONTENT

Our objective is to encourage content creators to be innovative in their content development and delivery. To achieve this goal, we continue to improve our services in the following areas:

Content production: We have been innovating and scaling various tools for content creators and helping them protect their copyrights.

Industry network: To support content creators' work, we established a content creation financing alliance, offering nancing sources to help grow their business. This service is enlarging the pool of active content creators on our platform.

New media training: Over the past few years, we have been providing training for content creators. In 2017, we invited 100 well-known scholars and over 1,200 lecturers to provide 350 media industry-related training sessions to advance the development of the content industry.

Currently, self-media platforms are undergoing rapid development. Our goal is to provide a healthy environment where self-media creators can leverage our platform resources to produce high-quality original work.

TENCENT HEALTHCARE

TENCENT MIYING: ENHANCING DIAGNOSIS EFFICIENCY AND ACCURACY WITH AI TECHNOLOGY

The early stage screening, diagnosis, and treatment of diseases is crucial for prolonging patients' life expectancy. For example, the five-year survival rate for patients whose oesophageal cancer is diagnosed at a later stage is 30%, but it can rise to about 90% if diagnosed at an early stage. Unfortunately, many patients are unable to obtain early stage treatment due to time-consuming screening processes and a lack of access to advanced medical services.

In August 2017, we launched Tencent MiYing, the first AI-based healthcare product that integrates image recognition, big data processing, deep leaning, and other advanced technologies to assist doctors in screening for, diagnosing, and treating early stage diseases. It has increased the number of patients able to receive high-quality and patient-friendly medical services. The accuracy of diagnosing for early stage oesophageal cancer is 90%, while the accuracy rates for lung sarcoidosis and diabetic retinopathy are 95% and 97%, respectively.

Equipped with Natural Language Processing capabilities, Tencent MiYing analyses published medical papers and clinical cases to create an algorithm capable of predicting the occurrence of such cancers, helping doctors control risks and manage patients. It is also able to recognise and forecast over 500 common diseases, with an accuracy rate of 95%. As of the end of 2017, Tencent MiYing had been applied in over 100 large-scale and high-ranking hospitals in China, serving nearly 400,000 patients and helping to screen 37,000 cases of high-risk infection.

Tencent MiYing has proven an effective tool for lessening doctors' workloads and offering high-quality and inclusive healthcare services to more people.

PENGUIN MEDICAL ENCYCLOPEDIA: ENABLING PEOPLE TO ACCESS MEDICAL KNOWLEDGE

The Internet is an important channel for the pubic to acquire healthcare knowledge. Research shows that 39% of patients will first conduct an online search for information about their illness, before consulting a doctor. To provide reliable and trustworthy medical information online, we have collaborated with several well-known hospitals and leading clinical experts to launch the first Internet-based medical science product – the Penguin Medical Encyclopedia. It turns complex medical terminology into easily understood concepts, helping patients obtain accurate medical information and better communicate with doctors.

TENCENT PUBLIC ADMINISTRATION: ONE-STOP ACCESS TO PUBLIC SERVICES

We are helping to streamline public administration services through face recognition, LBS, and mobile payment technologies. Moreover, our public administration service platform saves time for people who need public services, as there is no longer a need for them to travel to physical premises to access services. By the end of 2017, we were cooperating with 12 provinces and cities in China, including Shenzhen, Hubei, and Fujian. Such cooperations provide one-stop public administration services and cover various functions, including authenticating online pension applications, issuing electronic social security cards, and providing smart customer services.

TENCENT TRANSPORTATION: ENHANCING THE EFFICIENCY OF THE TRANSPORTATION SYSTEM

In 2017, we began to work on a convenient mobile payment tool for transportation. We have since successfully launched our Tencent Transit QR Codes payment service in Guangzhou, Hefei, Qingdao, and other cities. Users can pay their transportation fare in 0.2 seconds by holding the Tencent Transit QR Codes, part of the Weixin Mini Programs ecosystem, close to a ticketing machine. This service has brought increased convenience to travellers and commuters.

We have also cooperated with the State Railway Administration to provide a better travelling experience for passengers. In 2017, Weixin Pay was integrated with the State Railway Administration's system, enabling passengers to reserve railway tickets and meals online. In December 2017, they launched a notification service, delivering information about ticket purchases and refunds through the Weixin platform.

Weixin is also able to analyse traffic conditions and monitor congestion using LBS and big data from traffic departments.

Green Operations

Most discussions about environmental responsibility in business tend to focus on the manufacturing sector, which have a large amount of production equipment and extensive plants. However, Internet companies have a wide range of indoor business activities that also impact the environment.

As a key connector in the Internet+ era, our success in multiple domains and achievements in environmental protection have provided examples on how Internet companies may contribute to a green future in daily business practices.

GREEN OPERATIONS

SUSTAINABLE DEVELOPMENT THROUGH TECHNOLOGY

At Tencent, we are concerned about the impact of ecological changes on sustainable development and strive to use our technological resources to find effective solutions to address global environmental issues. In April 2017, Tencent joined hands with the China National Environmental Monitoring Centre to launch an air quality enquiry service. A total of 1,436 sensors were set up across 338 cities to provide the public with a reliable air quality index.

PONY MA'S PROPOSAL FOR 'SPONGE CITIES'

At China's Two Sessions in 2017, our Chairman and CEO Pony Ma submitted a proposal on the development of sponge cities in China. It would entail cities modernising their stormwater management approaches to solve drainage problems, fully utilise their land resources, and promote sustainable development. We are beginning to work across sectors to provide technological support for the development of sponge cities and create an actionable public platform to facilitate this process. Using data analytics and Internet-of-Things (IoT) technologies, we can develop technical support platforms to better detect and analyse meteorological data, rainwater collection, and soil humidity. This is done with a view to helping government departments formulate sound policies.

CUTTING-EDGE TECHNOLOGIES FOR GREEN OPERATIONS

In support of green living, energy saving, and environmental protection, we are committed to installing cutting-edge technologies into office towers and data centres to promote low-carbon operations and automation.

TENCENT'S GREEN DATA CENTRE IN QINGPU, SHANGHAI

Today, data centres play an important part in driving the growth of China's economy. However, the high energy consumption of these centres' servers is an environmental concern. Statistics show that data centre activities account for 1.5% of global energy consumption. A 100,000 server-scale data centre consumes as much power as a medium-sized city. As a response to this challenge, we are working to operate environmentally friendly, high performing, and highly efficient data centres. Our Qingpu data centre, which occupies an area of 57,000 square metres in the Qingpu Economic and Technological Development Zone in Shanghai, boasts some of the most advanced cloud computing and cloud storage facilities in Asia Pacific. It uses many advanced technologies to minimise energy consumption and carbon emissions:

- Combined Cooling, Heating and Power (CCHP) System: Qingpu's system simultaneously generates electricity and performs heating and cooling functions using natural gas. The waste heat discharged after power generation is collected by recycling equipment and goes through a cooling process in a lithium bromide refrigerator. The cool air will be supplied to the data centre. This cascade utilization has greatly improved energy efficiency.
- Tencent Module Data Centre (TMDC): The Qingpu centre uses a modular design to combine the physical infrastructure of the centre and the systems that keep it running, thus enhancing overall energy efficiency of the centre.
- High Energy Conversion Efficiency: Using a close-loop cooling model, the data centre maintains a very high energy conversion efficiency as compared to the traditional open cooling systems.
- Photovoltaics Power Generation: The Qingpu data centre has a photovoltaics power generation area of 3,000 square metres, which is located at the top of the centre. All the electricity generated by photovoltaics is collected and integrated into the centre's power grid.

Our Qingpu data centre received the recognised 5A Certification from the Ministry of Industry and Information Technology and The Green Grid.

TENCENT'S NEW HEADQUARTERS IN BINHAI, SHENZHEN

Tencent腾讯 X 長城

TENCENT: TECHNOLOGY+ CULTURE

> "Tencent's future focus can be condensed into two words: Technology and Culture. Culture is essential, regardless of the degree of development or the role of AI and technology in the future. Human wisdom, culture, and innovation will never be substituted.
>
> Human beings are standing at the dawn of the Internet era. We are all designers and participants in this great experiment of our time. Let us eagerly anticipate the great things that are sure to unfold while passionately driving ourselves towards a brighter future."
>
> – Pony Ma, Chairman and CEO

In the past, we and our customers positioned Tencent as an Internet company. But in the future, technology and culture will be the most important elements of our company. Tencent will be defined as an Internet company that brings technology and culture together in harmony. From a historical perspective, technology and culture were also the most important elements in the development of human societies. Science and technology, across all disciplines, are making impressive breakthroughs, bringing profound changes to our lives. The development of technology is set to create positive impacts on our culture and lives.

We have created QQ and Weixin, which have become the leading social networking tools in China. Our mission is "Connecting Everything": people, information, services, and products. In the future, we will connect people and content, the past and the future, the elite and the ordinary, the youth and the arts, and culture and technology.

Culture belongs to everyone and is created by everyone. The boundary between creators and users has been fading, and so has that between mainstream culture and subcultures. Cultural rejuvenation is taking place with the emergence of anime culture, geek culture and pan-entertainment culture. The development of virtual reality technology is also contributing to this diverse cultural landscape.

Our corporate image and value to society is tied to the use of technology to enhance culture and to leverage culture to illuminate where new technologies might be developed and applied. We are well prepared to explore new ways to integrate traditional culture into futuristic technology and promote the convergence of these two important elements, with a view to contributing to a new and dynamic culture in China.

GRI INDEX

Messages from the Management Team	GRI Reference
Pony Ma: Improving Quality of Life through Digital Innovation	G4-1/G4-2/G4-56
Lau Chiping: Integrating Social Responsibility into Every Product We Develop	G4-1/G4-2/G4-56
Chen Yidan: Using Technology for Good Causes and Intelligent Connection	G4-1/G4-2/G4-56
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