



海航基礎股份有限公司 HNA INFRASTRUCTURE COMPANY LIMITED



2016 ESG Report 環境、社會和管治報告

CONTENTS 目錄

Corporate Mission	2	企業使命	2
Corporate Background	2	公司簡介	2
Subject of the Report	3	報告主題	3
Chairman’s Statement	4	董事長致辭	4
Corporate Governance	9	公司治理	9
Social Responsibility Management	16	社會責任管理	16
(I) Social Responsibility Management System	16	(一) 社會責任管理體系	16
(II) Stakeholder Engagement	17	(二) 利益相關方參與	17
(III) Social Evaluation	21	(三) 社會評價	21
I. Open Up and Fly the Dream	22	一、開放·放飛夢想	22
(I) Serve National Strategy	22	(一) 服務國家戰略	22
(II) Lead Industrial Development	29	(二) 引領行業發展	29
(III) Build Local Economy	32	(三) 建設地方經濟	32
(IV) Promote International Cooperation	33	(四) 推動國際合作	33
II. Make Innovations and Enjoy the Journey	34	二、創新·尊享旅程	34
(I) Promote Service Quality	34	(一) 卓越服務品質	34
(II) Upgrade Service Facilities	42	(二) 升級服務設施	42
(III) Featured Sincere Services	44	(三) 特色真情服務	44
III. Coordinate and Grow Together	51	三、協調·共同成長	51
(I) Safe Production Management	51	(一) 安全生產管理	51
(II) Strengthen Supply Chain Management	57	(二) 加強供應鏈管理	57
(III) Collaboration of the Development with Partners	58	(三) 攜手夥伴發展	58
IV. Green Afforesting Airport	59	四、綠色·園林機場	59
(I) Pay Attention to Environmental Management	59	(一) 重視環境管理	59
(II) Strengthen Energy Conservation and Emission Reduction	61	(二) 加強節能減排	61
(III) Low-Carbon Office Operation	63	(三) 低碳辦公運營	63
V. Share and Improve Welfare	64	五、共享·提升福祉	64
(I) Care for Employees’ Growth	64	(一) 關愛員工成長	64
(II) Conduct Poverty Alleviation Donation	73	(二) 開展扶貧捐贈	73
(III) Dedicate to Volunteer Service	73	(三) 致力志願服務	73
Key Performance Chart	75	關鍵績效表	75
About the Report	76	報告說明	76
ESG Comparison Chart	78	ESG對照表	78
Feedback Sheet	88	讀者反饋表	88

CORPORATE MISSION 企業使命

To be a successful regional airport management company in China, and offer quality and safe airport services. Striving to become an investment management group focusing on asset management by integrating investment with development, operating under segments such as commercial and airport, complementing development with sound strategies and maintaining good industrial clusters.

矢志成為國內成功的區域性機場管理公司，提供優質及安全的機場服務。並於未來致力於發展成為以資產管理為核心，投資與開發相結合，輔以商業、機場的類金融支持，形成戰略互補、產業鏈集群的投資管理集團。

CORPORATE BACKGROUND 公司簡介

HNA Infrastructure Company Limited (the “Meilan Airport” or the “Company”) is a joint stock Company incorporated in the People’s Republic of China (“PRC” or “China”) with limited liability on 28 December 2000. The H shares of the Company were issued and listed on the Main Board (the “Main Board”) of The Stock Exchange of Hong Kong Limited (the “Hong Kong Stock Exchange”) on 18 November 2002. On 6 November 2003, the Company was approved by the Ministry of Commerce (“MOC”) of the PRC to convert into a foreign invested joint stock company. The Company has changed its name from “Hainan Meilan International Airport Company Limited” to “HNA Infrastructure Company Limited”, with effect from 2 March 2015.

海航基礎股份有限公司（「美蘭機場」或「本公司」或「公司」）於二零零零年十二月二十八日在中華人民共和國（「中國」）註冊成立為股份有限公司，於二零零二年十一月十八日發行H股並在香港聯合交易所有限公司（「香港聯交所」）主板（「主板」）上市。於二零零三年十一月六日，本公司經中國商務部（「商務部」）批准，成為一家外商投資股份有限公司。於二零一五年三月二日起正式由「海南美蘭國際機場股份有限公司」更名為「海航基礎股份有限公司」。

The Company and its subsidiaries (together, the “Group”) are currently engaged in both aeronautical and non-aeronautical businesses at Meilan Airport, Haikou City, Hainan Province, the PRC. The aeronautical businesses of the Company mainly consist of the provision of terminal facilities, ground handling services and passenger services. The non-aeronautical businesses of the Company mainly include the leasing of commercial and retail shops of Meilan Airport, franchising of airport related business, advertising, car parking, cargo handling and sales of consumable goods.

目前本公司及其子公司（合稱「本集團」）經營中國海南省海口市美蘭機場內的航空及非航空業務，航空業務主要包括提供航站樓設施、地勤服務以及旅客服務；非航空業務則主要包括出租美蘭機場的商業及零售鋪位、機場相關業務特許經營、廣告位、停車場、貨物處理及出售消費品。

Franchising of airport related business

機場相關業務特許經營

Cargo handling services
貨物處理服務

Car parking
停車場



SUBJECT OF THE REPORT 報告主題

Since its debut, Meilan Airport has been aiming at establishing the gateway airport of South China to the world. With the service concept of “Reaching Higher with Service Excellence”, Meilan Airport has continuously upgraded its equipment and facilities, improved the service quality, provided diversified and differentiated services for the tourists, created a SKYTRAX 5-Star Airport and practiced its social responsibility with “feelings from heart”.

美蘭機場自通航以來，以建立南中國通往世界的門戶機場為目標，以「星美蘭·馨服務」的服務理念為指導，不斷完善設備設施，提升服務品質，為旅客提供多樣化、差異化服務，創建SKYTRAX五星機場，「用心·用情」踐行社會責任。

Star Meilan

Adhere to the vision of “becoming the airport center in Southeast Asia”, take on the mission of the interconnection between South China and the world and serve as the gateway hub.

星美蘭

秉承「成為面向東南亞的區域性樞紐機場」願景，擔當着南中國和世界互聯互通的使命和門戶樞紐的重任。

Warm Service

No matter how bright Meilan Airport's mission and dream are, our original intention is simply to provide better choices for passengers, making the trip much more comfortable, safe and environmentally friendly.

馨服務

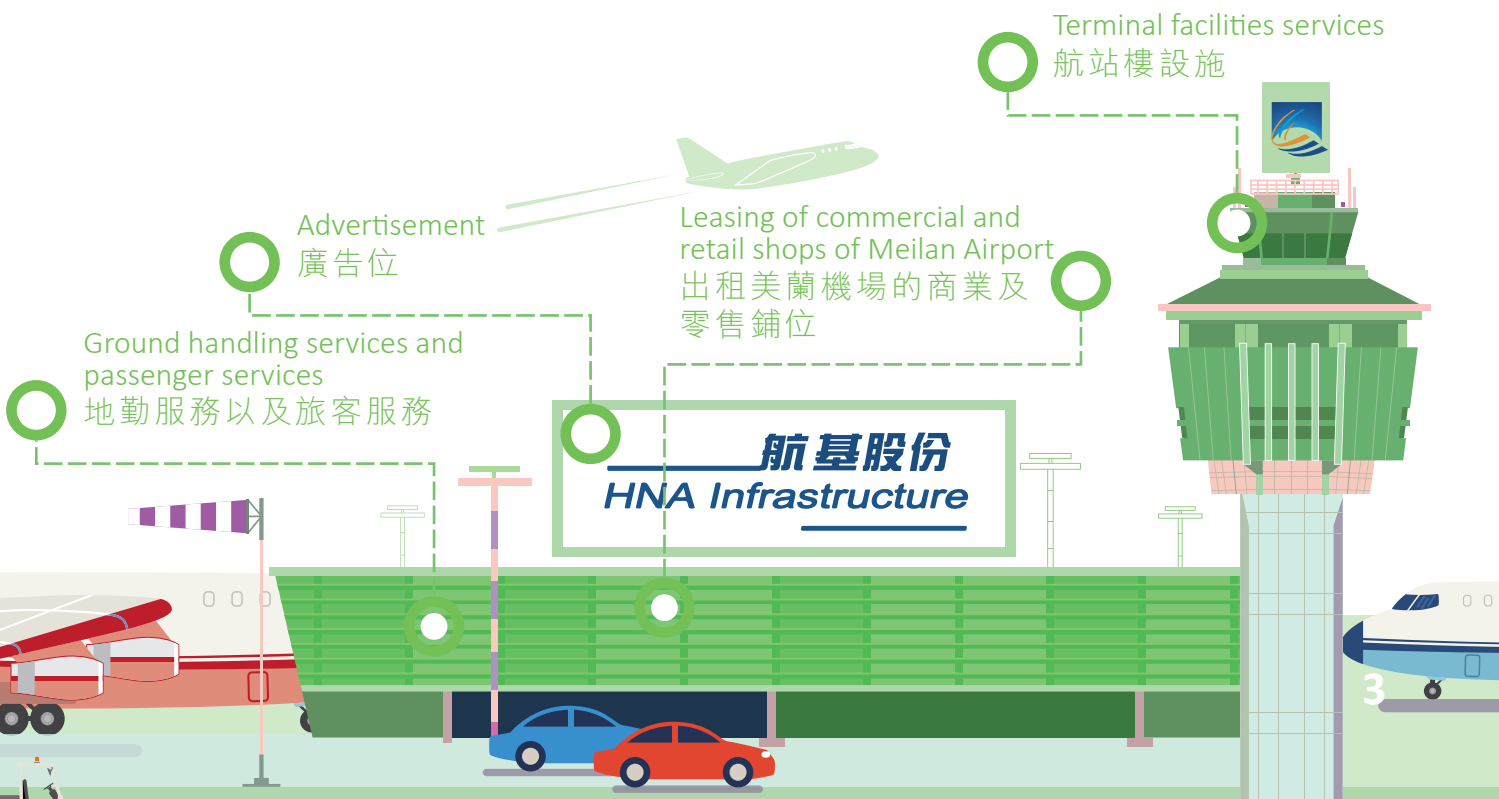
無論美蘭機場有多高遠的使命夢想，初心只為旅客的出行有更好的選擇，更舒心安全的體驗和更綠色環保的飛行。

Attentive Responsibility

Under the guidance of “2030 Sustainable Development Agenda” of the United Nations Development Summit and China's “Five Major Development Concepts” and other relevant documents, we are committed to becoming a good corporate citizen by practising social responsibility attentively.

心責任

在聯合國發展峰會《2030年可持續發展議程》和中國《五大發展理念》等有關文件的指導下，用心踐行社會責任，致力成為良好的企業公民。





CHAIRMAN'S STATEMENT 董事長致辭



2016 is an extraordinary year, China's economic development is still of high uncertainty, which poses a great challenge to the development of civil aviation industry. With the joint efforts of all the colleagues, Meilan Airport has made gratifying achievements in every aspect. On behalf of the Meilan Airport Management, I hereby would like to express my heartfelt gratitude to all the colleagues of Meilan Airport.

OPENING UP TO FULFILL DREAMS

In 2016, Meilan Airport implemented some important strategies such as "One Belt and One Road Initiative", regional coordinated development and civil aviation power, and developed the national and regional routes along the "One Belt and One Road Initiative". In 2016, Meilan Airport operated a total of 239 originating routes, extended its reach to 121 cities; the passenger throughput of the Group reached 18.8038 million, flight takeoff and landing for transportation up to 135,523 flights and cargo throughput up to 274,535.90 tons, with a year-on-year growth of 16.31%, 11.24% and 11.24%, respectively. Through promoting the implementation of "air and rail link agency services" and "intercity bus", Meilan Airport enhanced the comprehensive transport hub support capabilities and helped achieving the interconnection of Hainan and the domestic and foreign cities along.

二零一六年是不平凡的一年，中國經濟發展的不確定性依然較高，這給民航業的發展帶來很大挑戰。美蘭機場在全體同仁的共同努力下，眾志成城、共同拼搏，各項工作均取得了喜人的成績。在這裏，我謹代表美蘭機場向全體同仁表示衷心的感謝。

開放成就夢想

二零一六年度，美蘭機場貫徹國家「一帶一路」、區域協調發展、民航強國等重大戰略部署，開拓「一帶一路」沿線國家和地區航線。二零一六年度，美蘭機場共運營始發航線239條，通航城市121個；全年完成旅客吞吐量1,880.38萬人次，航班運輸起降135,523架次，貨郵行吞吐量274,535.90噸，同比分別增長16.31%、11.24%和11.24%。推廣「空鐵聯運」、「城際巴士」兩個產品實施，提升綜合交通樞紐保障能力水平，助力實現海南與沿線境內外城市互聯互通的夢想。

DEVELOP INNOVATIVE CUSTOMER SERVICES

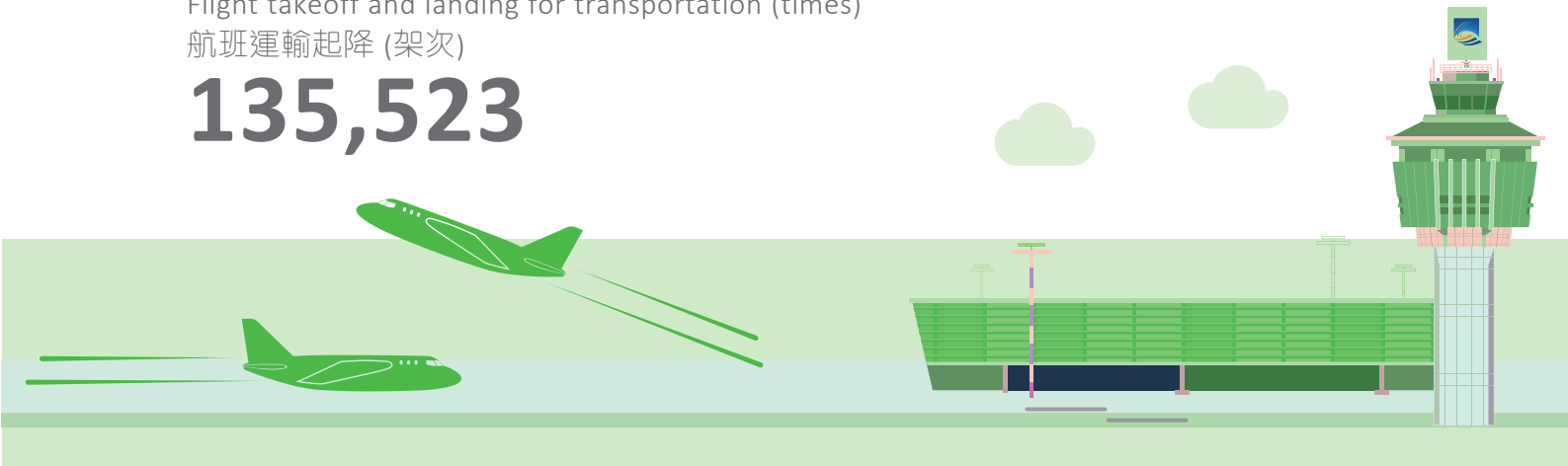
In 2016, Meilan Airport adhered to the bottom line working requirement of “serve with sincerity” set by the Civil Aviation Administration of China’s (“CAAC”), innovated the service concept of “Reaching Higher with Service Excellence” and provided “sincere, friendly, accurate and beautiful” services to tourists. We developed innovative service products, implemented several projects, such as “Forward Move the Security Checkpoint (安檢關口前移)”, “Place the Inbound Luggage Handle Outward (進港行李把手朝外放置)”, “Transform the Full Tab of the Ferry Bus (擺渡車拉環改造)”, improved services by placing the inbound luggage handle outward and taking the initiative to circumvent at the checkpoint and other details for the convenience of the tourists; provided special passenger services for parents traveling with children, unaccompanied children, the elderly and disabled people with reduced mobility; carried out a series of theme-based service projects, such as “accompanied by true love, joyful kids’ trip”, “pay tribute to the workers”, “my love for

創新客戶服務

二零一六年度，美蘭機場秉承中國民用航空局（「民航局」）「真情服務」底線工作要求，創新「星美蘭·馨服務」服務理念，為旅客提供至誠、至善、至精、至美的服務；創新服務產品，實施「安檢關口前移」、「進港行李把手朝外放置」、「擺渡車拉環改造」等項目，開展託運行李把手朝外方便旅客提取、安檢主動繞身檢查方便旅客等細節提升服務；為帶孩子出行的父母、無人陪伴兒童、老人和行動不便的殘障旅客提供特殊旅客服務；開展「真情相伴，快樂童行」、「向勞動者致敬」、「鍾情美蘭·相伴相隨」、「董心向党」等主題特色服務；通過全國

Flight takeoff and landing for transportation (times)
航班運輸起降 (架次)

135,523



Cargo throughput (ton)
貨郵行吞吐量 (噸)

274,535.90



Navigable cities
通航城市 (個)

121



Originating routes
始發航線 (條)

239



Passenger throughput (10,000 persons)
旅客吞吐量 (萬人次)

1,880.38





CHAIRMAN'S STATEMENT 董事長致辭

Meilan, accompany forever” and “kid’s love for the party”; demonstrated “civilized cargo service” through the national civil airport service quality assessment. Meilan Airport is committed to providing “the best flight experiences for tourists” and building a world-class airport with excellence through the above innovative services.

COORDINATE WITH THE PARTNERS TO ACHIEVE A WIN-WIN SITUATION

In 2016, Meilan Airport guaranteed aviation’s sustainable safety and guarded China Civil Aviation’s “lifeline”, passed the airport excellence in safety (APEX) review by Airports Council International and achieved its 18th consecutive year of safe operation; strengthened the management of supply chain environment and social risk, promoted compliance procurement to build a responsible supply chain. For the year ended 31 December 2016, Meilan Airport was not aware that any key suppliers had any significant actual and potential negative impact on business ethics, environmental protection, human rights and labour practices, nor any of them had any non-compliance incident; focused on central-south and southwest regions, Meilan Airport Training Institute reached a training cooperation agreement with four institutions and also confirmed the intent in respect of cooperating with education institutions with Hainan College of Vocation and Technique, exported training inter-provincial for the first time.

GREEN AFFORESTING AIRPORT

In 2016, Meilan Airport has complied with the national institutions, such as the “Green Airport Planning Guidelines (《綠色機場規劃導則》)”, “MH-T5033-2017 Green Terminal Standards (《MH-T5033-2017綠色航站樓標準》)” to construct a green airport. We strengthened the energy demand management, and achieved the alternative application of renewable energy through carbon reduction, low water consumption, the maximum recycling of reclaimed water, traffic accessibility and other means; built energy statistical database and completed the full installation of carbon footprint calculator, the results reflected that the total major pollutants decreased. We also initiated Airport Low-Carbon Accreditation with basic declaration conditions provided; completed energy-saving emission reduction technological transformation project and reduced carbon dioxide emissions by approximately 9,500 tons a year, and conserved aircraft fuel of more than 2 million kilograms. Meilan Airport was awarded the “Green and Efficiency Airport Award” at the 6th Airport Construction Summit in 2016.

民用機場服務質量評審打造「文明貨運服務」。美蘭機場致力於「為旅客提供最佳乘機服務體驗」，通過以上創新服務助力打造世界級卓越機場。

協調夥伴共贏

二零一六年度，美蘭機場確保航空持續安全，守護中國民航「生命線」，順利通過ACI (Airports Council International, 國際機場協會) 卓越安全機場 (APEX, Airport Excellence in Safety) 復審，實現了連續第18個安全年；加強供應鏈的環境和社會風險管理，推動合規採購，打造負責任供應鏈。截至二零一六年十二月三十一日止年度，未發生任何主要供應商對商業道德、環境保護、人權及勞工措施造成任何重大實際及潛在的負面影響或不合規事件；美蘭機場培訓學院以中南和西南地區為重點，與四所院校達成培訓合作協議，與海南職業技術學院達成校企聯合辦學合作意向，首次實現跨省對外輸出培訓。

綠色園林機場

二零一六年度，美蘭機場遵守國家《綠色機場規劃導則》、《MH-T5033-2017綠色航站樓標準》等制度，建設綠色機場。強化能源需求管理，通過碳減排、低水耗、中水的最大化循環利用、交通可達性等手段，實現可再生能源替代應用；建設能源統計數據庫，完成碳足跡計量表的全面安裝，實現主要污染物總量削減；啟動機場低碳認證工作，並初步具備申報條件；完成節能減排技改項目，每年可減少二氧化碳排放約9,500噸，節約飛機燃料200萬公斤以上。在二零一六年第六屆機場建設發展國際峰會上，美蘭機場被授予「綠色高效機場獎」。

SHARE SOCIAL WELFARE

In 2016, adhered to the corporate culture of “contribute something for the community and contribute something for others”, Meilan Airport practiced the responsibility assumed culture for the staff, the poor and the surrounding communities. Protection of employees' rights and interests was strengthened, a multivariate and multilevel training system was established and improved, staff care activities were carried out, cared for the employees and grew together. We implemented the spirit of the “Central Poverty Alleviation and Development Work Conference” and General Secretary Xi Jinping's important speech on poverty alleviation and development, adhered to precise poverty alleviation, formed a paired assistance relationship with the Village Committee of Shuiwei Village, Shiling Town, Baoting County and the Village Committee of Sumin Village, Yanfeng Town, Haikou City, based on which it provided poverty relief funds of RMB50,000 in total, helping the villagers to solve the predicaments during their production and living; conducted the Spring Festival travel voluntary programme, namely “the road back to warm homeland”, voluntary tree planting and Children's Day theme activity “convey love and joyful kids' trip” to reciprocate the society with the loving deeds.

On 7 April 2017, Meilan Airport officially passed the review made by the authoritative assessment institution in aviation industry – SKYTRAX, and obtained the “SKYTRAX 5-Star Airport” title, became the world's eighth, and China's debut SKYTRAX 5-Star Airport (except for Hong Kong, Macau and Taiwan). Setting sail anew with the rare opportunity for the development of the Company brought by the construction of the national “One Belt and One Road Initiative” and Hainan International Tourism Island, we have to solidify wisdom and bring our subjective initiatives into play in an attempt to create a world known airport with excellence.

共享社會福祉

二零一六年度，美蘭機場秉承「為社會做點事，為他人做點事」的企業文化，踐行對員工、對貧困群眾、對周邊社區的責任擔當文化。加強員工權益保護，建立健全多元多層培訓體系，開展員工關愛活動，關愛員工共同成長。貫徹「中央扶貧開發工作會議」和習近平總書記關於扶貧開發的重要講話精神，堅持精準扶貧、精準脫貧，分別與保亭縣什玲鎮水尾村委會和海口市演豐鎮蘇民村委會結對幫扶，共資助扶貧款人民幣5萬元，幫助村民解決生產生活困難；開展「溫暖回家路」春運志願服務、義務植樹和「傳遞愛心·快樂童行」六·一兒童節主題活動，用富於愛心的行動回饋社會。

二零一七年四月七日，美蘭機場正式通過航空業內權威評估機構SKYTRAX的評審，獲得「SKYTRAX五星級機場」稱號，成為全球第八家、國內首家SKYTRAX五星機場（除港澳台地區）。再次起航，面對國家「一帶一路」建設和海南國際旅遊島建設將給公司發展帶來難得的機遇，我們要凝聚智慧，發揮主觀能動性，打造世界知名的卓越機場。



CHAIRMAN'S STATEMENT 董事長致辭

Something you keep in mind will blossom someday. The social development logic is destined to let those who has always been committed to making contribution to the community to make great achievements. Meilan Airport adheres to benefit the public with compassion and to write a better chapter for the future with goodness.

Wang Zhen

Chairman

Hainan Province, the PRC

31 May 2017

念念不忘、必有回響，一個社會的發展邏輯注定是讓那些心懷善念和大愛的人取得大的成就。美蘭機場堅持以慈悲之心造福社會大眾、以善良之心譜寫未來美好篇章。

王貞

董事長

中國海南省

二零一七年五月三十一日

CORPORATE GOVERNANCE 公司治理

The Company has complied with the laws and regulations such as the Company Law of the People's Republic of China, the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the "Listing Rules") and the Articles of Association and the rules of procedure, improved the governance of the Company, perfected the governance structure and operation mechanism of the Board of Directors, the Supervisory Committee, the Shareholders' General Meeting and the senior management, established a power institution, decision-making body, supervisory agency, and a mechanism with clear power and responsibility, standardized operation, mutual coordination and restraint, which provided a system that guaranteed for the efficient operation of Meilan Airport.

BOARD MEETINGS

The Board of directors of the Company (the "Board") had held four meetings as of 31 December 2016, being the nineteenth session of the fifth meeting, and the first to the third session of the sixth meeting.

COMPOSITION OF THE BOARD

The Board comprises eleven directors of the Company ("Directors"), including four executive Directors ("Executive Directors"), three non-executive Directors ("Non-executive Directors") and four independent non-executive Directors ("Independent Non-executive Directors"). The Company has complied with the requirement of the Listing Rules for comprising at least three Independent Non-executive Directors and the number of Independent Non-executive Directors accounts for at least one third of the members of the Board, and at least one of the Independent Non-executive Directors shall have the appropriate professional qualifications and has proper expertise in accounting or financial management.

The members of the Board well acknowledge their responsibilities and obligations and treat equally to all of the shareholders of the Company. In order to safeguard all of the investors' interest, the Company ensures to provide the documents and information in relation to the Company's operations to members of the Board in a timely manner. Independent Non-executive Directors act on their duties in accordance with relevant laws and regulations to safeguard the interest of the Company and shareholders as a whole.

本公司遵守中華人民共和國《公司法》、《香港聯合交易所有限公司證券上市規則》(「上市規則」)等法律法規和《公司章程》及各項議事規則的規定，健全現代公司治理，完善董事會、監事會、股東大會和高級管理層的治理結構和運行機制，建立了權力機構、決策機構、監督機構、經營層之間權責明確、運作規範、互相協調制衡的機制，為美蘭機場的高效運營提供了制度保證。

董事會會議

截至二零一六年十二月三十一日止，本公司共召開四次董事會(「董事會」)會議(即第五屆第十九次、第六屆第一次至第六屆第三次董事會會議)。

董事會組成

本公司董事會由十一位董事(「董事」)組成，其中四名執行董事(「執行董事」)、三名非執行董事(「非執行董事」)及四名獨立非執行董事(「獨立非執行董事」)。本公司已按照《上市規則》的要求設立至少三位獨立非執行董事及獨立非執行董事佔董事會成員人數至少三分之一，並且至少一名獨立非執行董事具備適當的專業資格或具備適當的會計或相關的財務管理專長。

本公司董事會成員深知自己的責任和義務，對本公司股東一視同仁。為確保所有投資者的利益得到保障，本公司確保及時向董事會成員提供有關本公司業務文件及資料。獨立非執行董事按照有關法律法規的要求履行職責，維護本公司及股東的權利。



CORPORATE GOVERNANCE 公司治理

As of 31 December 2016, the Board of the Company comprised eleven Directors:

CHAIRMAN

Mr. Wang Zhen (re-appointed on 18 May 2016)

VICE CHAIRMAN

Mr. Hu Wentai (re-appointed on 3 July 2015)

EXECUTIVE DIRECTORS

Mr. Wang Zhen (re-appointed on 18 May 2016)

Mr. Yang Xiaobin (re-appointed on 18 May 2016)

Mr. Zhou Feng (duly appointed on 11 October 2016)

Mr. Liu Shanbin (duly appointed on 18 May 2016)

NON-EXECUTIVE DIRECTORS

Mr. Hu Wentai (re-appointed on 3 July 2015)

Mr. Chan Nap Kee, Joseph (re-appointed on 30 December 2016)

Mr. Yan Xiang (re-appointed on 30 December 2016)

INDEPENDENT NON-EXECUTIVE DIRECTORS

Mr. Deng Tianlin (duly appointed on 3 November 2014)

Mr. Fung Ching, Simon (re-appointed on 30 December 2016)

Mr. George F Meng (re-appointed on 30 December 2016)

Mr. He Linji (duly appointed on 18 May 2015)

The Company has received annual confirmation letters regarding the independence from each of the Independent Non-executive Directors. The Company considers that each of the Independent Non-executive Directors is still independent of the Company.

Mr. Fung Ching, Simon currently has served more than 12 years as an Independent Non-executive Director in the Company and Mr. George F Meng has served more than 9 years as an Independent Non-executive Director in the Company. The Company confirms that Mr. Fung Ching, Simon and Mr. George F Meng still meet the independence requirements set out in Rule 3.13 of the Listing Rules and have a deep understanding of the Group's operation. Based on such, the Company believes that Mr. Fung Ching, Simon and Mr. George F Meng are still independent of the Group and will continue to make contribution to the Company.

There is no relationship among the Directors that is disclosable.

截至二零一六年十二月三十一日止，本公司董事會由十一名董事組成：

董事長

王 貞先生（於二零一六年五月十八日連續獲委任）

副董事長

胡文泰先生（於二零一五年七月三日連續獲委任）

執行董事

王 貞先生（於二零一六年五月十八日連續獲委任）

楊小濱先生（於二零一六年五月十八日連續獲委任）

周 鋒先生（於二零一六年十月十一日獲正式委任）

劉善斌先生（於二零一六年五月十八日獲正式委任）

非執行董事

胡文泰先生（於二零一五年七月三日連續獲委任）

陳立基先生（於二零一六年十二月三十日連續獲委任）

燕 翔先生（於二零一六年十二月三十日連續獲委任）

獨立非執行董事

鄧天林先生（於二零一四年十一月三日獲正式委任）

馮 征先生（於二零一六年十二月三十日連續獲委任）

孟繁臣先生（於二零一六年十二月三十日連續獲委任）

何霖吉先生（於二零一五年五月十八日獲正式委任）

本公司已接獲有關各獨立非執行董事獨立性的年度確認函件，本公司認為各獨立非執行董事仍是本公司的獨立人士。

目前，馮征先生在本公司擔任獨立非執行董事已逾十二年，孟繁臣先生在本公司擔任獨立非執行董事已逾九年。本公司確認，馮征先生、孟繁臣先生仍符合《上市規則》第3.13條所載的獨立性規定，並對本集團營運有深入的了解。基於以上所述，本公司認為馮征先生、孟繁臣先生仍獨立於本集團，並且將繼續對本公司作出貢獻。

董事會成員之間不存在任何應予以披露的關係。

COMPOSITION OF THE SUPERVISORY COMMITTEE

Mr. Dong Guiguo (re-appointed on 3 July 2015)

Mr. Zhang Shusheng (re-appointed on 30 December 2016)

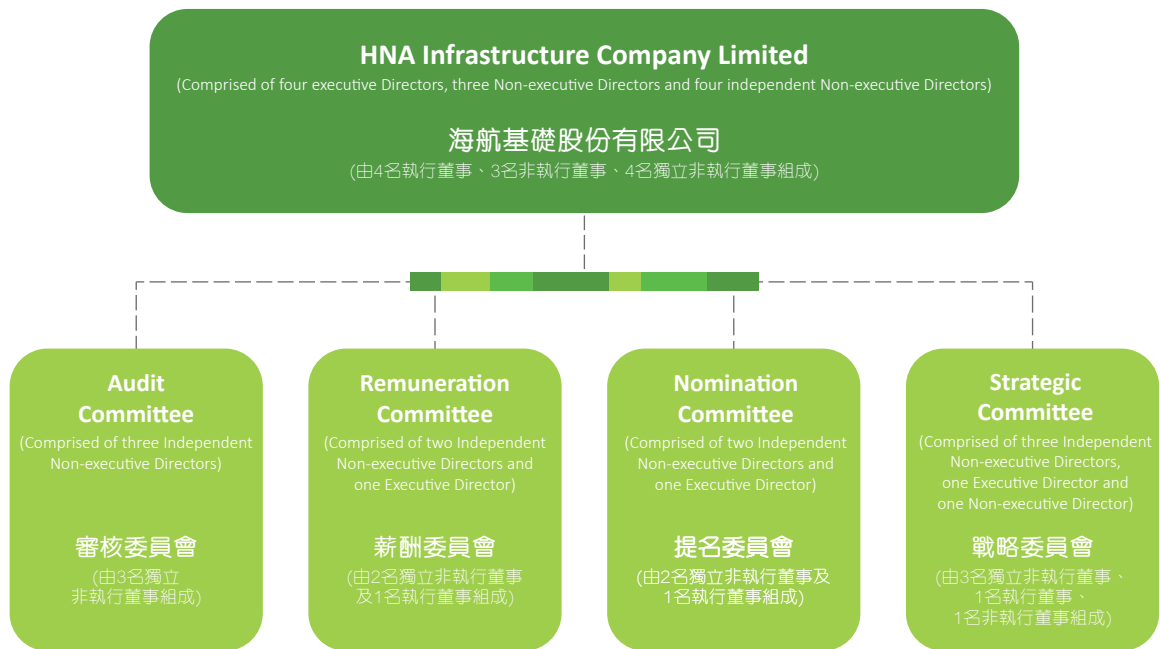
Mr. Han Aimin (re-appointed on 23 August 2014)

監事會組成

董桂國先生（於二零一五年七月三日連續獲委任）

張述聖先生（於二零一六年十二月三十日連續獲委任）

韓愛民先生（於二零一四年八月二十三日連續獲委任）



圖：公司治理結構

Figure: Corporate Governance Structure

COMMUNICATIONS WITH SHAREHOLDERS

The Company has placed emphasis on the communication with shareholders. Shareholders can be updated with the operations of the Company and market trends through means of website, email and phone enquiries. The information of the Company is delivered to the shareholders by the following methods:

1. to publish annual reports, interim reports, annual and interim results announcements and other information disclosure on the websites of the Hong Kong Stock Exchange and the Company;
2. organizing shareholders' general meeting, which is also one of the effective channels to communicate with the shareholders;

與股東的溝通

本公司一直注重與股東的溝通，並利用網站、電郵、電話等各種平台，向股東反饋本公司的經營情況和市場動態。本公司數據通過以下方式向股東傳達：

1. 在香港聯交所網站及本公司網站刊發年報、中報、年度及中期業績和其他信息披露；
2. 本公司的股東大會，也是與股東溝通的有效渠道之一；



CORPORATE GOVERNANCE 公司治理

3. the Company continues to strengthen communication with shareholders by means including:

- (1) arranging designated staff to meet with shareholders and answer their enquiries;
- (2) arranging on-site visit to the Company for shareholders to understand the operation and the latest development of the Company in a timely manner; and
- (3) providing relevant financial and operation data on the Company's website timely.

Shareholders or investors may make enquiries and offer suggestions through the following channels:

Telephone No.: 0898-69966021

Postal Code: 571126

Address: Board Office, Office Building of Meilan International Airport, Meilan District, Haikou City, Hainan Province

SHAREHOLDERS' RIGHTS

To ensure better protection of shareholders' interests, the Articles of Association sets out the requirements for shareholders to request an extraordinary general meeting to be convened: when two or more shareholders holding in aggregate more than ten percent (10%) (including the ten percent (10%)) of the Company's shares entitling their holders to vote in the proposed general meeting request, by signing one or more copies of a written request in the same form and submit to the Board to convene an extraordinary general meeting with an agenda of the meeting. An extraordinary general meeting is required to be held as soon as practicable upon receipt by the Board of such written request.

During the year ended 31 December 2016, the Board did not receive any request from shareholders to convene an extraordinary general meeting.

3. 本公司不斷加強與股東的持續溝通，其中包括：

- (1) 安排專門人員接待股東，解答他們提出的相關問題；
- (2) 安排他們到本公司實地考察，便於他們及時了解本公司的經營狀況及最新動向；及
- (3) 通過本公司網站及時提供有關財務及運營數據。

股東或投資者可通過以下方式向本公司查詢及提出意見：

電話：0898-69966021

郵編：571126

郵件地址：海南省海口市美蘭區美蘭國際機場辦公樓董事會辦公室

股東權利

在保護本公司權利方面，《公司章程》規定了股東要求召集股東特別大會的方式：合計持有在該擬舉行的會議上有表決權的股份百分之十(10%)以上(含百分之十(10%))的兩個或者兩個以上的股東，可以簽署一份或者數份同樣格式內容的書面要求，提請董事會召集股東特別大會，並闡明會議的議題。董事會在收到前述書面要求後將盡快召集股東特別大會。

截至二零一六年十二月三十一日止年度期間，董事會未接到任何股東要求召集股東特別大會的申請。

INVESTORS' RELATIONS

1. Details of the classes of the Company's shareholders and particulars on shareholding in aggregate are set out in the "Report of the Board" in the 2016 annual report of the Company;
2. As at 31 December 2016, 226,913,000 H shares of the Company were held by the public; and
3. The Company has maintained active communications with a professional financial public relations firm and established daily communication channel between the Company and investors and fund managers, securities analysts and mass media. The Company will publish the key operation data on a weekly and monthly basis and report the Company's latest development in relevant media and at the Company's website by means of press releases and announcements in a timely manner.

PARTY'S WORKING STYLE AND CLEAN GOVERNMENT, INTERNAL CONTROL AND LEGAL COMPLIANCE

Meilan Airport studied and implemented the spirit of the 6th Plenary Session of the 18th Central Committee of the Communist Party of China, and steadily promoted various party-masses work. For the year ended 31 December 2016, Meilan Airport held a total of four branch meetings and two additional activities, developed and issued the "Party Emblem Wearing Regulations (《黨徽佩戴規定》)", organized to learn "The Office Journal of the 6th Plenary Meeting of the 18th Central Committee of the Communist Party of China (《中國共產黨第十八屆中央委員會第六次全體會議公報》)" and "General Secretary Xi Jinping's Description on the 'Guidelines', and 'Regulations', (《習近平總書記關於〈準則〉、〈條例〉的說明》)" in total of 9 learning items, which provided a strong ideological and political guarantee for the sustainable development of Meilan Airport. For the year ended 31 December 2016, there was no significant risk related to corruption, extortion, fraud and money laundering, neither confirmed corruption, extortion, fraud and money laundering nor public legal action.

投資者關係

1. 本公司股東類別的詳情及總持股量詳細刊載於本公司二零一六年年報的「董事會報告」中；
2. 於二零一六年十二月三十一日，本公司的公眾持股量為226,913,000股的H股；
3. 本公司同專業的財經公關公司保持了密切聯繫和合作，並與投資者及基金經理、證券分析師和媒體建立了直接溝通與聯繫的渠道。本公司每周及每月及時公佈主要運營數據，並通過新聞稿及公告，在有關媒體及本公司網站適時發佈本公司最新的業務發展。

黨風廉政和內控合規

美蘭機場學習貫徹黨的十八屆六中全會精神，穩步推動各類黨群工作。截至二零一六年十二月三十一日止年度，美蘭機場召開支部會議共計4次，開展拓展活動2次，制定並下發《黨徽佩戴規定》1項，開展《中國共產黨第十八屆中央委員會第六次全體會議公報》、《習近平總書記關於〈準則〉、〈條例〉的說明》等學習內容9項，為美蘭機場可持續發展提供強有力的思想政治保證。截至二零一六年十二月三十一日止年度，未發現任何與貪污、勒索、欺詐及洗黑錢有關的重大風險，未出現任何已確認貪污、勒索、欺詐及洗黑錢事件或公開法律訴訟。



CORPORATE GOVERNANCE 公司治理

Carry out education of “two studies and one action”. In 2016, according to the deployment of the Party Central Committee and Hainan Provincial, Meilan Airport organized all party members to focus on learning the party constitution, the spirit of General Secretary Xi Jinping’s “1 July” speech, distributed the “Constitution of the Communist Party of China” (《中國共產黨章程》), “General Secretary Xi Jinping’s series important speech readings” (《習近平總書記系列重要講話讀本》) and other publications, pursued the party members to wear the party emblem during their induction by “centering on focused learning and workplace learning, supplemented by establishing party members we-chat group and carrying out special activities” and conducted a variety of learning and education practical activities of “two studies and one action” emphasizing on learning, practice and dedication.

Strengthen the training of anti-corruption and legal compliance. In 2016, Meilan Airport carried out legal compliance and anti-corruption bribery training, cultivated staff awareness of compliance and improved the managerial cadres’ professionalism and management capacity by studying cases, reading books and other means.

Strengthen risk management and internal control. The Company continues to carry out risk management and internal control system construction in accordance with the latest amendments to the Code on Corporate Governance under the Listing Rules. In order to carry out work effectively, the Company set up a Risk Management and Internal Control Working Group in 2016, and hired a professional independent third party to assist the Working Group to review the 2016 risk management and internal control process. In 2016, the Company conducted a scientific analysis and review of the Company’s operating deficiencies or potential risks identified during the course of its work and identified the key risk points that could affect the operation of the Company in the future and introduced mitigating/elusion measures, details of which were disclosed in the 2016 Annual Report; the Company carried out some special work in relation to risk management and internal control system, which would be conducted in a regular form on a yearly basis in the future to create a operational standardized governance environment with the controllable risk.

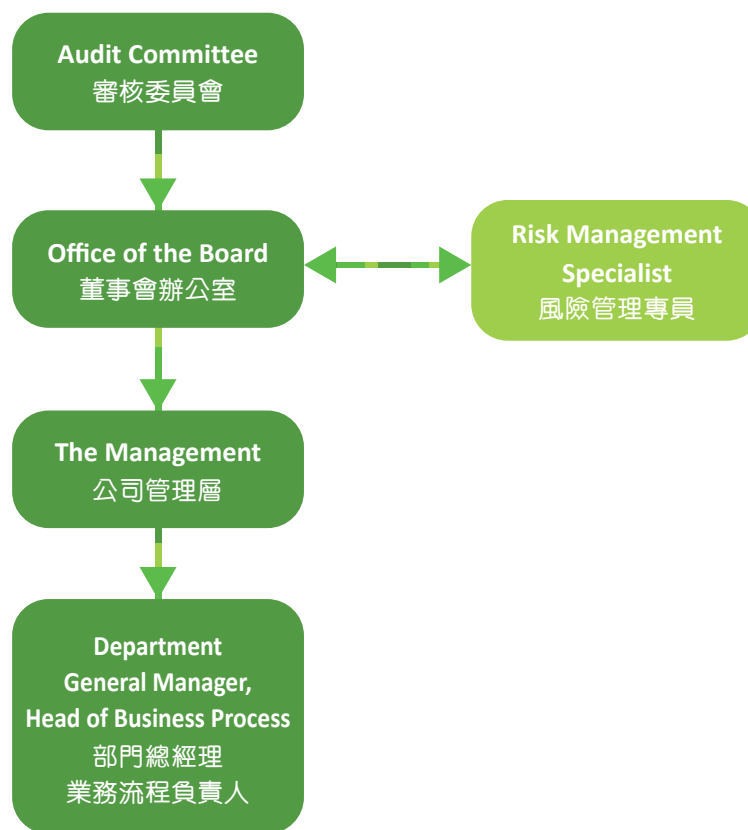
開展「兩學一做」教育。二零一六年度，美蘭機場按照黨中央、海南省委的部署，組織全體黨員集中學習黨章、習近平總書記「七·一」講話精神，發放《中國共產黨章程》、《習近平總書記系列重要講話讀本》等刊物，採取「集中學習、崗位學習為主，建立黨員微信群、開展專題活動為輔」的方式，推行黨員佩戴黨徽上崗，開展看學習、重實踐、比奉獻等形式多樣的「兩學一做」學習教育實踐活動。

加強反腐倡廉合規培訓。二零一六年度，美蘭機場開展守法合規、反腐敗賄賂相關培訓，同時通過學習案例、研讀書籍資料等方法，培養員工遵紀守法意識，提高管理幹部的從業素養和管理能力。

加強風險管理和內部控制。本公司據《上市規則》對《企業管治守則》條文的最新修訂，持續進行風險管理及內部監控體系建設。二零一六年度，為了有效地開展工作，本公司組建了風險管理與內部監控工作組，同時聘請了專業的獨立第三方機構協助工作組開展二零一六年度風險管理以及內部控制流程的審閱工作。本公司已於二零一六年度內針對工作開展過程中發現的本公司經營不足或潛在風險進行了科學分析及梳理，識別出未來可能影響公司經營運作的關鍵風險點並出台弱化／規避措施，有關內容已於二零一六年年報中進行詳實披露；本公司開展風險管理及內部監控體系專項工作，並將於未來以常規形式每年開展，打造一個風險可控、運營規範的管治環境。

To maintain the efficiency of the risk management and internal control system, under the supervision and guidance of the Board, the Company has established the framework of risk management as follows:

為了保障風險管理和內部監控系統的有效性，在本公司董事會的監督和指導下，本公司已建立以下風險管理組織架構：



▲ 圖：風險管理組織架構

Figure: Framework of Risk Management

SOCIAL RESPONSIBILITY MANAGEMENT 社會責任管理

Meilan Airport adheres to the corporate culture of “contribute something for the community and contribute something for others”, pays attention to the propulsion management of social responsibility, and enhances stakeholder engagement to practise the social responsibility.

(I) Social Responsibility Management System

In 2016, Meilan Airport strengthened the propulsion management of social responsibility, established and improved the social responsibility organization and management system, which provided organizational guarantee and system support for social responsibility work.

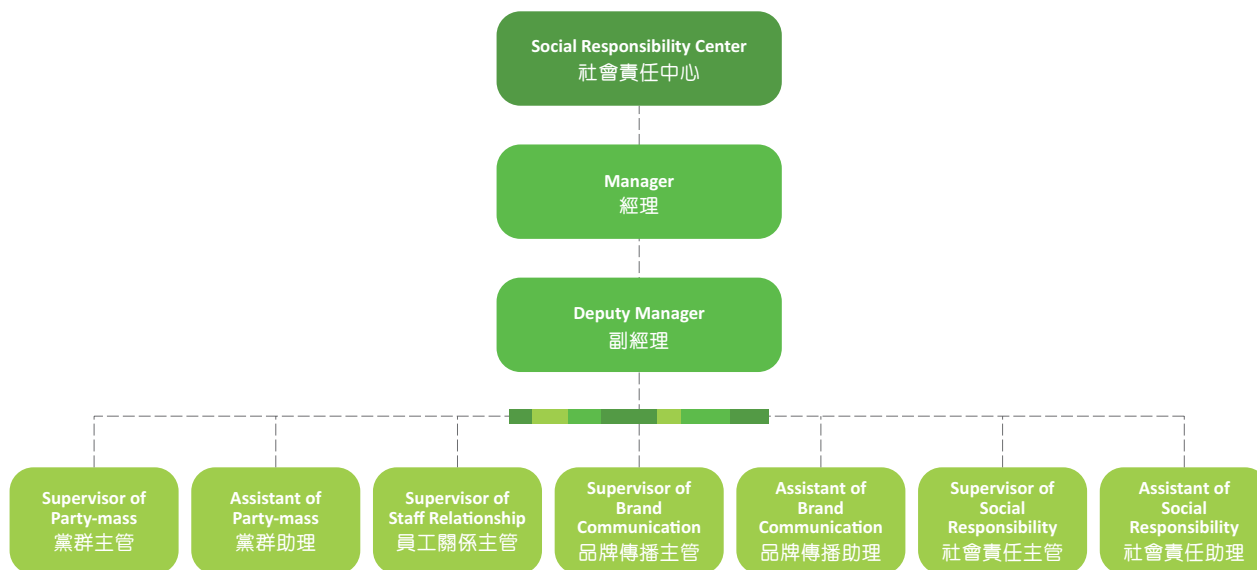
Establishment of social responsibility management system of Meilan Airport: Center manager is responsible for co-ordination, the deputy manager assists the manager in making timely opinions and suggestions on his work and is in charge of some of the work. Supervisors at all levels take charge of spiritual civilization and brand communication; protect the benefits of the staff and safeguard their legal rights and interests; and are responsible for the staff leave management; care for the life of the staff;

美蘭機場秉承「為社會做點事，為他人做點事」的企業文化，重視社會責任推進管理，加強利益相關方參與，踐行社會責任。

(一) 社會責任管理體系

二零一六年度，美蘭機場加強社會責任推進管理，建立健全社會責任組織管理體系，為社會責任工作提供組織保障和制度支持。

美蘭機場建立社會責任管理體系：由中心經理統籌，副經理協助經理對工作及時提出改進意見和建議，並分管部分工作。各級主管分管精神文明建設和品牌創建；保障職工福利，維護職工合法權益；管理員工休假；關愛員工生活；安排離退休退養員



▲ Social Responsibility Management System of Meilan Airport
美蘭機場社會責任管理體系

SOCIAL RESPONSIBILITY MANAGEMENT 社會責任管理

arrange for leisure activities of the retired staff; complete the work of the Party Committee, Labor Union and the Youth League; plan and design the Company image; maintain the key media relationships and so on, respectively. Assistants at all levels assist the supervisors in completing the relevant work.

Meilan Airport has formulated the “Management Regulations on Microblogging and WeChat of Haikou Meilan International Airport (《海口美蘭國際機場微博微信管理規定》)”, “Management Measures on Visiting and Shooting Activities within Meilan Airport (Trial)(《美蘭機場轄區內參觀及拍攝活動管理辦法(試行)》)”, “Management Regulations on Meilan Airport, Reaction to the Negative Public Opinions of Personal Media (Trial) (《美蘭機場應對自媒體平台負面輿情管理規定(試行)》)”, “Meilan Airport Brand Visual Identity (VI) Application Specifications (《美蘭機場品牌視覺識別(VI)應用規範》)”, “Management Regulations on Meilan Airport Part-time Correspondent (《美蘭機場兼職通訊員管理規定》)” and other work management systems, which provided institutional guarantee basis for social responsibility management work.

(II) Stakeholder Engagement

In 2016, Meilan Airport attached importance to stakeholder relationship management, comprehended stakeholders’ expectations, enhanced stakeholder engagement, and integrated the stakeholders’ expectations into business operation and day-to-day management, expanded communication channels thus received the maximum understanding, support and recognition for business operation and sustainable development.

工業餘活動：完成黨委、工會、團委的各項工作；策劃公司形象；維護重點媒體的關係等工作，各級助理協助主管完成相關工作。

美蘭機場制定了《海口美蘭國際機場微博微信管理規定》、《美蘭機場轄區內參觀及拍攝活動管理辦法(試行)》、《美蘭機場應對自媒體平台負面輿情管理規定(試行)》、《美蘭機場品牌視覺識別(VI)應用規範》、《美蘭機場兼職通訊員管理規定》等工作管理制度，為社會責任管理工作奠定制度保障基礎。

(二) 利益相關方參與

二零一六年度，美蘭機場重視利益相關方關係管理，了解利益相關方期望，加強利益相關方參與，並將利益相關方期望融入業務運營和日常管理中，拓展溝通渠道，為業務運營及可持續發展贏得最大限度的理解、支持和認可。

SOCIAL RESPONSIBILITY MANAGEMENT 社會責任管理

Stakeholders 利益相關方	Communications and Actions in 2016 二零一六年溝通與行動
Government	<ul style="list-style-type: none"> • Visited the Department of Commerce, the Industrial and Commercial Bureau, the Securities Regulatory Bureau, and the Shareholders' Entity and the relevant government agencies and institutions regularly, by which created a good external environment for the Company • Fully cooperated with the related work of Haikou City of creating a national civilized city and a national sanitary city ("double hit (雙創)"), and actively participated in activities organized by Haikou City Tourism Development Committee ("Haikou Tourism Committee") • Achieved the navigation with the six ASEAN countries and Europe • Implemented air and rail link agency services, introduced the first intercity bus routes, initially constructed the regional hub for airport air and land transport system • Assisted the "double hit" of Haikou with practical actions, carried out voluntary tree planting activity at Meilan Airport International Terminal and West Station Apron Passageways (西站坪圍界) and other areas in response to the call of building a "Green Hainan" by Hainan provincial government
政府	<ul style="list-style-type: none"> • 定期走訪海南省商務廳、工商局、證監局、股東單位等有關政府機構與單位，營造了公司良好的外部環境 • 全力配合開展海口市創建全國文明城市和創建國家衛生城市(「雙創」)有關工作，積極參與海口市旅遊發展委員會(「海口市旅遊委」)組織的各項活動 • 與東盟六國及歐洲實現通航 • 空鐵聯運代理落地，引進首條城際巴士線路，初步構建區域樞紐機場空地聯運體系 • 響應海南省委省政府建設「綠色海南」號召，以實際行動助力海口「雙創」，在美蘭機場國際航站樓及西站坪圍界等區域開展義務植樹活動
Clients	<ul style="list-style-type: none"> • The total passenger throughput for the year 2016 of Meilan Airport reached 18.8038 million, flight takeoff and landing for transportation up to 135,523 times and cargo throughput up to 274,535.90 tons, with a year-on-year growth of 16.31%, 11.24% and 11.24%, respectively • Held promotions of international route product and air and rail link • Held the winter and spring flight season plan briefing and market development forum • Conducted passenger satisfaction survey, invited SKYTRAX, China Quality Association and other domestic and international authority of service quality certification agencies to evaluate the whole or special services of Meilan Airport; also excavated short board and tourist demands according to the investigation of ACI and third-party evaluation agencies; and completed the quality improvement based on the tourists' demands by carrying out service issue researches, service standings and other innovative methods at the same time
客戶	<ul style="list-style-type: none"> • 二零一六年度，美蘭機場全年共計完成旅客吞吐量1,880.38萬人次，航班運輸起降135,523架次，貨郵行吞吐量274,535.90噸，同比分別增長16.31%、11.24%和11.24% • 召開國際航線產品宣傳促銷會及空鐵聯運推廣會 • 召開冬春季航班計劃情況通報會暨市場開發座談會 • 開展旅客滿意度調查，外請SKYTRAX、中國質量協會等國內外權威服務質量認證機構對美蘭機場整體或專項服務環節進行評價；亦通過ACI、第三方測評機構開展調查，發掘服務短板及旅客需求；同時通過服務課題攻關、服務積分榜等創新手段，完成以旅客需求為基礎的品質提升

SOCIAL RESPONSIBILITY MANAGEMENT 社會責任管理

Stakeholders 利益相關方	Communications and Actions in 2016 二零一六年溝通與行動
Partners	<ul style="list-style-type: none"> Joined hands with aviation tourism business entities to carry out various marketing promotions, continued to enhance the attractiveness of Haikou civil aviation market In 2016, Meilan Airport completed a total of 231 courses under the training scheme, involving 6,215 staff with 50,179 training hours; 5 courses under the testing and training for occupational techniques, involving 1,483 staff; 45 courses under the hazardous articles management qualification training, involving 3,055 staff with 461 training hours; strengthened inter-provincial export training, and signed training agreements with four campuses in Sichuan, Chongqing, Yunnan and Liaoning, involving 1,461 staff; cooperated with the Civil Aviation Management Institute to build a training base in Hainan Received a total of 19 gratitude letters from the Foreign Affairs and Overseas Chinese Affairs Office of Hainan Province (海南省外事僑務辦公室), Universal (Beijing) Aviation Information Consulting Co., Ltd. (亞環北京航空信息諮詢有限公司), Haikou operating base of Tianjin Airlines, Xiamen Airlines, Dragonair, Hong Kong Airlines, China Airlines and other entities; obtained 5 pennants from the People's Liberation Army in Hainan Province Military Region, Jiuyuan Airlines (九元航空), Aerospace Wenchang transfer station (航天文昌中轉站), Sichuan International Travel and other entities; won the "Best Agent" title issued by Malaysia Airlines and Hong Kong Airlines, respectively, and the "5-Star Supplier" title issued by Hainan Airlines
夥伴	<ul style="list-style-type: none"> 聯手航空旅遊各企業單位開展多種形式的營銷推廣活動，持續增強海口民航市場吸引力 二零一六年度，美蘭機場開展業務培訓231項，參訓人數達6,215人次，培訓50,179課時；開展職業技能鑑定5期，培訓1,483人；開展危險品管理資質培訓45期，培訓3,055人次，培訓課時461小時；加強跨省對外輸出培訓，與四川、重慶、雲南、遼寧四個校區簽訂培訓協議，培訓1,461人次；與民航管理幹部學院合作，打造海南培訓基地 收到海南省外事僑務辦公室、亞環北京航空信息諮詢有限公司、天津航空海口運行基地、廈門航空、港龍航空、香港航空、中華航空等多家單位發來的感謝信(函)19封；收到中國人民解放軍海南省軍區、九元航空、航天文昌中轉站、四川國旅等單位贈送錦旗5面；同時獲得馬來西亞航空、香港航空分別授予的「最佳代理人稱號」，海南航空授予的「五星供應商」稱號
Staff	<ul style="list-style-type: none"> Strengthened the protection of rights and interests of the staff, cared for their growth and grew together, won the "2016 Best Staff Award" issued by SKYTRAX Formulated "Management Regulations on Meilan Airport Talent Introduction (《美蘭機場人員引進管理規定》)", "Business Notice to Regulate the Personnel Requirements Application (《關於規範人員需求申請工作的業務通告》)" and other regulations, developed campus recruitment, social recruitment and internship recruitment channels Strengthened the international talent pool, completed the Youth Reserve Management Training Program precisely Improved the staff performance incentive mechanism, gave full play to the positive performance incentives of the performance assessment with KPI (Key Performance Indicator) and other assessment tools Established the Charity Foundation and raised RMB1.5 million, which would be used to support impoverished families or staff suffered from severe illness

SOCIAL RESPONSIBILITY MANAGEMENT 社會責任管理

Stakeholders 利益相關方	Communications and Actions in 2016 二零一六年溝通與行動
員工	<ul style="list-style-type: none"> • During the Spring Festival, Mid-Autumn Festival, National Day and other major holidays, provided care for staff from the front-line production, staff in predicaments and retirement • 加強員工權益保護，關愛員工共同成長，獲SKYTRAX頒發的「二零一六年度最佳機場員工獎」 • 制定《美蘭機場人員引進管理規定》、《關於規範人員需求申請工作的業務通告》等規定，開發校園招聘、社會招聘及實習生招聘渠道 • 加強國際化人才儲備，做精青年軍後備管理人才項目 • 完善員工績效激勵機制，借助KPI (Key Performance Indicator，關鍵績效指標) 等考核工具，充分發揮績效考核正向激勵作用 • 成立愛心基金會，籌集基金人民幣150萬元，用於資助家庭貧困或患重病的員工 • 在二零一六年春節、中秋、國慶等重大節假日期間，組織對生產一線員工、困難員工及退休員工等開展系列慰問活動
Environment	<ul style="list-style-type: none"> • In 2016, the afforestation rate of Meilan Airport was up to 99.6% • Obtained the “Green and Efficiency Airport Award” at 6th Airport Construction Summit on 19 May 2016 • Drew on the successful experience of green development at home and abroad, strengthened energy demand management, achieved the alternative application of renewable energy through carbon reduction, low water consumption, and the maximum recycling of reclaimed water, traffic accessibility and other methods • Attached importance to energy conservation and environmental protection, passed the ISO14000 system, ISO50001, GB/T 23331-2012 and other certifications • Completed the compilation of energy management system, including the “Green Airport Standard”(《綠色機場標準》), “Energy Management Procedure Documents”(《能源管理程序文件》), completed the formal trial of replacing petrochemical diesel by biodiesel, the full installation of carbon footprint calculator, intelligent transformation of the terminal lighting control system, insulation cotton transformation of the terminal central air conditioning, green plant transformation on the office building parking roof and other projects, reduced carbon dioxide emissions by approximately 9,500 tons a year and saved aircraft fuel of more than 2 million kilograms
環境	<ul style="list-style-type: none"> • 二零一六年度，美蘭機場可綠化面積綠化率高達99.6% • 二零一六年五月十九日，在第六屆機場建設發展國際峰會上被授予「綠色高效機場獎」 • 借鑑國內外綠效發展的成功經驗，強化能源需求管理，通過碳減排、低水耗、中水的最大化循環利用、交通可達性等手段，實現可再生能源替代應用 • 重視節能減排和環境保護工作，通過ISO14000系列、ISO50001、GB/T 23331-2012等認證 • 完成《綠色機場標準》、《能源管理程序文件》在內的能源管理體系制度的匯編，完成生物柴油替代石化柴油正式試用、碳足跡計量表的全面安裝、候機樓照明控制系統智能改造、候機樓中央空調保溫棉改造、辦公樓停車棚頂綠植改造等項目，每年可減少二氧化碳排放約9,500噸，為航空公司節約飛機燃料200萬公斤以上

SOCIAL RESPONSIBILITY MANAGEMENT 社會責任管理

Stakeholders 利益相關方	Communications and Actions in 2016 二零一六年溝通與行動
Community	<ul style="list-style-type: none"> Strengthened communication with the villagers around Meilan Airport, posted 25 clearance promotion notices, implemented the clearance inspection system by daily observation and weekly patrol to ensure the good clearance environment of the airport On 1 June 2016, Meilan Airport's volunteers participated in the Children's Day theme activity "convey love, joyful kids' trip" On 5 June 2016, Meilan Airport launched the old clothes donations activity on the World Environment Day
社區	<ul style="list-style-type: none"> 與美蘭機場周邊村民加強溝通，張貼淨空宣傳通告25張，落實日觀察、周巡視的淨空巡視制度，確保機場良好的淨空環境 二零一六年六月一日，美蘭機場志願者參加了「傳遞愛心·快樂童行」六一兒童節主題活動 二零一六年六月五日，美蘭機場在世界環境日發起捐贈舊衣物系列活動

(III) Social Evaluation

(三) 社會評價

No. 序號	Honorary Title 榮譽稱號	Issuing Authority 頒獎機構
1	"2015 SKYTRAX China Regional Best Staff Award"	SKYTRAX
1	「二零一五年度SKYTRAX中國區最佳機場員工獎」	SKYTRAX
2	"2015 SKYTRAX Best Regional Airport in China Finalist"	SKYTRAX
2	「二零一五年度中國區最佳區域機場入圍獎」	SKYTRAX
3	The West Gallery of Meilan Airport gained "SKYTRAX 5-Star Recognition" in 2016	SKYTRAX
3	二零一六年西指廊航站樓獲「SKYTRAX五星認證」	SKYTRAX
4	"2015 Most Improved Award" for the service and facilities of China's civil airports	2016 Civil Aviation Service Summit
4	中國民航機場服務與設施「二零一五年度最佳進步獎」	民航服務峰會
5	"2015 National Quality Culture Construction Demonstration Unit"	China Association for Quality
5	「二零一五年全國質量文化建設示範單位」	中國質量協會
6	Passed the National Advanced Port and International Sanitary Airport review in 2016	World Health Organization
6	二零一六年順利通過口岸核心能力建設暨國際衛生機場復審	世界衛生組織
7	The 2016 "Green and Efficiency Airport Award"	The 6th Airport Construction Summit
7	二零一六年「綠色高效機場獎」	第六屆機場建設發展國際峰會
8	2016 "High Quality Brand in Favor of Protecting Customer's Rights and Interests"	China Consumer Protection Foundation
8	二零一六年「保護消費者權益、質量服務放心單位」	中國保護消費者基金會
9	Passed the ACI Airport Excellence in Safety (APEX) review in 2016	ACI
9	二零一六年通過ACI卓越機場安全評估(APEX)復審	ACI



OPEN UP AND FLY THE DREAM 開放，放飛夢想

Based in Hainan, connected to the mainland China and the world, Meilan Airport has been implementing the nationally “One Belt and One Road Initiative” and other major strategies, aiming at “becoming the regional hub airport of Southeast Asia”, striving to construct an intelligentized airport, building an interoperability, convenient and efficient air hub between the mainland China and the world, promoting the development of civil aviation industry, supporting the construction of Hainan International Tourism Island with actual deeds, and accelerating to achieve the interconnection between Hainan and the domestic and foreign cities along.

(I) Serve National Strategy

The construction and upgrading and interconnection of transport infrastructure is one of the main contents of implementing “One Belt and One Road Initiative”. Meilan Airport, as an important transportation hub of Hainan Island, relies on the development strategy of “One Belt and One Road Initiative”, plays the role of Hainan as a strategic fulcrum of “Maritime Silk Road” with the orientation of “becoming a regional hub airport of Southeast Asia”, takes Meilan Airport’s gold channel hub advantage as the connection between the southeast coast and Southeast Asia, strives to build a three-dimensional transport hub integrated “Air – Land – Sea” in five years based on North Hainan, connected to the whole province and even Southeast Asia.

立足海南、連接內地、通達世界。美蘭機場貫徹國家「一帶一路」等重大戰略，以「成為面向東南亞的區域性樞紐機場」為發展方向，努力建設智慧機場，構建海南與中國內地和世界各地互聯互通、方便快捷的空中樞紐，推動民航業發展，以實際行動支持海南國際旅遊島建設，加快實現海南與沿線境內外城市互聯互通的夢想。

(一) 服務國家戰略

交通基礎設施的建設升級和互聯互通是實施「一帶一路」的主要內容之一。美蘭機場作為海南島的重要交通樞紐，依托「一帶一路」發展戰略，圍繞打造「成為面向東南亞的區域性樞紐機場」的定位，發揮海南作為「海上絲綢之路」戰略支點的作用，利用美蘭機場聯結東南沿海和東南亞黃金航道的樞紐優勢，力爭在5年內打造成為立足瓊北、輻射全省乃至東南亞的「空路海」立體綜合交通樞紐。

OPEN UP AND FLY THE DREAM 開放，放飛夢想

Access “One Belt and One Road Initiative”. Meilan Airport combines the advantages of the aviation market, vigorously develops routes and flights of the countries and regions along the “One Belt and One Road Initiative”. It has opened the domestic routes from Haikou to Lianyungang, Xuzhou, Zhengzhou, Xi’an, Lanzhou, Xining, Urumqi and other domestic routes, and also opened the routes of the countries and regions along the Maritime Silk Route to Hong Kong, Macao, Taipei, Singapore and Rome. In 2016, Meilan Airport operated a total of 239 originating routes, including 214 domestic routes, 20 international routes and 5 regional routes. Meilan Airport extended its reach to 121 navigable cities, including 97 domestic navigable cities, 19 international navigable cities and 5 regional navigable cities. In 2016, the passenger throughput of Meilan Airport reached 18.8038 million, flight takeoff and landing for transportation up to 135,523 times and cargo throughput up to 274,535.90 tons, with a year-on-year growth of 16.31%, 11.24% and 11.24%, respectively.

通達「一帶一路」。美蘭機場結合航空市場優勢，大力開發「一帶一路」沿線國家及地區的航線航班。已開通海口至連雲港、徐州、鄭州、西安、蘭州、西寧、烏魯木齊等國內航線，同時已開通香港、澳門、台北、新加坡、羅馬等海上絲綢之路沿線國家和地區航線。二零一六年度，美蘭機場共運營始發航線239條，其中，國內航線214條、國際航線20條、地區航線5條；通航城市121個，其中，國內通航城市97個，國際通航城市19個，地區通航城市5個；二零一六年度，美蘭機場全年共計完成旅客吞吐量1,880.38萬人次，航班運輸起降135,523架次，貨郵行吞吐量274,535.90噸，同比分別增長16.31%、11.24%和11.24%。

Case: Capacity adjustment for flight peak hours was approved by CAAC

On 6 January 2017, capacity adjustment for flight peak hours of Meilan Airport was officially approved by CAAC. From 1 January 2017, flight capacity in peak time increased from 27 to 30 times, the daily release of flights is expected to record a year-on-year increase of 15%, representing passenger capacity of more than 3.35 million for the annual increase in passenger throughput. Meilan Airport will take this opportunity to increase the development of aviation market and broaden the route network, laying a solid foundation for the rapid development of Meilan Airport.

案例：航班高峰時刻容量調整獲民航局批覆

二零一七年一月六日，美蘭機場航班高峰時刻容量調整正式獲得民航局批覆。自二零一七年一月一日起，美蘭機場航班高峰時刻容量由27架次調增至30架次。預計每日航班架次同比增加15%，年度旅客吞吐量預計增加335萬人次。美蘭機場將以此為契機，加大航空市場開發力度，拓寬航線網絡，為美蘭機場長足的發展奠定堅實的基礎。



◀ Figure: Aircraft is Ready to Depart
圖：飛機整裝待發



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Guarantee significant transportation. Meilan Airport provided a guarantee for the national significant transportation, successfully completed the guarantee work of satellite transportation, military exercises and state affairs with the high degree of political mission, fully demonstrating the “civilized window” image of Meilan Airport. In 2016, Meilan Airport safeguarded 5 batches of Wenchang satellite transportation, arranged dedicated staff to take charge of special guarantee work; guaranteed 60 batches of approach and departure of the officers stationed in the island, troops drilling and other military air transportation, and provided temporary assembly area, special check-in counter for luggage transportation, green security channel, tea and other intimate services for the approach and departure of the recruits, which were highly praised by Hainan Safety Supervision and Administration Bureau of CAAC (“**Hainan Supervision Bureau of CAAC**”), Wenchang Satellite Launch Center, Hainan Provincial Air Traffic Military Representative Office and Hainan Garrison troops.

保障重大運輸。美蘭機場為國家重大運輸提供保障，以高度政治使命感，圓滿完成衛星運輸、軍事演練、國事活動等保障工作，充分展現了美蘭機場「文明窗口」的形象。二零一六年度，美蘭機場保障文昌衛星運輸5批次，安排專人負責專項保障工作；保障駐島官兵進離島、部隊演練等航空軍事運輸60批次，為進出港新兵提供臨時集結區域、安排專用值機櫃台辦理行李託運、綠色安檢通道過檢、茶水供應等貼心服務。受到中國民用航空海南安全監督管理局（「**民航海南監管局**」）、文昌衛星發射中心、駐海南省航務軍事代表辦事處及海南駐軍各部隊高度讚揚。

Case: State Affairs Protection

In 2016, Meilan Airport selected excellent security officers to participate in the protection of state affairs activities, and protect the “14th Prosecutors General Conference of the SCD Member States (第十四次上海合作組織成員國總檢察長會議)” and “2016 Meeting of the Heads of Prosecution Services of the BRICS Countries(二零一六金磚國家總檢察長會議)” with superb business skills and first-class work standards, receiving high degree of recognition and praise and a letter of thanks from the Hainan Provincial Public Security Bureau.

案例：國事活動保障

二零一六年度，美蘭機場選派優秀安檢員參加國事活動保障工作，以精湛的業務技能和一流的工作標準保障「第十四次上海合作組織成員國總檢察長會議」和「二零一六金磚國家總檢察長會議」，得到了海南省公安廳警衛局的高度認可和讚揚，並發來感謝信。

OPEN UP AND FLY THE DREAM 開放，放飛夢想

Case: Security Services of Annual Boao Forum for Asia

In March 2017, in order to safeguard the security services for Boao Forum for Asia and provide a better flight experience for domestic and foreign dignitaries, participants and tourists, Meilan Airport provided a high quality passenger service started with the environment, facilities, security control and other aspects.

環境氛圍

Atmosphere

- 在候機樓內外及周邊路段投放博鰲論壇主畫面，嘉賓抵達海口即可感受到論壇保障的良好氛圍
- Release the main screen of Boao Forum regardless of indoor or outdoor the terminal and the surrounding roads, so the guests can feel the good atmosphere of the forum once they arrived in Haikou

設施保障

- 自二零一七年三月以來不斷開展多主題的培訓演練，並對機場內設施設備開展全面檢查，提升保障水平
- 挑選英語能力較強的員工進行專項保障
- 在值機、安檢等區域均設置了博鰲保障專用櫃台及通道，加強引導及諮詢服務，提高與會代表乘機效率

Facilities protection

- Since March 2017, multi-themed training exercises have been carried out and a comprehensive inspection of facilities and equipment in the airport has been carried out to enhance the level of protection
- Select the staff with strong English ability to carry out special protection
- The check-in, security and other regions were set up with Boao security counters and special channels to strengthen the guidance and advisory services and improve the efficiency of the representatives

安全防控

Safety control

- 提高安檢級別，在到達及出發廳門口開展防爆檢查活動
- Improve the security level, carry out explosion-proof inspection at the arrival and the departure hall

案例：博鰲亞洲論壇年會安全服務保障工作

二零一七年三月，為做好博鰲亞洲論壇年會安全服務保障工作，為國內外政要、參會代表及旅客提供更好的乘機體驗，美蘭機場從環境氛圍、設施保障、安全防控等多方面入手，提供優質旅客服務。

Build an intelligentized airport. Meilan Airport has implemented the national “Internet +” strategy to explore the “Internet + Civil Aviation” cross-border cooperation and innovation model, and started building the “Intelligentized Airport” since 2013. With the use of technology, the pace of intelligent construction has been accelerated. We opened the self-service check-in, self-service baggage, self-check boarding and other systems; conducted research over the wireless apron system independently; implemented the apron tower operation model initially and reformed the fine management of airspace in central-south China of the CAAC; created a platform to run fore-background interactively in order to provide a more comfortable and personalized convenient travel experience for tourists and a strong protection for creating the “intelligentized, efficient and convenient” airport.

建設智慧空港。美蘭機場踐行國家「互聯網+」戰略，探索「互聯網+民航」跨界合作創新模式，自二零一三年開始，着手打造「智慧機場」建設。利用科技手段加快智能化建設步伐，啟用自助值機、自助行李託運、自助登機等系統；自主研发無線站坪系統；在民航中南地區首推機坪塔台運行模式，改革空域精細化管理；打造前後台交互運行平台，為旅客提供更加舒適和個性化的便捷出行體驗，為打造「智慧、高效、便捷」機場提供有力保障。



OPEN UP AND FLY THE DREAM 開放，放飛夢想

In 2016, Meilan Airport improved the positioning and planning of the intelligentized airport, created an intelligentized airport construction model, refined information construction and implementation steps of each project based on intelligentized airport planning and improved the information management standards. It carried out the innovative experience of the sweep payment method at the terminal, and built the terminal experience innovation project through the cooperation with the “airport cloud” system, and planned to pilot on-line robot, virtual reality, realistic enhancement technology and other services.

二零一六年度，美蘭機場完善智慧機場定位與規劃，打造智慧機場建設模型，基於智慧機場規劃，細化信息化建設目標及各項目實施步驟，完善各項信息化管理標準。開展候機樓掃碼支付創新體驗，與「空港雲」合作搭建候機樓體驗式創新項目，並計劃試點上線機器人、虛擬現實技術、現實增強技術等創新服務項目。

Table: Latest progress in building intelligentized airport

表：建設智慧機場的最新進展

Field 領域	Progress 進展
The apron tower system, wireless apron despatch system 機坪塔台系統、無線站坪調度系統	<ul style="list-style-type: none"> Completed the operation apron tower system to help the smooth handover of apron operation management Achieved the model innovation of the output management of the wireless apron despatch system, increasing the release rate over Meilan Airport Obtained the “Unit with Excellent Practice in the Application of Internet Technology Annual Award”(年度互聯網技術應用優秀實踐單位獎) at the Civil Aviation Internet Conference on 18 November 2016 建成運行機坪塔台系統，助力機坪運行管理順利移交 無線站坪調度管理系統實現管理輸出的模式創新，提升機場放行正常率 二零一六年十一月十八日在民航互聯網大會上被授予「年度互聯網技術應用優秀實踐單位獎」
The self-service boarding system, self-service baggage system and a series of full flow self-service systems 自助登機系統、自助行李系統等一系統 全流程自助服務系統	<ul style="list-style-type: none"> The nationally first self-service boarding system was officially put into use Obtained the “Advanced Digitization of Informative and Intelligentized Collective Work Award”(信息化智能化工作先進集體獎) at the China Transportation Informative and Intelligentized Promotion Conference on 23 November 2016 全國首家整區域自助登機系統正式投入使用 二零一六年十一月二十三日在中國交通運輸信息化智能化推進大會上榮獲「信息化智能化工作先進集體獎」
The newly operated command system 新生產運行指揮系統	<ul style="list-style-type: none"> AODB's (Airport Operational Data Base) put into use, which improved the efficiency and assisted the development of Meilan Airport AODB (Airport Operational Data Base，生產運行指揮系統) 上線，提升效率助力美蘭機場發展

OPEN UP AND FLY THE DREAM 開放，放飛夢想

Case: Held the “Intelligentized Airport • Aviation Port Science and Technology Innovation and Development Forum”, officially announcing the Meilan Airport’s operation of the self-service boarding system

On 20 September 2016, Meilan Airport held the “Intelligentized Airport • Aviation Port Science and Technology Innovation and Development Forum (智慧空港 • 航空口岸科技創新發展論壇)”, announcing the full operation of the nationally first self-service boarding system throughout the whole region, marking a major breakthrough in the full flow self-service travel, which was reported by China Central Television News Channel, Economic Daily and other media, and the rest of the media forwarded and reported the news for more than a thousand times.

Tourists can pick up the boarding pass and check the luggage by self-service through the self-service boarding system with a per capita saving of nearly half an hour. Taking a common capacity of a flight with 160 passengers as an example, it takes only 10 minutes to complete all passengers’ boarding, greatly reducing passengers’ waiting time and providing convenient and efficient traffic services to passengers.

“The operation of the Haikou Meilan International Airport self-service boarding system enables the nationally first full use of the self-service boarding system throughout the whole airspace region, fulfilling the gaps of the nationally self-service boarding system.”

—Mr. Zhao Fudi, Vice Chairman of China Association of Port-of-Entry

案例：召開「智慧空港 • 航空口岸科技創新發展論壇」，宣佈美蘭機場正式啟用自助登機系統

二零一六年九月二十日，美蘭機場召開「智慧空港 • 航空口岸科技創新發展論壇」，宣佈全國首家整區域自助登機系統全面啟用，標誌着全流程自助出行服務取得重大突破。中央電視台新聞頻道、經濟日報等媒體進行了報道，其餘媒體轉發報道超過千次。

通過自助登機系統，旅客從領取登機牌、託運行李到登機，全程均可自助辦理，人均節約近半小時。以常見160名旅客的航班為例，完成全部旅客登機僅需10分鐘，大大縮短旅客時間，為旅客提供方便快捷的通行服務。

「海口美蘭國際機場自助登機系統的啟用，實現了國內首個航空港整區域全面使用自助登機系統，填補了我國機場自助登機系統使用的空白。」

——中國口岸協會常務副會長趙福地先生



◀ Site of “Intelligentized Airport • Aviation Port Science and Technology Innovation and Development Forum”
智慧空港 • 航空口岸科技創新發展論壇現場



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▲ The full operation of the nationally first self-service boarding system throughout the whole region, which was widely reported by hangkong.com, Civil Aviation Resource Net of China and other well-known media 全國首家整區域自助登機系統全面啟用，獲航空網、民航資源網等知名媒體廣泛報道

Case: Create an efficient operation information platform

案例：打造高效運行信息平台

On 1 September 2016, Meilan Airport officially started to adopt a new production operation command system, turning Meilan Airport into the new management era of modern hub airport business cooperation and division.

二零一六年九月一日，美蘭機場正式切換啟用新的生產運行指揮系統，標誌着美蘭機場進入現代化樞紐機場業務協作與分工的全新管理時代。

The new system takes AODB as the core, based on the system of flight information management and resource allocation management. It achieved the integration of the system and information transmission automation through a number of data sources, including the automatic access of Flight Information Processing System, Collaborative Decision-Making and VariFlight, which ensured airport's efficient operation and created an "Intelligentized Airport" with Meilan characteristics.

新系統以AODB為核心，航班信息管理和資源分配管理系統為基礎，通過自動接入FIPS (Flight Information Processing System, 空管飛行信息處理系統)、CDM (Collaborative Decision-Making, 空管協同放行決策)、飛常準等多個數據源，實現了系統的集成化和信息傳遞的自動化，確保機場高效運營，打造具有美蘭特色的「智慧機場」。

(II) Lead Industrial Development

In 2016, Meilan Airport implemented the “Thirteenth Five-Year Plan of China’s Civil Aviation Development (《中國民用航空發展第十三個五年規劃》)”, “Certain Opinions of the State Council on the Promotion of Civil Aviation Industry Development (《國務院關於促進民航業發展的若干意見》)” and other policy documents to promote the construction of efficient and convenient urban transport transfer system and the national comprehensive airport system, comprehensively enhanced the aviation service ability, cultivated a professional team for Chinese Civil Aviation Industry and gave full play to the civil aviation strategic industry, laying a solid foundation for civil aviation power.

Construct efficient and convenient urban traffic transfer system. In 2016, Meilan Airport promoted the “air and rail link agency services” and “intercity bus” to provide passengers with one-stop ticket service, built the city’s convenient and smooth traffic transfer system to enhance the level of comprehensive transport hub support capacity, which promoted the passenger exchanges and economic and trade exchanges between Hainan and along the domestic and international cities along.

Air and rail link agency services

- Solved the crowded problem during the peak hours, Haikou ushered in the “air and rail link agency services” era of “one ticket” air and rail inter-operation
- Delayed flights were entitled to enjoy free changes during the subsequent railway itinerary, and travel became hassle-free
- Reduced the proportion of private cars and taxis, practising green travel
- The operation became more convenient, price became more favorable, boosting the development of tourism in Hainan
- In April 2016, the air and rail link agency services of the cities along the Hainan Island high-speed rail jointly developed with Yue Hai Railway Group (粵海鐵路集團) was in trial operation. For the year ended 31 December 2016, 3,788 bullet train tickets sold through counter, among which, a total of 10 batches were under the agreement which guaranteed passengers with Eastern Airlines, Hainan Airlines and Ward Golf

空鐵聯運

- 解決客流高峰擁擠難題，海口迎來「一票式」空鐵聯運時代
- 航班延誤的後續鐵路行程可享受免費變更，出行無後顧之憂
- 減少私家車和出租車的乘車比例，踐行綠色出行
- 操作更便捷，價格更優惠，助推海南旅遊業發展
- 二零一六年四月，與粵海鐵路集團合作開展的美蘭機場至海南環島高鐵沿線城市的空鐵聯運產品試營業，截至二零一六年十二月三十一日止年度，櫃台銷售動車票3,788張，其中，與東方航空、海南航空及沃德高爾夫協議保障的空鐵聯運旅客共計十批次

(二) 引領行業發展

二零一六年度，美蘭機場貫徹落實《中國民用航空發展第十三個五年規劃》、《國務院關於促進民航業發展的若干意見》等政策文件，推動構建高效便捷的城市交通換乘體系和國家綜合機場體系，全面提升航空服務能力，培育中國民航業專業人才隊伍，充分發揮民航戰略產業作用，為實現民航強國奠定堅實的基礎。

構建高效便捷的城市交通換乘體系。二零一六年，美蘭機場推廣「空鐵聯運」、「城際巴士」兩個產品，為旅客提供一站式購票服務，構建城市便捷順暢的交通換乘體系，提升綜合交通樞紐保障能力水平，促進了海南與沿線境內外城市的旅客交流和經貿往來。



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Intercity bus

- In October 2016, the “Danzhou (Na Da) = Meilan Airport = Wenchang” inter-city line, which was jointly developed by Meilan Airport and Hainan Province Motor Transport Group Co., Ltd. (海南省汽車運輸集團有限公司), was put into use. It was the first time that inter-city bus went into the airport in Hainan civil aviation history
- Provided more convenient means for the passenger ground transfer therefore brought more air transport passenger sources

城際巴士

- 二零一六年十月，美蘭機場與海南省汽車運輸集團有限公司合作的「儋州（那大）=美蘭機場=文昌」城際班線開通，城際巴士進機場，在海南民航史上尚屬首例
- 提高了旅客地面換乘便利程度，從而帶來更多的航空運輸客源

Create the apron operation mode of “twin towers combination, air and ground coordination”. In 2016, Meilan Airport transferred the operation and management to the airport management organization, and established a new operation mode of apron tower, leading the new benchmark for the civil aviation industry. It was an important symbol of China civil aviation industry’s deepening reform and management innovation.

創新「雙塔聯合、空地協同」的機坪運行模式。二零一六年度，美蘭機場機坪運行管理工作移交機場管理機構，創新建立機坪塔台運行模式，引領民航行業新標桿，是中國民航業深化改革、管理創新的重要標誌。

Case: The innovative operation mode of the apron tower

On 1 May 2016, Meilan Airport officially completed the handover of the operation and management of the apron, as the first to transfer the aircraft apron management of South China region of CAAC. Meilan Airport positively made innovations and implemented the apron operation model of “twin towers combination, air and ground coordination” with the air traffic control institute. Since the operation of apron tower, the normal rate of flight release has been greatly improved and the safety and efficiency of the apron operation have also been continuously improved steadily, which was fully affirmed by the CAAC, providing a good demonstration for the whole industry for their reference.

案例：創新機坪塔台運行模式

二零一六年五月一日，美蘭機場正式完成機坪運行管理移交工作，作為民航中南地區航空器機坪管理移交工作先行先試的首家單位，美蘭機場積極創新，與空管共同實行「雙塔聯合、空地協同」的機坪運行模式，機坪塔台投入運行以來，航班放行正常率大幅提高，機坪運行安全和效率持續穩步提升，得到了民航局的充分肯定，起到了良好示範作用，已在全行業借鑑學習。

Build the professional training base of China’s civil aviation industry. In 2016, Meilan Airport built a training institute, taking “rooted in Meilan, opening-up to the industry, serving the community” as the purpose, completed the internal and external training platform, strengthened the market development and strived to develop into a first-class, professional personnel training and output base. In 2016, the training institute promoted the professional talents training of civil aviation industry through improving the training management system, continuously carrying out vocational skills appraisal training, constructing teacher team training, promoting job skill improvement training and carrying out external export training of the civil aviation industry.

打造中國民航業專業人才培養基地。二零一六年度，美蘭機場打造培訓學院，以「根植於美蘭、面向於行業、服務於社會」為宗旨，完成內外培訓平台搭建，加強市場開發力度，力爭發展成為一流的、專業性的人才培養和輸出基地。二零一六年度，培訓學院從完善培訓管理體系、持續開展職業技能鑑定培訓、建設培訓師資隊伍、促進崗位技能提升培訓、開展對外輸出培訓五個方面，推動民航業專業人才的培養工作。

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In 2016, Meilan Airport completed a total of 231 courses under the training scheme, involving 6,215 staff with 50,179 training hours; completed 5 courses under the testing and training for occupational techniques, involving 1,483 staff; completed 45 courses under the hazardous articles management qualification training, involving 3,055 staff with 461 training hours; strengthened inter-provincial export training, and signed training agreements with four campuses in Sichuan, Chongqing, Yunnan and Liaoning, completed four sets of training involving 1,461 staff; cooperated with the Civil Aviation Management Institute to build a training base in Hainan.

二零一六年度，美蘭機場開展業務培訓231項，參訓人數達6,215人次，培訓50,179課時；開展職業技能鑑定5期，培訓1,483人；開展危險品管理資質培訓45期，培訓3,055人次，培訓課時461小時；加強跨省對外輸出培訓，與四川、重慶、雲南、遼寧四個校區簽訂培訓協議，培訓1,461人次；與民航管理幹部學院合作，打造海南培訓基地。

Table: Outsourcing training of Meilan Airport

表：美蘭機場外送培訓情況

Project Name 項目名稱	Hosting Entity 舉辦單位
The sixth training course of star-rated reviewers of on-site management 第六期現場管理星級評價評審員培訓班	The Quantity Association of Hainan Province 海南省質量協會
Domestic and international freight forwarding qualification retraining of China Aviation Association 中航協國內、國際貨運代理資格複訓	Sanya Aviation & Tourism College 三亞旅遊航空職業學院
Training of handling irregular baggage 行李不正常運輸事件處置培訓	CAMIC 中國民航管理幹部學院
Social security regulations and management training 社保法規與管理培訓	Social Insurance Bureau of Hainan Province 海南省社會保險事業局
The first phase of civil aviation sincere service quality training course 第一期民航真情服務素質提升培訓班	CAMIC 中國民航管理幹部學院
Laws and regulations of labor employment 勞動用工法律法規	Hainan Tianya Human Resources Management Service Co., Ltd (海南天涯人力資源管理服務有限公司) 海南天涯人力資源管理服務有限公司
The first phase of abnormal flight management training courses 第一期不正常航班處置管理培訓班	CAMIC 中國民航管理幹部學院



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(III) Build Local Economy

The aviation industry has a very strong pulling effect on the local economy and social development. In 2016, the Meilan Airport promoted supply side structural reform, bringing myriads of people, logistics and information flow for Haikou, boosting the development of Haikou tourism, aviation logistics, tax logistics, logistics warehousing and other modern service industries, which was of great significance to accelerating the construction of Haikou City Meilan Airport Industrial Park and the realizing of the strategic pivot city of “Maritime Silk Road of the 21st Century (21世紀海上絲綢之路)”.

In 2016, Meilan Airport further developed the aviation market in an attempt to improve the network density and increase the passenger load factor. The rapid development of Meilan Airport promoted the development of tourism and real estate in Haikou City. In 2016, Haikou received a total of 13.2919 million domestic and foreign overnight tourists, increasing by 8.5% over the previous year. Among them, 136,500 were inbound tourists, with a year-on-year increase of 11.9%. Per capita stay days amounted to 1.43 days/person; achieved a total tourism revenue of RMB19.184 billion, with a year-on-year increase of 13.6%. Among them, the tourism foreign exchange revenue was amounted to US\$45.0355 million, with a year-on-year increase of 10.3%.

Case: Meilan Airport Phase II Expansion Project

Annual passenger throughput of 35 million passengers, annual cargo throughput of 400,000 tons, the T2 terminal of 296,000 square meters, comprehensive transport hub – Meilan Airport Phase II Expansion Project is the important strategic layout of implementing the “One Belt and One Road Initiative” of Hainan Province, which is expected that the project will be completed in 2018 and the trial operation will be in 2019. It will greatly enhance the energy of the air transportation and influence surrounding areas of Haikou when completed, forming a regional aviation hub and laying a solid foundation for Haikou East-West dual-drive and the integrated development of “port, production and city”.

(三) 建設地方經濟

航空業對地方經濟社會發展具有非常強大的拉動效應。二零一六年度，美蘭機場推動供給側結構性改革，為海口帶來大量的人流、物流、信息流，助推海口旅遊、航空物流、報稅物流以及倉儲等現代服務業發展，對海口市加快美蘭臨空產業園建設以及實現「21世紀海上絲綢之路」戰略支點城市這一戰略目標具有重大的意義。

二零一六年度，美蘭機場加大航空市場開發力度，完善航線網絡密度，提高航班客座率，美蘭機場的高速發展帶動了海口市旅遊業和房地產業發展。二零一六年度，全市共接待國內外過夜遊客1,329.19萬人次，比上年增長8.5%。其中，入境遊客13.65萬人次，同比增長11.9%。人均逗留天數1.43天／人；實現旅遊總收入人民幣191.84億元，同比增長13.6%。其中，旅遊外匯收入4,503.55萬美元，同比增長10.3%。

案例：美蘭機場二期擴建項目

年旅客吞吐量3,500萬人次、年貨郵吞吐量40萬噸，29.6萬平方米的T2航站樓，綜合交通樞紐 – 美蘭機場二期擴建項目是海南省落實「一帶一路」戰略的重要佈局，預計二零一八年內完工，二零一九年內試運營。建成後將大大增強航空運輸能量，輻射海口周邊區域，形成區域性航空樞紐，為海口東西雙港驅動、「港、產、城」融合發展奠定堅實基礎。

(IV) Promote International Cooperation

In 2016, Meilan Airport vigorously laid out international routes, carried out cross-border telecommunication business, strengthened international talent cooperation, received a total of 19 gratitude letters from the Foreign Affairs and Overseas Chinese Affairs Office of Hainan Province, Universal (Beijing) Aviation Information Consulting Co., Ltd. (亞環北京航空信息諮詢有限公司), Haikou operating base of Tianjin Airlines, Xiamen Airlines, Dragonair, Hong Kong Airlines, China Airlines and other entities; received 5 pennants from the People's Liberation Army in Hainan Province Military Region, Jiuyuan Airlines (九元航空), Aerospace Wenchang Transfer Station (航天文昌中轉站), Sichuan International Travel and other entities; won the "Best Agent" title issued by Malaysia Airlines and Hong Kong Airlines respectively, and the "5-Star Supplier" title issued by Hainan Airlines.

Improve the international route network. Meilan Airport has vigorously expanded international routes, added Rome, Phnom Penh, Siem Reap and other international routes in 2016, achieved the navigation with the six ASEAN countries and Europe and initially constructed the regional hub for airport; Meilan Airport has actively participated in the Asian Airline Development Conference, World Route Development Conference and other conferences; under the leadership of Tourism Development Committee of Hainan Province and Haikou City, Meilan Airport promoted the aviation tourism market of Hainan Province in Southeast Asia, Australia and Germany, France and Italy, etc. elevated the relationship to amicable airports with Italy Milan Airport, to jointly develop China-EU routes, exhibit the unique advantages of Haikou International Tourism, and enhance the influence of Haikou in the world, creating a favorable environment for exploring the international routes market.

Conduct cross-border telecommunication business. On 8 October 2016, Meilan Airport obtained the approval on Meilan Airport's establishment of customs supervision by Haikou Customs of China. Meilan Airport as the first qualified enterprise to construct the express customs supervision in Hainan Province, it would vigorously develop the cross-border telecommunication (personal items express) business.

(四) 推動國際合作

二零一六年度，美蘭機場大力佈局國際航線，開展跨境電商業務，加強國際人才合作，收到海南省外事僑務辦公室、亞環北京航空信息諮詢有限公司、天津航空海口運行基地、廈門航空、港龍航空、香港航空、中華航空等多家單位發來的感謝信（函）19封；收到中國人民解放軍海南省軍區、九元航空、航天文昌中轉站、四川國旅等單位贈送錦旗5面；同時獲得馬來西亞航空、香港航空分別授予的「最佳代理人稱號」，海南航空授予的「五星供應商」稱號。

完善國際航線網絡。美蘭機場大力拓展國際航線，二零一六年度，新增羅馬、金邊、暹粒等國際航線，與東盟六國及歐洲實現通航，初步構建區域樞紐機場網絡體系；積極參加亞洲航線發展大會、世界航線發展大會等會議，在海南省及海口市旅遊發展委員會的帶領下，前往東南亞、澳洲及德法意等地宣傳促銷海南省航空旅遊市場；與意大利米蘭機場結為友好機場，共同開發中歐航線，展現海口旅遊獨特優勢，增強海口國際旅遊知名度，提升海口世界影響力，為國際航線市場的開拓創造有利環境。

開展跨境電商業務。二零一六年十月八日，美蘭機場取得中國海口海關關於批准在美蘭機場設立海關監管場所的批覆。美蘭機場作為海南省第一家取得建設快件海關監管場所資質的企業，將大力開拓跨境電商（個人物品快件）業務。



MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

Subdivide customers' needs and create new development modes to meet tourists' experience. Based on customers' demand and taken customers' satisfaction as the foothold, Meilan Airport has strengthened the service quality management, increased service innovation, consolidated the construction of star-rated site and other service results and continuously improved the tourist service level to enhance the international competitiveness.

(I) Promote Service Quality

In 2016, Meilan Airport adhered to the bottom line working requirement of "serve with sincerity" set by the CAAC and based on the tourists' demand to create the full flow high-quality services. It has issued 317 management systems and 347 business announcements, established 958 tourist service standards, conducted service innovation of 128 items, and completed corrective promotion of 3,078 items. Meilan Airport's service quality has been promoted with great strides with the change of the brand service building up from "six service commitments" to "Reaching Higher with Service Excellence" and the establishment of ISO9000 to the full set of service management system.

細分客戶需求，創新服務方式，滿足旅客體驗。美蘭機場以客戶需求為出發點，以客戶滿意為落腳點，加強服務質量管理，加大服務創新力度，鞏固星級現場創建等服務成果，持續提高旅客服務水平，提升國際競爭力。

(一) 卓越服務品質

二零一六年度，美蘭機場秉承民航局「真情服務」底線工作要求，以旅客需求為着眼點，全力打造全流程高品質服務。先後下發管理制度317項，發佈業務通告347項，建立旅客服務標準958項，開展服務創新128項，完成整改提升3,078項。從「六項服務承諾」到「星美蘭·馨服務」服務品牌的創建，從ISO9000到全套服務管理體系的建立，美蘭機場服務品質得到跨越式提升。

MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

Table: Service quality improvement process

服務品質提升歷程

Achieved navigation in 1999 and adhered to provide tourists with the best flight experience

一九九九年通航，堅持為旅客提供最佳乘機服務體驗

Along with the construction of Hainan International Tourism Island and the furtherance of the national development strategy “One Belt and One Road Initiative”, Meilan Airport has developed the strategic plan of building a world-class airport with excellence since 2010

二零一零年後，隨着海南國際旅遊島建設和國家「一帶一路」戰略深入推進，美蘭機場制定出打造世界級卓越機場的戰略規劃及目標

Conduct “serve with sincerity” activities in 2016

二零一六年，開展「真情服務」活動

- Take quality management as the fulcrum of the airports' development and expansion
- Set a precedent for the industry and make the promise of “Six Service Commitments” to the society
- 將品質管理作為機場發展壯大的支點
- 開業內先河，公開向社會許下「六項服務承諾」
- Put forward the quality policy of “Reaching Higher with Service Excellence”
- Established a service brand creation methodology of promoting service quality improvement based on the brand creation
- Prepared the Customer Service Management System (“CSMS”) manual to objectify the service quality, standardize the service methods and service process and create service improvement, and make service quality into a virtuous circle and continuously improve the operation quality
- 提出「星美蘭·馨服務」的質量方針
- 樹立以品牌創建為管理切入點帶動服務質量提升的服務品牌創建思路
- 編製CSMS (Customer Service Management System, 服務管理體系) 手冊，使服務質量目標化、服務方法規範化、服務過程標準化、服務改進創新化，並使服務品質進入良性循環，運行品質持續提升
- Conducted “serve with sincerity” comprehensively through establishing sincere service KPI, changing service management ideas, building service management system, carrying out service promotion activity and improving the quality of service personnel
- Improved the service quality and practised the bottom line working requirement of “serve with sincerity” set by the CAAC with practical actions
- 美蘭機場從設立真情服務KPI、轉變服務管理思路、建立服務管理體系、開展服務提升活動、提升服務人員素養五個方面，全面開展「真情服務」
- 提升服務品質，以實際行動貫徹民航局「真情服務」底線要求

MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程



▲ “2016 SKYTRAX Best Airport Staff Award”
「SKYTRAX二零一六年度最佳機場員工獎」

1. Build 5-Star brand

Since the start of SKYTRAX 5-Star construction in 2012, Meilan Airport has been working with “BE NICE” as the guiding ideology, and achieved double upgrade of hardware facilities and soft power through the following five aspects: foundation building, environmental building, culture building, technology building and management building. In 2016, it formulated the “Build SKYTRAX 5-Star Program of Haikou Meilan International Airport” (《海口美蘭國際機場二零一六年SKYTRAX五星創建方案》), “Meilan Airport ‘2016 Brand Construction Year’ Work Program” (《美蘭機場“二零一六品牌建設年”工作方案》) and “SKYTRAX 5-Star Airport Spark Program for Auditing of Haikou Meilan International Airport” (《海口美蘭國際機場SKYTRAX五星機場迎審衝刺方案》), carried out service work based on “5-Star Building” and “Brand Building”, provided excellent travel experience for the global tourists and created an international tourism island of high quality.

1. 創建五星品牌

美蘭機場自二零一二年啟動SKYTRAX五星創建工作以來，以「BE NICE」為指導思想，在基礎創星、環境創星、文化創星、科技創星、管理創星五個方面，實現硬件設施和軟實力雙提升。二零一六年度，制定《海口美蘭國際機場二零一六年SKYTRAX五星創建方案》、《美蘭機場「二零一六品牌建設年」工作方案》以及《海口美蘭國際機場SKYTRAX五星機場迎審衝刺方案》，圍繞「五星創建」和「品牌創建」開展服務工作，為全球旅客提供卓越的旅行體驗，打造國際旅遊島的優質名片。

MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

SKYTRAX Major Awards of Meilan Airport

美蘭機場的SKYTRAX榮譽歷程

- Obtained the “SKYTRAX China Regional Best Airport Award” in March 2011
- 二零一一年三月獲得「SKYTRAX中國區域最佳機場獎」
- Ranked nationally the second, and internationally the ninth SKYTRAX 4-Star airport in December 2011
- 二零一一年十二月榮膺中國第二家、全球第九家SKYTRAX四星機場
- Obtained the “SKYTRAX China Regional Best Airport Award” once again in March 2014
- 二零一四年三月再獲「SKYTRAX中國區域最佳機場獎」
- The international terminal of Meilan Airport was ranked nationally the second, and internationally the sixth SKYTRAX 5-Star terminal in June 2014, which implied that Meilan Airport’s 5-Star creation had achieved a phased objective
- 二零一四年六月國際航站樓榮膺中國第二家、全球第六家SKYTRAX五星航站樓，標誌着美蘭機場的五星創建取得了階段性成果
- Obtained the “SKYTRAX China Regional Best Staff Award” in March 2015
- 二零一五年三月榮獲「SKYTRAX中國區域最佳機場員工獎」
- The West Gallery of Meilan Airport gained the “SKYTRAX 5-Star Recognition” in January 2016
- 二零一六年一月美蘭機場西指廊獲「SKYTRAX五星認證」
- Awarded the “SKYTRAX China Regional Best Staff Award” and “SKYTRAX China Regional Best Airport Finalist” in March 2016
- 二零一六年三月美蘭機場榮獲「SKYTRAX中國區域最佳機場員工獎」、「中國區最佳區域機場入圍獎」
- SKYTRAX officially granted the SKYTRAX 5-Star Regional Airport medal to Meilan Airport on 7 April 2017, which made Meilan Airport internationally the eighth and nationally the first (except for Hong Kong, Macau and Taiwan) to receive the award
- 二零一七年四月七日，SKYTRAX向美蘭機場正式授予SKYTRAX五星機場獎牌，至此，美蘭機場成為全球第八家、國內首家（除港澳台地區）獲此殊榮的機場



▲ Meilan Airport was granted the SKYTRAX 5-Star Regional Airport Medal
美蘭機場獲授 SKYTRAX 五星機場獎牌



MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

Innovative service concept. In 2016, Meilan Airport adhered to the bottom line working requirement of “serve with sincerity” set by the CAAC and provided services of “Sincere, friendly, accurate and beautiful” based on the tourists’ demand and service concept of “Reaching Higher with Service Excellence”. It has developed a three-step strategy of “overall realization of 4-Star, partial realization of 5-Star and full realization of 5-Star”, and created a service management system of “covering three bases, four links and three key points”.

創新服務理念。二零一六年度，美蘭機場秉承民航局「真情服務」底線工作要求，以旅客需求為着眼點，以「星美蘭•馨服務」為服務理念，為旅客提供至誠、至善、至精、至美的服務。制定了「率先實現整體四星、部分實現五星、全面實現五星」的三步走戰略，打造了「涵蓋三項基礎、四個環節、三項重點」的服務管理體系。

Meilan Airport’s Service Concept of “Reaching Higher with Service Excellence”

美蘭機場「星美蘭•馨服務」的服務理念

“Star Meilan” contains “love of tolerance”, “beauty of generous”, “sincere invitation” and “harmony light”. The basic idea is: in the construction of Hainan Province International Tourism Island and Meilan world-class airport with excellence, Meilan people shall invite tourists from all parts of the world to gather in Hainan with inclusive attitude, broad horizons and sincere heart to build an international harmonious airport.

「星美蘭」包含「包容之愛」、「開闊之美」、「真誠之邀」、「和諧之光」，其基本思想是：在海南省國際旅遊島及美蘭世界級卓越機場的建設中，美蘭人須以包容的態度、開闊的眼光、誠摯的內心，邀請八方之客齊聚海南，從而構建國際化的和諧機場。

“Warm Service” includes “warm commitment”, “warm connotation”, “warm quality” and “warm experience”. The basic idea is: for Meilan Airport’s world-class service with excellence, we should continue to improve and enhance the service details based on adhering to the “six service commitments” and inject the featured cultural connotation at the same time, so as to bring valuable travel services for tourists.

「馨服務」包含「馨承諾」、「馨內涵」、「馨品質」和「馨體驗」。其基本思想是：美蘭機場的世界級卓越服務，應在堅持「六項服務承諾」的基礎上，不斷對服務細節進行改進和提升，同時注入特色的文化內涵，從而為旅客帶來超值的服務體驗。

Innovative and meticulous service. Meilan Airport encouraged employees to innovate independently combined with their own work and formed a number of “service teams”. Through independent learning and innovation, we had completed the discussion on implementation of the “flight on-time performance”, “shipping problems” and other topics. At present, Meilan Airport has completed the “Forward Move the Security Checkpoint (安檢關口前移)”, “Place the Inbound Luggage Handle Outward (進港行李把手朝外放置)”, “Transform the Full Tab of the Ferry Bus (擺渡車拉環改造)” and other innovative service transformation projects and has received tourists’ praise.

創新細緻服務。美蘭機場鼓勵員工結合實際工作自主創新，組成多個「服務小分隊」。通過員工自主學習、創新，先後完成了「航班正常率」、「託運難題」等多個課題探討實施。目前，美蘭機場已根據員工實際工作經驗，完成了「安檢關口前移」、「進港行李把手朝外放置」、「擺渡車拉環改造」等多個創新服務改造項目，得到旅客好評。

MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

Case: Forward Move the Security Checkpoint

Meilan Airport has forward moved the security checkpoint, arranged security guide to remind passengers to remove the fire and other restricted items at the check-in and security area, and to ensure that electronic products are closed. A total of 1.1 million pieces of fire and other restricted items were seized in 2016, which effectively improved the safety inspection rate and reduced the risk of air defense. The work has been highly recognized by the CAAC, then the CAAC issued a document of "Notice on the Implementation of Security Service in Haikou Airport Security (《關於海口機場安檢站落實安檢勤務工作的通報》)" and promoted it in form of express telegrams in domestic airports.



案例：安檢關口前移

美蘭機場前移安全關口，在值機及安檢區域安排安檢引導人員提醒旅客取出火種等限制攜帶物品，並確保電子產品處於關閉狀態。二零一六年共查獲火種及其他限制物品約110萬件，有效提升安全檢查速率，降低空防安全風險。該工作得到民航局高度認可，並下發《關於海口機場安檢站落實安檢勤務工作的通報》文件，以明傳電報的形式在國內各機場中進行推廣。

◀ Forward Move the Security Checkpoint
安檢關口前移

MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程



◀ Perform L-style Guidance
執行 L 手型引導

2. Comprehensive lean management

In 2016, Meilan Airport continued to optimize quality management, cost control, on-site management and on-site improvement based on the overall quality management and lean manufacturing theory, formed a full participation of quality improvement and innovation atmosphere and dedicated to “providing the best flight experience for tourists”.

Improve the service system. In 2016, in order to prepare a unified and standardized service and establish an effective and scientific airport service management system, Meilan Airport compiled the CSMS manual to follow the principles of “customer-oriented”, “closed-loop management” and “services create profits” and achieved the goal of the continuous improvement of airport service quality and customer satisfaction.

Establish service standards. In 2016, Meilan Airport established a set of “5-Star Standard for Passenger Service(《旅客服務五星標準》)” including 958 items, standardizing the service quality from nine aspects, including the service personnel, service process and service facilities.

2. 全面精益管理

二零一六年度，美蘭機場依據全面質量管理和精益生產理論，對質量管理、成本控制、現場管理和現場改善等方面持續優化，形成全員參與的質量改進和創新氛圍，致力於「為旅客提供最佳乘機服務體驗」。

完善服務體系。二零一六年度，為編製統一、規範的服務標準，建立行之有效和科學配套的機場服務管理體系，美蘭機場編製了CSMS手冊，以遵循「客戶為中心」、「閉環管理」和「服務創造利潤」為原則，達到持續提升機場運行服務品質及顧客滿意目標。

建立服務標準。二零一六年度，美蘭機場建立起了的一套多達958項的《旅客服務五星標準》，從服務人員、服務流程、服務設施等9個方面規範服務質量。

MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

Implement star-rated services. In 2016, Meilan Airport created the full flow star-rated service, issued 317 management systems and 347 business announcements, and required each of the department to revise the department-level workbook referred to the 5-Star standard, formulated service project process standards to ensure the effective implementation of the 5-Star standard.

Strengthen quality supervision. In 2016, Meilan Airport implemented the three-level monitoring system of “Company-Department-Position”, and promoted the improvement of passenger service quality through daily monitoring, special monitoring and other monitoring methods.

Carry out evaluation and certification. In 2016, Meilan Airport evaluated the whole or special services of Meilan Airport by inviting SKYTRAX, China Quality Association and other domestic and international authority of service quality certification agencies; also excavated short board and tourist demands according to the investigation of ACI and third-party evaluation agencies. At the same time, it actively participated in the evaluation certification of Meilan Airport made by the authority agency and obtained the quality honors issued by the authority agency for Meilan.

Strengthen brand management. In 2016, Meilan Airport has created the brand work methods, developed the brand building work program of “1 + 5” model, and achieved all elements management of the brand. It formulated the “Meilan Airport Brand Creation Management Methods (《美蘭機場品牌創建管理辦法》)” to enhance the brand influence; recommended executives of the company and experts to join the industry association of experts to enhance the industry right; sent excellent staff to participate in the brand management exchange training to enhance the practitioners’ brand management level.

In 2016, Meilan Airport and its staff received a total of 53 awards and honors issued by domestic and foreign authorities, of which 6 were internationally, 30 were nationally and 11 were provincially, providing authoritative certification for Meilan Airport’s sincere service level. Regarding Meilan Airport’s outstanding achievements, not only did they attract the Beijing Capital Airport, Guangzhou Baiyun Airport and other large domestic airports to visit and exchange opinions, but also obtained the bid for the 2017 ACI Airport Service Quality Forum (二零一七年ACI機場服務質量論壇), playing an important role in further enhancing the international influence and striving for industry right.

實施星級服務。二零一六年度，美蘭機場打造全流程星級服務，下發管理制度317項，發佈業務通告347則，並要求各部門參照五星標準修訂部門級工作手冊，制定服務項目流程標準，以確保五星標準的有效實施。

加強質量監察。二零一六年度，美蘭機場實行「公司－部門－科室」三級監察體系，採用日常監察、專項監察等多樣化監察手段，促進旅客服務質量提升。

開展評價認證。二零一六年度，美蘭機場通過外請SKYTRAX、中國質量協會等國內外權威服務質量認證機構對機場整體或專項服務環節進行評價；亦通過ACI、第三方測評機構開展旅客滿意度調查，發掘服務短板及旅客需求同時，積極參與權威機構對美蘭機場的評價認證活動，獲得權威機構為美蘭頒發的品質榮譽。

加強品牌管理。二零一六年度，美蘭機場創新品牌工作方式方法，制訂「1+5」模式的品牌建設工作方案，實現品牌全要素管理。制定《美蘭機場品牌創建管理辦法》，提高品牌影響力；推舉本公司高管、專家進入行業協會專家庫，提升行業話語權；派選優秀員工參加品牌管理交流培訓，提升從業人員品牌管理水平。

二零一六年度，美蘭機場及其員工共獲得國內外權威機構所頒發的獎項及榮譽認證53個，其中國際級6個、國家級30個、省部級11個，為美蘭機場的真情服務水平提供了權威認證。美蘭機場的優異成績，不僅吸引了北京首都機場、廣州白雲機場等國內大型機場前來參觀交流，更取得二零一七年ACI機場服務質量論壇承辦權，為進一步提升國際影響力及爭取行業話語權起到重要的作用。



MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

3. Strengthen the protection of rights and interests

Meilan Airport strictly complies with the “Consumer Protection Law of the People’s Republic of China”(《中華人民共和國消費者權益保護法》), and effectively protects the legal rights and interests and privacy information of the customers and paid attention to the continued health and safety of services. In 2016, we conducted the consultation activities of the “15 March” International Consumer Rights Day to guide passengers to take the flight courteously and safeguard their own interests in the right way. According to the bottom line working requirement of “serve with sincerity” set by the CAAC and 5-Star airport construction needs, we amended the “Measures on Handling Complaints on Haikou Meilan International Airport Service”(《海口美蘭國際機場服務投訴處理辦法》), strengthened ability of handling service complaints, improved disposal efficiency and quality of customer complaint information and the service quality. There was no incident or complaint of violation of customer privacy or loss of customer information throughout the year of 2016.

(II) Upgrade Service Facilities

During the recent years, Meilan Airport spared no efforts to promote the construction of hardware projects to create a warm and comfortable environment. It has launched the new international terminal, the West Gallery terminal, the E-travel lounge and the VIP garden restaurant, etc., upgraded and reconstructed the East Gallery terminal and the first-class cabin; apart from that, Meilan Airport upgraded the terminal on the whole, the continuous promotion of hardware level highlighted the 5-Star mission and demonstrated the Meilan Airport’s high-quality service standards, making tourists travel more convenient.

On 31 March 2017, at the Second China Airport Service Conference (第二屆中國機場服務大會), China Civil Airport Association (中國民用機場協會), China Civil Aviation Technology Research Institute (中國民航技術研究院) and China Civil Aviation Press (中國民航報社) jointly issued the 2016 China Civil Airport Service Quality evaluation results, Meilan Airport won the highest award of the Chinese airport service industry – the “Airport with Excellence Award” by virtue of the excellent performance of passenger services, which made it one of the 10 domestic airports to win this honor.

3. 加強權益保護

美蘭機場嚴格遵守《中華人民共和國消費者權益保護法》，切實保護顧客的合法權益和隱私信息，重視服務的持續健康安全。二零一六年度，開展「3·15」國際消費者權益日諮詢活動，引導旅客文明乘機，採取正確方式維護自身權益；根據民航局「真情服務」底線要求及五星機場建設需要，修訂《海口美蘭國際機場服務投訴處理辦法》，加強服務投訴處理水平，提高顧客投訴信息的處置效率和質量，提升服務品質。二零一六年全年未發生違反客戶隱私或遺失客戶資料的事件或投訴。

(二) 升級服務設施

近年來，為打造溫馨舒適的乘機環境，美蘭機場全力推進硬件項目建設。先後新建國際航站樓、西指廊航站樓、易行休息室及貴賓室花園餐廳等，升級改造東指廊航站樓、頭等艙等；除此之外，美蘭機場對候機樓進行了整體升級改造，硬件水平的不斷提升更加凸顯五星宗旨，展現了美蘭機場高品質的服務標準，讓旅客出行更為便利。

二零一七年三月三十一日，在「第二屆中國機場服務大會」上，中國民用機場協會、中國民航技術研究院、中國民航報社聯合發佈了二零一六年中國民用機場服務質量評價結果，美蘭機場憑藉在旅客服務領域的優秀表現，榮獲有中國機場服務業官方最高獎項之稱的「優秀機場獎」，成為國內10家獲此殊榮的機場之一。

MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

Latest progress in upgrading service facilities

升級服務設施的最新進展

The East Gallery 5-Star building up and renovation project

東指廊五星創建改造工程

Guarantee the hardware base for inspection of building up SKYTRAX 5-Star Meilan Airport

確保美蘭機場SKYTRAX五星創建迎檢的硬件基礎



◀ The East Gallery
東指廊

New project for VIP room garden restaurant

貴賓室花園餐廳新建工程

Provide a better and private exclusive experience for the VIP tourists

為貴賓出行提供更優質、私密的專享體驗



◀ Garden Restaurant
花園餐廳

MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

Latest progress in upgrading service facilities

升級服務設施的最新進展

E-travel Meilan hall project

Themed on green and environment protection, equipped with passenger rest area, small reading area, buffet dining area, online entertainment area and other functional areas to meet the multi-directional needs of tourists

易行美蘭廳工程

以綠色環保為主題，配備旅客休息區、小型閱讀區、自助用餐區、網上娛樂區等功能區域，滿足旅客多方位需求



◀ E-travel Lounge
易行休息室

(III) Featured Sincere Services

Meilan Airport has committed to providing tourists with high quality experience since its debut, hence tourists can receive the meticulous sincere service. In 2016, Meilan Airport conscientiously implemented the working requirement of “serve with sincerity” set by the CAAC, formulated the 2016 “serve with sincerity” work plan, carried out service promotion work through the construction of service quality management system and the development of service tackling topics.

(三) 特色真情服務

美蘭機場自通航以來致力於為旅客提供優質的乘機體驗，使旅客感受到細緻入微的真情服務。二零一六年，美蘭機場認真貫徹落實民航局「真情服務」工作要求，制定二零一六年「真情服務」工作計劃，通過搭建服務質量管理體系、開展服務課題攻關等多重手段，開展服務提升工作。

MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

Featured sincere services of Meilan Airport

美蘭機場的真情服務

Details to improve the service

- Placed the inbound luggage handle outward, took the initiative to circumvent at the checkpoint and transformed the ferry bus handrail for the convenience of tourists to pass through the security
- Organized the “spread smile, let love go home” Spring Festival service activity, created a pleasant and warm atmosphere in the terminal to ease the tension and pressure of Spring Festival travel
- Held the “serve with sincerity, the most beautiful moment” theme-based video exhibition, presented a large number of sincere service moments of the “backstage heroes”, establishing the excellent service model of Meilan Airport
- Hosted the “Best Service Ambassador” contest, through the image display, business Q&A, keynote speech and other series of selection, showing the most beautiful image of Meilan airport's frontline staff

細節提升服務

- 託運行李把手朝外方便旅客提取、安檢主動繞身檢查方便旅客過檢、旅客擺渡車扶手改造以便旅客抓握等
- 舉辦「微笑傳遞·讓愛回家」春運服務活動，在候機樓內營造愉快、溫馨的服務氛圍，緩解春運的緊張及壓力
- 舉辦「真情服務·最美瞬間」主題影像展覽，為旅客呈現眾多服務「幕後英雄」的真情服務瞬間，樹立美蘭機場優秀的服務榜樣
- 舉辦「最美服務大使」大賽，通過形象展示、業務問答、主題演講等系列選拔，展現美蘭機場一線崗位人員的最美形象

Services for special tourists

- For the convenience of disabled, Meilan Airport set up the barrier-free elevators and disabled bathrooms
- Adjusted the location of the service desk to facilitate special visitors; set up the mother room and children's entertainment area to enrich waiting time
- Themed on “family affiliation and accompanied by Meilan”, provided “mischievous traveler”, “sunset red”, “family care” and other featured services for unaccompanied children, the elderly and disabled people with reduced mobility

特殊旅客服務

- 為方便殘疾人出行，美蘭機場設置無障礙電梯及殘疾人衛生間
- 調整服務總台位置，為特殊旅客提供便利；設置母嬰室、兒童娛樂區，豐富候機時光
- 以「親情陪伴·美蘭相隨」為主題，分別向無人陪伴兒童、老人和行動不便的殘障旅客推出「頑皮旅行家」、「夕陽紅」、「親情陪護」等特色服務



MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

Featured sincere services of Meilan Airport

美蘭機場的真情服務

- | | |
|---------------------------|--|
| Theme-based service | <ul style="list-style-type: none">• Launched six convenient measures during the Spring Festival travel, namely: increase sugar-free, vegetarian and other types of meals to meet the needs of various types of tourists; strengthened the meticulous management of flight delay and optimized on-site service combined with the reality and facilitated tourists' journey and so on• Carried out a series of theme-based service of 34 projects in total, such as "accompanied by true love, joyful kids' trip", "pay tribute to the workers", "my love for Meilan, accompany forever" and "kid's love for the party", optimized 76 service innovation initiatives, and implemented more than 200 service improvement measures. |
| 特色主題服務 | <ul style="list-style-type: none">• 春運期間推出六項便民措施：增加無糖、素食等多種類餐食，滿足各類出行旅客需求；加強航班延誤精細化管理工作，結合實際優化現場服務、方便旅客便利出行等• 開展「真情相伴·快樂童行」、「向勞動者致敬」、「鍾情美蘭·相伴相隨」、「童心向党」等系列主題特色服務項目共計34項，優化服務創新舉措76項，落實服務提升措施200餘項 |
| Civilized freight service | <ul style="list-style-type: none">• Set up a project team of "providing efficient and high-quality luggage service", kept the qualification rate of baggage extraction efficiency of more than 95%, basically meeting the 5-Star service standard• Successfully passed the national civil airport service quality assessment• Released the construction programme of "civilized freight", through standardizing production and office order and carrying out comprehensive management of environmental sanitation to improve service quality and enhance customer satisfaction |
| 文明貨運服務 | <ul style="list-style-type: none">• 成立「提供高效、優質的行李服務」課題工作小組，進港行李提取時效合格率穩定在95%以上，基本達到五星服務標準• 順利通過全國民用機場服務質量評審• 發佈「文明貨運」建設方案，通過規範生產及辦公秩序、開展環境衛生綜合治理等工作，改進服務質量，提升客戶滿意度 |

MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

Case: Bright check-in

In 2016, Meilan Airport carried out the promotion of the service image, service skills, service product innovation activities and so on for the check-in posts based on the service image, service behaviours, service language, service products and service culture, to meet the needs of tourists from the visual, tactile and hearing aspects.

In order to alleviate the work intensity of personnel guarantee for peak hours and reduce the tourists' queuing time, implemented the area-delimited and specially-assigned person responsibility system in batches at the check-in area; pasted "small feet" in front of the counter, effectively maintained the "one meter yellow line" of the counter and line up order; implemented standing service, bowed to greet the tourists with their last name, guaranteed the unified and standardized implementation of the business standard and improved the quality of service.



▲ Bright Check-in Site
亮麗值機現場

案例：亮麗值機

二零一六年度，美蘭機場從服務形象、服務行為、服務語言、服務產品和服務文化着手，針對值機崗位開展服務形象提升、服務技能提升、服務產品創新等活動，從視覺、觸覺、聽覺方面滿足旅客需求。

為緩解高峰時段人員保障工作強度、減少旅客排隊等候時間，從優化人員排班入手，實行值機區域分批、劃區域、專人負責制；在值機櫃台前黏貼「小腳丫」，有效維持櫃台前「一米黃線」及排隊秩序；推行站立式服務、崗前向旅客鞠躬問好及姓氏問好服務，保障業務標準執行統一及規範化，提升值機崗位的服務品質。



MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

Case: Overcome customer service difficulties

Meilan Airport has adopted an innovative method of subject research since 2015 to identify key issues of the main process of service and service functions based on the closeness and importance degree of contact with the tourists at the service site and determine the subject research.

In 2016, centered on the special action of “Civil Service Quality Improvement (民航服務品質提升)” of the CAAC, we identified ten service research projects, such as “to improve the flight rate management (提升航班正常率管理)” and “to provide efficient and high quality luggage services (提供高效優質的行李服務)” on the basis of the year 2015, overcame 25 service difficulties, obtained 16 research results and practiced sincere services with practical actions.

案例：攻克客戶服務難點

美蘭機場從二零一五年起創新採用課題研究的方式，依據服務現場與旅客接觸的緊密及重要程度，甄選評估出服務主流程和服務功能兩條線上的關鍵節點，確定課題攻關項目。

二零一六年，圍繞民航局「民航服務質量提升」專項行動，在二零一五年的基礎上，明確「提升航班正常率管理」、「提供高效優質的行李服務」等十個服務課題攻關項目。攻克25個服務難點，取得16個研究成果，用實際行動踐行真情服務。



▲ Festival feature – Bamboo Dance
節日特色竹竿舞

MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

Build bright first class. In 2016, started with personnel selection, manual revision, training promotion, creation of special services, etc., Meilan Airport solidified the quality service process and developed the job characteristics service products by drawing on the advanced ideas and experience of “Best Airport” at home and abroad. By looking into tourists’ needs on the lounge environment, quality of service, food equipment, entertainment facilities and other needs, making the Meilan Airport first-class lounge a leisure harbor integrated “book flavor, rice flavor and human touch”. At the same time, Meilan Airport developed the VIP room intelligent operation system, taking VIP service as the core, achieved VIP service online booking, dynamic scheduling, real-time billing and many other functions through the internet platform, optimized the VIP room on-site operation and management model to achieve the efficiency, quality improvement, energy saving and environmental protection purpose and provide VIP tourists with more efficient, convenient and comfortable VIP services.

亮麗頭等艙打造。二零一六年度，美蘭機場從人員選拔、手冊修訂、培訓提升、特色服務創建等方面着手，通過借鑑國內外「最佳機場」的先進理念和成果經驗，固化優質服務流程及開發崗位特色服務產品。通過深入了解旅客對貴賓室休息環境、服務質量、食品配備、娛樂設施等需求，將美蘭機場頭等艙休息室打造成「書香味、飯香味、人情味」的休閒港灣；同時，開發貴賓室智能化運營系統，該系統以貴賓服務為核心，利用互聯網平台，實現貴賓服務在線預訂、動態調度、資金實時結算等多項功能，優化貴賓室現場運營管理模式，達到提高效率、提升品質、節能環保的目的，為貴賓旅客提供更加高效、便捷、舒適的貴賓服務。



▲ Domestic First-Class Lounge
國內頭等艙休息室



MAKE INNOVATIONS AND ENJOY THE JOURNEY 創新，尊享旅程

Service for special tourists. In 2016, based on the relevant documents of “Administration Measures on Air Transport of Persons with Disabilities (殘疾人航空運輸管理辦法)” and “Notice to Further Special Air Transport Service (關於進一步做好特殊航空運輸服務工作的通知)” issued by the CAAC, Meilan Airport optimized the special tourist service process, improved the equipment and facilities of the special tourist service area and management measures, and relocated the special tourist service area. At the same time, Meilan Airport took the initiatives to develop services for the elderly and other special tourist groups, hence tourists can receive special care and have no worries about the flight.

Medical rescue. In 2016, emergency department of Meilan Airport provided medical services for 8,078 tourists and staff, increased by 2,000 persons as compared with the last year. It has also dispatched emergency treatment 168 times and transited 15 critically ill tourists.

Organ transport. In 2016, to regulate the air transport guarantee process of the human donation organs and provide a safe, convenient, smooth and efficient transportation service, Meilan Airport formulated the “Haikou Meilan International Airport Human Donation Organs Air Transport Protection Programme (《海口美蘭國際機場人體捐獻器官航空運輸保障方案》)”, stipulating the application scope, protection process, security orders and so on, and specified the support requirements in accordance with the “Notice to the Establishment of a Green Channel for the Delivery of Human Donation Organs” (《關於建立人體捐獻器官轉運綠色通道的通知》) jointly issued by the National Health and Family Planning Commission (國家衛生和計劃生育委員會), the Ministry of Public Security, the Ministry of Transport, the CAAC, China Railway Corporation and Red Cross Society of China and the requirements of “Notice to Further Special Air Transport Service (《關於進一步做好特殊航空運輸服務工作的通知》)” issued by the CAAC.

特殊旅客服務。二零一六年度，美蘭機場對照民航局《殘疾人航空運輸管理辦法》和《關於進一步做好特殊航空運輸服務工作的通知》有關文件，優化特殊旅客服務流程，完善特殊旅客服務區域設備設施及管理辦法，並對特殊旅客服務區域進行重新選址。同時，主動開發對老弱病殘幼等特殊旅客群體的服務項目，使旅客得到特別的照顧，乘機無後顧之憂。

醫療救護情況。二零一六年度，美蘭機場急救門診為過往旅客及員工提供就醫服務為8,078人次，比去年同期增加2,000人次。出動急診168次，擔架轉運危重症旅客15人次。

器官運輸。二零一六年度，美蘭機場依據國家衛生和計劃生育委員會、公安部、交通運輸部、民航局、中國鐵路總公司、中國紅十字會總會聯合印發的《關於建立人體捐獻器官轉運綠色通道的通知》以及民航局《關於進一步做好特殊航空運輸服務工作的通知》要求，為規範人體捐獻器官的航空運輸保障流程，提供安全、便捷、順暢、高效的運輸服務，制定《海口美蘭國際機場人體捐獻器官航空運輸保障方案》，規定了適用範圍、保障流程、保障任務單等，明確保障要求。

COORDINATE AND GROW TOGETHER 協調，共同成長

With the stress on management of safe production, Meilan Airport strengthens cooperation of supply chain, carries out responsible procurement and cooperates with partners in co-construction and sharing to achieve a win-win situation and realise the growth together.

(I) Safe Production Management

Safety is the “lifeline” of civil aviation. In 2016, the second year for construction of “Safe Civil Aviation”, Meilan Airport continued to comply with the requirements under the work plan of the CAAC for construction of “Safe Civil Aviation” based on the safe production policy of “Safety and Prevention First under Comprehensive Management” to make sure all the production work follow the relevant systems, regulations and procedures.

1. Safety management system

In 2016, Meilan Airport shouldered the main accountability on safety responsibility of and entered into safety responsibility statements at all levels to clarify safety responsibilities. There was no unsafe incident due to responsibility cause throughout the year and all safety indicators met the established requirements in year of 2016.

Implement the main accountability system on safety. In 2016, Meilan Airport defined the division of safety management areas and clarified the responsibility of all departments and units on site by means of meshing to prevent ignorance and overlapping of responsibility and assign responsibility to specific personnel to give full play to the subjective initiative of personnel at all levels in safety management to cover all the areas and ensure connection of all levels, forming a mechanism and atmosphere in which “all people to ponder and care about safety”.

美蘭機場重視安全生產管理，加強供應鏈合作，開展負責任採購，攜手夥伴合作共贏，共建共享，共同成長。

(一) 安全生產管理

安全是民航工作的「生命線」。二零一六年是「平安民航」建設的第二個年頭，美蘭機場持續貫徹落實民航局「平安民航」建設工作方案要求，以「安全第一、預防為主、綜合治理」為安全生產方針，確保一切生產活動嚴格遵守相關的制度、法規及流程。

1. 安全管理體系

二零一六年度，美蘭機場落實安全主體責任，層層簽訂安全責任書，明確安全責任。二零一六年全年未發生責任原因不安全事件，各類安全指標均達到既定要求。

落實安全主體責任。二零一六年度，美蘭機場界定了安全管理區域劃分，按照網格化明確各部門及駐場單位安全主體責任，不留死角、杜絕交叉、責任到人，充分發揮責任主體各級人員的安全管理主觀能動性，橫向到邊，縱向到底，層層傳導，形成「人人想安全、人人抓安全」的機制與氛圍。



COORDINATE AND GROW TOGETHER 協調，共同成長

Improve risk management system. In 2016, Meilan Airport amended the “Regulations on Dynamic Management of Safety Risks of Haikou Meilan International Airport (《海口美蘭國際機場安全風險動態化管理規定》)” in accordance with the safety standards of internal civil aviation airports, involving re-clarification and refinement of the description of sources of danger, judgment criteria of risk index, risk management working procedures, etc.

Decompose safety responsibility goals. In 2016, Meilan Airport clarified the annual safety work goals of supporting units in accordance with the annual safety responsibility statement of CAAC, and conducted inspection and urged all departments to prepare the responsibility statements, which were signed level by level to assign responsibilities to all levels, forming a closed loop of safety responsibility system in which the responsibility statements were entered into at the beginning of the year and implemented throughout the year and the target assessment results were achieved at the end of the year.

Strengthen safety performance management. In 2016, Meilan Airport set up 9 Tier-1 project indicators, 33 Tier-2 project indicators and 73 Tier-3 project indicators for safety performance, and developed 175 control measures and 311 action plans. The safety performance management is implemented in daily safe production management thanks to the improvement and management of a series of elements including target orientation, standardized operation, risk management and control, performance assessment and incentive policy.

完善風險管理制度。二零一六年度，美蘭機場對接國際民航機場安全標準，修訂《海口美蘭國際機場安全風險動態化管理規定》，重新明確和細化了危險源描述、風險指數判定標準、風險管理工作程序等內容。

分解安全責任目標。二零一六年度，美蘭機場依據民航局年度安全責任書，明確各保障單位年度安全工作目標，並檢查、督促各部門分解細化制定各層級責任書，逐級簽訂、層層負責，實現年初簽訂安全責任書、全年監督落實、年底兌現目標考核結果的安全責任體系閉環。

加強安全績效管理。二零一六年度，美蘭機場安全績效共設置一級項目指標9個，二級項目指標33個，三級項目指標73個，並制定了175個控制措施，311個行動計劃。通過目標定位、規範運行、風險管控、績效考核、激勵政策等一系列要素的完善與管控，將安全績效管理貫穿於日常安全生產管理工作中。

COORDINATE AND GROW TOGETHER 協調，共同成長

2. Safety and techniques protection

In 2016, Meilan Airport, based on the work emphasis, difficulties and focus in the current development, continuously tackled safety techniques issues. By building an exchange platform and improvement of management mechanism, Meilan Airport exerted great efforts in terms of scientificity, profundity and achievement transformation, and developed plans to advance the tackling of key problems with all strengths.

2. 安全技術保障

二零一六年度，美蘭機場緊密結合目前發展過程中的工作重點、難點、焦點問題，持續開展安全技術課題攻關。通過搭建交流平台，完善管理機制，在科學性、深入度及成果轉化方面狠下功夫，制定攻關計劃並全力推進。

Recent advances in respect of safety techniques issues

安全技術課題的最新進展

- For the project titled “automatic fire extinguishing of vehicle engine”, Meilan Airport cooperated with the manufacturer in tackling key problems with scientific means. A feasible plan for transformation of the full automatic fire extinguishing device in the engine compartment of shuttle buses was developed and implemented, which is the first successful solution for this topic with good effects
- 「車輛發動機自動滅火」課題項目，聯合廠家採取科技手段進行攻關，制定並實施改造旅客擺渡車發動機機艙全自動滅火裝置的可行性方案，已率先完成該課題攻關，效果較好
- For the project titled “prevention of collision of special vehicles against aircrafts”, transformation was completed by installing anti-collision and unintended touch-proof safety systems and devices on platform trucks, passage stairs, etc.
- 「特車防撞航空器」課題項目，針對平台車、客梯車等加裝防碰撞、防誤觸安全系統裝置，完成改造工作
- For the project titled “power supply guarantee for key sites”, contracts on procurement of equipment have been entered into and the implementation of transformation plan has commenced
- 「重點部位供電保障」課題項目，已完成設備採購的合同簽訂，開始實施施工改造計劃
- For the project titled “enhancement of security inspection personnel’s capacities in terms of identification and inspection of dangerous goods”, a number of trainings were provided on capacities in terms of identification and inspection of dangerous goods and the pass rate of assessment reached 95%
- 「安檢人員對隱含危險品的識別查控能力提升」課題項目，已多次開展隱含危險品識別查控能力培訓，考核合格率达95%



COORDINATE AND GROW TOGETHER 協調，共同成長

3. Special safety campaigns

In 2016, Meilan Airport put more efforts on special safety campaigns and carried out publicity on security culture and activities for anti-terrorist, publicity and implementation. While establishing a fire safety management system, Meilan Airport proceeded with the “Safety Amoeba” to promote the activity of “Month for Safety Production”.

Carry out publicity on security culture. In 2016, Meilan Airport adjusted the security management responsibility structure, prepared an internal security management manual, conducted special rectification and reinforced intrusion control for control zones. Besides, funds were used for security to enhance the overall security management ability of Meilan Airport. Meanwhile, Meilan Airport passed the assessment of “Safe Civil Aviation” construction in Central and Southern China of the CAAC and ranked the second amongst 13 transport airports under the Central and Southern jurisdiction of the CAAC.

Launch anti-terrorism publicity and implementation activity. In 2016, by leveraging the transport during the Spring Festival, guarantee for Boao annual conference and Month for Safe Production, Meilan Airport organized law dissemination on “Anti-Terrorism Law” for over 130 attendants from all departments of the Company and units and shops in the airport; a second training was offered by way of regular meeting, scene, informal discussion, etc. to ensure that all staff know, understand and abide by laws and enhance their awareness of anti-terrorism. Anti-terrorism knowledge was conveyed to staff of the Company through “micro classes” and the reading quantity was over 500; in the public areas in the airport, 90 posters on anti-terrorism were posted; 500 books on Anti-Terrorism Law were released, building a security culture themed by anti-terrorism.

3. 安全專項活動

二零一六年度，美蘭機場加強安全專項活動，開展安保文化宣傳和反恐宣貫活動，建立消防安全管理體系，開展「安全阿米巴」工作，推動「安全生產月」活動。

開展安保文化宣傳。二零一六年度，美蘭機場調整安保管理職責架構、編製內保管理手冊、開展專項整治工作、加大控制區防入侵巡控力度，投入安保資金，提升美蘭機場整體安保管理能力。同時憑藉紮實的安保工作通過民航中南地區「平安民航」建設考核，在民航中南轄區內13家運輸機場中排名第二。

開展反恐宣貫活動。二零一六年度，美蘭機場以春運、博鰲年會保障、安全生產月為契機，組織開展《反恐法》普法教育，參加人員包括本公司各部門、駐場各單位及駐場商家等共130餘人；利用例會、現場、座談等多種方式，開展《反恐法》二次培訓，確保全員知法、懂法、守法，提高反恐怖主義意識；通過「微課堂」向公司員工推送反恐知識，閱讀量達500餘人次；在機場公共區域張貼反恐海報90張；發放《反恐法》讀本500本，建設以反恐為主線的安全文化。

COORDINATE AND GROW TOGETHER 協調，共同成長

Establish a fire safety management system. In 2016, Meilan Airport formulated 19 systems including the Plan for Construction and Implementation of a “Fire Safety Management System of Meilan Airport (《美蘭機場消防安全管理體系建設實施方案》)” and 12 procedure documents including system audit control procedures to strengthen the fire safety awareness of travelers and staff, and utilized electronic screens and broadcasting stations in terminal buildings and other places for repeated broadcasting of safety tips and public service advertisements on fire safety and meanwhile carried out activities relating to the 119 fire control publicity day to increase efforts for publicity of fire control and safety knowledge. Mr. Lin Shutian from the Flight Area Management Department of the Company won the award of advanced individual at the third session of national “119 Fire Fighting Award” selection held by the Fire Department of Ministry of Public Security and was the sole individual winning an award at this session in Hainan Province and civil aviation system.

Promote the activity of “Month for Safe Production”. In 2016, Meilan Airport carried out the activity of “Month for Safe Production” in order to further eliminate potential safety hazards in all departments, prevent accidents, reduce various unsafe incidents, intensify the aviation safety guarantee capability, consolidate the foundation of safety management and improve safe operation quality.

Enhance emergency disposal capacity. In 2016, Meilan Airport organized emergency drills to enhance staff’s emergency disposal capacity. Due to the guarantee work against the typhoon “Sarika”, Meilan Airport smoothly managed the typhoon with “zero loss”. 45 emergency rescue drills were conducted including emergency drill of connection of the chain scission of baggage sorting disc and emergent switch drill of departure system server. Moreover, 143 desktop drills were carried out involving 1,860 person-times, including the emergency drill (actual combat simulation) of anti-explosion and treatment of emergencies, drill (actual combat simulation) of treatment of unlawful intrusion into the boundaries of control zones and so on, and carried out actual combat drills of “emergency response of anti-terrorism (反恐應急處置)” throughout the year, and “emergency response of delay in a large number of flights (航班大面積延誤應急處置)”. In addition, Meilan Airport held 10 fire drills involving 24 firefighting trucks and 161 persons.

建立消防安全管理體系。二零一六年度，美蘭機場制定《美蘭機場消防安全管理體系建設實施方案》等19個制度，編製體系審核控制程序等12個程序文件；增強旅客和員工消防意識，利用候機樓電子屏幕及廣播站滾動播放消防安全提示、消防公益廣告等，同時通過舉辦119消防宣傳日有關活動，加大消防安全知識宣傳力度。本公司飛行區管理部林書天先生在公安部消防局舉辦的第三屆全國「119消防獎」評選中獲得先進個人獎項，為本屆海南省和民航系統唯一獲獎個人。

推動「安全生產月」活動。二零一六年度，美蘭機場為進一步治理各部門安全隱患，防範安全事故，減少各類不安全事件，強化航空安全保障能力，夯實安全管理基礎，提升安全運行品質，開展「安全生產月」活動。

提升應急處置能力。二零一六年度，美蘭機場開展應急演練項目，提升員工應急處置能力。順利完成「莎莉嘉」颱風保障工作，使美蘭機場「零損失」平穩過渡；開展行李分揀盤斷鏈對接應急演練、離港系統服務器應急切換演練等45項應急救援演練；開展防爆處突應急（實戰模擬）演練、控制區圍界非法侵入處置（實戰模擬）演練等；全年開展「反恐應急處置」實戰演練、「航班大面積延誤應急處置」桌面演練等共143次，參與1,860人次；開展消防演練10次，出動消防車24輛、參與161人次。

COORDINATE AND GROW TOGETHER 協調，共同成長

Reinforce the transportation management of hazardous articles. In 2016, Meilan Airport entered into a hazardous articles air transportation ground agent agreement with Hainan Airlines, Air China, Shenzhen Airlines and Tianjin Airlines. The Company focused on the management of qualifications of staffs in charge of hazardous articles, and carried out 20 sessions of training programmes regarding hazardous articles as of April 2017 and improved the staff certification rate in the meanwhile.

加強危險品運輸管理。二零一六年度，美蘭機場與海南航空、中國國航、深圳航空和天津航空4家航空公司簽訂《危險品航空運輸地面代理協議》；重點關注危險品人員資質管理，截至二零一七年四月，開展20期危險品培訓工作，同時提高員工持證比例。

Case: Emergency desktop drill carried out by Meilan Airport against large-scale flight delays during the Spring Festival

On 11 January 2017, Meilan Airport carried out emergency desktop drill for large-scale flight delays during the spring festival, and set up a scenario exercise, so as to optimize and improve emergency responses, dispatch coordination, on-site handling and resumption capability of operation of Meilan Airport against large-scale flight delays, and provide solid guarantee for the smooth operation of Meilan Airport during the Spring Festival in 2017. Representatives from the CAAC Hainan Administration, Hainan Air Traffic Management Bureau (民航海南空管分局), the Airport Public Security Bureau, airline companies and operation support units totalled 45 persons participated in the drill.

案例：美蘭機場開展春運大面積航班延誤應急處置桌面演練

二零一七年一月十一日，美蘭機場開展春運大面積航班延誤應急處置桌面演練，並設置了場景演練，完善和提高了美蘭機場針對大面積航班延誤的應急反應、指揮協調、現場處置及恢復運行能力，為二零一七年春運期間機場的平穩運行提供有力保障。民航海南安全監督管理局、民航海南空管分局、機場公安分局、各航空公司以及各運行保障單位代表共計45人參加了演練活動。



◀ Emergency desktop drill of Meilan Airport against large-scale flight delays during the Spring Festival
美蘭機場春運大面積航班延誤應急處置桌面演練

(II) Strengthen Supply Chain Management

In 2016, Meilan Airport strengthened the environmental and social risks management of supply chains, promoted compliance and transparent procurement, and strengthened safety management of supply chains, for the sake of setting up a responsible supply chain. For the year ended 31 December 2016, there was no significant non-compliance event which had actual and potential negative impact on the business ethics, environmental protection, human rights and laboring policies to Meilan Airport from major suppliers.

Accountable procurement. In 2016, with respect to the material procurement, non-material procurement, sporadic procurement, contingency procurement and others, Meilan Airport developed the “Hierarchical Management Regulations regarding Materials Procurement Plans of Haikou Meilan International Airport (Trial) (《海口美蘭國際機場物資採購計劃分級管理規定》(試行))”, the “Self-examination Management Regulations regarding Non-material Procurement of Haikou Meilan International Airport (《海口美蘭國際機場非物資採購自查管理規定》)”, the “Regulations of Sporadic Procurement Management of Haikou Meilan International Airport (《海口美蘭國際機場零星採購管理規定》)” and other rules and regulations. Meanwhile, in order to standardize the approval process of infrastructure business, the Company formulated and issued the “Document Approval for Infrastructure Project Management of HNA Infrastructure Company Limited (Meilan Airport) (Trial) (《航基股份(美蘭機場)基建項目管理類公文審批規程(試行)》)”, reinforcing the transparent procurement and compliance procurement.

Strengthen safety management of supply chain. In 2016, Meilan Airport has strengthened the supply chain safety management and entered into the Aviation Safety Liability Agreement with 17 freight forwarding companies and two freight agents. The Company has conducted analysis over the non-compliance acts of the agents on a monthly basis and regularly visited the agents and organized special training on hazardous articles transportation for the agents.

(二) 加強供應鏈管理

二零一六年度，美蘭機場加強供應鏈的環境和社會風險管理，推動合規透明採購，加強供應鏈安全管理，打造負責任供應鏈。截至二零一六年十二月三十一日止年度，美蘭機場未發生任何主要供應商對商業道德、環境保護、人權及勞工措施造成任何重大實際及潛在的負面影響或不合規事件。

負責任採購。二零一六年，美蘭機場在物資採購、非物資採購、零星採購、緊急採購等方面，制定了《海口美蘭國際機場物資採購計劃分級管理規定》(試行)、《海口美蘭國際機場非物資採購自查管理規定》、《海口美蘭國際機場零星採購管理規定》等規章制度；同時，為規範基建業務審批流程，制定並下發《航基股份(美蘭機場)基建項目管理類公文審批規程(試行)》，加強透明採購和合規採購。

加強供應鏈安全管理。二零一六年度，美蘭機場加強供應鏈安全管理，與17家貨運代理公司及兩名貨運代理人簽訂《航空安全責任書》，每月對代理人存在的違規行進行統計，定期走訪代理人、組織代理人開展危險品運輸專項培訓。



COORDINATE AND GROW TOGETHER 協調，共同成長

(III) Collaboration of the Development with Partners

In 2016, Meilan Airport Training Institute sought the cooperation with schools, to speed up the marketization. With the focus on the marketing development of the south-central China and Southwestern China, and by virtue of thorough investigation and research on 14 cooperated colleges and institutions, Meilan Airport Training Institute eventually reached training cooperation agreements with four institutions, and a cooperation intention regarding joint education with Hainan College of Vocation and Technique, exported training inter-provincial for the first time.

Firefighting cooperation. In 2016, Meilan Airport Training Institute cooperated with Hainan Province Fire Protection Association to organize the staff to obtain the certificates of safety firefighters and fire commanders, etc. Meanwhile, Meilan Airport has achieved win-win situation in reputation and profitability via participation of fire protection quality monitoring and inspection and national exhibition and other activities.

School-enterprise cooperation. In 2016, Meilan Airport Training Institute and Hainan College of Vocation and Technique reached a cooperation intention on joint education, pursuant to which. As a training base of civil aviation students, Meilan Airport Training Institute purported to further fostering the expertise level of students, and lay a foundation for talents' preservation and cultivation retaining of the Company.

Training output. In 2016, Meilan Airport Training Institute carried out cooperations with civil aviation colleges and institution in Kunming, Chengdu, Chongqing and others, conducted appraisal and training works of professional security inspection skills by designating teachers externally, to build excellent training brand of Meilan Airport with rigorous teaching expertise.

(三) 攜手夥伴發展

二零一六年度，美蘭機場培訓學院探索校企合作模式，加快市場化運行。以中南和西南地區為市場開發重點，通過對14所合作院校進行摸底評估考察，最終與4所院校達成培訓合作協議，並與海南職業技術學院達成校企聯合辦學合作意向，首次實現學院跨省對外輸出培訓。

消防合作。二零一六年度，美蘭機場培訓學院與海南省消防協會合作，組織員工考取安全消防員證、消防指揮員證等，同時通過參加消防質量監測檢驗及全國展覽會等活動，實現品牌及收益雙贏。

校企合作。二零一六年度，美蘭機場培訓學院與海南職業技術學院達成聯合辦學合作意向。作為民航類學生的實訓基地，美蘭機場培訓學院旨在加強培養學生技能水平，為企業儲備及培養人才做鋪墊。

輸出培訓。二零一六年度，美蘭機場培訓學院與昆明、成都、重慶等民航類院校進行合作，外派教員開展安檢職業技能鑑定培訓工作，以嚴謹的授課技巧，打造美蘭機場優秀培訓品牌。

GREEN AFFORESTING AIRPORT 綠色，園林機場

As a modern afforesting international airport, Meilan Airport has developed an energy management system and energy statistics database, introduced airport low-carbon certification, and built an “energy-saving, environmental, technological and user-friendly” green airport. In addition, by leveraging on the unique natural edges of Hainan Island, the Company has introduced tropical plants, enabling the visitors to enjoy more than 200 plants at the green field of the “first ecological gardening airport of China” with an area of 1.76 million square meters. In the meantime, two tourism and cultural corridors at the length of more than 300 meters have been built in the domestic arrival hall of Meilan Airport, through such form of cultural concentration, enabling the passengers experience “taking the elevator into the forest, walking on path to travel in Hainan (坐著電梯進森林，走著步道游海南)”, and have a view of scenery of Maritime Silk Road of China and Hainan culture. By virtue of the foregoing measures, Meilan Airport was awarded the “Green and Efficient Airport Award” in the 6th Airport Construction Summit in 2016.

(I) Pay Attention to Environmental Management

Meilan Airport implemented sustainable development strategy and built a green airport which is strictly compliant with the national “Green Airport Planning Guidelines (《綠色機場規劃導則》)”, the “Green Terminal Standard (MH-T5033-2017) (《MH-T5033-2017綠色航站樓標準》)”, the “Regulations of Energy Management System (GB/T2331-2012) (《GB/T2331-2012能源管理體系要求》)” and other administrative policies.

美蘭機場作為現代化園林式國際機場，通過建設能源管理體系及能源統計數據庫、啟動機場低碳認證等工作，構建「節約、環保、科技和人性化」的綠色機場。除此之外，本公司借助海南島獨特自然優勢，引入熱帶植物，使旅客可在「中國第一生態園林機場」176萬平方米的綠地內觀賞多達200餘種植物。同時，美蘭機場在國內到達廳打造了兩條全長300多米的旅遊文化長廊，通過文化濃縮的形式使抵達海南的旅客能夠感受到「坐著電梯進森林，走著步道游海南」，將中國海上絲綢之路及海南文化風光盡收眼底。憑藉以上工作，美蘭機場在二零一六年第六屆機場建設發展國際峰會上，被授予「綠色高效機場獎」。

(一) 重視環境管理

美蘭機場推進可持續發展戰略，嚴格遵守國家《綠色機場規劃導則》、《MH-T5033-2017綠色航站樓標準》、《GB/T2331-2012能源管理體系要求》等管理制度，建設綠色機場。

- Meilan Airport was awarded the “Green and Efficient Airport Award” 美蘭機場被授予「綠色高效機場獎」



GREEN AFFORESTING AIRPORT 綠色，園林機場

In 2016, Meilan Airport prepared the management systems such as the “Low Carbon Construction Plan of 2016-2018 (《二零一六年至二零一八年度低碳建設規劃》)”, the “Energy Management System Manual (《能源管理體系手冊》)”, the “Green Airport Standard (《綠色機場標準》)” and the “Energy Management Procedure Document (《能源管理程序文件》)”, enhanced the certification management of ISO14000 series, ISO50001, GB/T 23331-2012. Meilan Airport has set up an energy management system, and formed a leading group chaired by the vice president of the department, under which an energy-saving emission reduction management center has been established, as well as formed the corresponding incentive mechanism. In 2016, the landscaping ratio of Meilan Airport reached 99.6%. Meilan Airport has been successively awarded the “China Green-Benefit Enterprise Award: Best Model (中國綠效企業最佳典範獎)”, the “Annual Green & Low Carbon Airport for Social Responsibility (年度綠色低碳機場社會責任獎)” by the United Nations and professional international organizations and China Airport Development Conference, the “International Sanitary Airport (國際衛生機場)” granted by the World Health Organization (WHO), the “Top Ten Meritorious Enterprise for Energy Conservation and Emission Reduction (海南省節能減排十大功勳企業)”, to name but a few.

二零一六年度，美蘭機場編製《二零一六年至二零一八年度低碳建設規劃》、《能源管理體系手冊》、《綠色機場標準》、《能源管理程序文件》等管理制度，加強ISO14000系列、ISO50001、GB/T 23331-2012等認證管理；建設能源管理體系，成立以分管副總裁為組長的領導小組，下設節能減排管理中心，同時建立了相應的激勵機制。二零一六年度，美蘭機場綠化率達可綠化面積的99.6%。先後被聯合國和專業性國際組織、中國機場發展大會授予「中國綠效企業最佳典範獎」、「年度綠色低碳機場社會責任獎」、世界衛生組織(WHO)「國際衛生機場」、「海南省節能減排十大功勳企業」等榮譽。



▲ Star-rated Meilan – the “Pioneer” of Green Airport
星級美蘭——爭做綠色機場的「領跑者」

(II) Strengthen Energy Conservation and Emission Reduction

Meilan Airport complies the laws and policies of Air Pollution Control Law, Solid Waste Pollution Prevention Law, Surface Water Environmental Quality Standard and Environmental Air Quality Standard. We are adhering to the concept of green environmental protection and pay attention to energy conservation and environmental protection. In 2016, Meilan Airport took the initiatives to scrutinize the policy, implemented technical reform, carried out the replacement of airplane APU (Auxiliary Power Unit, airborne auxiliary power unit) power equipment supply by corridor installed with ground power and air conditioning system, and other reconstructions such as photovoltaic power station and functional area street lamp LED transformation, for the sake of creating a low-carbon economic development mode of operation, low-carbon industrial scale development, ecological environment, beautiful and harmonious green sustainable development in the airport.

Strengthen energy demand management. In 2016, Meilan Airport took reference to the domestic and overseas successful experience of green work development, strengthened energy demand management, achieved renewable energy alternative applications through carbon reduction, low water consumption, maximum utilization of reclaimed water, and traffic accessibility.

Build an energy statistics database. In 2016, Meilan Airport built a database of energy statistics to complete the full installation of the carbon footprint meter, laid the foundation for the follow-up quota application for carbon emissions market, for the sake of improving energy efficiency as the core, establishing a scientific management system as a means to take "Efficient use of resources, low impact on the environment" approach, and achieving the total reduction of major pollutants to improve the ecological environment quality of Meilan Airport.

Introduce airport low-carbon certification. In 2016, Meilan Airport formulated the ACA (Airport Carbon Accreditation) annual implementation plan, set up a working group and was initially qualified to apply for the ACA certification.

(二) 加強節能減排

美蘭機場遵守《大氣污染防治法》、《固體廢物污染環境防治法》、《地表水環境質量標準》、《環境空氣質量標準》等法律和政策，秉承綠色環保理念，重視節能減排和環境保護工作。二零一六年度，美蘭機場主動研究政策，推行技術改革，廊橋加裝地面電源及空調系統代替飛機APU (Auxiliary Power Unit, 輔助動力裝置) 電源設備供電、光伏發電站、功能區路燈LED改造等項目建設，致力打造成經濟發展方式低碳化運行、低碳產業規模化發展、生態環境優美和諧的綠色可持續發展機場。

強化能源需求管理。二零一六年度，美蘭機場借鑑國內外綠效發展的成功經驗，強化能源需求管理，通過碳減排、低水耗、中水的最大化循環利用、交通可達性等手段，實現可再生能源替代應用。

建設能源統計數據庫。二零一六年度，美蘭機場建設能源統計數據庫，完成碳足跡計量表的全面安裝，為後續碳排放市場交易配額申請奠定基礎，以提高能源利用率為核心，建立科學管理制度為手段，採取「高效率利用資源、低限度影響環境」的方式，實現主要污染物總量削減，提升美蘭機場生態環境質量。

啟動機場低碳認證。二零一六年度，美蘭機場制定ACA (Airport Carbon Accreditation, 機場低碳認證) 年度實施計劃、成立工作小組，初步具備申報ACA認證條件。



GREEN AFFORESTING AIRPORT 綠色，園林機場

Complete energy-saving emission reduction and technical transformation projects.

In 2016, Meilan Airport has completed the implementation of the water reuse project, 20 sets of bridge equipment transformation, central air conditioning intelligent energy-saving transformation and wind cabinet transformation, the formal application of the biodiesel alternative petrochemical diesel, the room lighting control system intelligent transformation, the renovation project of insulated cotton of central air conditioning cabinet and the construction of other projects. Through the implementation of the above technological transformation projects, achieved 360,000 tons of water resources, reducing carbon dioxide emissions by about 9,500 tons, reducing aircraft fuel consumption more than 2 million kilograms per year. In respect of flight area navigation lights energy consumption, the energy-saving technical transformation on existing 500 sets of taxiway side lights was carried on, and it is expected to save more than RMB100,000 in electricity costs per year upon completion. The passenger ladder lamp technical transformation was strengthened, which can control the vehicle fuel consumption effectively, thus achieving energy-saving emission reduction effect.

Build an energy-saving airport. Meilan Airport is committed to saving electricity and water, reducing energy consumption, building an energy efficient airport. In 2016, we formulated and revised a series of rules and enforcement regulations on “Measures for the Administration of Water Use for Dormitory Use of Staff Dormitories (《員工宿舍用水用電管理辦法》)”, strengthened the protection of the policy and transform the existing water consumption equipment technically with large energy consumption equipment. According to “Water Save Management Regulations in Haikou City (《海口市城市節約用水管理規定》)”, an energy conservation team was set up. It was led by a department general manager as team head and managers and executives as team members in an attempt to take practical measures to reduce resource and energy consumption.

完成節能減排技改項目。二零一六年度，美蘭機場已完成中水回用項目實施、20套橋載設備改造、中央空調智能節電改造及風櫃改造、生物柴油替代石化柴油正式試用、候機樓照明控制系統智能改造、候機樓中央空調保溫棉改造等項目建設。通過推行以上技改項目，每年可節約水資源36萬噸、減少二氧化碳排放約9,500噸、減少飛機燃料200萬公斤以上；針對飛行區助航燈光能耗問題，對現有500套滑行道邊燈進行節能技術改造，預計完成後每年可節約電費成本人民幣10萬元以上；加強客梯車梯燈技術改造，有效控制車輛油耗，達到節能減排效果。

建設節能型機場。美蘭機場致力於節電節水，節約能源使用，建設節能型機場。二零一六年度，制訂及修訂《員工宿舍用水用電管理辦法》等系列規章制度和實施細則，加強制度保障；對現有的耗能較大的用電用水設備作技術改造；根據《海口市城市節約用水管理規定》，成立了以部門總經理為組長，經理和主管為組員的機場節能小組，採取切實可行的措施減少資源能源消耗。

Latest developments in energy-saving of Meilan Airport

美蘭機場節能方面的最新進展

Publicity and education	<ul style="list-style-type: none"> Conducted energy-saving and water-saving promotion campaigns in all staff various units of Meilan Airport Carried out energy-saving inspection of each unit every month, in case of water waste of any unit and individual, issued a notice of criticism and ordered them to make rectification Sent out energy-saving proposals to all employees to raise awareness of energy saving conservation to strive for being the model of energy-saving
宣傳教育	<ul style="list-style-type: none"> 在美蘭機場全體員工及各駐場單位間開展節電節水宣傳活動 每月對駐場單位進行節能檢查，對浪費用水單位和個人下發整改單，並通報批評 向全體員工發出節能倡議書，提高節約意識，爭做節能榜樣
Water-saving technology	<ul style="list-style-type: none"> In 2011, Meilan Airport invested RMB100,000 to complete the water balance test of the airport water supply system, to reform and update the meter and valve, to find the hidden causes and parts such as water running, emitting, dropping and leakage, and timely maintenance of water supply pipe network, put an end to a number of hidden water leakage point. Through the water balance analysis found out water leakage point and made timely repair, stop water leaking of more than 200,000 tons During the period from 2011 to 2014, Meilan Airport invested nearly RMB300,000 to transform the water supply facilities in the waiting room, updated 260 water-saving faucet, and installed 490 infrared-based flush devices. It is estimated that more than 100,000 tons of water can be saved for each year In 2014, Meilan Airport invested RMB2 million to carry out the construction of water reuse projects, saving 360,000 tons of water resources per year
節水技術	<ul style="list-style-type: none"> 二零一一年，美蘭機場投資人民幣10萬元，完成了機場供水系統的水平衡測試，改造更新計量表和閥門，查找跑、冒、滴、漏等隱性原因和部位，及時維修供水管網，杜絕了多處隱性漏水點。通過水平衡計量分析發現漏水點並及時搶修，堵漏節水達20萬多噸 二零一一年至二零一四年期間，美蘭機場投資近人民幣30萬元，改造候機樓供水設備設施，更新調控節水型龍頭260隻，安裝紅外線感應式沖便節水器490隻。據測算，每年可節水10多萬噸 二零一四年，美蘭機場投資人民幣200萬元，進行中水回用項目建設，每年可節約水資源36萬噸
Standardized management	<ul style="list-style-type: none"> Conducted strict energy control measures for water and power use in office, staff canteens, staff dormitories and other major public places, as well as in greening and water landscape Organized energy conservation inspection and supervision for several times so that energy conservation work can be carried out in a long run effectively Strengthened the monitoring and inspection and patrol of water and power information and facilities, reduced nearly 200,000 tons of water resources loss per year
規範管理	<ul style="list-style-type: none"> 對辦公室、員工食堂、員工宿舍等主要公共場所，以及綠化養護、噴水景觀等工程的用水用電實行了嚴格的用能控制措施 多次組織節能檢查和督促檢查，使節能工作長效的開展 加強對水電數據和設施的監控和巡查，每年減少近20萬噸水資源的流失

(III) Low-Carbon Office Operation

In 2016, Meilan Airport proactively fulfilled the green development mission, and carried out low-carbon office operation, to reduce the impact on the environment and natural resources from our operation. Through the use of green energy, we can achieve power saving of 6.3 million kWh, water saving of 365,000 tons, fuel saving of 2 million kilograms per year, and reducing pollutants emissions of 15,000 tons, reducing carbon emissions of 9,500 tons.

(三) 低碳辦公運營

二零一六年度，美蘭機場積極履行綠色發展使命，開展低碳辦公運營，減少自身運營對環境及天然資源帶來的影響。通過使用綠色能源，每年節省用電約630萬度、節約用水36.5萬噸，節約燃油200萬公斤、減少污染物排放1.5萬噸，減少碳排放量9,500噸。



SHARE AND IMPROVE WELFARE 共享，提升福祉

As a 5-Star airport, Meilan Airport adhered to the corporate culture of “contribute something for the community and contribute something for others”, to practise the social responsibility.

(I) Care for Employees' Growth

In 2016, Meilan Airport established and improved a multivariate and multilevel training system, carried out staff care activities, cared for the employees and grew together.

1. Protect employees' rights and interests

In 2016, Meilan Airport strictly implemented the “Labor Contract Law of the People's Republic of China(《中華人民共和國勞動合同法》)”. In the staff recruitment system, Meilan Airport clearly stipulated the working age and the working time, and there was no use of child labor or forced labor. Meilan Airport strengthened OHSAS18000 management, carried out equal employment, and not to differentiate employees by gender, age, disease and other factors. It also fully implemented the labor contract system,

美蘭機場作為五星機場，不僅需要為旅客提供最優質的服務，更要為社會做出相應貢獻，秉承「為社會做點事，為他人做點事」的企業文化，踐行社會責任。

(一) 關愛員工成長

二零一六年度，美蘭機場加強員工權益保護，建立健全多元多層培訓體系，開展員工關愛活動，關愛員工共同成長。

1. 維護員工權益

二零一六年度，美蘭機場嚴格貫徹執行《中華人民共和國勞動合同法》，在員工招聘制度中明確規定了用工年齡及勞動時間，未存在使用童工或強制勞工的情況。加強OHSAS18000管理，開展平等僱傭，不因性別、年齡、疾病等因素區別對待員工。全面推行勞動合同制度，依法規範履行勞動合同，勞動合同簽訂率為100%。每年按時進行勞動保障

SHARE AND IMPROVE WELFARE 共享，提升福祉

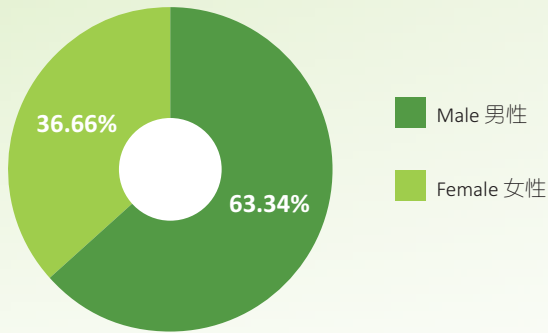
fulfilled the labor contract legally with the labor contract signing rate of 100%. Labor security is conducted on schedule each year and employment insurance is paid for disabled persons according to the provisions of the law, and handles employee relations legally. There was no occurrence of collective dispute of labor dispute or labor dispute arbitration. As of the end of 2016, the total number of staff reached 873, with a year-on-year increase of 140 persons.

Expand staff recruitment channels. In 2016, we formulated the “Management Regulations on Meilan Airport Talent Introduction (《美蘭機場人員引進管理規定》)”, “Business Notice to Regulate the Personnel Requirements Application (《關於規範人員需求申請工作的業務通告》)” and other regulations, developed campus recruitment, social recruitment and internship recruitment channels. In terms of social recruitment channel, in addition to the “cooperation with Hainan Talent Online (海南人才在線)”, the “ChineseHR.com (中華英才網)” and other external recruitment agencies, we also established labor dispatch, internship meritorious retention mechanism, recruited mature staff to support the front-line production while smoothed the labor dispatch and internship development channel; in terms of the internship recruitment channel, we established a good long-term relationship with Sanya Aviation & Tourism College (三亞航空旅遊職業學院), Sichuan Southwest Vocational College of Civil Aviation (四川西南航空職業學院), Sichuan Chengdu East Star Airlines Travel College (四川成都東星航空旅遊專修學院), Chongqing Normal University (重慶師範大學) and other institutions to provide interns for front-line production regularly.

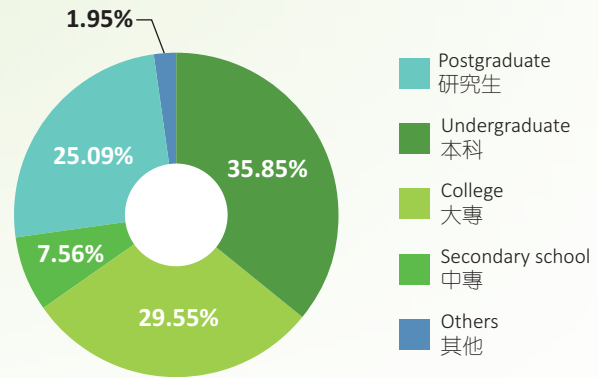
年審及按規定依法繳納殘疾人就業保障金，依法依規處理員工關係，未發生過一起勞資糾紛群體性突發事件和勞動爭議仲裁案件。截至二零一六年底，員工總數達873人，同比增加140人。

拓展員工多元招聘渠道。二零一六年度，制定《美蘭機場人員引進管理規定》、《關於規範人員需求申請工作的業務通告》等規定，開發校園招聘、社會招聘及實習生招聘渠道。在社會招聘渠道上，除與「海南人才在線」、「中華英才網」等外部招聘機構建立合作外，還建立了勞務派遣、實習生擇優留用機制，在暢通勞務派遣及實習人員成長發展通道的同時，通過錄用成熟人員支持一線生產；在實習生招聘渠道上，已與三亞航空旅遊職業學院、四川西南航空職業學院、四川成都東星航空旅遊專修學院、重慶師範大學等院校建立良好的長期合作關係，定期為生產一線輸送實習人員。

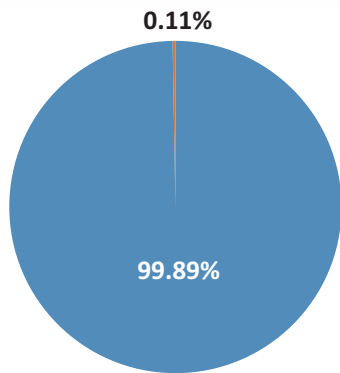
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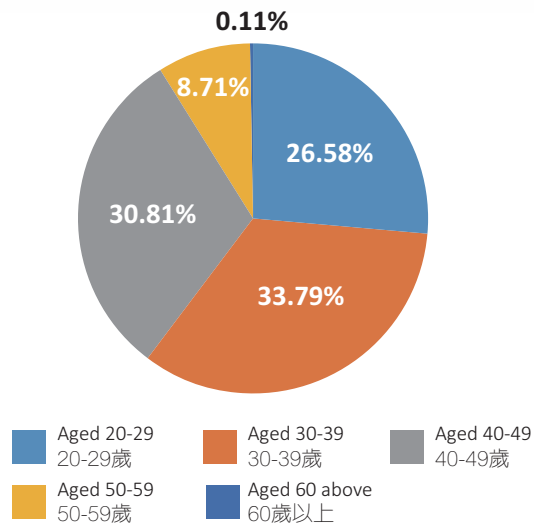
▲ Staff Gender Structure
員工性別結構



▲ Staff Education Structure
員工學歷結構



▲ Staff Regional Structure
員工地域結構



▲ Staff Age Structure
員工年齡結構

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Strengthen the international talent pool. In 2016, in conjunction with the internationalization strategy and the future business development of Meilan Airport, we continued to improve the talent pool through the development of talent inventory, talent selection projects and career counseling to inspire the overall development awareness, and create a good talent development atmosphere. International talent layout according to the management output, overseas investment and financing, international business development and other key areas were carried out, and the international shortage of talent stock was improved through the “incremental introduction, stock upgrade (增量引進、存量提升)”. As of April 2017, Meilan Airport had a total of three international talents.

Complete Youth Reserve Management Training Program precisely. In 2016, Meilan Airport developed a management plan to enhance the awareness of the management, integrating human resources, finance and other knowledge, and cultivated the reserve management personnel with diversified knowledge and skills. Linked training results with assessment to form a good exit and appointment mechanism. Since 2015, two sessions of youth reserve personnel selection and training activities have been organized and staff was encouraged to participate in reserve personnel selection of the Group. As of April 2017, a total of 22 people were selected for the reserve management talent pool, of which 12 have taken office, the remaining 10 are under training.

Improve the staff incentive mechanism and democratic management. In 2016, Meilan Airport linked performance assessment with staff salaries and benefits, salary adjustment, training and career development, gave full play to the positive performance incentives of the performance assessment with KPI (Key Performance Indicator) and other assessment tools. The Company's comprehensive management department has formulated the annual work plan white paper and the responsibility center performance appraisal program according to the annual production and operation task, and carried out the performance appraisal on the quarterly and monthly basis. The results of the appraisal are linked with the performance of the cadres and staff. We convened the new staff forum, at which the departmental leaders and management cadres gave a positive assessment of the performance of new staff, and made pertinent recommendations to the future career planning and encouraged new staff to specify their goals and directions.

加強國際化人才儲備。二零一六年度，美蘭機場結合國際化戰略及美蘭機場未來業務拓展，持續通過開展人才盤點、人才選拔項目、職業生涯輔導等方式健全人才庫，激發全員發展意識，營造良好的人才發展氛圍。圍繞管理輸出、境外投融資、國際業務開發等重點領域進行國際化人才佈局，通過「增量引進、存量提升」的方式，改善國際化人才存量不足問題。截至二零一七年四月，美蘭機場共儲備國際化人才3名。

做精青年軍後備管理人才項目 (MTP, Management Training Program)。二零一六年度，美蘭機場開發涵蓋管理層管理意識提升的培養計劃，整合人力資源、財務等知識，培育知識與技能多元化的後備管理人才。將培養成果與考核掛鉤，形成良好的退出與任用機制。自二零一五年開始，組織兩屆青年軍後備人才選拔與培養，組織員工參加後備人才選拔活動。截至二零一七年四月，共計22人入選後備管理人才庫，其中已任職出庫12人，在庫培養10人。

完善員工激勵機制和民主管理。二零一六年度，美蘭機場將績效考核與員工薪酬福利待遇、晉職調薪、培訓、職業生涯發展等掛鉤，借助KPI等考核工具，充分發揮績效考核正向激勵作用。公司綜合管理部每年初根據年度生產經營任務，制定年度工作計劃白皮書及責任中心績效考核方案，按季度、月度開展績效考核，考核結果與幹部員工績效進行掛鉤；召開二零一六屆新員工座談會，部門領導及管理幹部對新員工的表現給予肯定評價，並對未來職業規劃提出中肯的建議，鼓勵新員工明確自己的目標與方向。



SHARE AND IMPROVE WELFARE 共享，提升福祉

2. Strengthen staff training

Based on the demands of providing talents for the airport and the Company's strategic development, Meilan Airport implemented the reserve talents training program. Base on the "70-20-10" talent training law, aimed at conforming the competency-based requirements of the management cadres, it carried out training through mentoring by serving temporary positions, the vocational training tutors, business communication, self-learning and centralized face-to-face and other methods.

In 2016, Meilan Airport established the three-level training management system of "Company-Department-Position" and set up the Meilan Airport Training Institute at the organizational level, built an integrated training institution with airport business training, school-enterprise joint education and cooperated with research institutions to develop products, achieving the management benefits of serving the Company talents training internally and exporting training externally.

Table: Staff Training and Qualification in 2016

Name 名稱	Unit 單位	2016 二零一六年
Total teachers 師資總人數	person 人	44
Total training courses 培訓課程總期數	course 期/次	50
Total trainees of various kinds 各類培訓學員總人次	person 人	130,025
Total trainings of Civil aviation security business skills 民航安檢業務技能提升培訓總數	person 人次	65,114
Pass rate of the inspection and approval qualification examination 安檢資質證書考核通過率	%	98
Pass rate of the civil aviation dangerous goods qualification assessment 民航危險品資質證書考核通過率	%	98

In 2016, the Meilan Airport Training Institute course covers various areas of Meilan Airport security, land service, English, culture, management and civil aviation policy. It has established cross-disciplinary and interdisciplinary civil aviation knowledge base to comprehensively enhance the employees' operational capacity and expand the overall concept of development thinking.

2. 加強員工培訓

美蘭機場基於輸送人才和公司戰略發展需要，實施後備人才培養計劃。通過以人才培養「70-20-10」定律為依據，以符合管理幹部勝任能力要求為目標，使用掛職鍛煉、導師傳幫帶、業務交流、自我學習、集中面授等方式開展培養。

二零一六年度，美蘭機場建立了「公司—部門—崗位」三級培訓管理體系，並在組織架構層面成立美蘭機場培訓學院，打造成集機場業務培訓、校企聯合辦學、與科研機構合作研發產品為一體的綜合培訓機構，實現對內服務公司人才培養，對外輸出培訓的管理效益。

表：二零一六年員工培訓和資質認證情況

二零一六年度，美蘭機場培訓學院課程涵蓋美蘭機場安檢、地服、英語、文化、管理、民航政策等各個領域，建立起跨領域及跨學科的民航知識庫，全面提升員工業務能力以及拓展全局觀的發展思維。

SHARE AND IMPROVE WELFARE 共享，提升福祉

3. Carry out staff care

Amidst the concern regarding the development of the staff, Meilan Airport also cared for their physical and mental health to satisfy their needs and keep their work life balance through strengthening the occupational health and safety management, fully implementing the humanistic care and other work.

Holiday condolences warm heart. In 2016, Meilan Airport organized and carried out a series of condolence activities for the production line staff, difficult and retired staff during the Spring Festival, Mid-Autumn Festival, National Day and other major holidays, creating a warm and peaceful atmosphere, expressing the care for the staff of the Company and extending our holiday blessings and greetings to them.

3. 開展員工關愛

美蘭機場關注員工事業發展的同時，亦關愛員工身心健康，通過加強職業健康安全管理、全面落實人文關愛等工作，滿足員工需求，使員工工作生活兩平衡。

假日慰問溫暖人心。二零一六年度，美蘭機場在春節、中秋、國慶等重大節日期間，組織開展慰問生產一線員工、困難員工及退休員工等系列慰問活動，營造溫馨、祥和的佳節氛圍，表達公司對廣大員工的關懷之情，向員工致以節日的祝福與問候。

Case: Conduct new year condolences activity

In 2016, Meilan Airport organized the “heart-warming” project during the Spring Festival, distributing 200 boxes of coffee, 200 boxes of biscuits, 6,200 hamburgers, 1,000 boxes of instant noodles, 328 cotton coats, 525 mattresses, 50 boxes of ginger tea, 35 heaters and other care items, incurring an aggregate cost of RMB200,000.

案例：開展春節慰問活動

二零一六年度，美蘭機場在新春期間組織開展「送溫暖」活動，向一線員工發放咖啡200箱、餅乾200箱、漢堡包6,200份、方便麵1,000箱、棉大衣328件、床墊525張、生薑茶50箱、電暖器35台等關愛物品，累計發生費用人民幣20萬餘元。



▲ Meilan Airport's New Year Condolences Activity
美蘭機場新春慰問活動

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Case: “Shining Meilan, thanks for your company”- Meilan Airport’s Spring Festival Gathering Will

On 20 January 2017, the Meilan Airport Spring Festival Gathering Will and the Quality Assurance Conference themed on “Shining Meilan, thanks for your company (星耀美蘭•感恩有你)” was held at Meilan Airport Staff House Auditorium. The awards were granted to individuals and teams who won the 2016 Orchid Award Service Star, Dedicated Star, Management Star and 5-Star Team, respectively.



▲ “Shining Meilan, thanks for your company” – Meilan Airport’s Spring Festival Gathering Will
「星耀美蘭•感恩有你」——美蘭機場新春團拜會

案例：「星耀美蘭•感恩有你」—美蘭機場新春團拜會

二零一七年一月二十日，以「星耀美蘭•感恩有你」為主題的美蘭機場新春團拜會暨質管會二零一六年年會在美蘭機場員工之家報告廳隆重舉行。會上分別為獲得二零一六年度蘭花獎服務之星、奉獻之星、管理之星和五星團隊的個人及團隊頒獎。

Improve staff living and working environment. In 2016, Meilan Airport promoted the “Project No. 1” for staff care, transformed the front-line staff lounge and attendance area, and strived to create a warm and comfortable working environment for employees, which was well acclaimed by them. Meilan Airport also invested more than RMB3.50 million for the construction of Meilan Airport football field and brought it into service, providing the staff with an activity place for training and leisure and greatly enhancing the employee’s happiness index.

Pay attention to occupational health and safety. Meilan Airport has complied with the “Safety Production Law of People’s Republic of China (《中華人民共和國安全生產法》)”, “Occupational Disease Prevention Law (《職業病防治法》)” and other laws and regulations to prevent occupational health and safety risks and protect the occupational safety of employees. In 2016, for occupational health factors caused by high temperature weather, noise pollution, odor pollution, visual impact and so on, Meilan

改善員工生活工作環境。二零一六年度，美蘭機場推進員工關愛「1號工程」，改造一線員工休息室及備勤區，努力為員工創造溫馨、舒適的生活工作環境，受到了員工的好評。同時投資人民幣350餘萬元，修建美蘭機場足球場並交付使用，為員工提供了一個鍛煉、休閒的活動場所，大大提升了員工的幸福指數。

重視職業健康安全。美蘭機場遵守《中華人民共和國安全生產法》、《職業病防治法》等法律法規，防範職業健康和風險，保障員工職業安全。二零一六年度，美蘭機場針對高溫天氣、噪音污染、氣味污染、視力影響等職業健康影響因素，按季度向員工發放口罩、防毒面罩、耳塞、遮陽帽、防護手套、電工焊接防護服等勞保用品；在「春運」、

SHARE AND IMPROVE WELFARE 共享，提升福祉

Airport handed out masks, gas masks, earplugs, sun hoods, protective gloves, electrical welding protective clothing and other labor insurance products to the staff by season; during the “Spring Festival Travel”, “National Day Golden Week” and other peak flight season, it handed cool oil, throat treasure and other items to the front-line staff that served the tourists directly to sooth their fatigue of prolonged work.

Hold the first Staff Game. From 18 June to 19 June 2016, the “First Staff Game” was held successfully. There were a total of six major items in the Game, including track and field, football, basketball, ping-pong, billiards and interesting games and 26 small items. Management cadres at different levels and the staff actively participated in the game, involving more than 520 persons in total. It was the first overall comprehensive competition organized by Meilan Airport, fully demonstrating the solidarity and hard work spiritual style of Meilan Airport’s cadres and staff.



「十•一黄金周」等航班高峰季為面對旅客的一線員工發放清涼油，潤喉寶等物品，舒緩長時間工作給員工帶來的疲勞。

舉辦第一屆員工運動會。二零一六年六月十八日至十九日，順利舉辦美蘭機場「第一屆員工運動會」。運動會設置了田徑、足球、籃球、乒乓球、台球、趣味比賽共6個大項、26個小項。各級管理幹部與員工積極參與，參賽人員達520餘人次。此項賽事是美蘭機場首次組織的全員性綜合競賽活動。通過兩天的比賽，充分展現了美蘭機場幹部員工團結互助、奮力拼搏的精神風貌。

◀ Staff Game
員工運動會

Earnest to help staff in difficulty. In 2016, Meilan Airport pulled out RMB1.5 million to set up the Meilan Airport Charity Foundation, which would be used to support impoverished families, and also issued the “Charity Fund Management Approach”. For those who suffered from serious illness or other major changes that made employees’ family life difficult, we would start the staff mutual aid channel timely, and actively applied for “Meilan charity fund” for employees in difficulty, reflecting the responsibility assumed culture of Meilan Airport and increasing the staff sense of belonging and corporate cohesion. By the end of 2016, the Charity Foundation had funded a total of 12 staff in predicament with a subsidy of RMB610,000.

熱心幫扶困難員工。二零一六年度，美蘭機場劃拔人民幣150萬元專項經費，成立美蘭機場愛心基金會，同時還下發《愛心基金會管理辦法》，為困難員工提供幫扶。對於因患重病或其他重大變故導致家庭生活困難的員工，及時啟動員工互助通道，積極為困難員工申請「美蘭愛心基金」，體現了美蘭機場的責任擔當文化，增進了員工歸屬感和企業凝聚力。截至二零一六年底，愛心基金會共資助困難員工12名，資助金額人民幣61萬元。

SHARE AND IMPROVE WELFARE 共享，提升福祉

Community game with an overwhelming response. In 2016, Meilan Airport was preparing for the “First Meilan Airport Community Staff Game”, which was successfully held during 29 October to 30 October 2016. There were a total of six major items in the Game, including track and field, football and basketball and 33 small items, 14 resident entities participated in the Game, such as Southern Airlines, Hainan Air Traffic Control, airport customs and others, involving in more than 800 people. The Game promoted the exchange and contact between Meilan Airport and the resident entities and laid a solid foundation for creating a healthy community.

Joyful women’s day. In 2016, Meilan Airport organized to celebrate the “8 March” Women’s Day. It eased the psychological pressure of female employees through the activities of EAP (Employee Assistance Program) lectures, image ritual lectures and other activities; arranged physical health checks for all female employees and protected the health rights and interests of employees by “early detection, early prevention, and early treatment (早發現、早預防、早治療)”; organized female staff representatives to watch movies to enrich the staff cultural life.

社區運動會反響熱烈。二零一六年度，美蘭機場「第一屆美蘭機場社區職工運動會」於二零一六年十月二十九日至三十日順利舉行。運動會共設置田徑、足球、籃球等6個大項、33個小項，南方航空、海南空管、機場海關等14家駐場單位參與，參賽人數達800餘人。通過本屆運動會，促進了美蘭機場及各駐場單位之間的交流與聯繫，為打造健康社區奠定了堅實基礎。

巾幗節日歡聲笑語。二零一六年度，美蘭機場組織開展慶祝「三·八」婦女節活動。通過舉辦EAP(Employee Assistance Program)講座、形象禮儀講座等活動，緩解女員工心理壓力；安排全體女員工進行身體健康檢查，做到「早發現、早預防、早治療」，保障員工健康權益；組織女員工代表觀看電影，豐富員工文化生活。



▲ Lectures for women staff on “8 March” Women’s Day by inviting national EAP Consultants
特邀國家級 EAP 諮詢師在「三·八」婦女節之際為女職工舉辦講座

Exciting outward bound. In the second quarter of 2016, Meilan Airport allocated RMB1.05 million to fund the activities and organized all the staff to carry out the theme activity “Proceed to Happiness” by the departments. Cultivated staff sentiment, expanded staff vision and released work pressure through the outward bound, suburban outing and other activities, achieving the combination of work and rest, enhancing the staff sense of belonging and corporate cohesion and helping with building a “Blessed Meilan Family.”

戶外拓展振奮人心。二零一六年二季度，美蘭機場劃撥人民幣105萬元活動經費，組織全體員工，以部門為單位開展了「向快樂出發」主題活動。通過開展戶外拓展、郊外踏青等活動，陶冶員工情操，拓展員工視野，釋放工作壓力，實現勞逸結合，增強員工歸屬感和企業凝聚力，構建「幸福美蘭大家庭」。

SHARE AND IMPROVE WELFARE 共享，提升福祉



▲ Themed activity of “Proceed to the Happiness”
「向快樂出發」主題活動

▲ Activity of “Roundabout High-Speed Rail Experience Tour” of the retired cadres and staff
組織退休幹部員工「環島高鐵體驗之旅」活動

(II) Conduct Poverty Alleviation Donation

In 2016, Meilan Airport implemented the spirit of the Central Poverty Alleviation and Development Work Conference and General Secretary Xi Jinping’s important speech on poverty alleviation and development, vigorously carried forward the traditional virtues of helping the poor, actively participated in social poverty alleviation work, adhered to precise poverty alleviation, formed a paired assistance relationship with the Village Committee of Shuiwei Village, Shiling Town, Baoting County and the Village Committee of Sumin Village, Yanfeng Town, Haikou City, based on which it provided poverty relief funds of RMB50,000 in total, helping the villagers to solve the difficulties during their production and living activities.

On 5 June 2016, at the dawn of World Environment Day, together with the commonweal organization “Want the Hero (環太·城市英雄)”, Meilan Airport launched a series of old clothes donation activities, and won the “Public Friendly Entity” title granted by the “Want the Hero”.

(III) Dedicate to Volunteer Service

In 2016, Meilan Airport strengthened the volunteer service to feed back the society with loving actions.

Volunteer services were well acclaimed. During the “Spring Festival” in January 2016, together with Civil Aviation Hainan Regulatory Commission Youth League, Meilan Airport organized the youth members of the civil aviation system to carry out the “warm home road” volunteer service activity at the terminal, and also recruited 50 students in Lingshan Middle School to carry out the Spring Festival volunteer service activity at the

(二)開展扶貧捐贈

二零一六年度，美蘭機場貫徹中央扶貧開發工作會議和習近平總書記關於扶貧開發的重要講話精神，大力弘揚扶危救貧的傳統美德，積極參與社會扶貧工作，堅持精準扶貧、精準脫貧，分別與保亭縣什玲鎮水尾村委會和海口市演豐鎮蘇民村委會結對幫扶，共資助扶貧款人民幣5萬元，幫助村民解決生產生活困難。

二零一六年六月五日，在世界環境日到來之際，美蘭機場聯合公益組織「環太·城市英雄」發起捐贈舊衣物系列活動，獲得了「環太·城市英雄」授予的「公益友好單位」稱號。

(三)致力志願服務

二零一六年度，美蘭機場加強志願服務，用富於愛心的行動回饋社會。

志願服務深受好評。二零一六年一月「春運」期間，美蘭機場聯合民航海南監管局團委，組織民航系統青年團員在候機樓開展「溫暖回家路」志願服務活動，同時還面向靈山中學招募50名學生到候機樓開展為期15天的春運志願服務活動，為旅客提供

SHARE AND IMPROVE WELFARE 共享，提升福祉

Terminal for a period of 15 days, providing information, guide services and other convenient services for the tourists and demonstrating to the tourists the airport's civilized window, which were widely praised in society.

Carry out afforesting and tree planting activity. On 12 March 2016, Meilan Airport helped with the “double hit” of Haikou with practical actions, carried out voluntary tree planting activity at Meilan Airport international terminal and West Station Apron Passways and other places in response to the call of building a “Green Hainan” by Hainan provincial government. There were a total of more than 80 cadres and staff and volunteers participating in the activity, by which passed positive energy to the society and established a good corporate image.

Free blood donation warms the world. In August 2016, Meilan Airport, together with Hainan Provincial Blood Center, carried out voluntary blood donation activity at the terminal. There were 208 staff partaken in for the activity with the total blood donation of 48,250 ml, and for which it received the affirmation and praise of Hainan Provincial Health and Family Planning Commission and the Red Cross of Hainan Province, Meilan Airport was once again awarded the honorary title of “Hainan Province Free Blood Donation Advanced Entity (海南省無償獻血先進單位)” for 15th consecutive year since 2002.

Convey love, joyful kids' trip. On 28 May 2016, Meilan Airport's volunteers participated in the Children's Day theme activity “convey love, joyful kids' trip”, practiced the corporate spirit of “contribute something for the community and contribute something for others” with practical actions.

問訊、引導等便民服務，向旅客展示機場文明窗口形象，得到社會廣泛好評。

開展綠化植樹活動。二零一六年三月十二日，美蘭機場積極響應海南省委省政府建設「綠色海南」號召，以實際行動助力海口「雙創」工作，在國際航站樓及西站坪圍界等區域開展義務植樹活動。本次活動共有80餘名幹部員工和志願者參加，傳遞社會正能量，樹立良好企業形象。

無償獻血情暖天涯。二零一六年八月，美蘭機場聯繫海南省血液中心在候機樓開展無償獻血活動。本次活動共有208名員工參加，總獻血量達48,250毫升，受到了海南省衛生和計劃生育委員會、海南省紅十字會的肯定和讚許，美蘭機場再次被評為「海南省無償獻血先進單位」，這是自二零零二年以來，連續15年獲得該項榮譽稱號。

傳遞愛心快樂童行。二零一六年五月二十八日，美蘭機場志願者參加了「傳遞愛心·快樂童行」六·一兒童節主題活動，用實際行動踐行「為社會做點事，為他人做點事」的企業精神。

- ▶ Meilan Airport's volunteers participated in the Children's Day theme activity “convey love, joyful kids' trip” 美蘭機場志願者參加「傳遞愛心·快樂童行」六·一兒童節主題活動



KEY PERFORMANCE CHART 關鍵績效表

Economic Indicators		2016	2015	2014
經濟績效		二零一六年	二零一五年	二零一四年
Tax paid (RMB100 million)	繳納稅收(億元)	1.63	1.65	1.24
Cargo throughput (ton)	貨郵行吞吐量(噸)	274,535.90	246,787.50	217,714.10
Domestic routes	國內航線(條)	214	194	174
International routes	國際航線(條)	20	13	17
Regional routes	地區航線(條)	5	4	3
Navigable cities	通航城市(個)	121	95	96

Social Indicators		2016	2015	2014
社會績效		二零一六年	二零一五年	二零一四年
Total employees	員工人數(人)	873	733	728
Total donations (RMB10,000)	捐贈總額(萬元)	66	65	46
Number of impoverished employees being assisted	幫扶困難員工人數(人)	12	7	5
Staff volunteers	員工志願者人數(人)	685	510	450
Service time of staff volunteers (hour)	員工志願者服務時間(小時)	7,000	3,060	2,700

Environmental Indicators		2016	2015	2014
環境績效		二零一六年	二零一五年	二零一四年
Electricity savings (10,000 kilowatt hours)	每年節省用電(萬度)	630	339	296
Water savings (10,000 tons)	節約用水(萬噸)	35.6	13	10
Oil savings (10,000 kilograms)	節約燃油(萬公斤)	200	-	-
Solid pollutants (ton)	固態污染物排放(噸)	70.714	56.467	64.736
Carbon dioxide deduction (ton)	減少二氧化碳排放(噸)	9,500	1,581	1,560
Sewage treatment (cubic meter)	污水處理量(立方)	372,870	343,160	338,320



ABOUT THE REPORT 報告說明

SCOPE OF THE REPORT:

Scope of time covered: this is an annual report that covers the period from 1 January to 31 December 2016.

Part of the content is in excess of the above scope.

SCOPE OF ORGANIZATION

The Report covers HNA Infrastructure Company Limited (referred to as “Meilan Airport” or the “Company” herein).

BASIS OF PREPARATION OF THE REPORT BASIS FOR COMPILATION OF THE REPORT

This Report was prepared in accordance with The Sustainable Development Reporting Guidelines of the Global Reporting Initiative (GRI 4.0); ISO26000 Social Responsibility Guidelines (2010); SEHK Environmental, Social and Governance Reporting Guide and other relevant opinions and guidelines.

報告範圍：

報告時間範圍：二零一六年一月一日至十二月三十一日，為年度報告。

部分內容超出上述範圍。

報告組織範圍

覆蓋海航基礎股份有限公司（報告採用「美蘭機場」或「本公司」或「公司」簡稱）。

報告編製依據

報告參照《全球報告倡議組織可持續發展報告指南》(GRI4.0)及國際標準化組織ISO26000《社會責任指南(2010)》等標準編寫，同時符合香港聯合交易所《環境、社會及管治報告指引》等相關意見和指引要求。

ABOUT THE REPORT 報告說明

NOTES ON DATA

Some financial data in this Report were originally included in the Company's annual report (in case of any discrepancy with the annual report, the annual report shall prevail). Other data originated from the Company's internal documents and information statistics system data.

PUBLICATION

This Report is released both in hardcopy and electronic form. The latter is available at the Company's website (<http://www.mlairport.com>).

This Report is published in Traditional Chinese and English. Should there be any discrepancies between the two versions, the traditional Chinese version shall prevail.

Contact Information: Social Responsibility Center, Comprehensive Management Department, HNA Infrastructure Company Limited, 0898-69966070

Address: Office Building of Meilan International Airport, Meilan District, Haikou City, Hainan Province

Postcode: 571126

Fax: 0898-65762222

報告數據說明

報告中的部分財務數據摘自公司二零一六年度報告，如與年度報告有出入，以年度報告為準，其他數據來源於公司內部文件和信息統計系統數據。

報告發佈形式

本報告以印刷版和電子版兩種形式發佈。電子版可在本公司網站查閱(<http://www.mlairport.com>)。

報告以繁體中文、英文兩種文字出版，在對兩種文本理解發生歧義時，請以繁體中文文本為準。

聯繫方式：海航基礎股份有限公司綜合管理部社會責任中心，0898-69966070

地址：海南省海口市美蘭區美蘭機場辦公樓

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ESG COMPARISON CHART ESG對照表

Indexes 指標分類	Contents 指標內容	Disclosure Status 披露情況
A Environmental		
A. 環境		
Aspect A1:	General Disclosure	P61
Emissions	<p>Relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer.</p> <p>Note: Air emissions include NOX, SOX, and other pollutants regulated under national laws and regulations.</p> <p>Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and Sulphur hexafluoride.</p> <p>Hazardous wastes are those defined by national regulations.</p>	P61
層面A1 :	一般披露	P61
排放物	<p>有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p> <p>註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。</p> <p>溫室氣體包括二氧化碳、甲烷、氧化亞氮、氫氟碳化合物、全氟化碳及六氟化硫。</p> <p>有害廢棄物指國家規例所界定者。</p>	

ESG COMPARISON CHART ESG對照表

Indexes 指標分類	Contents 指標內容	Disclosure Status 披露情況
KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emission data. 排放物種類及相關排放數據。	P63
KPI A1.2 關鍵績效指標A1.2	Greenhouse gas emissions in total (in tons) and where appropriate, intensity (e.g. per unit of production volume, per facility). 溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	P63
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tons) and where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	N/A 不適用
KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced (in tons) and where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	P75
KPI A1.5 關鍵績效指標A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果	P61-63
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and result achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	P62

ESG COMPARISON CHART ESG對照表

Indexes 指標分類	Contents 指標內容	Disclosure Status 披露情況
Aspect A2: Use of Resources	General Disclosure	P59-63
	Policies on efficient use of resources including energy, water and other raw materials.	
	Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	
層面A2： 資源使用	一般披露	P59-63
	有效使用資源（包括能源、水及其他原材料）的政策。	
	註：資源可用於生產、儲存、運輸、樓宇、電子設備等。	
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	–
關鍵績效指標A2.1	按類型劃分的直接及或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。	–
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	–
關鍵績效指標A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。	–
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	P61-62
關鍵績效指標A2.3	描述能源使用效益計劃及所得成果。	P61-62
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	P63
關鍵績效指標A2.4	描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	P63
KPI A2.5	Total packaging material used (in tons) in the finished products, and if applicable, with reference to per unit produced.	N/A
關鍵績效指標A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。	不適用

ESG COMPARISON CHART ESG對照表

Indexes 指標分類	Contents 指標內容	Disclosure Status 披露情況	
Aspect A3: The Environment and Natural Resources 層面A3： 環境及天然資源	General Disclosure	P59	
	Policies on minimizing the issuer's significant impact on the environment and natural resources.		
	一般披露 減低發行人對環境及天然資源造成重大影響的政策。	P59	
	KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	P59-60 P59-60
Aspect B1: Employment 層面B1： 僱傭	General Disclosure	P64	
	Relating to compensation and dismissal, recruitment and promotion working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.		
	一般披露 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	P64	

ESG COMPARISON CHART ESG對照表

Indexes 指標分類	Contents 指標內容	Disclosure Status 披露情況
	KPI B1.1 Total workforce by gender, employment type, age group and geographical region. 關鍵績效指標B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	P66
	KPI B1.2 Employee turnover rate by gender, age group and geographical region 關鍵績效指標B1.2 按性別、年齡組別及地區劃分的僱員流失比率。	–
Aspect B2: Health and Safety	General Disclosure Relating to providing a safe working environment and protecting employees from occupational hazards: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	P70-71
層面B2： 健康與安全	一般披露 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	P70-71
	KPI B2.1 Number and rate of work-related fatalities. 關鍵績效指標B2.1 因工作關係而死亡的人數及比率。	N/A 不適用
	KPI B2.2 Lost days due to work injury. 關鍵績效指標B2.2 因工傷損失工作日數。	N/A 不適用
	KPI B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored. 關鍵績效指標B2.3 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	P70-71 P70-71

ESG COMPARISON CHART ESG對照表

Indexes 指標分類	Contents 指標內容	Disclosure Status 披露情況	
Aspect B3: Development and Training	General Disclosure	P68	
	Policies on improving employees' knowledge and skills for discharging duties at work and description of training activities.		
	Note: Training refers to vocational training. It may include internal and external courses paid by the employer.		
	層面B3： 發展及培訓	P68	
	有關提升僱員履行工作職責的知識及技能的政策，描述培訓活動。		
	註：培訓指職業培訓，可包括由僱主付費的內外部課程。		
	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P68
	關鍵績效指標B3.1	按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。	P68
	KPI B3.2	The average training hours completed per employee by gender and employee category.	P68
	關鍵績效指標B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	P68
Aspect B4: Labor Standards	General Disclosure	P64-65	
	Relating to preventing child and forced labor:		
	(a) the policies; and		
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer.		
層面B4： 勞工準則	一般披露	P64-65	
	有關防止童工或強制勞工的：		
	(a) 政策；及		
	(b) 遵守對發行人有重大影響的相關法律及規例的資料。		



ESG COMPARISON CHART ESG對照表

Indexes 指標分類	Contents 指標內容	Disclosure Status 披露情況	
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	N/A
	關鍵績效指標B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	不適用
	KPI B4.2	Description of steps taken to eliminate such practices when discovered.	N/A
	關鍵績效指標B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	不適用
Aspect B5: Supply Chain Management	General Disclosure		P57
層面B5： 供應鏈管理	Policies on managing environmental and social risks of the supply chain.		
	一般披露		P57
	管理供應鏈的環境及社會風險政策。		
	KPI B5.1	Number of suppliers by geographical region	P57
	關鍵績效指標B5.1	按地區劃分的供貨商數目。	P57
	KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	P57
	關鍵績效指標B5.2	描述有關聘用供貨商的慣例，向其執行有關慣例的供貨商數目、以及有關慣例的執行及監察方法。	P57

ESG COMPARISON CHART ESG對照表

Indexes 指標分類	Contents 指標內容	Disclosure Status 披露情況
Aspect B6: Product Responsibility	General disclosure Relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	P34,42
層面B6： 產品責任	一般披露 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	P34,42
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A
關鍵績效指標B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。	不適用
KPI B6.2	Number of products and services related complaints received and how they are dealt with.	P42
關鍵績效指標B6.2	接獲關於產品及服務的投訴數目以及應對方法。	P42
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	N/A
關鍵績效指標B6.3	描述與維護及保障知識產權有關的慣例。	不適用
KPI B6.4	Description of consumer data protection and privacy policies, how they are implemented and monitored.	P42
關鍵績效指標B6.4	描述消費者數據保障及私隱政策，以及相關執行及監察方法。	P42

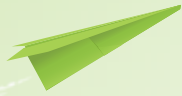


ESG COMPARISON CHART ESG對照表

Indexes 指標分類	Contents 指標內容	Disclosure Status 披露情況	
Aspect B7: Anti-corruption	General disclosure	P13	
	Relating to bribery, extortion, fraud and money laundering: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.		
層面B7: 反貪污	一般披露	P13	
	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。		
	KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	N/A
	關鍵績效指標B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	不適用
	KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	P14
	關鍵績效指標B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	P14

ESG COMPARISON CHART ESG對照表

Indexes 指標分類	Contents 指標內容	Disclosure Status 披露情況
Aspect B8: Community Investment	General disclosure	P73
層面B8： 社區投資	<p>Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.</p> <p>一般披露</p> <p>有關以小區參與來了解營運所在小區需要和確保其業務活動會考慮小區利益的政策。</p>	P73
	<p>KPI B8.1</p> <p>Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).</p>	P74
	<p>關鍵績效指標B8.1</p> <p>專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。</p>	P74
	<p>KPI B8.2</p> <p>Resources contributed (e.g. money or time) to the focus area.</p>	P75
	<p>關鍵績效指標B8.2</p> <p>在專注範疇所動用資源(如金錢或時間)。</p>	P75



FEEDBACK SHEET 讀者反饋表

Thank you for reading the 2016 Environment, Social and Governance Report of HNA Infrastructure Company Limited. To provide you and other stakeholders with even more valuable information and improve our ability to fulfill corporate social responsibility, we sincerely welcome any opinions and suggestions you may offer on the report via:

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Address: Office Building of Meilan International Airport, Meilan District, Haikou City, Hainan Province
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感謝您閱讀《海航基礎股份有限公司二零一六年環境、社會和管治報告》。為了向您及其他利益相關方提供更有價值的信息，促進提升履行企業社會責任的能力和水平，衷心歡迎您能夠對報告提出意見建議，並通過以下方式反饋：

聯繫方式：海航基礎股份有限公司綜合管理部社會責任中心，0898-69966070
地址：海南省海口市美蘭區美蘭機場辦公樓
郵編：571126
傳真：0898-65762222

Which of the following stakeholder types apply to you?

- Government
- Regulatory Authority
- Shareholder and Investor
- Customer
- Employee
- Supplier and Partner
- Public and Community
- Environmental
- Others

您屬於以下哪類利益相關方？

- 政府
- 監管機構
- 股東和投資者
- 客戶
- 員工
- 供應商與合作夥伴
- 公眾與社區
- 環境
- 其他

Do you think the Report has fully satisfied your expectations for Meilan Airport?

Yes No. Which of your expectations do you think is not reflected in this Report?

您認為本報告是否完整覆蓋了您對美蘭機場的期望？

是 否，您認為您還有哪些期望在本報告中沒有反映？

Do you think Meilan Airport has met your expectations well?

Yes No. Which of your expectations do you think has not been met well?

您認為美蘭機場是否很好地回應了您的期望？

是 否，您認為您的哪些期望沒有得到很好地回應？

Do you think the arrangement of content of the Report provide easy reading?

Excellent Good Average Below average

您認為本報告的內容安排是否方便閱讀？

好 較好 一般

What other opinions and suggestions do you have on Meilan Airport's fulfillment of social responsibility and this Report?

您對美蘭機場社會責任工作和本報告還有哪些意見和建議？



海航基礎股份有限公司
HNA INFRASTRUCTURE COMPANY LIMITED

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