



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



2017 ENVIRONMENTAL SOCIAL AND GOVERNANCE REPORT

環境、社會和管治報告

關於本報告

時間範圍

2017年1月1日至2017年12月31日，部分內容超出上述範圍。

稱謂說明

報告中「海航基礎股份有限公司」以「美蘭機場」、「公司」或「我們」表示。

報告範圍

海航基礎股份有限公司及其子公司。

數據來源

報告中所有使用數據均來自公司正式文件和統計報告。

ABOUT THIS REPORT

Reporting Period

The time scope of the report ranges from January 1, 2017 to December 31, 2017, and some contents may extend beyond that time scope if necessary.

Reference

HNA Infrastructure Company Limited in this report may be referred as “Meilan Airport”, “the Company” or “we”.

Reporting Scope

The contents of this Report cover HNA Infrastructure Company Limited and its subsidiaries.

Data Source

All the data in this report comes from the official documents and statistics reports of the Company.

編制依據

本報告編制遵循香港聯合交易所有限公司（「香港聯交所」）《環境、社會及管治報告指引》（HK-ESG）相關要求，參照全球報告倡議組織（GRI）《可持續發展報告指南》（G4）、GB/T 36001《社會責任報告編寫指南》及國際化標準組織《ISO 26000：社會責任指南》等標準要求編寫。

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報告獲取方式

本報告為中英雙語版，以紙質版和電子版兩種形式提供。電子版文檔可在香港聯交所網站（<http://www.hkex.com.hk>）及美蘭機場官方網站（<http://www.mlairport.com>）下載閱讀。

Compilation Conformance

This report is compiled in accordance with *the Environmental, Social and Governance Reporting Guide (HK-ESG)* issued by the Stock Exchange of Hong Kong Limited (the “**Hong Kong Stock Exchange**”), and refers to the *Sustainability Reporting Guidelines (G4)* issued by the Global Reporting Initiative (GRI), *GB/T 36001: Guidance on Social Responsibility Reporting* and *ISO 26000: Guidance on Social Responsibility* issued by International Organization for Standardization.

Reliability Assurance

The Company assures that no fictitious record, misleading statement, or material omission are included in this report, and will be responsible for the report’s authenticity, accuracy, and completeness.

Report Access

This report is available in Chinese and English versions with printed and electronic formats. The electronic version can be download from the Hong Kong Stock Exchange website (<http://www.hkex.com.hk>) and the official website of Meilan Airport (<http://www.mlairport.com>).

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CHAIRMAN'S STATEMENT

董事長致辭

2017年，是影響世界的「中國時刻」，中國共產黨第十九次全國代表大會揭開了中國特色社會主義新時代的篇章，中國社會邁入新的徵程。公司緊跟時代步伐，不忘初心、牢記使命，攜手各界利益相關方，共同努力、互利共贏，各項工作取得新進展、新突破，共同放飛美蘭夢、中國夢。

這一年，緊抓經濟增長機遇。在行業標準日趨嚴格、運行壓力不斷增加、機場設計流量有限等內外部形勢錯綜複雜的大環境下，公司緊抓機遇與挑戰，堅持可持續發展理念，創造持續價值，穩步提升運營效率。2017年，美蘭機場實現旅客吞吐量2,258.48萬人次的歷史性突破，新開通12條國際航綫，與東盟國家通航的數量從6個國家擴大到9個國家。

這一年，始終把安全管理放在首位。美蘭機場持續完善安全管理體系，不斷提升安保工作效率與質量，積極開展安全文化宣貫，構建安全機場、安全飛行。2017年，全年未發生嚴重後果指標事件，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，實現自通航以來的第19個安全年。

這一年，持續打造品質服務。美蘭機場始終秉承「星美蘭·馨服務」的理念，一切從客戶需求出發，通過管理創新、流程

優化、貼心服務，不斷提升服務水平，持續為全球旅客提供便捷、舒暢、溫馨的超值服務。2017年，美蘭機場榮膺SKYTRAX五星機場，成為全球第八家、國內首家（不含港澳臺地區）SKYTRAX五星級機場，成功邁入國際優秀機場行列。

這一年，深入推行綠色運營。公司將綠色、低碳理念融入企業管理、經營、發展的方方面面，加強節能減排和生態保護，推行綠色辦公、綠色飛行，不斷探索低碳綠色運營的新方式，努力譜繪可持續發展的園林機場。2017年，公司加強污水處理與回收利用，污水排放減少83%。

這一年，堅持與社會共享發展成果。美蘭機場在保障員工基本權益的基礎上，尊重員工，構築全方位福利，實現公司與員工共同成長，不斷提升員工成就感、幸福感。堅持「回饋社會」的至善理念，深入開展精準扶貧工作，積極參與志願服務，熱心公益，攜手利益相關方共同構築和諧大美蘭社區。

2018年，是決勝全面建設小康社會和實施「十三五」規劃承上啓下的關鍵一年。公司定當牢記使命，追求卓越，超越自我，攜手利益相關方在履行社會責任方面取得更大的成績，開啓可持續發展新航程。

2017 marks a “moment of China” that influenced the world. The 19th CPC National Congress opened a chapter in the new era of socialism with Chinese characteristics and Chinese society embarks on a new journey. The Company keeps up with the pace of the times and remain true to our original aspiration and keep our mission firmly in mind. We joined hands with stakeholders from all walks of life , including government, community, suppliers and airline companies, to pursue mutual benefits and achieved new progress and breakthroughs in all aspects, jointly launching the dreams of Meilan Airport and China.

This year, we closely seized the opportunities for economic growth. Facing the complicated internal and external conditions, like the increasingly strict industrial standards, the increased operation pressure, and limited airport designed capacity,we, adhering to the philosophy of sustainable development, seized opportunities and met challenges to create sustainable value and thus steadily increased operational efficiency. In 2017, Meilan Airport achieved a historic breakthrough in passenger throughput of 22.5848 million, opened 12 new international routes, and expanded the number of ASEAN countries open to air traffic from 6 to 9.

This year, we gave top priority to the safety management. We continued to improve its safety management system, the efficiency and quality of its security work and actively carried out the promotion of safety culture to build a safe airport and facilitate safe flights. In 2017, there were no serious incidents and we successfully passed the review of Airport Excellence in Safety (APEX) by Airports Council International (ACI) and achieved the 19th safety year since navigation.

This year, we continued to build quality services. By adhering to the concept of “reaching higher with service excellence”, we started from the needs of passengers to continuously improve service through management innovation, process optimization, and caring service, and continued to provide convenient, comfortable and warm service for global passengers. In 2017, Meilan Airport was awarded the title of SKYTRAX 5-Star Airport and became the eighth SKYTRAX 5-Star airport in the world and the first SKYTRAX 5-Star airport in China (excluding Hong Kong, Macau and Taiwan). It was successfully listed into the international outstanding airports.

This year, we implemented green operations vigorously. We integrated the green concept into all aspects of corporate management, operation and development, strengthened energy management and ecological protection and promoted green office and green flight, to continuously explore new ways of low-carbon and green operations, and strive to build a sustainable airport. In 2017, we strengthened wastewater treatment and recycling, and sewage discharge decreased by 83%.

This year, we insisted on sharing the development results with the society. While safeguarding the employees on the basis of protecting their basic rights and interests, we provided comprehensive benefits, and tried to realize the Company's growth with employees, enhancing employees' sense of accomplishment and happiness. We adhered to the concept of "giving back to the community", carried out targeted poverty alleviation, and actively participated in volunteer services. With enthusiasm for public welfare, we worked together with stakeholders to build a harmonious Meilan community.

2018 is a crucial year for securing a decisive victory in building a moderately prosperous society in all respects and a key and transitional year to implementing the "13th Five-Year" Plan. The Company is committed to keeping its mission in mind, striving for excellence and working together with stakeholders to win more achievements in fulfilling its social responsibilities and opening a new voyage for sustainable development.

關於我們

公司簡介

海航基礎股份有限公司於 2002 年 11 月在香港聯交所成功上市，本公司及其子公司共同經營的海口美蘭國際機場（「美蘭機場」）於 1999 年 5 月 25 日正式通航，是我國重要的國內幹綫機場之一。機場占地面積 1,140 公頃，飛行區等級為 4E 級，機場跑道長 3,600 米，寬 45 米；平行滑行道長 3,600 米，寬 23 米，可滿足波音 747-400 等大型飛機全重起降要求。美蘭機場現有航站樓總規模近 15 萬平方米，站坪總面積 79 萬平方米（含海南航空、南方航空基地），站坪機位 78 個。

2011 年 12 月 21 日，美蘭機場成爲中國境內首家擁有離島免稅店的機場。海口美蘭機場免稅店位於海口美蘭機場國內候機樓隔離區內，批復面積達 1.4 萬平方米，經營國家批准的 38 類免稅商品，涵蓋 400 餘項國際知名高端品牌，以經營化妝品、香水、手表、箱包、服裝服飾、糖果（巧克力）、眼鏡（含太陽鏡）等商品爲主。

2017 年 11 月，位於美蘭機場站前綜合體項目負一層及一層的美蘭機場離島免稅店開業，面積達 1.8 萬平方米。

組織架構

公司根據發展實際和未來發展需求，組建現代化經營團隊，建立覆蓋董事會辦公室、綜合管理部、計劃財務部等科學化組織架構，爲助力企業發展、落實國家戰略、貫徹行業要求提供有力組織保障。

公司管治

公司深知良好的企業品質是公司可持續發展、不斷提升公司價值的重要前提，繼續堅持穩健治理作風，持續提升治理水平，以實現高效管理、規範運作。

ABOUT US

Company Profile

HNA Infrastructure Company Limited was listed on the Hong Kong Stock Exchange in November 2002. Haikou Meilan International Airport, the airport co-operated by the Company and its subsidiaries, was formally opened to navigation on May 25, 1999 and now is an important and major airport in China. Covering an area of 1,140 hectares, the airport is rated as Grade 4E with 3,600m-long and 45m-wide runways. The 3,600m-long and 23m-wide parallel taxiway can satisfy the demands of full-weight taking-off and landing of such large airplanes as Boeing 747-400. Existing terminals of the Meilan Airport cover an area of nearly 150,000 sqm, while the station site occupies an area of 790,000 sqm (including bases of Hainan Airlines and China Southern Airlines) with 78 parking bays.

Meilan Airport became the first airport with an off-shore duty-free shop in China on December 21, 2011. Meilan Airport Off-shore Duty-free Shop is located at the isolation area of the terminal building in the Haikou Meilan International Airport with an approved area of 14,000 sqm, and has been approved to offer 38 kinds of duty-free commodities from over 400 internationally renowned high-end brands that consists mainly of cosmetics, perfume, watches, bags and suitcases, clothes and garments, candy (chocolate) and glasses (including sunglasses), etc.

In November 2017, Meilan Airport Off-shore Duty-free Shop on the ground floor and the first floor of the terminal complex project in Meilan Airport, covering an area of 18,000 sqm, was opened.

Organizational Structure

The Company has established a modern management team and a scientific organizational structure covering Office of the Board, General Management Department, and Planning and Finance Department according to its current development and future development needs, which provides a powerful organizational guarantee for developing our business, implementing national strategies, and practicing industry requirements.

Corporate Governance

The Company has long known that good enterprise quality is an important prerequisite for sustainable development of the Company and continuously improving its corporate value. Thus, Meilan Airport continues the sound governance style and continuously improves the level of governance in order to achieve efficient management and standardized operation.



鏈接

公司詳細信息請閱讀
《海航基礎股份有限
公司 2017 年年報》
企業管治報告章節

完善公司治理

公司遵循《中華人民共和國公司法》和《香港聯合交易所有限公司證券上市規則》（「《上市規則》」）等要求，遵守《上市規則》附錄十四《企業管治守則》（「《企業管治守則》」），中國證券監督管理委員會相關管理規定，結合公司實際，不斷完善公司管理體系，優化決策、執行、監督等職責權限，構建起決策科學、高效的現代公司治理架構，切實維護投資者合法權益。

公司股東大會、董事會（「董事會」）、監事會和管理層按照《公司章程》賦予的職責，依法獨立運行。董事會下設審核委員會、提名委員會和薪酬委員會和戰略委員會，協助和支持董事會運作。2017 年，公司董事會由 11 名董事組成，其中 4 名執行董事、3 名非執行董事以及 4 名獨立非執行董事，共召開 5 次董事會會議。董事、監事及管理層忠實勤勉，履行各自的權力、義務，保證了科學決策和有效運行，為公司持續健康快速發展發揮了重要作用。



投資者關係管理

完善信息披露機制。公司按照真實、可靠的原則，向股東及投資者及時準確披露信息情況。每年以編制定期報告、發布公告等方式向股東和投資者報告經營績效和財務情況。同時，公司不斷完善社會、環境及管治報告信息披露機制，加強企業非財務信息披露工作。

豐富投資者溝通形式。2017 年，公司積極主動接待投資者電話、來訪等共 230 餘次，定期加強與投資者及基金經理、證券分析師及媒體的直接溝通與聯繫，組織赴香港、臺灣、上海、南京等地進行 6 次大規模交易路演。

保護中小投資者權益。公司充分聽取中小投資者的意見和訴求，及時答復中小投資者關心的問題。遵守《上市規則》對投資者權益平等保護的要求，兼顧公司可持續發展和對投資者的合理回報，實行持續、穩定的利潤分配政策，保障中小投資者的投資收益。

Improving corporate governance

The Company abides by the requirements of *the Company Law of the People's Republic of China*, *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited* (the “**Listing Rules**”), *the Code on Corporate Governance Practices* (the “**Corporate Governance Code**”) contained in Appendix 14 to the Listing Rules etc. and the rules and regulations of China Securities Regulatory Commission. Based on the practical situations, Meilan Airport continuously improves the governance structure and optimizes the clear division of rights, duties and labor between the right to make decision, the right of operation and the right of supervision to further build up a scientific and efficient modern corporate governance structure, safeguarding the legitimate rights and interests of investors.

The shareholders' general meeting, the board of directors (the “**Board**”), the board of supervisors and the management of the company shall operate independently according to the responsibilities entrusted by the *Articles of Association*. The Board consists of special committees including Audit Committee, Nomination Committee, Remuneration Committee and Strategic Committee, which provide assistance and support for the Board. In 2017, the Board was comprised of eleven directors, including four executive directors, three non-executive directors and four independent non-executive directors and held five meetings. The directors, supervisors and the management, faithful and diligent, fulfill their powers and obligations to ensure the scientific decision-making and effective operation of the Board, and play an important role for the sustainable and healthy development of the Company.

Managing investor relations

Regulating information disclosure system. In accordance with the principle of truthfulness and reliability, the Company discloses timely and accurate information to shareholders and investors. Every year, we report our operating performance and financial situation to shareholders and investors in the form of periodic reports and announcements. At the same time, we continuously improve the information disclosure mechanism of social, environmental and governance report to strengthen the non-financial information disclosure.

Enriching the communication channels with investors. In 2017, the Company took the initiative to receive calls and visits from investors for more than 230 times. We also regularly strengthened direct communication and contact with investors, fund managers, securities analysts and media, and organized 6 road shows in Hong Kong, Taiwan, Shanghai and Nanjing and other places.

Protecting the rights and interests of small and medium investors. The Company fully listens to the opinions and appeals of small and medium investors, and promptly responds to their concerns. In accordance with the requirements for the equal protection of shareholders' rights and interests in the Listing Rules, we take into account the sustainable development of the Company and the reasonable return to the investors, and implement a sustainable and stable profit distribution policy to ensure the right to invest and the right to earnings of the small and medium shareholders.



Link

For more information about the Company, please read the chapter of corporate governance in the 2017 Annual Report of HNA Infrastructure Company Limited.

加強風險管控

公司遵循《企業管治守則》的要求，持續完善風險管理及內部監控體系建設，為公司打造一個風險可控、運營規範的管治環境。2017年，公司繼續開展「風險管理及內部監控體系專項工作」，以風險為導向完成各高級管理人員風險內控問卷自評，從風險發生可能性和影響程度兩個維度對風險進行科學分析，確認公司層面的關鍵風險，總體評估內部監控體系的有效性。

反對商業賄賂

公司嚴格遵守企業公民道德和《中華人民共和國反不正當競爭法》、《中華人民共和國反洗錢法》等法律法規，將反商業賄賂納入經營決策和日常管理，開展反腐倡廉合規培訓，培養員工的遵紀守法意識，提高管理幹部的職業素養，堅決反敲詐勒索及洗黑錢行爲，自覺接受政府、社會公眾的監督。2017年，公司未出現任何貪污、勒索、欺詐及洗黑錢事件或公開法律訴訟。

Strengthening Risk Management

The Company follows the requirements of *Corporate Governance Code*, and continues to improve the development of risk management and internal control system, in order to build a governance environment with risks under control and compliant operation. In 2017, the Company proceeded with "Special Project on Risk Management and Internal Control System". The Company completed the risk self-control questionnaire of all senior managers based on risk-oriented principle and scientifically analyzed risks from two dimensions: the probability of occurrence of risks and the degree of impact, thus identifying key risks at the level of the Company, and overall assessing the effectiveness of the internal control system.

Fighting Against Commercial Bribery

The Company strictly adheres to corporate civic virtues and laws and regulations, including the *Law Against Unfair Competition of the People's Republic of China* and the *Anti-Money Laundering Law of the People's Republic of China* and puts anti-commercial bribery into operational decision-making and daily management. By conducting anti-corruption and compliance training, we cultivate employees' awareness of compliance, improve the professionalism of the management, fight against extortion and money laundering, and consciously accept the supervision of the government and the public. In 2017, there was no corruption, extortion, fraud, money laundering or public lawsuit.

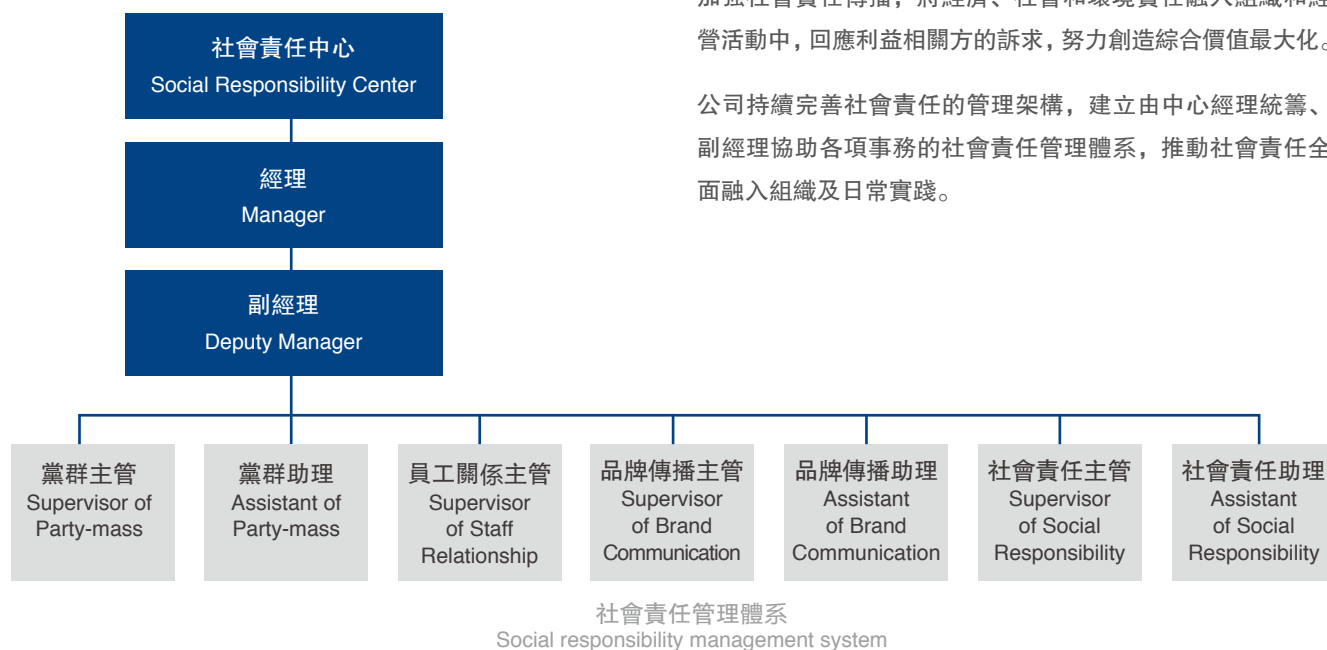


風險管理組織架構圖
Organizational structure of risk management



社會責任管理

美蘭機場常懷感恩之心，勤思回報之事，堅持以「慈愛·誠」核心價值觀為導向，堅持履行股東責任、客戶責任、伙伴責任、環境責任、員工責任、社區責任，扎根實體經濟，堅持實業報國，服務海南國際旅游島建設，共創美好生活。



責任治理

為進一步提升社會責任管理水平，美蘭機場順應全球航空業發展趨勢，開展社會責任體系建設，推動社會責任管理融合，加強社會責任傳播，將經濟、社會和環境責任融入組織和經營活動中，回應利益相關方的訴求，努力創造綜合價值最大化。

公司持續完善社會責任的管理架構，建立由中心經理統籌、副經理協助各項事務的社會責任管理體系，推動社會責任全面融入組織及日常實踐。

SOCIAL RESPONSIBILITY MANAGEMENT

The Company, with a gratitude attitude, is always thinking about giving back to society. By adhering to our core value of "benevolence and sincerity", we fulfill the responsibilities for shareholders, customers, partners, environment, employees and the community, take root into the real economy and serve the country by developing industries in order to serve the construction of Hainan as an international tourism destination and create a better life.

Responsibility Governance

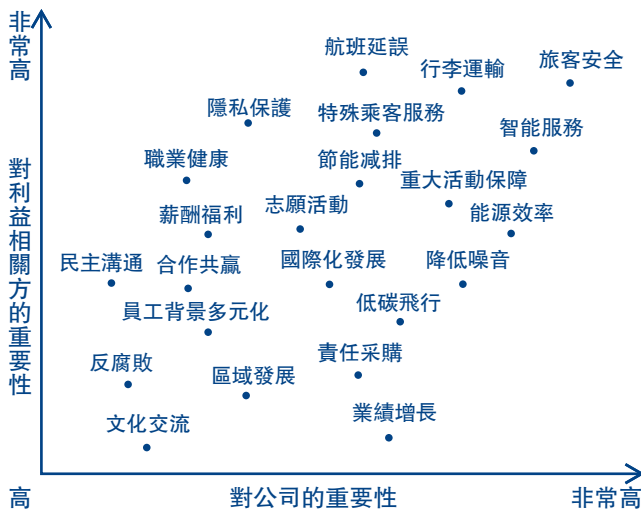
In order to further enhance social responsibility management, Meilan Airport follows the development trend of the global aviation industry and develops social responsibility system to promote the social responsibility management integrate into daily operation and strengthen the social responsibility communication. At the same time, we integrate our economic, social and environmental responsibilities into organizational and operational activities to respond to the demands of stakeholders and strive to create the maximum of comprehensive value.

The Company continues to improve the management framework of social responsibility, and has established a social responsibility management system, which is coordinated by the center manager and assisted by deputy manager, so as to promote social responsibility integrate into the organization and daily practice.

議題識別

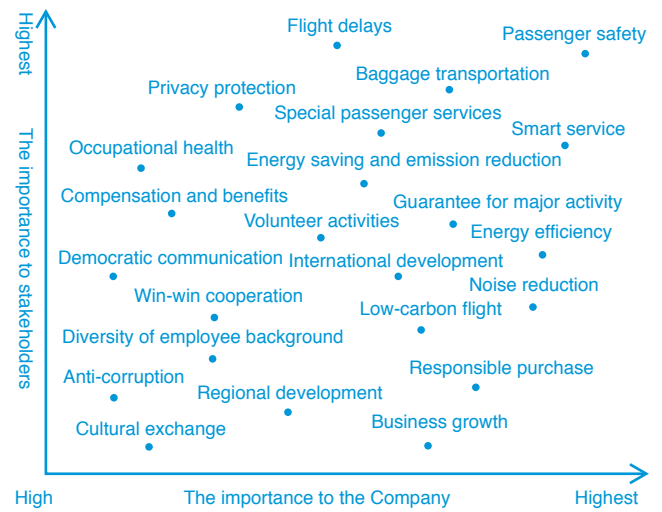
對公司外部環境、自身戰略及可持續發展能力進行分析評估，識別利益相關方期望和訴求，整理相關的實質性議題。從「對利益相關方的重要性」和「對公司的重要性」兩個維度對議題進行排序，推進公司社會責任工作向縱深發展。

公司實質性議題矩陣圖
Material topics matrix of the company



Topics Identification

After analyzing and evaluating the external environment, strategies and sustainable development capability of the Company, we identify the expectations and demands of stakeholders, and sort out relevant material topics. By prioritizing the topics from dimensions of the "importance to stakeholders" and the "importance to the Company", we strive to deepen our social responsibility work.



議題識別 <ul style="list-style-type: none"> • 行業發展趨勢 • 公司戰略規劃 • 利益相關方回饋 • 行業標準 • 政府要求 	
議題排序 <ul style="list-style-type: none"> • 對利益相關方的重要性 • 對公司的重要性 	持續改進 <ul style="list-style-type: none"> • 持續與利益相關方溝通 • 梳理社會責任議題 • 設立新的績效目標
議題審核 <ul style="list-style-type: none"> • 公司領導層審核 • 各業務部門審核 • 員工意見徵集 • 外部專家評審 • 協力廠商機構協助 	

Identification <ul style="list-style-type: none"> • Industry trends • The Company's strategic planning • Feedback from stakeholders • Industry standards • Government requirements 	
Prioritization <ul style="list-style-type: none"> • The importance to stakeholders • The importance to the Company 	Continuous improvement <ul style="list-style-type: none"> • Continuous communication with stakeholders • Sorting out social responsibility issues • Establishing new performance goals
Review <ul style="list-style-type: none"> • Review by Company leadership • Review by all business departments • Collecting opinions from employees • Review by external experts • Assistance from third parties 	

實質性議題識別流程
Identification process of material topic

責任溝通

公司重視與利益相關方的溝通，結合自身運營實際和行業特徵，主動識別利益相關方，了解和回應利益相關方的訴求和期望，創新利益相關方溝通和互動模式，積極了解并回應利益相關方的期望和訴求，持續提高社會責任履責水平和能力，與利益相關方共享價值。

Responsibility Communication

The Company attaches importance to the communication with stakeholders. We combine the actual operation and industry characteristics to identify stakeholders, and understand and respond to stakeholders' demands and expectations by innovating in stakeholder communication and interaction models. In this way, we continuously improve our capability of fulfilling social responsibility and share value with stakeholders.

利益相關方類別 Category of stakeholders



政府
Government



股東與投資者
Shareholders And Investors



環境
Environment



旅客
Passengers



員工
Employees



合作伙伴
Partners



同行
Peers



社會
Society

利益相關方溝通
Stakeholder communication

期望與訴求
Expectations and demands

- 無安全運營事故
- 合規經營，依法納稅
- 帶動地方經濟
- 重大活動保障工作
- No safe operation accident
- Compliant operation and paying taxes according to the law
- Driving local economy
- Guarantee for major activities

- 業績回報
- 公司治理
- 風險管控
- Business returns
- Corporate governance
- Risk management

- 節能減排
- 應對氣候變化
- 降低噪音
- Energy conservation and emission reduction
- Combating climate change
- Reducing noise

- 安全保障
- 航班準點
- 優質服務
- 特殊旅客服務
- Safety guarantee
- On-time flights
- Quality service
- Special passenger service

- 薪酬福利
- 公平晉升與發展
- 民主管理
- 人文關懷
- Compensation and benefits
- Fair promotion and development
- Democratic management
- Caring for employees

- 誠信經營
- 陽光採購
- 互惠互惠
- Integrity management
- Sunshine purchase
- Mutual benefit

- 維護市場公平秩序
- 健康和諧的行業發展
- Maintaining the fair order of market
- Healthy and harmonious industrial development

- 促進可持續發展
- 開展精準扶貧
- 支持公益慈善
- Promoting the sustainable development
- Carrying out targeted poverty alleviation
- Supporting charity

溝通與回應
Communications and responds

- 遵紀守法，主動納稅
- 提供就業機會
- 專題匯報
- 接受監督和考核
- 保障特殊飛行
- Legal operation and paying taxes actively
- Providing employment opportunities
- Special reporting
- Accepting supervision and assessment
- Ensuring special flight

- 持續提高盈利能力
- 完善內控體系
- 及時發布公告披露信息
- Increasingly improving profitability
- Improving the internal control system
- Timely announcements and information disclosure

- 科技研發
- 碳足跡管理
- Technology research and development
- Carbon footprint management

- 持續提升五星服務
- 旅客投訴管理
- 完善不正常航班管理機制
- 新媒體平臺
- Improving 5-Star services continuously
- Passenger complaints management
- Improving management mechanism for abnormal flight
- New-media platform

- 及時繳納社保、發放工資
- 職工代表大會、工會
- 完善人才培養通道
- 員工培訓
- Timely paying social security and wages
- Workers representative congress and labor union
- Improving talents development channels
- Employees training

- 商務洽談
- 公開採購信息
- 多渠道合作與研究
- Business talks
- Public procurement information
- Multi-channel cooperation and research

- 論壇會議
- 交流學習
- Forums and meetings
- Exchange learning

- 區域經濟發展
- 結對幫扶
- 志願者活動
- Regional economic development
- Help in pairs
- Volunteer activities

責任榮譽

Responsibility Honors

榮譽稱號
Honorary title

頒獎機構
Issuing authority

榮獲「2016 年度全球最佳機場
1,500–2,500 萬規模組 ASQ 旅客
滿意度第一名」
The First Place of ASQ Award for
Best Airport in the World by Size 15-
25 Million Passengers in 2016

國際機場協會
Airports Council International

榮獲 SKYTRAX 「2016 年中國地
區最佳機場員工獎第一名」
The First Place of 2016 SKYTRAX
China Regional Best Staff Award

國際航空運輸評級組織
SKYTRAX

榮膺 SKYTRAX 五星機場
SKYSTRAX 5-Star Airport

國際航空運輸評級組織
SKYTRAX

榮獲「2016 年度中國民用機場服
務質量評價優秀機場獎」
2016 Excellent Airport Award for
China civil Airport Service Quality
Evaluation

中國民用機場協會、中國民航技
術研究院、中國民航報社
China Civil Airport Association, China
Academy of Civil Aviation Science
and Technology, CAAC News

榮獲「2016 商業業態創新服務獎」
2016 Business Innovation Service
Award

民航資源網 (CAPSE)
CARNOC.com



榮譽稱號
Honorary title

頒獎機構
Issuing authority

獲得「2016-2017 年度互聯網技術應用優秀實踐單位」獎
2016 to 2017 Unit with Excellent Practice in the Application of Internet Technology Annual Award

中國計算機用戶協會民航信息技術應用分會 2017 民航互聯網大會
2017 civil aviation internet conference of civil aviation information technology application institute of China Computer User Association

被授予 2017 年「全國實施用戶滿意工程用戶滿意企業」榮譽稱號
Honorary title of 2017 "Customer Satisfied Enterprise in the National Customer Satisfaction Project"

中國質量協會
China Association for Quality

憑借「創新型社會責任體系」榮獲中國企業品牌創新成果獎
China Enterprise Brand Innovation Achievement Award by virtue of the innovation-oriented social responsibility system

中國質量協會
China Association for Quality

榮獲由太和顧問頒發的「2017 中國好雇主最佳員工激勵實踐獎」
2017 China Best Employer · Best Employee Incentive Practice Award issued by TaiHe Consulting

太和顧問
TaiHe Consulting

海南美蘭國際機場貨運有限責任公司榮獲 2017 年「中國最具社會責任物流企業」
Hainan Meilan International Airport Cargo Company Limited won 2017 China Most Responsible Logistics Enterprise

中國交通運輸協會、中國國際物流節組委會、物流時代周刊雜誌社
China Communications and Transportation Association, China International Logistics Week Organizing Committee, China Logistics Times





01

EXCELLENT OPERATION FOR SHARED VALUES

卓越運營 共享價值

機場是連接世界的橋梁和紐帶。美蘭機場堅守初心，堅持可持續發展理念，順應時代潮流，穩步提升運營效率，助力產業、行業發展，打造責任供應鏈，創造持續價值，為促進世界的溝通交往、經濟發展與社會進步貢獻自身的力量。

Airport is the bridge and bond that connects the world together. Meilan Airport stays true to its mission, insists on the philosophy of sustainable development, and follows the trend of the times to improve its operating efficiency steadily and promote industrial development. The Company has built a responsible supply chain and created sustainable value, thus making its own contribution to enhancing the global exchanges and communications, and promoting economic and social development of the world.

提升盈利能力

完成旅客吞吐量
2,258.48 萬人次，同比
增長 20.11%

2,258.48 萬人次

航班起降 157,535 架
次，同比增長 16.24%

157,535 架次

貨郵行吞吐量
299,178.50 噸，同比增
長 8.98%

299,178.50 噸

The passenger throughput
reached 22.5848 million,
with a year-on-year
increase of 20.11%.

22.5848 million

Flights takeoff and
landing reached 157,535
times, with a year-on-
year increase of 16.24%.

157,535 times

Cargo throughput reached
299,178.50 tons, with a
year-on-year increase of
8.98%.

299,178.50 tons

股東作為投資者和委托人，是公司發展堅實可靠的後盾。公司關注投資者長期、持續的收益和回報，不斷提升盈利能力，以良好的經營業績保障投資者價值的最優化和持續性，提供持續價值回報。

Improving Profitability

Shareholders, as the investors and commissioners, are the most solid and reliable backing for enterprise development. The Company pays close attention to the long-term and sustainable profits and returns of investors. We improve our profitability continuously and keep providing investors with sustainable value returns by guaranteeing the optimization and sustainability of investor value with excellent business performance.

航空業務

公司圍繞區域樞紐機場建設目標，服務國家「一帶一路」倡議，助力海南國際旅遊島國際化水平提升，積極推動國內航綫網絡向縱深發展，國際市場向「國際多直達，航班高頻化」運輸體系轉型，較好地落實了海南省政府「拓展境外航綫航班，完善航綫航班網絡」的決策部署。

2017年，美蘭機場新增航綫64條，其中國內航綫55條，國際及地區航綫9條，與東盟國家通航的數量從6個國家擴大到9個國家，旅客吞吐量排名位居中國民航機場第17位，較2016年上升1位。

Aviation business

Focusing on building a regional hub airport, the Company serves the Belt and Road Initiative, boosts the internationalization of Hainan as an international tourism island destination, develops domestic route network further and promotes the international market to transform to a transport system of "more non-stop and high-frequent international flights", which has well facilitated the implementation of the Hainan provincial government's decisions and arrangements on developing overseas routes and flights and improving flight and route network.

In 2017, Meilan Airport increased 64 routes, including 55 domestic routes and 9 international and regional routes. The number of ASEAN countries open to air traffic increased from 6 to 9. The passenger throughput ranked 17th in China's civil airports, one place advanced than that of 2016.

非航空業務

公司以打造五星美蘭商業為核心，從站前綜合體建設和 brand 提升兩大方面着手，深度挖掘現有資源，開發市場潛力，全面推進新型商業建設，促進銷售整體提升，使得非航空業務收入取得良好成績。

站前綜合體項目匯集商業、酒店、GTC (Ground Traffic Center, 交通樞紐中心) 及停車樓。商業樓集合多種業態，包括離島免稅購物、航空科技館、海南美購、博樂·未來科技館、跨境電商園區及美食廣場等。

Non-aviation business

The Company takes “building a 5-Star Meilan business” as its core and starts from construction of the terminal complex and brand promotion, to dig deeply into the existing resources, tap the potential of the market, and promote the construction of a new-type business in an all-round manner so as to improve overall sales, thus having made a good achievement in non-aviation business revenue.

The terminal complex project integrates commercial building, hotel, Ground Traffic Center (GTC) and parking buildings. The commercial building includes various segments, like off-shore duty-free shop, aviation science and technology museum, Hainan featured products shopping, Bole-future science and technology museum, cross-border e-commerce zone and food court.

2017 年 1 月 25 日，站前綜合體的商業區域和海口航空科技館試營業，為旅客提供購物及休閒娛樂多種選擇。

On January 25, 2017, the commercial area of Haikou Airport City and Haikou Aviation Science and Technology Museum began trial operation and started to provide passengers with many options of shopping and leisure entertainment.



2017 年 8 月 1 日，位於站前綜合體一層的 GTC 正式投入使用，集城際快綫、公交巴士、高鐵及出租車等多種交通方式於一體，為旅客提供多樣和便捷的交通出行服務。

On August 1, 2017, the GTC on the first floor of the terminal complex project was officially put into use. It provides passengers with diverse convenient transportation services, including inter-city express, bus, high-speed train and taxi.



2017 年 11 月 1 日，站前綜合體商業樓內的離島免稅店正式開業。

On November 1, 2017, the off-shore duty-free shop in the commercial building of the terminal complex project was officially opened.



2018 年 1 月 1 日，團隊值機區域正式啓用，是美蘭機場將空港服務和傳統商業相結合的一次創新探索。

On January 1, 2018, the group check-in area was officially put into use, which was an innovative exploration of Meilan Airport in integrating airport service with traditional business.



2018 年 2 月 8 日，美蘭機場酒店正式開業。該酒店擁有近千間客房，是目前全國客房體量最大的國際機場酒店。

On February 8, 2018, the Meilan Airport Hotel was officially opened. The hotel, owning nearly one thousand rooms, is the largest international airport hotel in China in terms of the number of rooms.



打造智慧機場

公司繼續深化智能化機場建設，通過運行中樞的實現、以智能算法匹配實際業務、大數據平臺重點數據的接入和物聯網基礎平臺的搭建，發現機場運營體系的潛在模式和關聯，消除機場信息系統之間的孤島效應，實現物聯網設備跨系統、跨部門的統一管理和調度，打造以互聯網大數據為依托的美蘭機場核心場景，為旅客提供全流程智能化服務。

Building an Intelligent Airport

The Company promotes the construction of an intelligent airport and has discovered the potential mode of airport operation systems and their links, removed the information isolated island between airport information systems, and achieved the unified across-system and across-department management and coordination of internet of things(IoT) devices, through building the operational center, matching real business with intelligent algorithms, accessing key data of big data platform and launching the IoT platform. The Company aims to build the core scene of Meilan Airport based on the internet and big data and to provide passengers with full flow intelligent services.

完成美蘭機場數據交換平臺建設，實現以數據驅動的業務運營和決策管控模式，形成美蘭機場數據生態圈。

The Company has completed the construction of Meilan Airport data exchange platform, achieved the data-driven business operation and decision control mode and formed Meilan Airport data ecosystem.

完成「海口美蘭機場安全全流程優化項目」建設，實現美蘭機場全流程自助通關，通過人臉識別等創新技術，對美蘭機場現有的業務流程進行優化。

The Company has finished the development of "Full Flow Optimization Project of Haikou Meilan Airport Security", realized full flow self-service check-in, and optimized the current business procedures through innovative technologies like face recognition.

堅持合作共贏

美蘭機場用心善待每一位合作夥伴，與產業鏈夥伴建立長期戰略合作關係，通過搭建跨界平臺，整合資源，與合作夥伴共同行動，共享發展成果，致力於打造命運共同體。

Promoting Win-win Cooperation

Meilan Airport treats each partner sincerely and has built long-term strategic cooperation with partners of the industrial chain. We devote to building a community of shared future through building cross-border platforms, integrating resources, acting in concert with our cooperative partners and sharing development achievements.

完成物聯網平臺建設，提升設備的管理效率和利用率，實現能源的智能分配。

The Company has accomplished the building of the IoT platform, improved the management efficiency and utilization of devices and achieved the intelligent allocation of energy.

實施「無紙化通關」，為旅客提供便捷通關服務。

The Company has implemented "paperless check-in" to provide passengers with convenient check-in service.

促進產業合作

整合物流資源，拓展與順豐控股（集團）股份有限公司（以下簡稱「順豐」）的業務合作，引進順豐全貨機，新增開展山東航空股份有限公司、四川航空股份有限公司等航空代理業務合作，提高自身效益的同時，與伙伴攜手前進，共同實現利益與資源價值最大化。

通過與北京赫德陽數據公司等企業合作，利用電信運營商等數據，實現客源準確分析、精準營銷，以大數據助力粵西地區客源開發等工作。

Promoting industrial cooperation

The Company has integrated logistics resources, expanded business cooperation with Shunfeng Express (Group) Co., Ltd. (hereinafter shortened as S.F. Express), introduced the all-cargo carrier of S.F. Express, and conducted airline agency service cooperation with Shandong Airlines, Sichuan Airlines, etc. While improving our own profits, we go ahead with our partners hand in hand to achieve the maximization of profit and resource value.

The Company cooperated with enterprises like Beijing Headyonder Data Communication Tech Co., Ltd., and made use of the data of telecommunication operators to achieve precise analysis of passenger sources and targeted marketing, and to facilitate the development of passenger sources in the west of Guangdong with big data.



智慧•連接•共享，打造三贏戰略合作

為進一步提升美蘭機場的國際化水平，推動智慧物流和智慧航運的發展，2017年9月，公司與海航雲商投資有限公司、百度在綫網絡技術（北京）有限公司共同簽署戰略合作協議，三方將立足航空信息技術領域，以「智慧機場」建設為引領，圍繞「互聯網+機場」建設目標，在機場運營、雲計算應用等領域開展深度合作，助力整個民航業的智能升級，共同推動基於物聯網、位置服務技術，進行駐場人員安全管控，機場設備的安全運營場景、雲安檢等方面的前瞻性業務與技術應用研究。



Intelligence – Connection – Sharing to build triple-win strategic cooperation

To further improve its internationalization and promote the development of intelligent logistics and intelligent airport, the Company signed a strategic cooperation agreement with HNA Usolv Co., Ltd. and Baidu Online Network Technology (Beijing) Co., Ltd. in September 2017. The three parties planned to root in the field of aviation information technology, take “building an intelligent airport” as their guide, and focus on the construction goal of “internet + airport” to carry out in-depth cooperation in fields of airport operation and the application of cloud computing to facilitate the intelligent upgrading of the whole aviation industry and to promote prospective business and technology application and research based on the IoT, location based service, on-site personnel security control, safe operation of airport devices and cloud security check.

加強供應商管理

公司的長遠發展有賴於穩定、可持續的供應鏈。公司本着互利共贏的理念，創新採購流程，選取優秀施工框架協議單位，建立規劃報建供應商及收費標準信息庫，保證供應商的合法權益，與供應商建立更為緊密的合作關係，為供應商提供公平、公開、公正的市場環境。

2017年，美蘭機場施工框架協議單位5家，3家單位承攬50萬元人民幣至500萬元人民幣中小型項目；2家單位承攬50萬元人民幣以下維修項目。造價諮詢框架協議單位2家，承攬中小型基建項目諮詢服務。

搭建學習交流平臺

ASQ (Airport Service Quality, 機場旅客服務質量) 論壇被視為國際民航業分享服務管理經驗、提升服務質量的交流盛會。2017年，美蘭機場與ACI總部共同舉辦2017年機場服務質量 (ASQ) 論壇，成為繼天津濱海國際機場之後，國內第二家承辦該論壇的機場。

論壇期間，ACI、瑞士空港Swissport、廣州白雲機場、上海虹橋機場、民航資源網等業內代表分別在會上進行了研究成果及服務案例的學習分享，為來自世界各地的業內同行提供了學習交流平臺，有效促進了行業服務品質提升；同時，也為海南國際航綫拓展、加快國際旅遊島建設、提升海南國際形象奠定了堅實基礎。

此次活動吸引了來自國內外113家單位的236名代表參加，為美蘭機場在國際和行業贏得了極大的品牌知名度、認知度及美譽度。

助力行業發展

公司關心行業整體的發展步伐，利用自身優勢資源深化國際和地區合作關係等，促進行業的溝通、交流、合作與發展，同時樹立良好的國際化品牌形象，為實現中國夢、民航強國夢作出更大的貢獻。

樹立行業標杆。2017年，美蘭機場正式成為全球第八家、國內首家 (不含港澳臺地區) SKYTRAX五星機場。在實現五星目標的基礎上，美蘭機場圍繞「固化五星成果、推進管理輸出、持續服務創新、打造卓越機場」四個方面開展五星服務專項提升工作。

分享先進經驗。參加國內外行業峰會並發表主題演講5次，接待北京、杭州等國內機場來訪8次，與國內優秀機場交流先進服務管理經驗，在業內樹立了良好的五星品牌形象。

推動平安民航建設

在第五屆中國機場安全 (安保) 大會上發表《數據化驅動，平臺化運作——安保管理大數據應用》的主題演講。美蘭機場將安全發展分成：1.0、2.0、3.0三個發展階段。在1.0階段空防安全與2.0階段信息化安保的基礎上，美蘭機場進入了3.0時代，實現了從「信息化收集」到「大數據應用分析」的轉變。美蘭機場依托安保管理模塊平臺、運行管理模塊平臺、後臺保障模塊平臺三大支撐平臺，通過大數據BIM的集成與應用，實現了安保思維主動化、安保防控網絡化和安保預警智能化三個方面主要目標，並實現了數據交換對接、數據信息共享，最終達成了對安全的預測目標，加強平安民航建設。

Enhancing supplier management

The long-term development of the Company depends on the stable and sustainable supply chain. Insisting on the concept of mutual benefit and win-win result, the Company innovates in purchasing process, selects excellent construction framework agreement units, and build information pool of planning and submitting suppliers and charging standards to guarantee the legitimate rights of suppliers, build closer cooperative relationship with suppliers and create fairer, opener and more impartial market environment for suppliers.

In 2017, Meilan Airport selected 5 companies with construction framework agreements. Three of them undertook small and medium size programs between RMB 500,000 and 5,000,000 and two undertook maintenance programs below RMB 500,000. The Company also selected 2 companies with cost consultation framework agreement to provide consulting service for small and medium size construction programs.



Building a platform for learning and communication

ASQ (Airport Service Quality) Forum is taken as a communication gala for the international civil aviation industry to share service and management experience and improve service quality. In 2017, Meilan Airport held 2017 Airport Service Quality Forum with the headquarters of ACI together, which made it the second airport having held the forum in China, following Tianjin Binhai International Airport.

Representatives from ACI, Swissport, Guangzhou Baiyun International Airport, Shanghai Hongqiao International Airport and CARNOC.com shared their research results and service cases on the forum. The forum provided the peers from all over the world in the industry with a platform for learning and communication and effectively promoted the improvement of service quality of the industry. Meanwhile, it laid a solid foundation for expanding international airlines of Hainan, accelerating the construction of Hainan as an international tourism island destination and improving Hainan's international image.

The event attracted 236 representatives from 113 organizations at home and abroad, which won great popularity, recognition and reputation for Meilan Airport in the world and in the industry.

Boosting industrial development

The Company concerns about the overall development pace of the industry. We take advantage of our resources to deepen international and regional cooperation and enhance industrial communication and exchanges, cooperation and development, and build a good international brand image at the same time, thus making a greater contribution to realizing the Chinese Dream and the dream of strengthening the country with civil aviation.

Setting up an industrial model. In 2017, Meilan Airport officially became the eighth SKYTRAX 5-Star airport in the world and the first SKYTRAX 5-Star airport in China (except for Hong Kong, Macau and Taiwan). Based on the achievement of the 5-Star goal, Meilan Airport conducted 5-Star service improvement special work from 4 aspects, including consolidating the 5-Star achievement, promoting management output, innovating in services continuously and building an excellent airport.

Sharing advanced experience. We have attended 5 international and domestic industrial summits and given keynote speeches. We received visiting of 8 domestic airports including Beijing Capital International Airport and Hangzhou Xiaoshan International Airport, exchanged advanced management experience with domestic excellent airports and built a good image of 5-Star brand in the industry.



Promoting the construction of safe civil aviation

Meilan Airport delivered a keynote speech titled *"Data-Driven and Platform-based Operation—the Big Data Application of Security Management"* on the 5th China Airport Security Forum. Meilan Airport divided safe development into 3 phases, 1.0, 2.0 and 3.0. The Company has gone through air defense security in the 1.0 phase and information-based security in the 2.0 phase and entered the 3.0 phase, thus achieving the transformation from "information collection" to "application and analysis of big data". Meilan Airport has realized the main goals in aspects of active security thought, grid security defense and control and intelligent security precaution, achieved data exchange and connection and data information sharing, realized the forecast of safety and enhanced the construction of safe civil aviation, with the support of three platforms, that is, security management module platform, operation management module platform and back-stage guarantee module platform, and the integration and application of big data BIM.



02

STAR SERVICE FOR JOYFUL JOURNEY

星級服務 悦享旅程

美蘭機場始終秉承「星美蘭·馨服務」的理念，一切從客戶需求出發，依據國際化、專業化、人性化的五星標準，持續為全球旅客提供真心、順暢、舒適、愉悅的超值服務。

Meilan Airport, with the concept of "reaching higher with service excellence", follows the international, professional and humanized 5-Star standards and offers its services to meet the customers' demand, constantly providing sincere, smooth, comfortable and joyful good-value services to passengers all over the world.

打造溫馨旅程

公司希望旅客的每次旅程都是一次溫馨體驗，全面識別旅客需求，強化服務管理，讓旅客在便捷出行的同時，感受溫馨的服務，為旅客提供更加優質可靠、高效卓越的出行。

2017年，美蘭機場榮膺 SKYTRAX 五星機場，成為全球第八家、國內首家（不含港澳臺地區）SKYTRAX 五星級機場，成功邁入國際優秀機場行列。

舒心出行

公司加強管理創新，通過規範化管理、優化安檢流程、多語言溝通，實現旅客出行更加方便、便捷。



更準時

通過對超規行李（即超件、超大、超多）卡控崗位實施定崗、定責、定量制度並量化評優、優化流程等規範管理，極大程度緩解了後端安檢行李檢查及登機口超規行李卡控壓力，為航班正點提供了強有力的保障。2017年，堵卡超規行李數據較之前的平均數據提高了 55.36%。



更高效

每日根據客流量合理評估保障能力，統籌勤務安排，優化班組配置，實時監控待檢區旅客流量，提前加開通道，合理分流兩區待檢人員，加快旅客過檢速度；將安全關口前移，在待檢區使用移動手推車收集違禁物品，並進行安檢知識宣傳，提高通道放行速率。



更便捷

制作引導牌、多語提示牌、機場地圖等，開展員工常用外語培訓，實現與旅客流暢對接，方便國內外旅客出行。



提高機場航班放行正常率

以美蘭機場航班運行協調管理委員會為平臺，將空管、航空公司以及駐場單位共同納入航班正常性管理體系，依據《航班正常管理規定》（交通運輸部令 2016 年第 56 號）、《機場航班運行保障標準》（民航發〔2013〕81 號）等相關文件並結合自身情況，完成了《海口美蘭國際機場航班運行管理規定》、《海口美蘭國際機場航班保障作業時限標準》等一系列規章制度並有效實施，逐步健全完善航班保障體系支撐性規章制度。

Building Warm Journeys

The Company wishes that each travel of the passenger is a warm experience. We identify passenger demands in an all-around manner and enhance service management to provide passengers with excellent, reliable, high-efficient and excellent travel and make them enjoy warm service while experiencing the convenient travel.

In 2017, Meilan Airport was granted the title of SKYTRAX 5-Star Airport, which made it the eighth SKYTRAX 5-Star airport in the world and the first SKYTRAX 5-Star airport in China (excluding Hong Kong, Macau and Taiwan), thus becoming one of the best international airports.

Comfortable travel

The Company has strengthened management and innovation and made passengers' travel more convenient and efficient by standardizing management, optimizing security check procedures, and communicating in multi-languages.



More punctual

The Company implemented system of fixed post, fixed duty and fixed workload for excess luggage (over-number, oversize and over-amount) control posts and standard management like quantitative evaluation and procedures optimization, which greatly relieved the pressure of rear-end security check, luggage check and excess luggage control at the boarding gate, thus providing a powerful guarantee for the punctuality of flights. In 2017, the number of stopped excess luggage was increased by 55.36% than the previous average number.



More efficient

The Company accelerated the speed of passengers passing through the security check by evaluating its guarantee capacity reasonably according to the daily passenger flow volume, arranging service staff properly, optimizing team allocation, implementing real-time monitoring of passengers waiting to go through security check, adding check-in channels in advance to distribute passengers in the two areas properly. We also forward moved the security check points, used mobile trolleys to collect prohibited goods in check waiting area, and publicized security check knowledge to improve passage release rate.



More convenient

We have achieved smooth connection with passengers and facilitated the travel of foreign and domestic passengers through making guidance boards, notice boards in multi-languages, airport map, etc. and providing useful foreign language expression training for the staff.



Improving the normal release rate of flights

Based on Meilan Airport's flight coordination management committee, Meilan Airport included air traffic management bureau, airline companies and airport-stationed units into the airport normality management system. The Company made a series of regulations, including *Flight Operation Management Regulation of Haikou Meilan International Airport* and *Flight Guarantee Operating Time Limit of Haikou Meilan International Airport*, according to *Flight Normality Management Regulation* (Command of the Ministry of Transport, No. 56, 2016), *Airport Flight Operation Guarantee Standards* (Civil Aviation [2013] 81) and its own actual situation. The Company implemented them effectively and gradually improved and perfected supporting rules and regulations for flight guarantee system.



美蘭機場安全檢查站獲旅客贈送錦旗
Meilan Airport security checkpoint receives a pennant from passengers

周到服務

美蘭機場以旅客體驗為導向，設立陽光詢問臺、便民服務臺，給旅客送去「人性化」體驗和關懷，提供舒適、溫馨的服務。

Thoughtful service

Taking passenger experience as guide, Meilan Airport has established sunshine inquiry counters and convenience service counters to provide passengers with humanized experience and care and comfortable and warm service.

陽光問詢。為全面提升旅客服務體驗，公司對問詢櫃臺工作人員進行全面培訓，從企業文化、專業形象、禮節禮儀、業務操作、崗位英語等多方面制定星級培訓課程，全面提升工作人員專業素質，並通過建立日常監察制度、問詢櫃臺硬件更換，全方位促進陽光問詢品牌建設。

Sunshine inquiry. To improve passengers' service experience, the Company trained working staff of the inquiry counters and designed various star-level training courses, including corporate culture, professional image, courtesy and etiquette, business operation and position related English, to comprehensively improve the professional quality of the staff. The Company also established daily supervision system and changed the hardware of inquiry counters to facilitate the all-around building of sunshine inquiry brand.

便民服務。設立集問訊、暫存、郵寄、便民醫藥箱等功能於一體的便民服務臺，協助旅客郵寄或暫存超量液態化妝品，解決了旅客「托運來不及、扔了又可惜」的難題；服務臺亦為旅客提供老花鏡、創口貼等生活用品，想旅客之所想，竭盡所能為旅客排憂解難。

Handy service for the public. The Company has established convenience service counters integrating inquiry, temporary storage, mailing and medical kit to assist passengers to mail or store excess liquid cosmetics temporarily, which solves the problem of "having no time to check and feeling sorry to abandon it" faced by passengers. Meanwhile, the service counter provides passenger with living goods like far-sighted glasses and adhesive bandage. We think what the passengers concern and try our best to solve problems for passengers.



「人性化」體驗。基於對旅客過檢習慣分析，美蘭機場安全檢查站通過調整旅客受檢時的站位方向，並使用「L」型引導手勢，使旅客能實時見到隨身行李，消除旅客顧慮，滿足了機場服務工作中「人性化」服務需求，此舉獲得中國民用航空管理總局中南地區管理局表揚與認可。

Humanized experience. Based on the analysis of passengers' habit while passing through security check, Meilan Airport adjusted the standing direction of passengers undergoing security check and used L-style guidance to make the luggage stay in the vision of the passengers, which removed passengers' concern and met the requirement of providing humanized service in airport service. This practice won the praise and recognition of CAAC Central and Southern Regional Administration.

改善候機體驗。在春節、元宵節、國慶節、婦女節及聖誕節等國內外重大節日，進行機場節日化裝扮，給旅客送去節日問候與禮物，讓在旅途中的人們感受到節日的氣氛和溫暖。通過在安檢待檢區開展文藝活動和軍體拳表演為旅客營造輕鬆、愉悅的候檢氛圍；同時，公司通過開展「我來體驗做旅客」等活動，以旅客視角發現安檢服務過程中的不足並改進提升。

Better waiting experience. We decorate our airport in important foreign and domestic festivals like the Spring Festival, the Lantern Festival, the National Holiday, Women's Day and Christmas, and send festival greetings and gifts to passengers to let them feel the atmosphere and warmth of the festival during their trip. We provide artistic and cultural activities and military boxing performance for passengers to create an easy and happy atmosphere for those waiting to go through the security check. We also have launched the activity of "I am a passenger" to discover the shortcoming in security check service from the perspective of passengers and improve customer experience continuously.

升級服務體驗

美蘭機場堅持「人民民航為人民」的宗旨，樹立一切以「旅客需求」為工作出發點，從服務細節及服務創新着手，不斷升級服務管理，改良機場軟硬件條件，優化工作流程，規範工作標準，為旅客提供無微不至的出行體驗。

豐富交通方式

為方便旅客出行，公司將海南環島高鐵接入美蘭機場站前綜合體一層的 GTC，全新推出空鐵暢行產品，使空中與地面交通實現無縫連接，打造多樣化便捷立體交通。

- 聯合小二租車、UCAR 等公司在美蘭機場投放一批可供租賃的電動汽車，新增 12 臺電動環保型擺渡車并成立「停車場 - 候機樓」保障車隊，每五分鐘定點發車，隨航班全天候運行，方便旅客往來於停車場及候機樓之間，解決旅客交通問題。
- 美蘭機場至瓊海、定安、屯昌、瓊中、東方 5 條城際班線已陸續開通，同時加密原有文昌、儋州 2 條綫路的發車班次。截至 2017 年底，GTC 客運站共上下客 32,684 人次。
- 隨着站前綜合體停車場的投入運營，現有停車位已增加至 5,000 個，進一步滿足旅客需求。

提供智能服務

公司致力於為旅客提供優質服務，推出自助值機、自助托運、自助登機等全流程智能化服務，探索使用集選座、打印登機牌及行李牌等功能於一體自助行李托運設備，節省旅客在值機櫃臺的排隊等待時間。2017 年，公司加強安防新技術應用，研究應用安檢人臉識別、毫米波檢查儀等新技術設備，通過應用新安全科技智能化成果提升旅客安檢效率與體驗。



提升航班靠橋率

快速便捷的廊橋登機應是旅客便捷登機的第一選擇。為解決有限的廊橋機位無法滿足日益增長的航班架次的問題，公司將提升航班靠橋率作為重點指標進行管控，創新機位保障模式，引入新型數據系統，強化資源分配員技能等多措并舉力保旅客順利出行。2017 年，美蘭機場過站航班靠橋率同比 2016 年上升約 2.9%。

創新機位保障模式

Innovating in aircraft stand guarantee mode

- 通過全天候動態分配機位
- 縮短機位排布時間間隔
- 增加廊橋與航空器的適配性
- 利用機坪塔臺優勢協調空管部門盡早釋放機位
- Dynamically allocate aircraft stand all day
- Shorten the time interval of aircraft stand distribution
- Improve bridge-aircraft fit
- Take advantage of ramp tower to coordinate air traffic control department to release aircraft stand as early as possible

引入新型數據系統

Introducing new data system

- 引入并正式運行 AODB 系統（機場運行數據系統），加大人機交互力度，更高效地進行智能化機位分配
- Introduce and run AODB system officially to enhance man-machine interaction and achieve more efficient intelligent aircraft stand allocation

強化資源分配員技能

Enhance resource allocators' skills

- 開展系統培訓
- 嚴格實操課程
- Launch systematic training
- Strengthen practical courses

提升航班靠橋率措施

Improving the rate of stopover and arrival

Upgrading Service Experience

Insisting on the mission of “the people's civil aviation is for the people”, Meilan Airport takes passengers' demand as its starting point of work, and improves service from details and innovation. The Company has upgraded service management continuously, improved software and hardware conditions of the airport, optimized working procedure, and specified working standards to provide passengers with meticulous travel experience.

Enriching transport means

For the convenience of the passengers' travel, the Company connected the Hainan island-looping high-speed train to GTC, on the first floor of the terminal complex in Meilan Airport to launch new air and rail products for seamless connection of air and ground traffic and building diversified and convenient three-dimensional transportation.

- The Company worked with car rental enterprises like Xiaozuche and UCAR to put some electric cars open to rent in Meilan Airport, increased another 12 environmental-friendly electric ferries and founded the “parking lot-terminal building” guarantee vehicle team to dispatch vehicles each 5 minutes, with 24/7 availability, which is convenient for passengers to shuttle between the parking lot and terminal building and solves the transportation problem facing the passengers.
- The five intercity lines from Meilan Airport to Qionghai, Ding'an, Tunchang, Qiongzong, and Dongfang have been open in succession. The frequency of buses running in Wenchang and Danzhou lines were increased. By the end of 2017, there were 32,684 passengers pick-up and drop-off in GTC bus station.
- As the parking building of the terminal complex came into service, there have been 5,000 parking spaces by now, further meeting the passengers' demand.

Providing intelligent service

The Company is dedicated to providing high quality service for passengers. We have launched a series of intelligent services covering the full flow self-service check-in, self-service check and self-service boarding, and are exploring a self-service luggage check equipment which integrates functions of check-in, printing boarding pass and luggage card to save passengers' waiting time in front of the check-in counter. In 2017, the Company enhanced the application of new security technology and improved security check efficiency and experience by applying intelligent achievements of new security technology, like face recognition equipment and millimeter wave inspectors.



Improving the rate of stopover and arrival

The fast and convenient boarding bridge is passengers' first choice for convenient boarding. To solve the conflict between inadequate bridge parking stands and increasing flights, the Company has taken a series of measures to ensure passengers to have a smooth travel, such as taking “improving the rate of stopover and arrival” as a key index to control, innovating in parking stand guarantee mode, introducing new data system and improving resource allocators' skills. In 2017, the rate of stopover and arrival in Meilan Airport was improved by around 2.9% compared with that of 2016.

增強人文關懷

美蘭機場以旅客為中心，不斷完善無障礙設施，加強特殊旅客引導與人文關懷，注重急客引導，切實為旅客提供貼心愉悅的出行體驗。

完善無障礙設施

為實現旅客無憂出行，公司不斷完善無障礙設施，建立無障礙服務設施，保障特殊旅客便捷出行。



創新特殊旅客服務

公司不斷探索創新服務流程，注重加強特殊旅客引導與人文關懷，做好特殊旅客過檢的全流程服務。

提供特色服務。向無人陪伴兒童、老人和行動不便的殘障旅客推出無陪兒童乘機服務、特殊旅客輪椅服務等特色服務，滿足不同旅客服務需求。

注重暖心引導。加強特殊旅客引導工作，做好輪椅旅客、攜帶嬰兒旅客、軍人旅客等的檢查和引導。

設立愛心通道。根據不同旅客的過檢需求，設立女性旅客專用通道、高端旅客通道、愛心及急速安檢登機的旅客（以下簡稱「急客」）通道、「老兵榮耀返鄉」、「新兵獻身國防」通道。

保障舒心等候。給因不正常航班滯留機場的旅客及患病旅客提供測量血壓、養生茶、健康宣教等義務服務。

Enhancing Humanistic Care

Meilan Airport is passenger-centric. We keep improving barrier-free facilities, strengthen guidance and humanistic care to special passengers, and pay special attention to guide urgent passengers to provide passengers with comfortable and joyful travel experience.

Improving barrier-free facilities

To provide carefree travel for passengers, the Company perfects barrier-free facilities continuously and has built barrier-free service infrastructure to make the travel of special passengers easier and more convenient.

Innovating in services for special passengers

The Company keeps exploring and innovating in service procedures and attaches special importance to strengthening guidance and humanistic care for special passengers to provide high quality service covering the full flow of security check for them.

Featured service. The Company has developed featured services for the unaccompanied children, the elderly and the disabled with reduced mobility and provides wheelchair service for special passengers to meet their needs.

Warm guidance. The Company has strengthened guidance to special passengers and provides good security check and guidance service for wheelchair passengers, passengers with babies and soldiers.

Love caring channels. The Company has established different channels like female only channel, VIP channel, green channel and urgent passenger channel, veteran channel and newly recruited soldiers channel to meet the needs of different passengers.

Comfortable waiting. The Company provides free blood pressure measuring, health-enhancing herbal tea, health publicity services for stranded passengers due to abnormal flights.



開設女性旅客安檢專用通道

按照機場相關規定，女性旅客祇能由女性安檢員進行人身檢查，常規安檢通道男女混排，當女性旅客連續過檢時，男性安檢員祇能從旁等候，影響驗放速度，并且女性旅客攜帶的行李物品中，難免存在不便於男性安檢員開包檢查的物品。

為提升安檢效率、保護女性旅客隱私，美蘭機場將安檢 B 區的 5 號通道設置為寬敞且易識別的女性安檢專用通道，并首設安檢女子班組，配備 9 名安檢業務精湛的女性安檢員開展服務工作，對女性旅客進行針對性的過檢提示和解答，提供愛心服務。



女性安檢專用通道
Female only security check channel



Opening female only security check channel

According to the related regulations of the airport, only female security inspectors can conduct physical inspection for female passengers. However, for regular security check channel, when females go through the security check channel in succession, the male security inspector can only stand beside and wait, which slows the security check speed. Besides, there are items in the belongings carried by female passengers which are not suitable for male security inspectors to open and check.

To improve security check efficiency and protect female passengers' privacy, Meilan Airport has set channel No. 5 in the security check area B as the spacious and easily recognizable female only channel and built a female security inspector team consisting of 9 skilled female inspectors to provide targeted guidance and solutions as well as love caring services for female passengers.



保障急客快速過檢

為保證急客準時登機，美蘭機場配備四名穿着反光衣的「急客引導員」，由引導員指引登機時間臨近的旅客前往急客通道過檢，同時建立急客引導的相關處置流程，方便急客及時找到工作人員，主動幫助急客與其他正常排隊旅客協調提前過檢，避免誤機。



引導員
Service guide



Assisting urgent passengers to go through the security check rapidly

To ensure that urgent passengers can get aboard on time, Meilan Airport arranged 4 urgent passenger guides wearing reflective vests to guide passengers who are near the boarding time to the urgent passenger channel. We also established relevant dealing procedures to guide urgent passengers to find the working staff, who are ready to coordinate with other passengers in queue to help urgent passenger go through security check first and avoid missing the flight.

提升旅客滿意度

公司關注旅客體驗，通過網絡、信箱、電話等多種舉措，積極獲取、了解旅客意見及建議，實行旅客投訴閉環管理，及時處理旅客投訴，不斷反思、改進、規範和優化，努力提升旅客的滿意度。2017年，旅客投訴處理及時率100%，ASQ旅客滿意度4.98分。



斬獲 ASQ 三項世界大獎

美蘭機場以旅客滿意為目標，不斷提升服務水平。2017年，美蘭機場憑借優質的服務水平，榮膺ACI頒發的「2016年度全球最佳機場1,500-2,500萬規模組ASQ旅客滿意度第一名」等三項世界級大獎，公司服務品質獲得國內外民航業界的高度認可。

Improving Passenger Satisfaction

The Company pays great attention to passenger experience. We try to learn about passengers' feedback and suggestions by means of internet, e-mail and phones. We implement the closed loop management of customer complaint, deal with customer complaints timely, and keep thinking, improving, standardizing and optimizing to improve passenger satisfaction. In 2017, the timeliness rate of passenger complaint handling was 100% and the ASQ passenger satisfaction was 4.98 points.



Winning three ASQ prizes

Meilan Airport takes passenger satisfaction as its target and improves its service level continuously. In 2017, the Company won three world-class prizes awarded by ACI in virtue of its high-quality service, the First Place of ASQ Award for Best Airport in the World by Size 15-25 Million Passengers in 2016. The service quality of the Company was highly recognized by both foreign and domestic civil aviation industry.



ACI 全球年會現場
The ACI annual conference





03

SAFETY FIRST FOR REASSURING TRAVEL

安全為基 放心出行

安全是民航人的生命綫，是民航企業的立足之本。美蘭機場持續完善安全管理體系，不斷提升安保工作效率與質量，面向工作人員、旅客、駐場單位開展安全文化宣貫，構建安全機場。2017年，美蘭機場全年未發生事故徵候及以上事件，順利通過 ACI 卓越安全機場（APEX，Airport Excellence in Safety）復審，實現自通航以來連續第 19 個安全年。

Safety is the lifeline of civil aviation people and the foundation of civil aviation enterprises. Meilan Airport keeps perfecting safety management system, improves the efficiency and quality of security work continuously and launches security culture publicity activity to the staff, passengers and airport-stationed companies to build a safe airport. In 2017, no accident proneness or accident happened in Meilan Airport. We have successfully passed the review of Airport Excellence in Safety (APEX) by Airports Council International and achieved the 19th safety year since navigation.

夯實安全管理

美蘭機場完善安全管理委員會平臺建設，下設跑道安全管理委員會、FOD（Foreign Object Debris，可能損傷航空器的某種外來的物質、碎屑或物體）防範委員會、防火安全委員會等 9 個二級委員會，以安全協議約束為保障，持續完善安全管理體系，積極推動安全管理規範化、體系化建設。

2017 年，美蘭機場制發了《安全管理委員會工作程序》并實施了《安全積分及紅黃牌管理制度》，以確保安全管理委員會成員單位在各自履行主體責任的基礎上，服從安全管理委員會的統一管理，通過安全管理委員會平臺積極發揮協調責任，共同維護機場運行安全。

Consolidating Safety Management

Meilan Airport has improved the platform building of Safety Management Committee and set up 9 secondary committees, including Runway Safety Management Committee, FOD (Foreign Object Debris) Prevention Committee and Fire Prevention Safety Committee. We use the restriction of safety agreements as guarantee, keep improving safety management system and promote standard and systematic development of safety management actively.

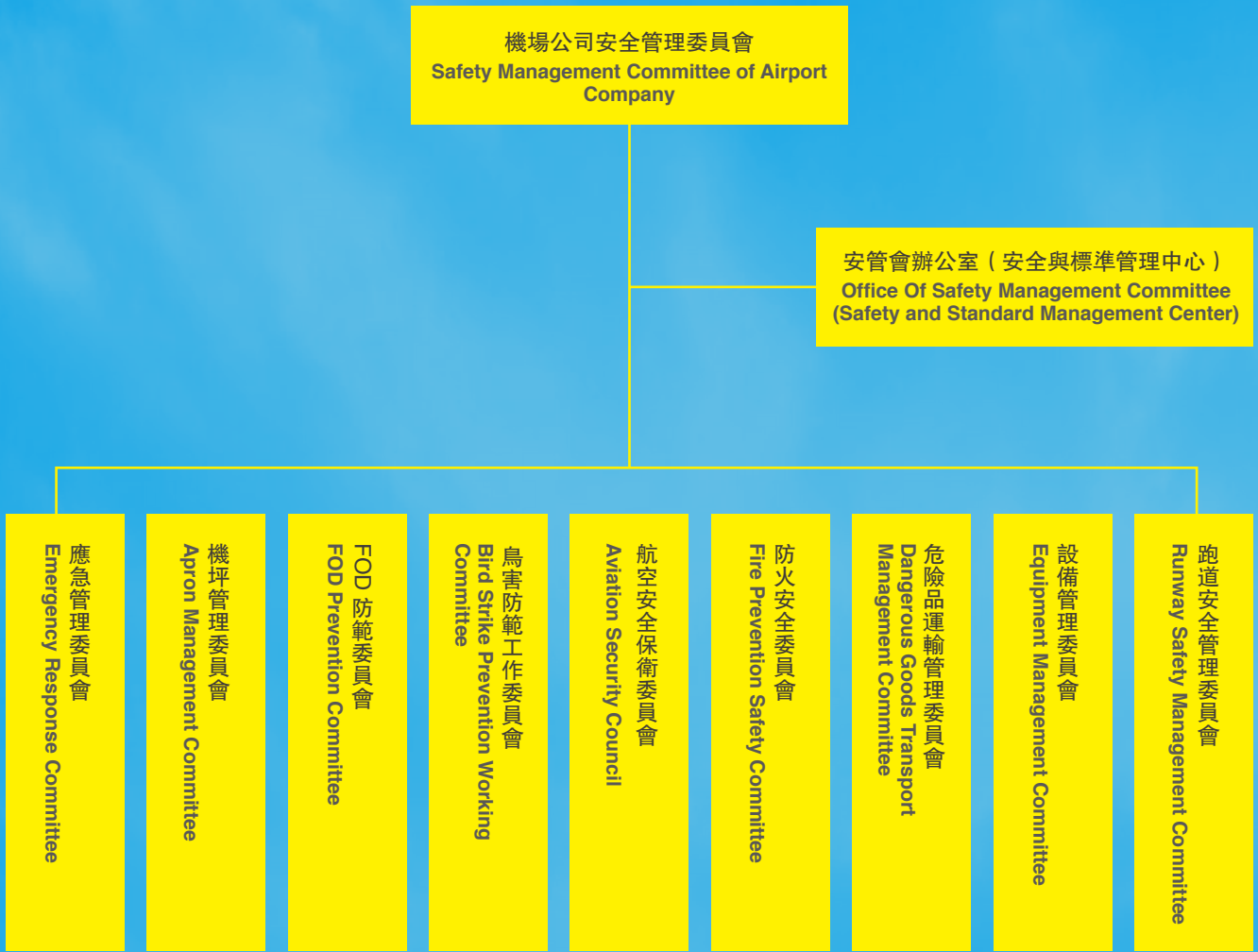
In 2017, Meilan Airport issued the *Working Procedure of Safety Management Committee* and implemented *Safety Points and Red & Yellow Card Management System* to ensure that members of the Safety Management Committee follow the unified management while performing their subject responsibility. *The Safety Management Committee* plays an active role in coordination to safeguard the safe operation of the airport jointly.

完善 SMS 安全管理

美蘭機場依據《中華人民共和國安全生產法》等法律法規，及民航相關的行業規章、標準以及規範性文件，進一步梳理涵蓋安全管理、安保管理、運行管理、應急救援、施工管理、設備管理六大類別的制度體系，對公司安全管理體系與局方要求的符合性進行深入自查，建立并持續更新《美蘭機場安全管理程序匯編》，確保各項機制合規有效。

Improving SMS safety management

According to the national laws and regulations, like *Work Safety Law of the People's Republic of China*, standards and normative documents of civil aviation industry, Meilan Airport further set up 6 systems covering safety management, security management, operation management, emergency rescue, construction management and equipment management. We have conducted in depth self-check of the compliance of the Company's safety management system with the requirements of the Civil Aviation Administration, built and continuously updated *Meilan Airport Safety Management Procedure Collection* to ensure that all the mechanisms are compliant and valid.



美蘭機場安全管理委員會組織架構圖
Organizational structure of Meilan Airport safety management committee



推進安全風險管理

全面排查梳理核心風險。重構危險源數據庫，將鳥擊航空器、刮碰航空器、FOD 防範、施工安全管理、跑道侵入、危險品運輸等 12 項風險列為公司級核心風險，通過建立 SMS-DG 體系等方式，進行系統化管控。

建立安全隱患數據庫。以《民航安全隱患排查治理工作指南》為指導，制發《海口美蘭國際機場安全隱患排查治理工作制度》，建立安全隱患數據庫，充分發揮二級委員會專業化支撐作用，從安全隱患排查識別、安全隱患分級、安全隱患分析、安全隱患治理閉環等方面形成長效機制。

強化安全風險監察。對近三年發生的 30 餘個不安全事件調查報告進行分析，從「人、機、環、管」四個方面查找事件發生的原因，結合公司 12 項核心風險和危險源庫，梳理風險監察項目，並完成第二版《風險監察手冊》修訂工作，旨在形成主動式、預警式的風險管理模式，將安全關口前移，防患於未然。

保障安全運行

美蘭機場將飛行安全視為第一生命綫，實行嚴格的安全管控措施，從飛行安全、施工安全、消防安全、空防安全、信息安全五方面入手，確保做好每一個安全細節，共同築建和諧安全的機場運行環境。

美蘭機場開展安全演練活動
Meilan Airport conducts safety drills

優化安全績效管理

將涉及機場核心關鍵環節核心風險納入安全績效管控範疇，設置 77 個安全項目指標並制定 311 個行動計劃，採取分層監管、逐級負責的安全績效指標監測機制，開展常態監察、定期審核。將所有管理幹部的安全責任指標與人力資源體系的績效考核掛鉤，強調公司級領導安全責任落實，定期帶隊深入一綫進行檢查，做到情況在一綫掌握，問題在一綫解決。



首創分值管理系統

2017 年美蘭機場首創的「分值管理系統」正式上綫，實現美蘭機場與各個駐場單位以及外包單位人員的信息傳遞與分享。同時美蘭機場將通行證分值與員工行為結合，利用分值管理系統作為信息流，對各單位、各個員工的違規特點、違規行為以及違規方式等進行深入分析，並應用到安全預警、風險管理等日常管理工作中，有效提高整體工作效率。



Promoting safety risk management

Checking and eliminating core risks comprehensively. The Company has rebuilt dangerous data base, listed 12 risks like bird strike, scratch, foreign object debris prevention, construction safety management, runway incursion and dangerous goods transportation as core risks, and built SMS-DG system to conduct systematic control.

Building safety hazard database. The Company has made and issued *Safety Hazard Investigation and Elimination Working System of Haikou Meilan International Airport* according to the *Working Guidance of Civil Aviation Safety Hazard Investigation and Elimination*, built safety hazard database, brought the profession of secondary committees into full play, and formed a long-term mechanism from aspects of safety hazard identification and elimination, safety hazard classification, safety hazard analysis and management closed loop of safety hazard.

Strengthening safety risk inspection. The Company has analyzed the investigation reports on over 30 unsafe incidents in recent three years to identify the causes from 4 aspects, that is, the people, the machine, the environment and the management. Combing risk inspection programs based on the Company's 12 core risks and hazard database, we completed the revision of the second version of *Risk Inspection Manual* to form an active and precautionary risk management mode, and forward moved safety gateway to take preventive measures in advance.



Optimizing safety performance management

Meilan Airport has included core risks related to core sections of the airport into the management and control scope of safety performance, set 77 safety project indicators, and made 311 action plans. The Company has adopted the safety performance indicator supervision mechanism of tiered management and level-by-level responsibility, and conducted supervision and evaluation frequently and regularly. We connect the safety responsibility indicators of all management personnel with the performance evaluation in the system of human resources, stress on the company-level leaders' implementation of safety responsibility, and lead teams to inspect work in the front-line and regularly to know about problems and solve them in the front-line.



Initiating the score management system

In 2017, the score management system initiated by Meilan Airport was launched officially, which realized information delivery and sharing between Meilan Airport and each airport-stationed companies and outsourcing companies. Meanwhile, we combined passport scores with the behavior of the staff, use score management system as information flow to analyze the violation feature, behavior and manner of each company and staff deeply and apply it to daily management like safety precaution and risk management to improve the overall working efficiency.

ENSURING SAFE OPERATION

Meilan Airport takes flight safety as the first lifeline, implements strict safety management and control measures from five aspects, that is, flight safety, construction safety, fire prevention safety, air defense safety and information safety to do every safety detail well and to build a harmonious and safe airport operating environment jointly.

共開展消防安全知識培訓

52 課時

累計培訓

1,329 人次

發放消防宣傳資料超

1,000 份

共組織消防安全隱患
大排查

13 次

開展防火安全巡查

116 次

確保飛行安全

鳥害防治。開展鳥情生態環境調研，完成《海口美蘭國際機場鳥情生態環境調研報告》，掌握鳥擊高危區域鳥類動態，加強鳥擊航空器安全管控；新增多功能驅鳥車、風動驅鳥恐怖眼等多項驅鳥設備，從聽覺、嗅覺、視覺多方面對鳥類活動進行幹預及防控。

FOD 管控。完善 FOD 防範管理制度，開展 FOD 防範違規專項治理研討，通過培訓、拍攝宣傳片等措施提升 FOD 防範能力和意識。2017 年全年未發生 FOD 引起的不安全事件。

空防安全。公司開展空防安全隱患治理工作，制發《海口美蘭國際機場空防安全隱患專項治理工作方案》，從公共區域治安防控、控制區通行證管制、內部人員管控以及應急處置與非法幹擾行為應對等方面進行全面排查，完善隱患排查清單庫，建立靜態和動態相結合的長效風險管控機制，確保風險項目閉環管控。

信息安全。為加強信息安全管理，公司以智能化「阿米巴」班組為載體，不斷加強理論和業務知識學習，提升智能化信息安全風險管控能力。

機場安保。緊密圍繞中國民用航空管理總局「三個底綫」工作方針，結合「六嚴」工作要求，堅決落實「陸側防襲擊、安檢防漏檢、空側防入侵」的工作目標，建立「區域管控 + 紅綫安檢」的管理模式，穩步推進空防隱患治理、平安貨運以及平安民航建設專項工作，圓滿完成博鰲亞洲論壇、一帶一路高峰論壇、金磚五國峰會以及中國共產黨第十九次全國代表大會等重大活動保障任務。

消防安全。深入一綫開展消防常識、初始火災撲救、人員疏散及火災逃生等消防技能培訓，提升全員消防業務技能；發放消防宣傳材料，張貼消防安全提示，設立消防諮詢點，開展消防知識宣傳，提高員工和旅客消防安全素質和意識；加強機場區域防火巡查力度，開展常態化排查，督促隱患整改落實和消防設備設施維護保養。



促進安全「阿米巴」班組建設

美蘭機場抓好「基礎、基層、基本功」建設，把「嚴」和「實」的要求切實落實到基層班組，切實做到安全教育到班組、手冊執行到班組、風險防控到班組、技能培訓到班組，以文化建設、人才培養和課題攻關三方面重點開展班組建設工作。

通過班組交流活動及各種文化載體的運用，營造積極向上的文化氛圍。2017 年，開展「阿米巴」班組交流活動 5 期，並制作文化牆、宣傳板報以及宣傳視頻等，在美蘭機場轄區範圍內營造出包含 FOD 文化、消防安全文化等在內的濃厚安全文化氛圍。

加大公司政策支持力度，積極開展班組評優及班組外出培訓交流活動。2017 年，共選出 5 個優秀班組，7 名優秀班組長，分別給予獎勵。同時推動基層人才孵化，共選派優秀班組長外出培訓 3 次，業務交流 1 次。

借助課題攻關，不斷開發班組創新思維。2017 年各「阿米巴」班組共創建攻關課題 27 項，內容涉及飛行區標志更新、鳥擊航空器殘留物研究分析、旅客安檢放行效率提升、可視化手冊建設、機坪運行效率提升等多個方面，從小到大，全面促進業務流程優化。

Ensuring flight safety

Bird strike control. The Company conducted bird ecological environment research, completed *Bird Ecological Environment Research Report of Haikou Meilan International Airport* to master the dynamic state of birds in bird strike high risk areas, and strengthened safety control of bird strike. The Company also installed bird repel equipment like multi-functional bird repel vehicle and scary eye for wind-driven bird repel to prevent and control bird activities from hearing, smell and vision.

FOD prevention. The Company perfected FOD prevention management system, launched seminars on FOD prevention violation special governance and improved FOD prevention ability and awareness through training and advertising video. No safety incident caused by FOD happened in 2017.

Air defense safety. The Company has carried out safety hazard governance work, made and issued *Air Defense Safety Hazard Special Governance Work Plan of Haikou Meilan International Airport* to investigate and eliminate safety hazards from aspects of public area security control, control area passport management, internal staff control, emergency response and illegal interruptive action response. We have improved hazard elimination pool and established a long-term risk control mechanism integrating stationary state and dynamic state to ensure closed loop control of risk projects.

Information security. The Company has taken the intelligent amoeba team as carrier, to improve learning of theoretical and business knowledge and enhance intelligent information security risk management capacity.

Airport security. Centering on the “three bottom lines” working guidance of China Civil Aviation Administration and based on the “Six Stricts” working requirement, the Company implemented the working goal of “preventing attack on the land, avoiding missing security check and guarding against incursion in the air” firmly, established the management mode of “area control + redline security check”, and promoted the special work of air defense hazard governance, safe cargo and safe civil aviation building steadily. The Company completed the guarantee task of major events, like Boao Forum for Asia, Belt and Road Forum for International Cooperation, the BRICS Summit, and the 19th CPC National Congress successfully.

Fire prevention safety. The Company carried out fire prevention skills training, like fire prevention knowledge, initial fire suppression, personnel evacuation and fire escape in the front line to improve fire prevention skills of all working staff. We improve fire prevention ability and awareness of the staff and the passengers by means of handing out fire prevention publicity materials, putting up fire prevention tips, building fire prevention inquiry station, and launching fire prevention knowledge publicity activities. We has strengthened fire prevention inspection in the airport and implemented frequent and regular investigation to urge hazard improvement and maintenance of fire prevention equipment and facilities.



Facilitating the building of safety amoeba team

Meilan Airport has enhanced the work to emphasize the “ foundation, grassroots work and basic skills”, implemented the strict and solid requirements to the grassroots team to bring safety education, manual execution, risk control and skill training to the team, and carried out team building work from culture building, talent cultivating and topic tackling.

The Company has created a positive culture atmosphere through team communication and various culture carriers. In 2017, we organized 5 amoeba team exchange activities and made culture wall, publicity poster and videos to create a strong safety culture atmosphere, including FOD culture and fire prevention safety culture, in the administrative area of Meilan Airport.

The Company has enhanced policy support, and carried out team appraisal and training and exchange activities actively. In 2017, it selected 5 excellent teams and 7 excellent team leaders and gave them awards respectively. Meanwhile, it promoted the cultivation of grassroots talents and selected excellent team leaders to attend 3 trainings and 1 business exchange.

The Company leveraged the key project research to develop innovative thinking of the team continuously. In 2017, the amoeba team established and solved 27 issues, covering the change of logo in the flight area, residue research and analysis of residue of bird strike, improving security check efficiency, making visible manual and improving operating efficiency of apron, to promote the optimization of business procedures fully and gradually.

The Company carried out 52 training hours of fire prevention knowledge training.

52 hours

The Company trained 1,329 people in total.

1,329 people

The Company handed out over 1,000 fire prevention publicity materials.

1,000 materials

The Company organized 13 fire prevention hazard identifications.

13 times

The Company launched 116 fire prevention safety inspection.

116 times

加強外包安保管理

2017年，公司以外包業務審核為契機，對美蘭機場安保業務的外包單位進行全面摸排，從合同簽署、人員准入、培訓教育、用工形式、業務流程以及美蘭機場安全監管單位銜接情況等內容入手，全面加强安全管理。

抵禦「永恒之藍」蠕蟲病毒

2017年5月，「永恒之藍」蠕蟲病毒在全球範圍內爆發，美蘭機場積極開展病毒防禦工作，經過45小時的連續奮戰，所有網絡區域全部開放，生產運行和辦公秩序恢復正常。此次病毒防禦工作保障了美蘭機場設備零感染，共升級19套系統服務器補丁、檢查電腦終端共1,142臺（生產終端369臺、辦公電腦773臺），修復漏洞342處。

Increasing outsourcing security management

In 2017, the Company took outsourcing business review as a good chance and carried an all-around investigation to its security outsourcing units from aspects of agreement signing, personnel admission, training and education, employment form, business procedure and the connection of security supervision units in the airport to strengthen safety management fully.

Fighting against the EternalBlue worm virus

In May, 2017, the EternalBlue worm virus broke out in all over the world. Meilan Airport fought against the virus actively. After 45 hours of hard work, all the internet areas were open and production, operation and office work were back to normal. The virus prevention ensured that there was 0 equipment infection in Meilan Airport. The Company upgraded 19 system server patches, checked 1,142 computer terminals (369 production terminals and 773 office computers), and fixed 342 bugs in the fight against the virus.

開展應急演練

公司不斷完善各項應急預案，與地方救援力量建立聯防聯控機制，扎實做好各項應急管理工作，力促本場應急救援能力進一步提高，為海南省、海口市的空防安全提供有力保障。

舉行反劫機綜合演練

為貫徹落實中國共產黨第十九次全國代表大會安全保衛工作精神，由海南省反恐辦、海南省應急辦主辦，美蘭機場、美蘭機場公安局、海南航空及大新華航空共同承辦的海南省2017年反劫機綜合演練在美蘭機場順利舉行。通過此次演練，進一步檢驗和強化美蘭機場應對劫機事件時的應急反應、通信聯絡和協同聯動等綜合能力，彰顯出五星機場科學化、標準化的安全管理品牌形象。

Organizing emergency response drill

The Company keeps perfecting various emergency responses, has established joint prevention and control mechanism with local rescue forces and done each emergency response work well to improve its emergency response ability further and to provide powerful guarantee for air defense safety in Haikou city, Hainan province.

Launching anti-hijacking comprehensive drill

To implement the security work spirit of the 19th CPC National Congress, the 2017 Hainan anti-hijacking comprehensive drill co-hosted by Hainan Counter Terrorism Security Office and Hainan Emergency Response Office and organized by Meilan Airport, Meilan Airport Public Security Branch, Hainan Airlines and Grand China Air was held successfully in Meilan Airport. The drill further tested and enhanced Meilan Airport's comprehensive ability, like emergency response, communication and coordination in dealing with hijacking incidents and displayed the scientific and standard safety management brand image of a 5-Star airport.

營造安全文化

美蘭機場積極面向員工及駐場單位，持續進行安全宣傳教育，營造「人人講安全、學安全、重安全」的文化氛圍。

2017年，美蘭機場獲批I類安檢培訓機構資質，成為全國首家由II類晉升為I類安檢職業鑒定培訓機構的單位，從事民航安全檢查員初級、中級、高級及技師級培訓和考核工作。2015-2017年安檢職業技能鑒定培訓總人數3,994人次。

開展安全宣傳教育。組織開展以「嚴守誠信紅綫，築牢規章底綫」為主題的安全宣傳教育活動，從員工行為入手，倡導共同的安全價值觀、思維方式和行為規範，強化全員「法制」觀念與「合規」意識，建立以預防為主的安全理念。2017年，共開展了42次安全宣教活動，共計3,353人參加。

加強安全培訓。持續加強安全教育培訓，強化安全責任意識，提升員工誠信、守法的基本素質，提高全員安全生產意識，防患於未然。2017年，共開展安全培訓67次，累計有2,643人次參加。開展危險品資質培訓147.5課時，累計培訓795人次。開展安檢職業技能鑒定5期，參訓人數達2,051人次。

開展「安全生產月」活動。緊緊圍繞「全面落實企業安全生產主體責任」的活動主題，精心策劃，積極開展了安全警示教育、航空安全諮詢日、安全知識競賽、應急處置演練等一系列有針對性的活動，通過微信傳播群即時進行每日通報，營造出積極、熱烈、濃厚的活動氛圍。

Creating Safety Culture

Meilan Airport keeps carrying out safety publicity education for the staff and airport-stationed units positively, and creates a cultural atmosphere of "all value safety, learn about safety and emphasize safety".

In 2017, Meilan Airport was authorized class I security training organization qualification, becoming the first security check vocational skill appraisal and training organization upgrading from class II to class I. The Company undertakes the training and evaluation of Joiner, middle, senior and master civil aviation security inspectors and has provided security check vocational skill appraisal and training for 3,994 people in total from 2015 to 2017.

Launching safety publicity education. The Company organized safety publicity and education activity themed "strictly abiding by the redline of integrity and solidly building the bottom line of regulations" to advocate shared safety value, way of thinking, and code of conduct, to strengthen the concept of law and awareness of compliance of all staff, and to build the prevention-first safety concept from behaviors of the staff. In 2017, it conducted 42 safety publicity activities, involving 3,353 people.

Enhancing safety training. The Company continued to enhance safety education training, to strengthen safety responsibility awareness, enhance basic quality of the staff like honesty and law-abiding, and improve the safety production awareness of all staff. In 2017, it launched 67 safety trainings to 2,643 people, provided 147.5 training hours of training on dangerous goods qualification to 795 people, and organized 5 security check vocational skill appraisals to 2,051 people.

Initiating safety production month activity. Focused on the theme of "implementing enterprises' subject responsibility of work safety fully", the Company well planned and actively organized a series of targeted activities, including safety warning education, aviation safety consulting day, safety knowledge contest, and emergency response drill, and provided daily reporting through we-chat communication group to create an active, lively and strong activity atmosphere.

打造一支由安檢政策專家、安檢職業技能鑒定培訓專家、安檢技師、安檢高級教員等組成的高端師資隊伍

We build a strong faculty team composed of security check policy experts, security check vocational skill appraisal and training expert, security check technician, and security check senior faculty.

開發涵蓋危險品培訓、異常行爲識別培訓、擒拿格鬥培訓、X光機操作放單培訓、管理幹部能力提升等培訓的精品課程

We develop many excellent courses covering dangerous goods training, abnormal behavior identification training, arresting and wrestling training, X-ray machine operation training and management skill improvement training.



新培訓基地總面積達 5,000 餘平方米，設置培訓教室、研討室、實訓室、觀影室共 29 間，可同時容納學員 2,000 餘人；基地 10 層均爲學生宿舍，實現「食、住、學」一體化培訓模式

The new training base covers an area of over 5,000 sqm. It has 29 rooms in total, including training classroom, seminar room, training room and video room, and can accommodate 2,000 trainees. The 10th floor of the base is the trainee dormitory, thus integrating eating, boarding and learning all together.

「綫上」互聯網+ 創新模式充分利用學員碎片化時間，提高培訓效率；「綫下」實施學分制三級管理、提高學員學習自主性，加強實戰演練，比武練兵，以賽促訓

Online: we adopt the internet+ innovative mode to make use of the trainees' fragmented time and improve training efficiency; offline: we implement credit system 3-tier management, improve student's initiative of learning, and enhance practical drills, learning in practice and training in matches.



美蘭機場安全生產月宣傳活動
Meilan Airport work safety month campaign



美蘭機場安全生產月宣傳活動
Meilan Airport work safety month campaign



開展「航空安全諮詢日」活動

2017年6月16日，美蘭機場聯合民航海南監管局、空管分局、南方航空、飛航地服、天津航空在候機樓開展「6·16航空安全諮詢日」活動。通過在候機樓設立諮詢臺、發放《航空安全提示》宣傳手冊、播放航空安全公益廣告等方式，幫助出行旅客進一步加深對乘機安全知識的理解。



Launching aviation safety consulting day

On June 16, 2017, Meilan Airport launched 6·16 Aviation Safety Consulting Day in its terminal building in collaboration with Hainan branch and air traffic control branch of the Civil Aviation Administration, Southern Airlines, Sinoport Aviation Land Service and Tianjin Airlines. The Company further deepened passengers' understanding of flight safety by means of setting up information counters, handing out *aviation safety tips manual* and broadcasting public service advertising on aviation safety.



04

GARDEN AIRPORT FOR A BEAUTIFUL CHINA

園林機場 美麗中國

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，將綠色理念融入企業管理、經營、發展等方面，不斷探索低碳飛行和綠色運營的方式，努力譜繪可持續發展的未來，致力於成為環境與發展、經濟價值與社會貢獻相平衡的綠色園林機場。

Meilan Airport promotes the strategy of sustainable development, strictly abides by the national regulations like *Planning Guidelines for Green Airport*, *MH-T5033-2017 Green Terminal Standard*, and *GB/T2331-2012 Energy Management System-Requirements*, and integrates green concept into enterprise management, operation and development. The Company keeps exploring the way to achieve low-carbon flight and green operation, works hard to draw the future of sustainable development, and is dedicated to building a green garden airport that balances environment and development, as well as economic value and social contribution.

注重低碳運行

美蘭機場遵守《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》等法律和政策，高度重視節能減排和環境保護工作，以提高能源利用率為核心，建立以科學管理制度為手段，通過高效率利用資源、低限度影響環境的方式，致力於打造人性化、節約、科技、環保的綠色機場。

2017年，美蘭機場繼續加強能源需求管理、設備升級改造、推行綠色交通以及建築節能改造等，推進包括中水回用、橋載設備、綠色照明、光伏電站等一系列的節能項目，實現了良好的節能效果。同時積極推進ACA（Airport Carbon Accreditation，機場低碳認證）工作，實現對機場碳足跡的精細化管理。

設備節能改造。圍繞節能、節電、節油和節水四個方面，通過先進技術引進，老舊設備更替等措施，最大限度降低能耗，提高能源利用率。

推行綠色交通。為減少場區內的CO₂排放，美蘭機場大力引進環保車輛，通過調整場區內用油車輛和用電車輛的比例即「油改電」項目等，助力綠色園林機場建設。

Paying Attention to Low-Carbon Operation

Meilan Airport conforms to the laws and regulations, including *Environmental Protection Law of the People's Republic of China* and the *Law of the People's Republic of China on the Prevention and Control of Air Pollution*, and pays great attention to low-carbon work. Centering on improving energy utilization, the Company takes scientific management system as the means and devotes to building a humanized, energy-saving, technological and environmental-friendly green airport through using resources efficiently and reducing its impact on environment to the minimum.

In 2017, Meilan Airport continued to strengthen its energy demand management, equipment upgrades, green transportation, and energy-saving buildings, and promoted a series of energy-saving projects including reuse of reclaimed water, bridge equipment, green lighting, and photovoltaic power stations, thus realizing energy efficiency. At the same time, it actively promoted the ACA (Airport Carbon Accreditation) and achieved lean management of the airport's carbon footprint.

建築節能改造。根據海南島日照時間長、四季恆溫等特點，採用塔帽高側開窗自然採光，運用錯開、能透的點式玻璃外牆、百葉窗將自然光引入室內空間，建設開啓式候機大廳外窗、東西指廊敞開式夾層通道、設置廊橋可開啓外窗等通風設備，減少空調、照明等能耗。



美蘭機場引進共享單車

為減少場區內外動力車輛使用，美蘭機場在機場區域內設立摩拜共享單車站點，號召員工及公眾以綠色環保的交通方式出行。截至2017年10月底，引入510輛共享單車供員工和旅客使用，在環境保護、綠色機場建設、推進節能減排方面成效顯著。

Energy saving transformation of equipment. Focused on saving energy, power, fuel and water, the Company has introduced advanced technology and replaced old and aging equipment to reduce energy consumption to the greatest extent and improve energy utilization.

Promoting green transport. To facilitate the construction of green garden airport, Meilan Airport has introduced environmental-friendly vehicles to reduce carbon dioxide emission in the airport, and implemented replacing fuel with electricity program to adjust the ratio of fuel-driven vehicles to power-driven vehicles.

Energy saving transformation of building. Considering the long hours of sunshine and constant temperature in the four seasons of Hainan island, the Company adopted towered-shaped window in high position to make use of natural light, used staggered and penetrative point glass curtain wall and shutters to introduce natural light to the indoor space, built ventilation equipment like open window in the terminal hall, west and east interfacing passage, and openable window for the bridge to reduce energy consumption of air conditioning and lighting devices.



Introducing sharing bikes

To reduce the use of vehicles in and outside the field, Meilan Airport set up Mobike stations in the airport and encourages the staff and the public to choose green and environmental-friendly transport. By the end of October, 2017, the Company had introduced 510 sharing bikes for the staff and the public, and made significant achievements in environmental protection, green airport construction, energy conservation and emission reduction.

中央空調：引進 BKS 節能系統，根據末端水量需求合理分配使用

節電 346.50 萬度
減少二氧化碳 1,826.40 噸

Central air-conditioning: Introduced BKS energy saving system to allocate and use water reasonably according to the terminal water demand

Saved 3.4650 GWh of power
Reduced 1,826.40 tons of carbon dioxide

中水回用：用於機場綠化灌溉、景觀水係、清潔洗滌用水等

節水 47.93 萬噸

Reuse of reclaimed water: Used it for afforestation irrigation, landscape water system, cleaning and washing, etc.

Saved 479,300 tons of water

橋載設備：安裝橋載設備代替 APU 減少排放和噪音

節約航油 72.11 萬公斤
減少二氧化碳 6,000 多噸

Bridge equipment: Installed bridge equipment to replace APU to reduce emission and noise

Saved 721,100 kilograms of fuel
Reduced over 6,000 tons of carbon dioxide

綠色照明：採用新型節能照明材料 LED 燈具替代原有高耗能燈具

節電 74.53 萬度

Green lighting:Used new energy saving lighting material LED lights to replace energy-consuming lamps

Saved 745.300 MWh of power

年發電量 385 萬度
節約標準煤 1,540 噸
減少二氧化碳 3,838.45 噸
碳粉塵 1,047.20 噸
二氧化硫 115.5 噸
氮氧化物 57.75 噸

Annual power generation capacity reached 3.85 GW
Saved 1,540 tons of standard coal
Reduced 3,838.45 tons of carbon dioxide
1,047.2 tons of carbonaceous dust
115.5 tons of sulfur dioxide
57.75 tons of nitrogen oxide

能源控制系統：監控主要用能環節和重點用能設備，減少設備空轉

節電 100 萬度
節水 4 萬噸

Energy control system: Monitor main energy-consuming sections and equipment to reduce equipment idling

Saved 1 GWh of power
Saved 40,000 tons of water

共使用電能

46,994,335.78 度

Power consumed

46,994,335.78 kwh

使用柴油

432.09 噸

Diesel consumed

432.09 tons

使用汽油

117.53 噸

Petrol consumed

117.53 tons

年排放二氧化碳量

26,452.19 噸

Carbon dioxide emission per year

26,452.19 tons

每客二氧化碳排放量

1.17 千克 / 人次

Carbon dioxide emission per passenger

1.17 kg per passenger

加强污染防治

水資源管理

公司嚴格遵守《中華人民共和國水污染防治法》、《地表水環境質量標準》等法律和政策，堅持預防為主、防治結合、綜合治理的原則，優先保護飲用水水源，嚴格控制生產、生活活動對水資源污染，加強生產、生活污水回收利用與無害化處理，重點對 COD、氨氮、總氮、總磷、BOD5、PH 值、懸浮物等污水排放物進行監測，確保污水排放符合污水綜合排放標準（GB8978-1996）中的一級標準規定。

2017 年，公司總耗水量約為 222.45 萬噸，產生的污水處理量為 1,200 噸 / 天；中水回收利用量為 1,000 噸 / 天；污水排放減少 83%。

Strengthening Pollution Prevention

Water resource management

The Company strictly abides by the laws and policies like *the Law of the People's Republic of China on Prevention and Control of Water Pollution and Environmental Quality Standard for Surface Water*, and firmly adheres to the principle of "prevention first, prevention and governance integration, and comprehensive governance". The Company protects the source of drinking water first, controls the pollution of production and daily activity to water resources strictly, and strengthens production and daily sewage reclamation and innocuous treatment. The Company monitors COD, ammonia nitrogen, total nitrogen, total phosphorus, BOD5, PH value and suspended solids in sewage intensively to ensure that its sewage discharge reaches the first grade of sewage comprehensive discharge standard (GB8978-1996).

In 2017, the Company consumed 2.2245 million tons of water, disposed 1,200 tons of sewage per day. The amount of reclaimed sewage reached 1,000 tons per day and the sewage discharge was reduced by 83%.



固化管理地下水機制

美蘭機場的日常用水來自 9 個深井泵房提取的地下水，因此深井泵房周圍若有生活垃圾淋濾出液，會滋生多種有毒、有害成分以及細菌和病毒，對地下水體、地下水造成永久性的危害。針對地下水及周邊生活垃圾管理，美蘭機場制定固化機制，每日由值班人員巡視深井泵房設備，當抽水設備設施出現破損漏水等故障現象時，值班人員第一時間記錄并對其進行維修；同時定期對泵房及周邊環境進行清潔，杜絕生活垃圾淋濾液對地下水資源造成污染。



Enhancing underground water management mechanism

The daily water use of Meilan Airport comes from 9 deep well pump houses. As a result, if there were household garbage leachate surrounding the deep well pump houses, it would breed a variety of toxic and harmful ingredients as well as bacteria and viruses, which would cause lasting damage to underground water body and underground water. To manage the underground water and the surrounding household garbage, Meilan Airport has made a consolidation mechanism, and assigns people on duty to patrol deep well pump house equipment. When there are equipment failures like breakage or leaking, the people on duty will make a record and carry out maintenance at first time. Meanwhile, the Company cleans the pump houses and its surroundings regularly to avoid pollutions caused by household garbage leachate to underground water resource.



固體廢棄物主要為國際航空垃圾，每年處理的國際航空垃圾為 70 噸

70 噸

固廢管理

美蘭機場嚴格遵守《中華人民共和國固體廢物污染環境防治法》等法律法規，加強固體廢棄物管理，針對排放物進行嚴格管控，最大程度地減少運營環節對環境造成的影響，營造良好的生態環境。

廢棄物回收利用。從公司技術可行程度和能夠獲得經濟效益兩個維度衡量，積極做好回收利用工作。

廢棄物無害化處置。公司不斷探索先進技術，將對危害環境的有害成分轉化為對環境無害的物質。

廢棄物資源化。公司將有明確用途的廢物納入資源分配計劃，暫時不能利用的廢物作為後備資源儲藏。



分類管理固體廢棄物

美蘭機場堅持嚴格按照《一般工業固體廢物貯存、處置場污染控制標準》（GB18599-2001）等相關規章制度規定，對固體廢棄物進行分類收集和暫存管理，其中危險廢物放置於專門的危廢暫存庫；設置規範的污染物排放口和採樣口，並設立標誌牌；推行污水處理節能減排方案及突發事件應急方案，節約能源、資源，使公司對環境污染影響最小化。



The solid waste mainly refers to international aviation garbage. The Company disposes 70 tons of international aviation garbage each year.

70 tons

Solid waste management

Meilan Airport strengthens solid waste management by strictly following *the Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste*. The Company has implemented strict controls on discharge to reduce impact of operation on environment to the greatest extent and to create a good ecological environment.

Waste recycling. The Company takes an initiative to do the recycling work well from the balance of the two dimensions, that is, the feasibility of technology and the economic benefits.

Harmless disposal of waste. The Company keeps developing advanced technology to turn ingredients harmful to the environment into harmless substance.

Reclamation of waste. The Company includes waste with clear purpose into the resource allocation plan and stores waste that couldn't be used temporarily as reserve resource.



Classified management of solid waste

Meilan Airport conforms to the relevant regulations strictly like *Pollution Control Standards of General Industrial Solid Waste Storage and Disposal Sites (GB18599-2001)*, implements classification and temporary storage management of solid waste, and puts dangerous waste in special dangerous waste depository. The Company has established standard waste discharge outlets and sampling sites and set up signboards. To reduce pollution on the environment to the minimum, the Company has made sewage treatment energy conservation and emission reduction working plan and emergency response plan to promote energy and resources conservation.

倡導綠色生活

美蘭機場高度重視機場及周邊生態環境的保護，在自身建設發展及運營中切實踐行節能環保理念，同時積極開展多方合作，以實際行動切實保護生物多樣性發展，實現機場與自然的和諧相處。

無紙化辦公管理。為保證園林機場持續建設，提高辦公效率，公司將綠色理念、節能環保融入到日常辦公中，出臺辦公節約能源政策，控制日常辦公紙張的購入量，設定辦公用紙定額，充分利用電子設備優勢，推行無紙化辦公。

開展淨空行動。公司通過制定規章制度、測量排查、開展宣傳活動等方式，營造良好的機場淨空環境，提高美蘭機場周邊居民對淨空保護的認識，號召社會各界人士為建設和諧美好家園共同努力，實現機場與自然的和諧相處。2017年，公司先後在機場周邊靈山鎮、美蘭鎮、大學城等地開展了五次專項淨空保護宣傳活動，共計發放宣傳材料 1,000 餘份。

Promoting Eco-friendly Life

Meilan Airport pays great attention to the protection of ecological environment in and surrounding the airport. The Company implements the concept of energy conservation and environmental protection in its own construction development and operation. Meanwhile, the Company cooperates with multiple parties actively to protect biodiversity development with practical actions and to achieve harmony between the airport and the nature.

Paperless office management.To ensure continuous construction of garden airport and improve working efficiency, the Company has integrated the green concept and energy conservation and environmental protection into daily office work, such as launching office energy saving policies, controlling the purchase of paper for daily office work, setting a quota on paper for daily office work, making full use of electronic devices and promoting paperless office.



開展「引領低碳未來 打造綠色機場」培訓

為提升員工低碳環保意識，美蘭機場定期開展環境管理體系培訓，鼓勵員工參與環保活動，最大程度降低公司運營對環境造成的影響。2017年7月13日上午，順利完成「引領低碳未來 打造綠色機場」培訓，本次培訓特邀海南教科服務中心環保宣教部一級教員任佳明主講，圍繞低碳排放、環境數據整合等內容進行講解。此次培訓各部門員工代表共計 155 人參訓。

Launching air clearance activity.The Company has taken a series of measures, including making rules and regulations, conducting measurement and elimination, and organizing publicity activities, to create a good airport air clearance atmosphere, improve the surrounding residents' awareness of air clearance protection, and appeal people from all social sectors to make their efforts to build a harmonious and beautiful homeland, thus achieving the harmony between the airport and the nature. In 2017, the Company launched 5 special air clearance protection publicity activities in places surrounding the airport, like Lingshan Town, Meilan Town and College Town, and handed out 1,000 pieces of publicity materials in total.



開展“引領低碳未來 打造綠色機場”培訓

To improve the staff's awareness of low-carbon and environmental protection, Meilan Airport launches environment management system trainings regularly and encourages staff to participate in environmental protection activity so as to reduce the impact of its operation on environment. On the morning of July 13, 2017, the Company held "leading low-carbon future and building green airport" training. We invited Ren Jiaming, first-grade instructor of Environmental Protection Publicity Department of Hainan Education Science and Technology Service Center, to give a lecture about low-carbon emission and environmental data integration. In total, 155 people from different departments attended the training.



發放淨空保護宣傳材料

1,000 份



The Company handed out over 1,000 air clearance publicity materials.

1,000 materials





05

GROWTH STAGE FOR A BRILLIANT LIFE

成長舞臺 出彩人生

人力資源是美蘭機場的生存之根本、發展之動力。我們秉承「以人為本」的理念，關注員工成長，努力為每一位員工提供良好的生活保障、多樣的學習機會和廣闊的發展空間，打造一支健康活力的團隊，不斷提升員工成就感、幸福感，實現企業與員工共同成長。

Human resources is the life and the driving force of Meilan Airport. We adhere to the people-centered philosophy, concern about the employees' growth, trying to provide good life security, various learning opportunity and broad development space for every employee. We strive to build a health and vital team and continuously promote their achievement and happiness, realizing the common growth of employees and the Company.

保障員工權益



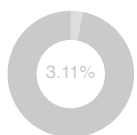
公司員工總數

933人



勞動合同簽訂率

100%



員工流失率

3.11%

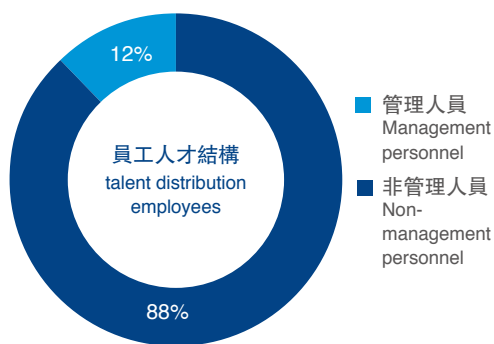
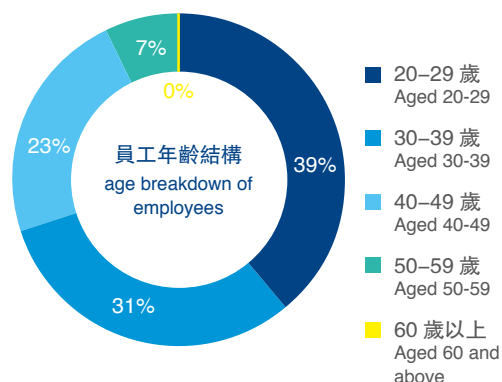
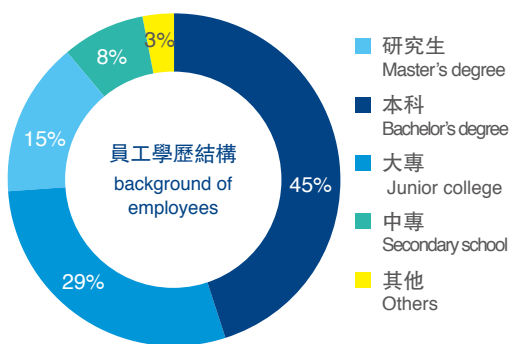
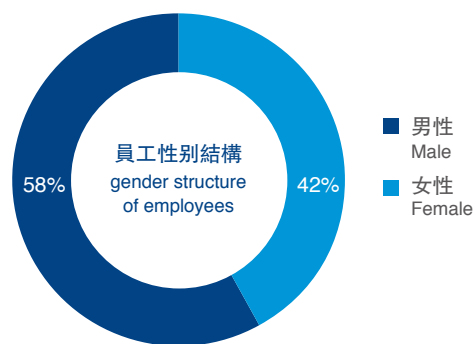
公司堅持平等、透明僱傭，提供有競爭力的薪酬福利，營造健康、安全的工作氛圍，積極構建穩定和諧的勞資關係。2017年，美蘭機場榮獲「中國好雇主最佳激勵實踐獎」。

平等僱傭

公司嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《禁止使用童工規定》等各項勞動法律法規及勞工政策，杜絕僱傭童工和強迫勞動。公司堅持平等的僱傭政策，制定《美蘭機場人才引進標準管理辦法》、《海口美蘭國際機場勞動合同管理暫行辦法》規範僱傭工作，根據公司不同崗位族群、層級、特性，立足人員需求實際情況，制定具區分性崗位人才引進標準。同時，不因員工性別、年齡、民族、文化背景等不同而區別對待，持續提升工作場所的包容性，確保所有員工享有公平、公正、公開的工作機會。

2017年，公司繼續貫徹多元化的招聘政策，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「海南人才在綫」、「中華英才網」等外部招聘機構建立合作外，公司還建立了勞務派遣、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綫生產；在實習生招聘渠道上，公司已與三亞航空旅游職業學院、四川西南航空職業學院、四川成都東星航空旅游專修學院、重慶師範大學等院校建立良好的長期合作關係，定期為生產一綫輸送實習人員。

公司着力保障員工的知情權、參與權、監督權，重大項目決策廣泛徵詢員工的意見和建議，與員工平等對話，通過座談會等方式傾聽員工的聲音。



Guaranteeing the Interests of Employees

The Company insists on the equal and transparent employment, offers competitive compensation and benefit, and create a healthy and safe working atmosphere, to actively build harmonious labor-capital relations. In 2017, Meilan Airport was awarded the China Best Employer ·Best Employee Incentive Practice Award.

Equal employment

The Company strictly observes the labor laws, regulations and labor policies, including *the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China and Provisions on the Prohibition of Using Child Labor*, and forbids child labor and forced labor. We insist on the equal employment policy and have formulated *Talent Introduction Standard Management Method of Meilan Airport and Temporary Measures for the Management of Labor Contracts of Haikou Meilan International Airport* to regulate the employment work. We will not discriminate employees due to their gender, age, nationality and cultural background and others. We will continue to enhance workplace inclusiveness to ensure that all employees enjoy fair, just and open job opportunities.

In 2017, we continued to implement diversified recruitment policies, and developed campus recruitment, social recruitment and internship recruitment. In terms of social recruitment channel, in addition to the cooperation with Hainan Talent Online, the ChineseHR.com 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, Sichuan Southwest Vocational College of Civil Aviation, Sichuan Chengdu East Star Airlines Travel College, Chongqing Normal University and other universities and colleges to provide interns for front-line production regularly.

We focus on ensuring the employees' right to know, the right to participate, and the right to supervise. The decisions of the major projects are widely consulted and the employees' opinions and suggestions are consulted to ensure that we have dialogue with the employees on an equal footing and listen to their suggestion in the symposiums and by other ways.

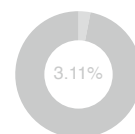


933 employees



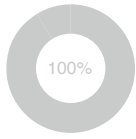
The signing rate of labor contracts is

100%



The rate of staff turnover is

3.11%



社會保障覆蓋率

100%

薪酬福利

充分尊重員工為企業發展所付出的努力，堅持提供行業匹配、優於市場的薪酬待遇，不斷完善薪酬制度與福利體系，保證員工體面工作。

公司致力於為員工提供完善的福利，設立涵蓋養老、失業、醫療等社會保險，繳納員工公積金，開展「舒適樂居」項目，建設五星標準食堂，提升員工工作生活條件，讓員工享受醫、食、住、行全方位福利保障。2017年，社會保障覆蓋率100%。

在工作時數和假期方面，公司員工實行行政班及業務班兩種工作崗位制度，行政班崗位上班時間為：8:30–12:00,13:30–17:00；業務班崗位存在輪班制，上班時間根據具體崗位需求進行排班。所有員工依法享有年假、婚假、產假、病假等假期以及國家法定節假日。

薪酬套改 Reforming remuneration	激勵創新 Stimulating innovation.	考核變革 Innovating evaluation
實施針對性、激勵性的薪酬套改，綜合考量幹部員工業績、價值觀、學歷、英語等綜合素質，為高素質人才引進提供更為靈活的定薪空間，拓寬原有薪酬體系帶 We have implemented targeted and incentive remuneration reform, took the staff's comprehensive quality in achievements, value, education background, English proficiency into consideration, made more flexible remuneration space for introduced high quality personnel, and expanded the previous remuneration system spectrum.	實施挑戰基金業務激勵、五星美蘭卡業績提成激勵、員工綜合素質提升激勵，以及外送培訓、帶薪休假、學習基金等多樣化的激勵政策 We have made diversified stimulating policies, including challenge fund for business incentive, 5-Star Meilan card for performance fee incentive, staff comprehensive quality improvement incentive, attending outside training, paid vacation, and learning fund.	設置差异化、可量化的業績指標，實施管理幹部專項工作考核，將管理幹部浮動獎金工資科目與專項工作考核掛鉤 We have set differentiated and measurable performance indicators, implemented managerial staff special work assessment, and linked the variable bonus salary component of the management to special work assessment.

美蘭機場薪酬管理措施

Remuneration management measures of Meilan Airport

職業健康

員工身體健康是公司最大的財富，也是公司得以穩定發展的保障。公司遵守《中華人民共和國安全生產法》、《中華人民共和國職業病防治法》等法律法規，防範職業健康和安全風險。公司組織定期體檢，建立健康課堂，開展預防職業病活動，注重員工情緒管理和心理健康建設，實施「健康衛士」項目，引入先進的醫療設備，為員工提供全方位醫療服務，保障員工身心健康，打造健康安全的大美蘭社區。

2017年，公司新增職業病0個，因工傷損失工作日數21天，因工死亡人數0人。

Compensation and benefit

We fully respect the efforts of the staff for the development of the Company. We persist in providing the compensation and benefit that is matched with the industry and better than that of the market, and constantly improve the compensation system and welfare system, to ensure our staff have a decent job.

The Company is committed to offer employees a perfect welfare, provides social insurance covering pension, unemployment, medical care and so on, and pays housing funds for employees. We have carried out the "comfortable living" project, and built 5-Star standard canteen to improve the working and living conditions of employees, enabling them to enjoy full welfare security in health care, food, housing, and travel. In 2017, the rate of social security coverage of the Company reached 100%.

In working hours and holidays, we carry out two work position systems, namely administrative and business type. The office time for the administrative type is: 8:30-12:00am, and 13:30-17:00pm while the business type implements the job shifts, and the working times are scheduled according to specific post demand. All employees enjoy lawfully annual leave, marriage leave, maternity leave, sick leave, and national holidays.

Occupational health

The physical fitness of employees is the Company's greatest wealth and also the guarantee for the stable development of the Company. We obey the Work Safety Law of the People's Republic of China and *Law of the People's Republic of China on Prevention and Control of Occupational Diseases* and others laws and regulations, to prevent the occupational health and safety risks. We organize regular medical checks, establish healthy classroom, and carry out activities to prevent the occupational disease. We also focus on emotional management and psychological health of employees, and have carried out the "health guard" project and introduced advanced medical equipment to provide all-round medical service for employees so as to protect their body and mental health and build a healthy and safe community.

In 2017, there was no new occupational diseases. Totally, the number of workdays due to work-related injuries was 21 days, and there was no employee dying on the job.



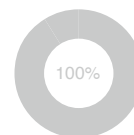
開展壓力舒緩與情緒管理培訓

為促進員工身心健康，公司於 2017 年 8 月對各部門共 82 名員工開展培訓，普及員工壓力管理常識，幫助員工正確釋放工作生活中的壓力，提升員工情緒管理的能力，舒展身心，增強員工幸福感。



Carrying out pressure relief and emotion management training

In order to boost the physical and mental health of employees, the Company trained 82 employees from different departments in August 2017 to popularize the pressure management, help the employees to release the pressure in work and life correctly, and improve their emotional management ability, which will help them stretch physically and emotionally, and enhance their happiness.



Social security coverage reached

100%



健康課堂體驗活動
Healthy classroom experience activity

促進員工成長

公司秉持「人盡其才」的理念，為員工提供全球化職業發展平臺，不斷豐富員工培訓形式和內容，最大限度激發員工積極向上的動力，助力員工實現個人價值。

職業發展

公司重視員工的職業發展的成長訴求，建設多樣化人才發展通道，制定《美蘭機場「金鷹」人才庫建設方案》，搭建繼任人管理制度，建立「金鷹」人才庫，開展人才盤點，促進公司後備人才開發。同時打造「明星」員工，為員工提供多元化、國際化發展平臺。

完善晉升制度。公司緊密結合管理模式變革及業務發展需求，科學考核評價候選人，制定《美蘭機場幹部閉環管理辦法》，搭建完善的管理幹部晉升、考核管理制度。

陽光競聘與選拔。公司規範競聘競崗、人才選拔工作，制定《關於明確美蘭機場競聘競崗、人才選拔面試官要求的業務通告》，開展陽光競崗工作，營造人才公平、公開、公正競爭的良好氛圍。

績效激勵享雙贏。公司注重績效考核與激勵機制的的作用，實施幹部員工月度、季度及年度考核，並針對性地進行績效反饋與考核結果應用，實現激勵、引導員工個人發展和生產經營目標完成的共贏。

打造「明星」員工

公司注重員工成長，通過選拔在流程再造、管理創新等工作中有突出表現的員工，利用新媒體平臺進行內外部宣傳，推出「明星」員工、「明星」班組，通過現代化途徑，為員工提供發展機會和施展平臺。2017年，公司共計榮獲國家級質量明星班組稱號5次，先進個人稱號3次，省級質量明星班組稱號5次，先進個人稱號4次。

Promoting Employee Development

The Company holds its concept of “the best use of your talent” to provide a global career development platform for employees. We constantly enrich the training forms and content, maximally stimulate employees’ motivations for progress and help employees achieve personal value.

Career development

The Company attaches importance to the growth demands of employees' career development. We provide customized plans to employees and build diversified talents development channels. By formulating *Building Scheme of "Golden Eagle" Talent Pool of Meilan Airport*, we build successor management system, establish "Golden Eagle" talent pool, have start talent inventory, and create "Star" employees, providing employees with a diversified and international development platform.

Improving the promotion system. The Company closely combines management model reforms and business development needs to scientifically assess and evaluate candidates, and has formulated *Meilan Airport Closed-Loop Management Measures of Cadre*, aiming to build a sound management cadre promotion and assessment management system.

Transparent post competition and selection. The Company regulates the rule for post competition and talent selection and formulates *Business Circular on Defining Requirements for Interviewing Officials of Post Competition and Talent Selection of Meilan Airport* to carry out transparent competition work, and create a good atmosphere for fair and open competition among employees.

Performance incentives for win-win situation. The Company pays attention to the role of performance appraisal and incentive mechanism, implements monthly, quarterly and annual appraisal of cadres, gives targeted performance feedback and applies appraisal results to achieve a win-win situation that encourages and guides the individual development of employees and promote to achieve business and management goals.



Creating "Star" employees

The Company pays attention to employees' growth. Through selecting the employees with outstanding performance in process reengineering and management innovation, we make use of the new media platforms to carry out internal and external promotion and select “Star” employees and "Star" team, thus providing development opportunities and stage for employees to show talents through a modernized approach. In 2017, the Company has won the title of national quality star team for 5 times and the title of advanced individual for 3 times as well as the title of provincial quality star team for 5 times, the title of advanced person for 4 times.



美蘭機場第二屆青年軍後備人才入伍儀式
Enlistment of second youth reserve talents



美蘭機場 2017 年基層管理幹部能力提升培訓
2017 capability building training of grassroots management cadre

員工培訓



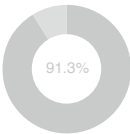
培訓計劃

220 項



參訓人數達

6,007 人次



業務培訓平均完成率為

91.03 %

公司基於人才多元化、多維度培養理念，完善培訓體系，堅持創新創優，借助美蘭機場培訓學院等專業機構，提高培訓的針對性和專業性，提高員工的勝任力、競爭力，為員工發展積蓄力量。2017年，公司修訂《海口美蘭國際機場業務培訓體系綱要》、《海口美蘭國際機場業務培訓管理規定》，制定《美蘭機場業務培訓實施方案》，加強培訓制度建設。

開展國際化培訓。開展英語能力提升培訓，邀請專業外教老師舉辦主題英語培訓活動，聯合澳大利亞新南威爾士大學合作開展國際化人才培訓，為公司打造一支掌握國際語言、了解國際化運作規則、具備國際化工作經驗的人才隊伍。

多維度專業培訓。開展「職業技能」、「合規採購」、「反腐倡廉」、「創新管理」及「節能減排」等多維度業務培訓，提升崗位勝任力和職業素養，為公司打造全方位多能力的運營管理人才。



建成國內首個模擬跑道助航燈光系統

為持續打造專業人才，2017年公司建成目前國內最大、功能最完善的模擬跑道助航燈光系統。通過按照 1:60 比例進行實物建設，具有與目視助航燈光系統相同的功能，不僅能滿足對新員工直觀的培訓，還可以作為提高專業技能的訓練場和業務比武的競賽場，促進公司員工及其他機場員工的學習和交流，使美蘭機場成為助航燈光人才的培訓基地和輸出中心。



美蘭機場校企聯合培訓

Meilan Airport university-enterprise joint training

Employee training

Based on the diversified and multi-dimensional talent cultivation concept, the Company continuously improves training system, keeps innovating and pursues excellence. We rely on Meilan Airport Training Institute and others professional institutions to enhance the targeted and professional training, improve the employees' competence and competitiveness, and accumulate powers for employee development. In 2017, The Company revised the *Outline of Business Training System of Haikou Meilan International Airport, as well as Management Regulation of Business Training of Haikou Meilan International Airport*, and formulated the *Business Training Implementation Plan of Meilan Airport*, thus strengthening the development of training system.

International training. The Company conducts English ability promotion training by inviting professional foreign teachers to organize thematic English training activities and cooperating with University of New South Wales in Australia to develop international talent training, by which we aim to build a team of talents with mastery of international language, understanding the rules of international operation, and with international work experience for the Company.

Multi-dimensional professional training. We conduct multi- dimensional business trainings in professional skills, compliance purchase, anti-corruption, innovation management, and energy efficiency, to enhance the employees' competence of the positions and professionalism, cultivating multi-functional operation and management talents for the Company.



Building the first airfield lighting system for simulated runway in China

To continue to build professional talents, the Company built the largest airfield lighting system for simulated runway with the best functioning in China in 2017. The simulated runway is constructed according to the ratio of 1 : 60, and it has the same function as visual airfield lighting system, which not only can meet the visual training for new employees, but also can be a competition field to improve professional skills and business competition. It promotes the learning and communication of employees and that of other airports and makes Meilan Airport become a training base and output center of airfield lighting talents.



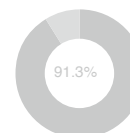
The number of training is

220



There were

6,007 participants



The average completion rate of business training is

91.03%



延伸閱讀
美蘭機場培訓學院

美蘭機場培訓學院於 2016 年 4 月成立，下設教務中心、教學中心、標準與政策研究中心，同時與中國民航管理幹部學院、海口經濟學院、海南職業技術學院、成都東星航空旅游專修學院、雲南華西航空旅游專修學院、齊魯理工學院、海南省消防協會等各大院校、單位合作辦學。



與清華大學合作舉辦 2017 年創新管理培訓

為提升公司員工創新能力，培養創新思維，2017 年 7 月，公司聯合清華大學在北京舉辦 2017 年創新管理培訓。邀請清華大學知名教授就「如何保持個人和團隊的持續創新力」和「互聯網 + 時代的管理挑戰與商業變革」進行了講授、分享，以小組為單位開展學習、討論，為公司培養儲備創新業務骨幹貢獻力量。

管理人員培訓
Management personnel training

開展管理幹部崗前培訓和基層管理幹部培訓，幫助各管理幹部明確管理者角色，多層級培養管理幹部，提升管理幹部綜合管控能力、領導力與執行力

We conduct pre-post training for management cadres and training for grassroots management cadres to help them clarify the role of managers, develop management cadres at multi-levels, and enhance the comprehensive management and control capabilities, leadership, and execution of management cadres.

新員工培訓
New employee training

開展公司發展歷程、精神文化、組織架構、管理制度等知識，幫助新入職員工或實習生對企業和崗位有基本認知和感悟，更快適應新環境和順利入職

We carry out trainings to introduce the Company's development history, spiritual culture, organizational structure, management system, etc. to help newly-recruited employees or interns have a basic understanding of the Company and their positions, and adapt to the new environment faster and smoothly.

美蘭機場多層次培訓措施
Multi-tier training of Meilan Airport

內訓師培訓
Internal trainer training

開展美蘭機場內訓師能力提升培訓，利用外聘資深講師圍繞課程主題規劃、結構搭建及課程包裝整理等內容，進行課程開發，全面提升內訓師課程開發和課件制作能力，為打造一支更專業、更穩定的培訓內訓師團隊，加強師資課程建設

We provide the internal trainers of Meilan Airport with improvement trainings. We hire external senior lecturers to carry out curriculum development in relation to curriculum theme planning, structure constructing and course packing, etc. to comprehensively improve the curriculum development and courseware production capabilities of internal trainers. A more professional and stable training team of internal trainers will be formed to strengthen the development of teachers and courses.



Extensive reading
Meilan Airport Training Institute

Meilan Airport Training Institute was established in April 2016 and it set up several centers, namely, educational administration center, teaching center, as well as standards and policy research center. At the same time, it cooperates with some colleges and universities and organizations, such as Civil Aviation Management Institute of China, Haikou University of Economics, Hainan College of Vocation and Technique, Chengdu East Star Airlines Travel College, Yunnan West China Aviation Institute of Tourism, Qilu Institute of Technology, Hainan Province Fire Prevention Association, etc.



Cooperating with Tsinghua University to organize innovation management training in 2017

In order to enhance employees' innovative ability and cultivate their innovative thinking, the Company cooperated with Tsinghua University to organize innovation management training in July 2017. We invited well-known professors of Tsinghua University to share "how to keep individual's and team's continuous innovation" and "management challenges and business transformation in Internet Plus era". The training was carried out by groups, contributing to the reserve of innovative business backbones.



蔡甫燕開展安檢 X 光機放單培訓

Cai Fuyan provides security inspection X optical machine training to enhance the employees' independent operation capacity

【責任美蘭人】

桃李滿美蘭 員工成長「加工」

「我見證了美蘭的蓬勃發展，也很高興能夠成為員工成長的‘加工’，我希望能夠將自己多年的經驗和知識積累，通過多樣化培訓、实操性講解，傳授給更多年輕人，助力員工實現自身成長。」

—蔡甫燕，美蘭機場培訓學院培訓教員

A responsible Meilan employee

Being a “oiler” of Meilan Airport to facilitate the employee growth

"I witnessed the vigorous development of Meilan, and I am glad to be an "oiler" of employee growth. I hope I can teach more young people with my years of experience and knowledge accumulation through diversified training and practical explanation, helping employees to achieve their own growth."

—Cai Fuyan, a trainer of Meilan Airport Training Institute

專業、全能

蔡甫燕不僅是美蘭機場培訓學院安檢培訓教員、優秀共產黨員，也是安檢職業技能鑒定技師、安檢職業技能鑒定考評員，曾獲得技能比武單項一等獎、個人全能第三名、美蘭機場2016年度忠誠奉獻獎，多次被評為「先進個人」，是高水平、高資歷的全能人。

Professional and omnipotent

Cai Fuyan is not only a security trainer of Meilan Airport Training Institute and an excellent member of the Communist Party, but also a professional skill appraiser and an appraisal examiner of occupational skill of security inspection. She won the first prize in single skill competition, the third prize in all-around individual, and devotion award of Meilan Airport in 2016. She also has been named "advanced individual" many times, and is a high qualified and senior employee.

利他、奉獻

蔡甫燕在美蘭機場擔任教員以來，除了培訓本場員工，還開展外出培訓，積極參與全國各基地培訓任務。她克服困難，堅守崗位，曾經最多同時培訓數百名學員，培訓成果碩果累累，桃李滿天下，推動了數百名美蘭人的成長。

Helping others and dedicated

Since Cai Fuyan served as a trainer at the Meilan Airport, in addition to training the local employees, she also conducts external training and actively undertakes training task in all bases in the country. She overcomes difficulties and sticks to her position and even trained hundreds of trainees at the same time. Her results of the training are fruitful and has driven the growth of hundreds of Meilan employees.

建設幸福美蘭

公司堅持以員工為本，關愛員工，舉辦多樣化活動，豐富員工生活，平衡員工工作，全面提升員工的歸屬感和幸福指數，為員工打造舒心家園。

Building a Happy Meilan

The Company adheres to the employee-oriented concept and cares for employees. We organize diverse activities to enrich employees' lives and balance their work and life, aiming to enhance the sense of belonging and happiness of employees and create a comfortable home for our employees.



美蘭機場母親節活動
Meilan Airport Mother's Day activity



美蘭機場退休員工重陽節活動
Meilan Airport Double Ninth Festival activity for retired employees

真情關愛員工

公司重視人文關懷，弘揚團結友愛、互助互濟精神，全方位關心員工生活，通過開展幫扶、照顧困難員工，慰問一綫員工及關懷退休員工等豐富多樣的活動，真情關懷員工生活，增強員工歸屬感和幸福感。

幫扶困難員工。公司成立愛心基金，建立困難員工檔案庫，及時了解困難員工家庭的生活狀況，為因重病或其他重大變故導致家庭生活困難的員工提供幫扶救助。2017年共計幫扶12名困難員工，為困難員工湊集善款人民幣23萬元。

慰問一綫員工。公司在春節、中秋、國慶等重大節假日期間，組織開展慰問一綫員工系列慰問活動，為奮鬥在一綫的員工送去愛心、送去溫暖。

關懷退休員工。公司定期在重大節日慰問離退休員工，組織退休員工開展「農家樂一日游」活動，豐富員工離退休生活，感恩離退休員工。

關愛女性員工。公司在「三八婦女節」、「母親節」等節日，積極組織女性健康體檢，開展女性健康講座，為公司的女性職工送去溫暖。

關心新員工。公司通過舉辦員工生日會、迎新會、與新員工家長溝通交流等活動與舉措，幫助新員工盡快適應新環境，為新入職人員送去照顧與關心。



「五一」勞動節慰問生產一綫員工
Visiting the front-line employees on May Day

Caring for employees

The Company pays attention to the humanistic care, and carry forward the spirit of unity and friendship as well as mutual help. We care about the lives of employees and enhance their sense of belonging and happiness through various forms of activities, like helping them, taking care of difficult employees, visiting the front-line staff and caring for retirees.

Helping difficult employees. The Company sets up love fund and set up the archives of difficult employees to timely know the living conditions of difficult employees, and provide help for the employees who are trapped into financial difficulty due to serious illness or other major accidents. In 2017, a total of 12 difficult employees were helped and we collected RMB 230,000 for them.

Visiting the front-line staff. In the Spring Festival, Mid-Autumn Festival, National day and other major holidays, the Company organizes a series of activities to visit the front-line staff and care for them.

Caring for retirees. The Company regularly visits retirees on major festivals, organize retirees to carry out "One Day Tour in Farmhouse", enriching their retirement life.

Caring for female employees. In the Women's Day and Mother's Day, the Company actively organizes female health examination and conducts female health lecture, sending warmth to the female employees.

Caring for new employees. The Company helps new employees adapt to the new environment as soon as possible by holding employees' birthday party, welcome party, and communication with new employees' parents, etc.

豐富員工生活

公司注重平衡員工的工作和生活，通過舉辦足球賽、文藝晚會、戶外拓展等多彩文化體育活動，豐富員工業餘生活，提升員工幸福感。

體育類。舉辦籃球賽、足球賽、羽毛球賽等體育競技活動，增強員工競技精神，提高員工身體素質。

文藝類。舉辦各種文藝晚會、演講比賽、合唱比賽等活動，提高員工文化修養，為員工提供施展才藝的舞臺。

休閒類。舉辦戶外郊游、爬山、農家樂、下午茶、摘荔枝比賽等休閒類活動，促進員工工作與生活的平衡。



美蘭機場「五星杯」足球賽

為豐富員工生活，公司於2017年6月聯合各駐場單位舉辦「五星杯」足球賽，邀請8支代表隊、172人參賽，經過15天的激烈角逐，豐富了員工的業餘文化生活，增進了各駐場單位職工之間的溝通與交流，展現了美蘭人良好精神風貌。



第二屆美蘭機場社區職工運動會

本着「廣泛開展全民健身活動，加快推進體育強國建設」思想，公司於2017年12月舉辦「榮耀美蘭 共築夢想」第二屆美蘭機場社區職工運動會，設置田徑、籃球、足球、排球、乒乓球等6個大項、17個小項，邀請了機場海關、美蘭邊檢等17家駐場單位代表隊，共有近850名運動員參賽，展現了美蘭人頑強拼搏的奧林匹克精神和開拓進取的風貌。



足球賽
Football game



合唱比賽
Choir games



「向幸福出發」戶外拓展活動
"Set out to Happiness" outdoor activity

Enriching the life of employees

The Company pays attention to balancing the work and life of employees, and promotes the happiness of employees and enrich their amateur life through organizing colorful cultural and sports activities, such as football matches, evening parties and outdoor activities.

Physical activities. We organize basketball game, football game, badminton game and other sports and athletic activities to enhance staff's competitive spirit and improve their physical fitness.

Cultural activities. The Company organizes all kinds of cultural evening parties, speech competitions, chorus competitions and other activities to improve the staff's cultural accomplishment and provide a stage for their employees to display their talents.

Leisure activities. The Company organizes leisure activities such as outing, mountain climbing, Farmhouse Tour, afternoon tea and lychee picking competition to promote the balance between work and life of employees.



Meilan Airport 5-Star Cup football game

In order to enrich the lives of employees, we held a 5-Star Cup football game in June 2017 with 8 host teams and 172 participants. The 15 days of fierce competition enriched the amateur cultural lives of employees and enhanced the communication between the employees of airport-stationed units, showing the good spirit and features of the Meilan employees.



The 2nd Employees Sports Meeting of Meilan Airport Community

In December 2017, we held the 2nd Employees Sports Meeting of Meilan Airport Community in line with the idea of "promoting the nationwide fitness activities to speed up the construction of a powerful sports country". The meeting consists of 6 major sports programs and 17 minor sports programs, such as athletics, basketball, football, volleyball, and table tennis. We invited 17 representatives of airport-stationed units, including the customs of Meilan Airport and Meilan border inspection, with a total of nearly 850 athletes. This sports meeting showed the Olympic spirit and pioneering spirit of the Meilan employees.



06

ROOTED IN COMMUNITIES FOR BETTER HOMES

植根社區 美好家園

發展源於社會，回報出於責任。美蘭機場堅持「愛黨愛民，舉業為民，感恩社會，和諧發展」的企業宗旨，結合自身資源和優勢，深入開展精準扶貧工作，積極參與志願服務，熱心公益，攜手構築和諧社區。

Our development comes from society, and our returns derive from responsibility. Meilan Airport adheres to the corporate tenet of "Love the Party and the nation, develop business for the People, be grateful for the society, and pursue harmonious development", integrates its own resources and advantages, and conducts in-depth targeted poverty alleviation. We also actively participate in voluntary services, and engage in public welfare cause, working together to build a harmonious community.

助力精準扶貧



投入各類軟硬件改造提升費用超過人民幣

5,300 餘萬元

海南省屯昌縣貧困山區學校興詩小學開展愛心捐贈活動

The charity donation activity for Xingshi Primary School in the poor mountainous area of Tunchang County, Hainan province

公司積極響應國家精準扶貧號召，深入踐行大企業社會責任，因地制宜開展精準扶貧工作，通過幫教育、幫就業、幫項目等帶動困難群體脫貧致富，助力全面小康社會建設。

就業扶貧。公司組織開展「燭光行」扶貧培訓項目，利用機場崗位資源向 50 名貧困大專生提供就業培訓，2017 年，共推薦 30 名貧困生至全國各大機場就業。

教育扶貧。公司肩負企業社會責任，助力基礎教育建設，對海南省屯昌縣貧困山區學校興詩小學開展愛心捐贈活動，通過物資捐贈讓貧困小學的孩子能夠有機會通過學習改變命運，助力海南省基礎教育事業。

專項扶貧。公司積極完善與貧困戶的利益聯接機制，為貧困戶增收、穩定持續脫貧做出努力。



「五四」青年節志願服務活動

為弘揚「五四」精神，2017 年 5 月 4 日，公司志願者走進海口市美蘭區藍天街道，開展「五星新青年·愛心助雙創」公益活動，通過打掃街道生活垃圾、拾撿廢品、清理小廣告等活動，以實際行動助力海口「雙創」，傳遞美蘭正能量。

開展志願服務

公司本着「奉獻、友愛、互助、進步」的志願精神，建立專業服務隊伍和服務激勵機制，有針對性地組織開展志願服務活動，走進社區，助力「創建全國文明城市和國家衛生城市」工作（「雙創」），為建設美好社會貢獻力量。

「學雷鋒」志願服務站。公司在候機樓設立由青年團員組成的「學雷鋒」志願服務站，安排每人每天志願服務 12 個小時，積極弘揚「學雷鋒」精神，助力社會和諧。截至 2017 年 12 月，已為約 83,000 名旅客提供志願服務，被授予「海口市示範志願服務站」榮譽稱號。

助力「雙創」工作。針對海口市委、市政府提出的「雙創」的奮鬥目標，公司成立雙創工作小組，積極配合市政機關開展環境衛生、病媒生物防治、控烟、健康教育宣傳、施工現場管理等方面大型專項檢查，推動城市文明建設。截至 2017 年 12 月底，公司投入各類軟硬件改造提升費用超過人民幣 5,300 餘萬元。



Facilitating Targeted Poverty Alleviation

The Company actively responds to the national call of targeted poverty alleviation, deepens the CSR fulfillment of a large enterprise, and conducts targeted poverty alleviation according to local conditions. We help poverty-stricken groups get rid of poverty by supporting education, employment, and projects, and thus facilitating to build a moderately prosperous society in all aspects.

Alleviating poverty with employment. The Company has launched “candlelight” poverty alleviation training program to provide job training for 50 poor junior college students. In 2017, we recommended 30 students from poor families to work in different large airports in China.

Alleviating poverty with education. We assume corporate social responsibility to facilitate the development of basic education. We have organized charity donation activity for Xingshi Primary School, in the poor mountainous area of Tunchang County, Hainan province, with an effort to create an opportunity for students from poor primary school to change their destiny with learning, thus facilitating the elementary education career in Hainan province.

Conducting special poverty alleviation program. We improve the interest linkage mechanism with poor households actively to make our efforts to help them increase income and get out of poverty steadily.



May Fourth Youth Day voluntary services

To promote the spirit of May Fourth Movement, the Company’s volunteers carried out the “5-Star new youth • helping entrepreneurship and innovation” public welfare activities in the Lantian street of Meilan Community, Haikou City on May 4, 2017. We cleaned the life garbage, picked up waste, cleaned up adlet and carried out othaer activities to help the entrepreneurship and innovation in Haikou and deliver Meilan positive energy with practical actions.

Providing Voluntary Services

Based on the volunteering spirit of “dedication, friendship, mutual help, and progress”, the Company establishes a professional service team and service incentive mechanism to organize targeted voluntary service activities in communities, helping “create a national civilized city and a national health city (“Shuang Chuang”) ” and contributing to a beautiful society.

Voluntary service station. The Company sets up a voluntary service station composed of youth league members in the terminal buildings, and arranges voluntary service for 12 hours per day, actively promoting the Leifeng spirit and boosting social harmony. As of December 2017, we have provided voluntary services for approximately 83,000 passengers and was awarded the honorary title of “Demonstration Voluntary Service Station in Haikou”.

Facilitating to “Shuang Chuang”. In response to the goal of “building a national civilized city and a national health city” proposed by the Haikou Municipal Government, the Company has established a “Shuang Chuang”working group to actively cooperate with the municipal authorities in carrying out large-scale special inspections, such as environmental health, vector biological control, tobacco control, health education and publicity and construction sites management to promote the construction of urban civilization. As of the end of December 2017, the Company invested more than RMB 53 million in various hardware and software upgrades.



The Company invested more than RMB 53 million in various hardware and software upgrades.

RMB **53** million

熱心公益慈善

公司秉承「大眾認同、大眾參與、大眾分享、大眾成就」的企業理念，依托自身資源和優勢，積極投身社會公益事業，以實際行動向社會傳遞愛心，傳播溫暖。

扶危幫困。公司圍繞「為社會做點事、為他人做點事」的理念，積極參與慈善互助活動，通過扶病助困、扶老助殘、救災募捐、無償獻血等系列公益活動，彰顯負責任的美蘭機場形象。

航天科普。公司通過建立航空科技館、成立航空科普教育基地，舉辦「媒體體驗日活動」，民航知識進校園等係列舉措，向社會公眾普及傳播航天知識，弘揚航天文化。2017年，榮獲海南省科學技術協會授予的「海南省科普教育基地」榮譽稱號。



美蘭機場邀請興詩小學參觀航空科技館
Meilan Airport invites students from Xingshi Primary School to visit Haikou Aviation Science and Technology Museum

Engaging in Charity

The Company adheres to the corporate philosophy of "identification, participation, sharing and achievements by the public", and relies on its own resources and advantages to actively participate in social welfare undertakings, and to convey love to the community.

Helping people in difficulty. Based on the concept of "do something for the society, do something for others", the Company actively participates in charity activities and provides mutual help, and demonstrates the responsible image of Meilan through a series of public welfare activities such as helping people in difficulty, and helping the elderly, aiding and assisting the disabled, donating for disaster relief, and donating blood for free.

Popularization of aerospace science. Through establishing Haikou Aviation Science and Technology Museum and founding Aviation Popular Science Education Base, the Company has taken a series of measures such as the "Media Experience Day" and the civil aviation knowledge popularization in schools to disseminate the aerospace knowledge to the public and to promote aerospace culture. In 2017, we won the honorary title of "Hainan Popular Science Education Base" awarded by Hainan Association for Science and Technology.



開展「愛在騎中」公益活動

美好社會建設需要共同參與，2017年12月，公司聯合海南省地中海貧血病防治關愛協會、首都航空、美蘭免稅共同舉辦「愛在騎中」點亮計劃愛心機票捐贈儀式。邀請美蘭機場過往旅客參與騎行發電自行車累計愛心捐贈裏程，向地中海貧血兒童贈與愛心機票及海口航空科技館體驗券，助力地中海貧血兒童出島就醫和體驗別具特色的航空航天文化，以實際行動傳遞美蘭機場慈愛精神，踐行企業社會責任。



「愛在騎中」點亮計劃活動
The "Love in Riding" charity activity



Carrying out the "Love in Riding" charity activity

To build a good society requires the joint participation of the public. In December 2017, the Company organized the air ticket donation ceremony of "Love in Riding" in cooperation with Thalassaemia Prevention and Care Association of Hainan Province, Capital Airlines, and Haikou Meilan Airport Duty Free Shop. We invited the passengers of Meilan Airport to participate in the electric bike riding for donating their mileage to exchange air tickets and experience coupons of Haikou Aviation Science and Technology Museum for the children who suffer from Thalassaemia and to help them get medical treatment and experience unique aerospace culture. We pass the spirit of kindness of Meilan with practical actions and practice corporate social responsibility.



無償獻血活動
Unpaid blood donation

無償獻血 19 載

美蘭機場機場將公益當成職責，把奉獻變成習慣。2017 年 7 月 26-27 日，為充分保障海南省獻血淡季臨床用血需求，美蘭機場聯合海南省血液中心在美蘭機場急救中心開展無償獻血活動，此次獻血活動受到廣大員工的積極響應，共有來自公司各部門 218 名員工參與，總獻血量達 47,200 毫升，積極向社會傳遞正能量。截至 2017 年，公司已連續開展 19 年的無償獻血愛心活動，累計獻血 60 餘萬毫升。

Unpaid blood donation for 19 years

Meilan Airport regards public welfare as a duty and turns dedication into a habit. From July 26 to July 27, 2017, in order to fully protect the needs of blood for clinical use during the off-season blood donation in Hainan Province, Meilan Airport and Hainan Provincial Blood Center launched an unpaid blood donation campaign at the Emergency Center of Meilan Airport. The blood donation activity was actively responded to by the staff. A total of 218 employees from various departments of the Company participated in and donated 47,200 milliliters of blood totally. As of 2017, the Company has carried out 19 years of unpaid blood donation activities and accumulated more than 600,000 milliliters of blood.

民航知識進校園

為讓學生群體了解航空基礎知識和民航安全知識，2017 年 9 月，公司同民航海南監管局團委及轄區民航企業團委，共同走進海南省農墾中學，開展「播種民航夢，青春獻家鄉」為主題的民航知識進校園活動，拓展學生民航知識。

Civil aviation knowledge popularization in school

In order to enable students understand basic aviation knowledge and civil aviation safety knowledge, the Company the Youth League committee of Hainan branch of the Civil Aviation Administration and the Youth League committees of civil aviation companies in field districts entered Hainan State farms Middle School in September 2017 and carried out civil aviation knowledge popularization activities themed with “seed dreams of civil aviation, and dedicate youth to the development of hometown” to expand students’ aviation knowledge.

附錄

ESG 指引索引

指標分類	指標內容	披露情況
A. 環境		
層面 A1： 排放物	一般披露 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： (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。 注：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。 溫室氣體包括二氧化碳、甲烷、氧化亞氮、氫氟碳化物、全氟化碳及六氟化硫。 有害廢棄物指國家規例所界定者。	P51-P56
	關鍵績效指標 A1.1 排放物種類及相關排放數據。	P54-P56
	關鍵績效指標 A1.2 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）。	P54
	關鍵績效指標 A1.3 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）。	不適用
	關鍵績效指標 A1.4 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）。	P56
	關鍵績效指標 A1.5 描述減低排放量的措施及所得成果	P52-P56
	關鍵績效指標 A1.6 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。	P56
	一般披露 有效使用資源（包括能源、水及其他原材料）的政策。 注：資源可用於生產、儲存、運輸、樓宇、電子設備等。	P52-P57
	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）。	P54
	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）。	P55
	關鍵績效指標 A2.3 描述能源使用效益計劃及所得成果。	P52-P53

APPENDIX

ESG Content Index

Indexes	Contents	Disclosure Status
A. Environmental		
Aspect A1: Emissions	<p>General Disclosure Relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer. Note: Air emissions include NOX, SOX, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and Sulphur hexafluoride. Hazardous wastes are those defined by national regulations.</p>	P51-P56
	<p>KPI A1.1 The types of emissions and respective emission data.</p>	P54-P56
	<p>KPI A1.2 Greenhouse gas emissions in total (in tons) and where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	P54
	<p>KPI A1.3 Total hazardous waste produced (in tons) and where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	N/A
	<p>KPI A1.4 Total non-hazardous waste produced (in tons) and where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	P56
	<p>KPI A1.5 Description of measures to mitigate emissions and results achieved.</p>	P52-P56
	<p>KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and result achieved.</p>	P56
Aspect A2: Use of Resources	<p>General Disclosure 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.</p>	P52-P57
	<p>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).</p>	P54
	<p>KPI A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).</p>	P55
	<p>KPI A2.3 Description of energy use efficiency initiatives and results achieved.</p>	P52-P53

指標分類	指標內容	披露情況
A. 環境		
層面 A2: 資源使用	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。	P55
	關鍵績效指標 A2.5 制成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位占量。	不適用
層面 A3: 環境及天然資源	關鍵績效指標 A3.1 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。	P55-P56
B. 社會		
層面 B1: 僱傭	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。	P60-P65
	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雇員總數。	P60
	關鍵績效指標 B1.2 按性別、年齡組別及地區劃分的雇員流失比率。	P60
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雇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。	P47、P62-P63
	關鍵績效指標 B2.1 因工作關係而死亡的人數及比率。	P62
	關鍵績效指標 B2.2 因工傷損失工作日數。	P62
	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。	P47、P62-P63
層面 B3: 發展及培訓	一般披露 有關提升雇員履行工作職責的知識及技能的政策，描述培訓活動。 注：培訓指職業培訓，可包括由雇主付費的內外部課程。	P66-P69
	關鍵績效指標 B3.1 按性別及雇員類別（如高級管理層、中級管理層等）劃分的受訓雇員百分比。	
	關鍵績效指標 B3.2 按性別及雇員類別劃分，每名雇員完成受訓的平均時數。	
層面 B4: 勞工準則	一般披露 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。	P60

Indexes	Contents	Disclosure Status
A. Environmental		
Aspect A2: Use of Resources	KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	P55
	KPI A2.5 Total packaging material used (in tons) in the finished products, and if applicable, with reference to per unit produced.	N/A
Aspect A3: The Environment and Natural Resources	KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P55-P56
B. Social		
Aspect B1: Employment	General Disclosure 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.	P60-P65
	KPI B1.1 Total workforce by gender, employment type, age group and geographical region.	P60
	KPI B1.2 Employee turnover rate by gender, age group and geographical region	P60
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.	P47、 P62-P63
	KPI B2.1 Number and rate of work-related fatalities.	P63
	KPI B2.2 Lost days due to work injury.	P63
	KPI B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	P47、 P62-P63
Aspect B3: Development and Training	General Disclosure 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.	P66-P69
	KPI B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	
	KPI B3.2 The average training hours completed per employee by gender and employee category.	
Aspect B4: Labor Standards	General Disclosure 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.	P60

指標分類	指標內容	披露情況
B. 社會		
層面 B5: 供應鏈管理	一般披露 管理供應鏈的環境及社會風險政策。	P24
	關鍵績效指標 B5.1 按地區劃分的供貨商數目。 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。	P24
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。	P28-P49
	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
	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。	P37
	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
層面 B7: 反貪污	一般披露 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。	P10
	關鍵績效指標 B7.1 於匯報期內對發行人或其雇員提出并已審結的貪污訴訟案件的數目及訴訟結果。	P10, 2017 年, 公司未出現貪污、勒索、欺詐及洗黑錢事件或公開法律訴訟。
	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。	P10
層面 B8: 社區投資	一般披露 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	P76-P79
	關鍵績效指標 B8.1 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。	P76-P79
	關鍵績效指標 B8.2 在專注範疇所動用資源（如金錢或時間）。	P76-P79

Indexes	Contents	Disclosure Status
B. Social		
Aspect B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	P25
	KPI B5.1 Number of suppliers by geographical region	
	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.	P25
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.	P28-P49
	KPI B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A
	KPI B6.2 Number of products and services related complaints received and how they are dealt with.	P37
	KPI B6.3 Description of practices relating to observing and protecting intellectual property rights.	N/A
	KPI B6.4 Description of consumer data protection and privacy policies, how they are implemented and monitored.	P36
Aspect B7: Anti-corruption	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.	P10
	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.	P10,In 2017, there was no corruption,extortion, fraud, money laundering or public lawsuit
	KPI B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	P10
Aspect B8: Community Investment	General disclosure 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.	P76-P79
	KPI B8.1 Focus areas of contribution (e.g. education,environmental concerns, labour needs, health, culture,sport).	P76-P79
	KPI B8.2 Resources contributed (e.g. money or time) to the focus area.	P76-P79

意見反饋表

感謝您閱讀《海航基礎股份有限公司 2017 年環境、社會及管治報告》。爲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，并通過以下方式反饋。

您認爲報告總體上：

很好 較好 一般 較差 很差

您認爲報告在結構上：

很合理 較合理 一般 較差 很差

您認爲報告的可讀性：

很高 較高 一般 較差 很差

您認爲報告的版式設計是否有助於您的閱讀：

很好 較好 一般 較差 很差

您認爲報告披露的社會責任信息：

很有價值 價值較高 一般 價值較低 沒什麼價值

您對公司社會責任工作的意見和建議，請在此提出：

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

電話：0898-69966070

地址：海南省海口市美蘭機場辦公樓

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Feedback Sheet

Thank you for reading the Environment, Social and Governance Report 2017 of HNA Infrastructure Company Limited. To provide you and other stakeholders with more valuable information and improve our ability to fulfill corporate social responsibility, we sincerely welcome any opinions and suggestions from you about the report via:

What is your overall impression of this report?

Very good Good Average Poor Very poor

How is the structure of this report?

Very good Good Average Poor Very poor

How about the readability of this report?

Very good Good Average Poor Very poor

How about the design of the report for readability?

Very good Good Average Poor Very poor

How is the social responsibility information disclosed in the report?

Very valuable Valuable Average Less valuable No value

Is there any suggestion on our social responsibility work?

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

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