

股票代码HK03399



廣東粵運交通股份有限公司
Guangdong Yueyun Transportation Company Limited

2016

環境、社會與管治 報告

ENVIRONMENTAL,
SOCIAL
AND
GOVERNANCE
REPORT



廣東粵運交通股份有限公司
Guangdong Yueyun Transportation Company Limited

報告概況



報告範圍

本報告是廣東粵運交通股份有限公司第一份環境、社會及管治報告，報告信息和數據主要涵蓋了2016年1月1日至2016年12月31日期間公司各項環境、社會及管治方面措施和實踐活動，基於報告內容的延續性和對比性，部分表述及數據適當追溯以前年份。



編寫標準

本報告主要參照香港聯合交易所有限公司證券上市規則附錄27《環境、社會及管治報告指引》（「ESG指引」）的相關要求進行編制。



內容選擇

在選取報告內容過程中，公司遵循ESG指引的重要性、量化、平衡、一致性原則，從管治、環境、社會三個方面進行陳述，重點披露了公司治理、環境責任、員工責任、運營責任、社區責任等方面的責任承擔。



指代說明

為了便於表述和方便閱讀，「廣東粵運交通股份有限公司」在本報告中也以「粵運交通公司」「粵運交通」「粵運」「公司」和「我們」表示，本報告版權歸廣東粵運交通股份有限公司所有。



發佈方式

報告發佈週期為每年一次，報告可在本公司網站（網址：www.gdyueyun.com）及香港聯合交易所有限公司網站（網址：www.hkexnews.hk）查閱。報告語言為中英文，在對兩種文本的理解上發生歧義時，請以中文文本為準。

INTRODUCTION



Scope

As the first Environmental, Social and Governance (ESG) Report published by Guangdong Yueyun Transportation Company Limited, this report contains information and data mainly involving environmental, social and governance measures and practices of the Company from 1 January 2016 to 31 December 2016. As the nature of this report is comparative and subject to continuity, some statements and data may be traced back to previous years as appropriate.



Compiling Standard

This Report is compiled with reference to related requirements stipulated in the Environmental, Social and Governance Reporting Guide in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "ESG Reporting Guide").



Selection of Contents

In the selection of contents, the Company follows four principles stipulated in the ESG Reporting Guide, including materiality, quantitative, balance and consistency, makes statements on governance, environmental and social issues, and focuses on the disclosure of corporate governance, environmental, employment, operational and community responsibilities.



Designation and Interpretation

For the convenience of readers, the expressions "Yueyun Transportation Company", "Yueyun Transportation", "Yueyun", "the Company" and "we/us" mentioned herein may be used to refer to "Guangdong Yueyun Transportation Company Limited". The copyright of this Report is reserved by Guangdong Yueyun Transportation Company Limited.



Publication Methods

This Report is published once a year and is accessible on the website of the Company (www.gdyueyun.com) and the website of The Stock Exchange of Hong Kong Limited (www.hkexnews.hk). This Report is prepared in both Chinese and English. In case of any inconsistencies between these two versions, the Chinese version shall prevail.

治理責任

- 03 治理結構
- 05 內控管理
- 06 反腐倡廉
- 08 經濟效益

Governance Responsibilities

- Governance Structure
- Internal Control and Management
- Anti-Corruption
- Economic Efficiency

01

環境責任

- 10 排放物
- 10 環境保護政策與管理
- 12 氣體排放物
- 14 減排措施及所得成效
- 16 固體廢棄物的排放與處置
- 17 資源使用
- 17 能源使用
- 18 水資源使用
- 18 能源管理效益及所得成效
- 20 環境及天然資源

Environmental Responsibilities

- Emissions
- Environmental Protection Policies and Management
- Gas Emissions
- Emission Reduction Measures and Effects
- Emission and Disposal of Solid Waste
- Use of Resources
- Use of Energy
- Use of Water Resource
- Benefits and Effects of Energy Management
- Environment and Natural Resources

02

員工責任

- 23 僱傭
- 23 平等僱傭
- 24 薪酬福利
- 24 民主管理
- 25 培訓與發展
- 25 員工培訓
- 27 員工發展
- 29 員工關愛
- 29 員工幫扶
- 30 員工活動

Responsibilities for Employees

- Employment
- Equal Employment Opportunity
- Salary and Benefits
- Democratic Management
- Training and Development
- Employee Training
- Employee Development
- Employee Care
- Employee Assistance
- Employee Activities

03

運營責任

- 33 安全服務
- 33 安全管理體系
- 35 行車安全
- 37 服務安全
- 37 舒心服務
- 40 創新服務

Operational Responsibilities

- Safety Service
- Safety Management System
- Driving Safety
- Serving Safety
- Comfortable Service
- Innovative Service

04

社區責任

- 45 回報社會
- 46 社區服務

Corporate Social Responsibility

- Giving Back to Society
- Community Service

05

ESG指標索引

ESG Indices

意見反饋表

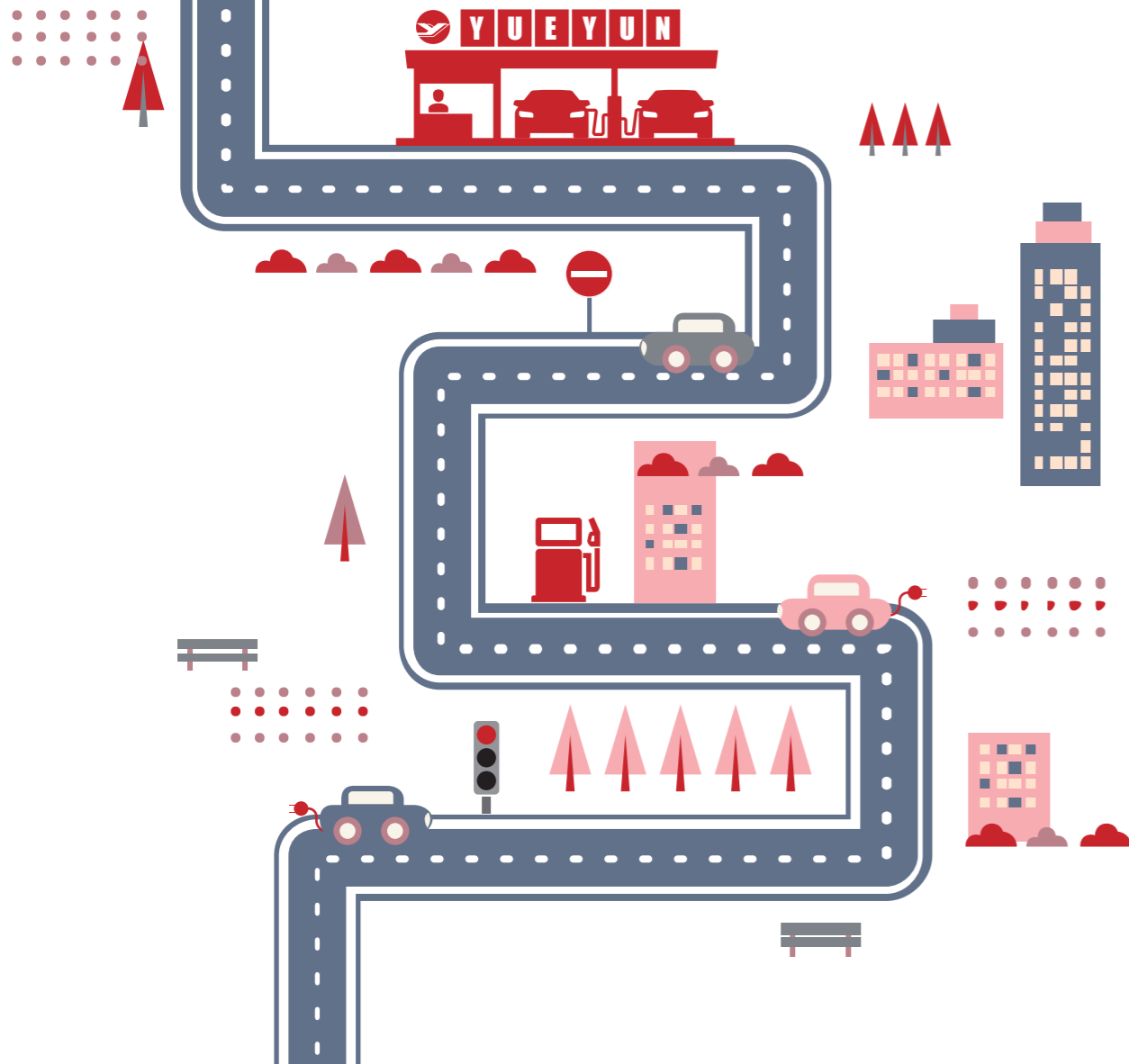
Feedback Form

CONTENTS

目录

Governance Responsibilities

治理責任



粵運交通堅持依法治企，嚴格遵守各項法律法規要求，努力完善企業內控體系、管理制度建設，建立懲防結合的反腐倡廉體系，以穩健的經營為包括股東在內的利益相關方創造價值。

Dedicated to managing the enterprise legally and abiding by laws and regulations strictly, Yueyun Transportation strives to perfect its internal control and management systems through the establishment of an anti-corruption system based on the combination of punishment and prevention, thus creating value for stakeholders, including shareholders, by operating prudently.

184 項

開展內部審計工作
the number of items
audited

100%

審計單位覆蓋率
the coverage rate of
the audit unit

0

反腐敗訴訟案件數目
the number of
anti-corruption
litigation

GOVERNANCE STRUCTURE

治理結構

公司秉承「求實創新、誠信規範」的核心文化理念，嚴格遵守《中華人民共和國公司法》《上市公司治理準則》等法律法規及規範性文件要求，持續提升管理水平，通過穩定健康的運營切實維護投資者利益。2016年，公司榮獲「2016年最具投資價值上市公司」稱號(BIVA Award)。公司設董事會，由5名執行董事、2名非執行董事、4名獨立非執行董事組成，其中，設董事長1人。

Adhering to its core cultural concepts of "pragmatism, innovation, integrity and standardization", the Company observes the laws and regulations under the *Company Law of the People's Republic of China* and the *Code of Corporate Governance for Listed Companies* as well as other normative documents strictly, consistently improving its high management standard, protecting the interests of investors through keeping operations stable and healthy. In 2016, the Company won the "2016 Best Investment Value Award for Listed Companies" (BIVA Award). The Company has set up a Board of Directors comprising 5 executive directors, 2 non-executive directors, 4 independent non-executive directors, including a chairman.

2016年，本公司舉行了3次股東大會，包括股東周年大會及兩次股東特別大會。此外，組織董事會會議12次、專委會會議7次、監事會會議2次。本公司共完成公司資訊披露67項。

In 2016, the Company held three general meetings, including the annual general meeting and two extraordinary general meetings. Additionally, 12 meetings held by the Board of Directors, 7 meetings held by Special Committee and 2 meetings held by the Board of Supervisors. The Company made 67 disclosures of the Company's material information.

公司已成立審計及企業管治委員會、薪酬委員會、提名委員會，按照其職權範圍規定向董事會彙報決議或建議，協助和支持董事會運作，並對董事及其他高級管理人員執行職務的行為進行監督。

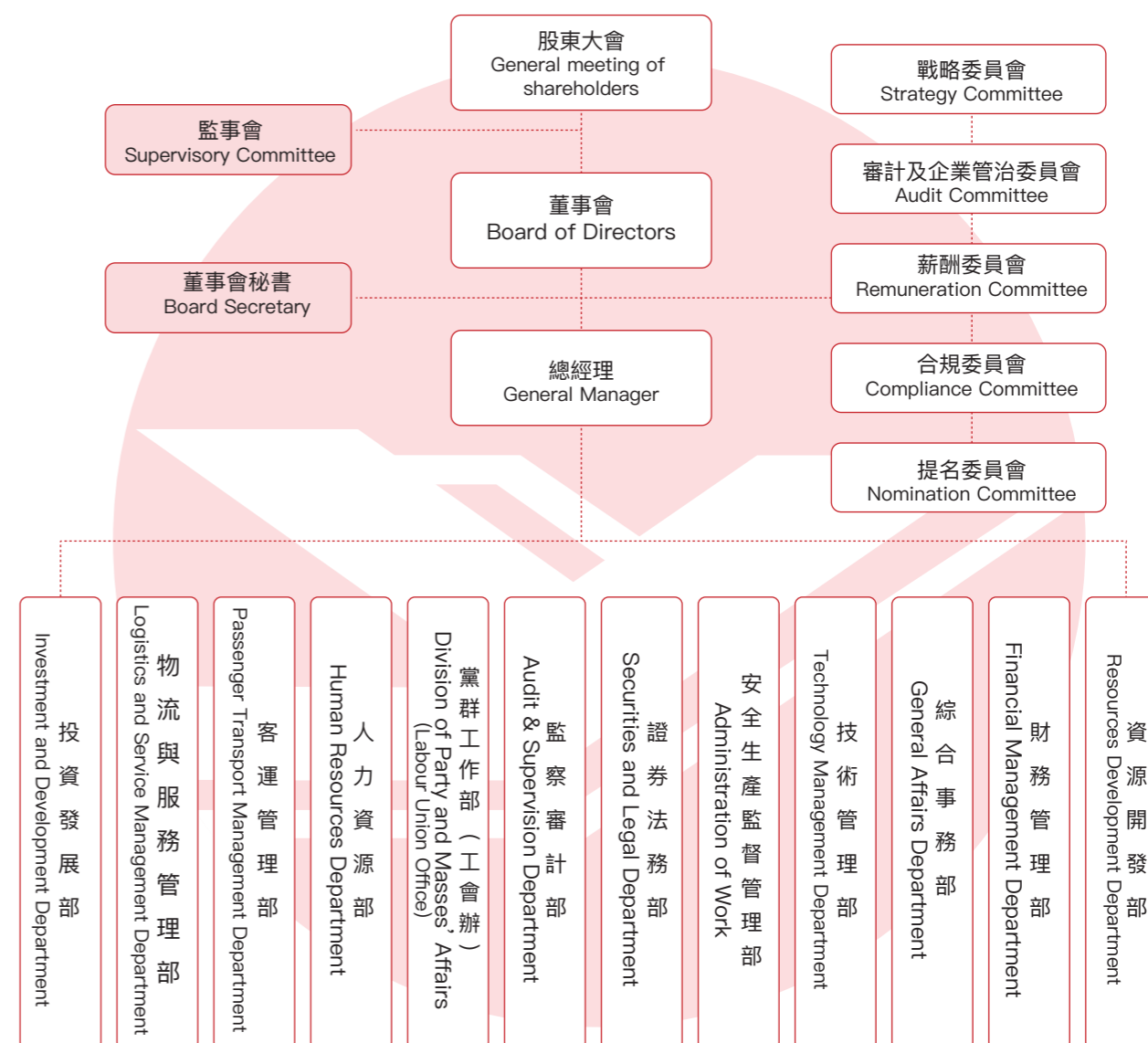
The Company has established an Audit Committee, Remuneration Committee and Nomination Committee, whose functions and powers are to submit reports on resolutions or suggestions to the Board of Directors, assist and support the operation of the Board of Directors, and supervise the fulfilment of directors' and other senior managers' duties.

於2016年12月31日本公司監事會由7名成員組成，監事會負責監察董事會、董事及本公司高級管理人員，防止董事會、董事及高級管理人員濫用其職權並損害股東、本公司及其僱員的合法利益。

As at 31 December 2016, the supervisory committee of the Company comprises seven members, the Supervisory Committee is responsible for supervising the Board, the Directors as well as the senior management of the Company, so as to prevent them from abusing their power to damage the lawful rights and interests of the Shareholders, the Company and its employees.

2016年，監事會已檢討及檢查本公司的財務狀況及業務的合法性、合規性，並通過專項檢查、召開監事會會議及列席董事會會議的方式，以審慎的原則履行職責。

In 2016, the Supervisory Committee reviewed and examined the financial position and the legal compliance of the operations of the Company and performed its duties under the principles of due care through conducting special inspections and convening the Supervisory Committee's meetings and attending the Board meetings of the Company.



圖：粵運交通組織架構
Fig.: Organizational Structure of Yueyun Transportation

INTERNAL CONTROL AND MANAGEMENT

內控管理

為確保合規經營,全面防範經營風險,公司在管控上堅持「靈活穩健,協同增效」原則,完善以風險排查、管理對接為主的內控機制,並以完善審計制度為基礎進行審計整改,保障公司穩健經營。2016年,公司開展了一系列強化內控管理的行動,完成審計項目184項。

In order to ensure compliant operations and to prevent business risks comprehensively, the Company operates by the administrative principles of "flexibility, stability and synergetic effects" to improve its internal control system. Dominated by the combination of risk inspection and management, the system audits and takes corrective actions to ensure stable and healthy business development. In 2016, the Company promoted a series of internal control and management campaigns, auditing 184 items in total.

年度審計活動 Audit Activities

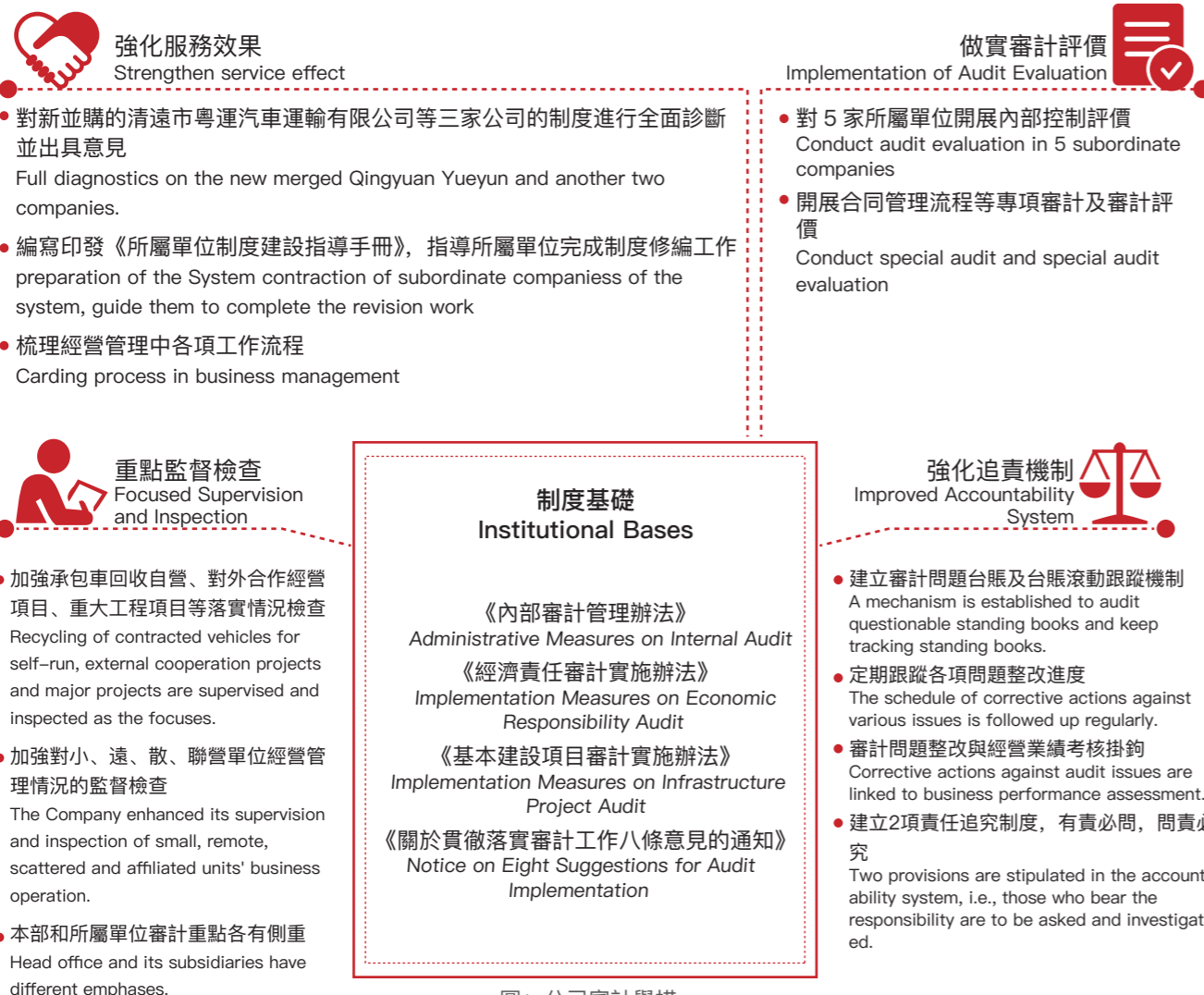


圖: 公司審計舉措
Fig.: Auditing Measures

ANTI-CORRUPTION

反腐倡廉

「身正心清,知行合一」是粵運交通的廉潔理念,公司深入推進廉政建設,嚴格落實中央「八項規定」,全面防範廉潔風險,始終把黨風廉政建設與企業經營管理各項業務工作同落實、同考核,使反腐工作落到實處、抓出成效,形成反腐倡廉合力,營造風清氣正、幹部廉潔的企業氛圍。公司一直以來都遵守對我們有重大影響的有關防止賄賂、勒索、欺詐及洗黑錢的相關法律及規例。

The concept of business integrity is upheld by Yueyun Transportation, which seeks "to be upright, honest and to unify knowledge and practice." The Company is committed to the advanced development of a clean and honest enterprise. It performs the "Eight-Point Code" promulgated by the Central Government strictly, prevents risks of corruption comprehensively, and persists in examining and bringing the culture of integrity being constructed by the Communist Party of China into its business operations and management. In concretely implementing effective anti-corruption campaigns, the Company forcefully eradicates corruption, fosters clean leadership and honest corporate culture. We comply at all times with relevant anti-corruption laws and regulations that have a significant impact on the Company.

公司反腐倡廉行動及成效 Anti-Corruption Campaigns and Effects

黨風廉政建設管理流程 Procedures for the management and construction of honest and clean Party conduct

公司將黨風廉政建設與企業經營管理各項業務同部署、同落實、同檢查、同考核,形成反腐倡廉合力
The Company seeks to bring honest and clean Party conduct into its own business development, arranging, implementing, examining and evaluating anti-corruption efforts.

層層簽訂《黨風廉政建設責任書》
The Letter of Responsibility to Develop with Party's Integrity is signed by the staff at every level.

加強宣傳教育 Enhanced publicity and education

公司通過文件、宣傳欄等及時傳達上級黨組織精神
The spirit of senior organizations within the Party is communicated promptly through documents, bulletin boards and otherwise.

深入學習黨章、黨紀、黨規

Party constitution, Party discipline and Party rules are learned in-depth.

營造「不敢腐、不能腐、不想腐」的廉潔氛圍

The Company strives to create a honest and clean atmosphere where people dare not, cannot and will not want to be corrupt.

加強廉政制度建設

Establish and strengthen the building of an anti-corruption system.

修訂《黨風廉政建設責任制考核辦法》

Revision of *Methods of Assessment for Building Clean Party Conduct*.

建立健全追責問責體系，落實領導幹部「一崗雙責」

Establishment of a sound accountability system and implementing requirements for leadership, where "each position takes on double responsibilities."

加強廉政教育和培訓

Enhanced anti-corruption education and training

2016 年紀律教育學習月期間，公司參與學習人數達 13,812 人

The number of learners reached 13,812 during the Discipline Education month of 2016.

開展針對紀檢監察幹部在效能監察和案件處理方面的實務操作培訓班

The Company offers practical operational training courses with respect to efficient supervision and case handling carried out by discipline inspection and supervision officers.

監督舉報機制

Supervision and reporting mechanism

建立健全信訪舉報工作制度，形成暢通有效的信訪舉報網絡

The sound petitioning and reporting system is established to form a transparent and effective petitioning and reporting network.

有效發揮信訪件的治本功能

The fundamental function of petition letters is put into full use.

2016 年信訪件辦結率達 100%

100% of the petition letters were settled in 2016.

經濟效益

Economic Efficiency

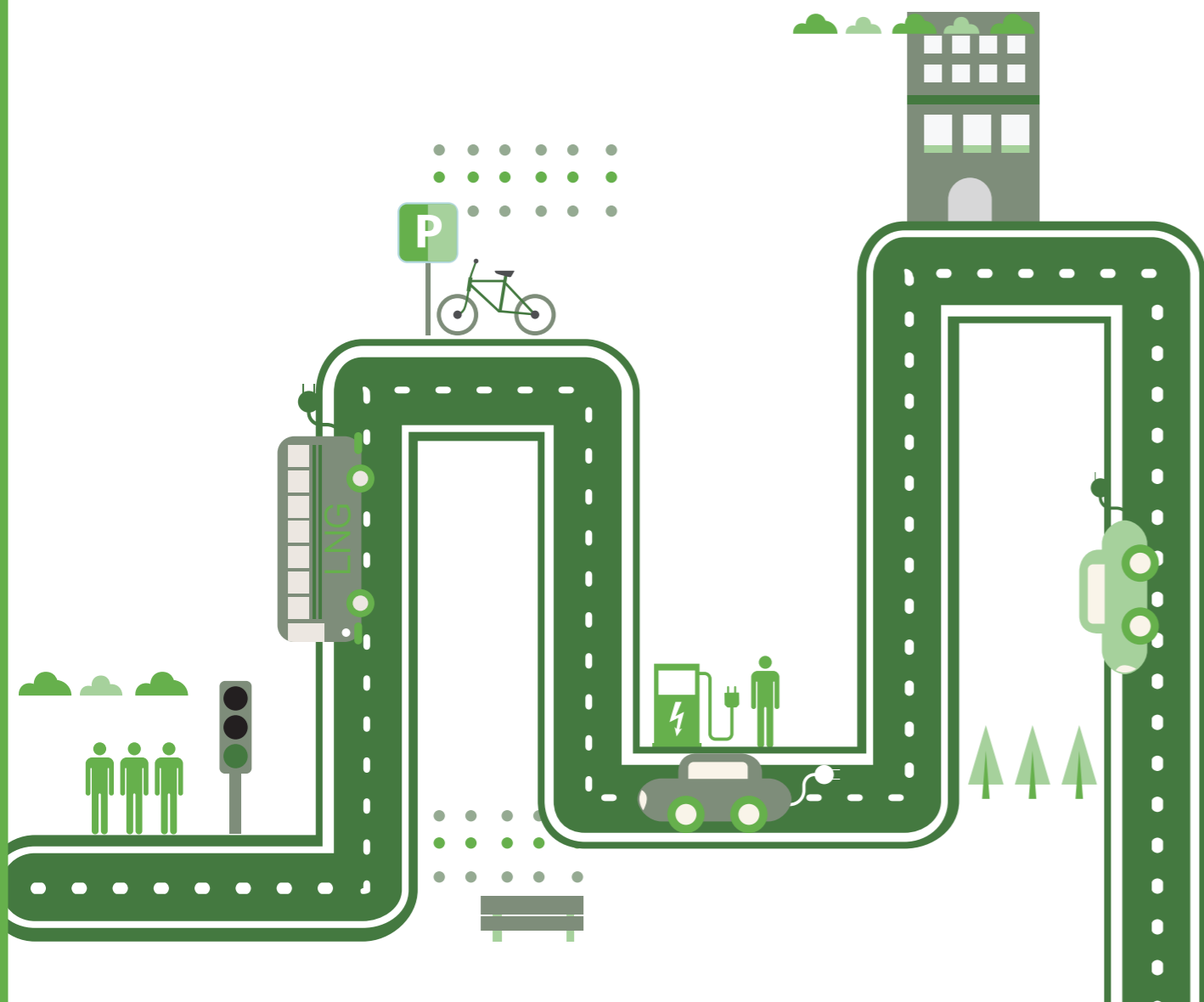
面對市場形勢的挑戰，公司堅持「凝心聚力，開放創新」發展理念，積極提升管理水平，實現公司效益提升。2016 年，公司實現營業收入 73.19 億元人民幣；實現淨利潤 4.61 億元人民幣，完成全年目標 119%，同比增長 25.81%。公司連續三年獲評「最具投資價值上市公司」，並在第六屆中國證券金紫荊獎評選活動中榮獲「十三五最具投資價值上市公司」。

Facing present challenges on the market, "Joint efforts, openness and innovation" are the development concepts that the Company adheres to. The Company actively improves its management standards and manages to concretely enhance its efficiency. In 2016, the Company recorded an operating income totalling RMB 7.319 billion with the net profit of RMB 0.461 billion, topping its annual target by 19% and achieved a year-on-year growth of 25.81% with the comparative period of last year. The Company won the "Best Investment Value Award for Listed Companies" (BIVA Award) for three consecutive years as well as "The Listed Company with the Best Investment Value in the 13th Five-Year Plan" at the sixth China Securities Golden Bauhinia Awards.



Environmental Responsibilities

環境責任



EMISSIONS 排放物

環境保護政策與管理 Environmental Protection Policies and Management

粵運交通公司在提升自身經營、服務能力的同時，以構建綠色低碳交通為目標，從營運車量的結構選型、日常運營、保養維護，廢舊車輛的淘汰管制等各個環節全面規劃、持續投入、深化管控，力求實現企業與環境的可持續發展。2016年，公司及成員均未發生重大環境污染事件。

While improving its business and service capabilities, Yueyun Transportation keeps the goal of supplying green and low-carbon transportation in mind, looking for ways to operate sustainably and investing in management to improve aspects such as the selection of vehicle structures, daily operations and the repair, control, maintenance and elimination of worn-out vehicles, striving hard to achieve the sustainable development of the company and the environment. In 2016, no serious incidents of environmental pollution relating to the Company or its employees were found.

粵運交通公司環境管理政策：

Environmental management policy of Yueyun Transportation:

- 01** 恪守國家、地方有關環境保護的法律、法規、標準及其他要求；
We observe laws, regulations, standards and other requirements on both state and local levels regarding environmental protection;
- 02** 堅持發展與節能同步，投入與節約並舉，建立、實施環境管理體系，將環境保護原則和方法全面納入公司經營決策之中；
we uphold development and energy saving simultaneously, promote investment and conservation concurrently, establish and implement a sound environmental management system, and integrate environmental protection principles and methods into the Company's business policy thoroughly;
- 03** 明確各崗位職責，加強培訓，逐步提高全體員工的環境保護意識與能力，實現環保工作的全員參與；
we define the duties and responsibilities of each position, strengthen training, enhance the staff's awareness of and capacity for environmental protection progressively, and have had all employees participate in environmental protection;
- 04** 強化能源管理和考核，優化運營組織，減少資源消耗，避免生產環節的能源浪費，優化能源消耗指標；
we enhance resource management and assessment, optimize operational structure, reduce resource consumption, avoid energy waste in the production cycle, and improve indices of energy consumption;
- 05** 調整營運車輛車型結構，逐步淘汰高能耗、高污染的營運車輛、加速應用高排放標準、低能耗、節能環保的新能源或清潔能源車型；
we adjust commercial vehicles' model structure, eliminate high-energy-consumption and high-pollution commercial vehicles progressively, and accelerate the application of strict emission standards, as well as encourage the use of low-energy-consumption and environment-friendly vehicles powered by new energy or clean energy;
- 06** 加大營運車輛科技投入，通過科技手段提升車質車況監控，確保車輛運營狀況良好，避免車輛因非正常工況運行造成能耗上升；
we increase scientific investment in commercial vehicles, monitor vehicles' quality and conditions using technology, ensure good operating conditions of vehicles, and avoid rising energy consumption resulting from abnormal operation of vehicles;
- 07** 加大維修設備投入，改善維修工作環境，提升維修效率，提升車輛完好率，並實現對維修廢料的監控和循環利用；
we increase our investment in repair and maintenance equipment, improve the working environment for repair and maintenance, optimize repair and maintenance efficiency, as well as increase the availability of vehicles, and monitor and recycle repair and maintenance waste;
- 08** 科學規劃、持續投入，並長期有效地落實環境保護、節能降耗工作，加強日常環境管理和環境評審，確保環境績效和環境體系的持續改進；
we develop scientific plans and consistently invest and implement practices to protect the environment in the long-term, and effectively save energy, reduce consumption and strengthen regular environmental management and assessment to ensure continuous improvement in environmental performance and environmental systems;

09

持續在新路廣告工程建設中推廣環保節能照明系統，推行高效節能、綠色環保的照明方式；
we continued install the LED lights in the new road advertising project, promote the use of efficient energy-saving lighting system;

10

积极探索沥青改性生产中锅炉燃烧、加工生产环节的节能降耗技术，降低资源损耗，减少大气污染物和固体废物排放；
we explore the energy-saving and the emission reduction technology of boiler combustion and processing production in the asphalt modified project, reduce resource consumption and emissions of air pollutants and solid waste;

11

全力配合新能源纯电动汽车推广使用，逐步在各服务区规划、建设充电桩，为国家能源战略发展做贡献。
we coordinate the promotion of new energy pure electric vehicles, construct charging piles in the service areas, make contribution for the national energy strategy.



气体排放物 Gas Emissions

粵運交通公司的廢氣和溫室氣體排放主要來自於化石燃料汽油和柴油產生的汽車尾氣以及通過外購電力導致的間接排放。其中，廢氣排放主要包括二氧化硫、氮氧化物以及顆粒物等，溫室氣體則以二氧化碳排放為主。

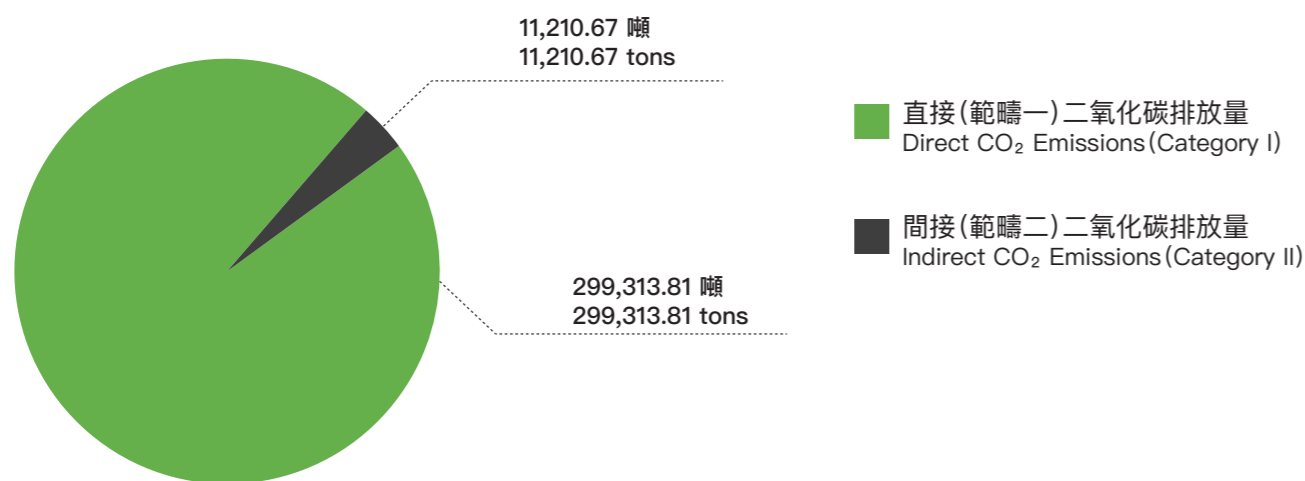
The exhaust emissions and greenhouse gases emitted by Yueyun Transportation mainly comprise automobile exhaust generated from fossil fuels, gasoline and diesel, as well as indirect emissions arising from outsourced electric power. Exhaust emissions produced mainly comprise sulphur dioxide and nitrogen oxides particles, while greenhouse gas mainly consists of CO₂ emissions.

2016年，粵運交通公司汽車營運過程中產生的廢氣排放共4,063.70噸，氮氧化物為主要污染物，占總排放的93.32%，二氧化硫與顆粒物排放分別為1.84噸和269.72噸。除以汽車尾氣為首的廢氣外，粵運交通公司全資下屬公司廣東粵運佳富實業有限公司（「佳富公司」）作為瀝青生產企業，在生產過程中也會產生廢氣排放。為確保瀝青生產過程中產生的廢氣不對環境造成影響，該公司成立了環境保護工作領導小組，專職負責解決處理排污問題，嚴格按照《大氣污染物綜合排放標準》排放氣體，並順利通過環保局的監測及驗收。

In 2016, the exhaust discharged by Yueyun Transportation in the operation of vehicles totalled 4,063.70 tons, where nitrogen oxides were the main pollutants, accounting for 93.32%, while the emissions of sulphur dioxide and particles totalled 1.84 tons and 269.72 tons respectively. Apart from automobiles being the main source of the exhaust discharged, the discharged exhaust may also be attributed to Guangdong Yueyun Jia Fu Industrial Ltd. ("Jiafu Company"), an asphalt manufacturer and wholly-owned subsidiary of Yueyun Transportation, during their course of production. In order to reduce the impact of exhaust generated from the production of asphalt on the environment, Jiafu Company has set up an environmental protection focus group to ensure that pollutants emitted comply with the *Integrated Emission Standard of Air Pollutants* and that it passes the monitoring of the environmental protection bureau successfully.

粵運交通公司產生的溫室氣體以直接能源柴油、汽油以及間接能源外購電力產生的二氧化碳為主。2016年，粵運交通公司二氧化碳共排放 310,524.47 噸，直接二氧化碳排放約為 299,313.81 噸。

The greenhouse gases emitted by Yueyun Transportation mainly comprises CO₂ generated from direct energy such as diesel and gasoline, as well as indirect energy such as outsourced electric power. In 2016, the CO₂ emitted by Yueyun Transportation totalled 310,524.47 tons, whereas direct CO₂ emissions totalled approximately 299,313.81 tons.



圖：粵運交通2016年二氧化碳排放
Fig.: CO₂ Emissions of Yueyun Transportation in 2016

注：範疇一包括汽車、出租車、客車等主營車輛使用汽油、柴油導致的直接二氧化碳排放；範疇二包括外購電力導致的間接二氧化碳排放。

Note: Category I includes the direct CO₂ emissions generated from the use of gasoline and diesel by such primary commercial vehicles as cars, taxis and coaches; Category II includes the indirect CO₂ emissions arising out of outsourced electric power.

減排措施及所得成效 Emission Reduction Measures and Effects

粵運交通公司從影響排放的管理規劃因素和技術因素入手，通過加強排放管控和技術升級改造，雙管齊下降低經營過程中產生的廢氣和溫室氣體排放。

Starting with factors that impact emission (i.e. management planning and technology), Yueyun Transportation reduces the emissions of exhaust and greenhouse gases generated from its operations by strengthening emission control and upgrading technologies.



引進節能車輛 Introduction of energy-saving vehicles

粵運交通公司作為天然氣客車推廣應用的試點企業，加大天然氣汽車、純電動汽車以及混合動力汽車的引進力度。據統計，公司各類天然氣汽車總數已達 1854 輛，覆蓋客運、公交、出租車等主流領域的 100 多條營運路線。同時，加強建設各類天然氣加氣站 5 座，覆蓋廣東省內多個地域。2016年，公司新引進LNG汽車30輛，相比汽油、柴油車每年可減少二氧化碳排放約1,800噸。此外，新引進電動汽車978輛，相應減少柴油消耗2,950.35噸。

As the pilot enterprise promoting the application of coaches powered by natural gas, Yueyun Transportation will increase its introduction of natural gas vehicles (NGV), electric vehicles (EV) and hybrid electric vehicles (HEV). According to statistics, the total number of NGVs has reached 1,854 and these NGVs have been used in more than 100 routes in mainstream choices of transportation such as coaches, buses and taxis. Furthermore, five gas stations have been built and improved, offering all kinds of natural gas in multiple areas within Guangdong Province. In 2016, with the Company's new introduction of 30 LNG vehicles, CO₂ emissions were reduced by nearly 1,800 tons per year in comparison to emission levels of vehicles powered by gasoline or diesel. The introduction of 978 EVs has also reduced the consumption of diesel by 2,950.35 tons.



選購綠色發動機 Selective purchase of green engines

公司優先選購節能、綠色車輛裝備，全面推廣應用國IV、國V排放標準的發動機，採取噴油系統優化，SCR尾氣處理等技術，提高燃料利用效率。2016年，粵運交通公司下屬清遠市粵運汽車運輸有限公司新購置車輛的發動機全部採用國IV、國V排放標準，行之有效地降低了汽車燃油消耗。

The Company gives priority to energy-saving vehicles and green equipment when selecting purchases, promotes the use of engines that meet national IV and V emission standards, adopts technologies such as fuel injection system optimization and Selective Catalytic Reduction (SCR), that controls and treats discharged exhaust, improving fuel efficiency. In 2016, Qingyuan Yueyun Vehicles Transportation Company Limited, the subsidiary of Yueyun Transportation, applied national IV and V emission standards to its newly-purchased vehicle engines and thus effectively reduced fuel oil consumption.



安裝新技術裝備 Installation of new technical equipment

公司通過安裝電子控制動力轉向系統、車載視頻監控系統、運輸管理系統、全球定位系統等，利用先進的監控管理手段，提升車輛的運行效率，減少燃料消耗。2016年，下屬廣東粵運朗日股份有限公司（「粵運朗日公司」）更新全球定位系統78套，安裝車載視頻監控系統84套，實時監督車輛運營狀況，提升車輛使用效率，減少污染物排放。

The Company improves the operating efficiency of vehicles and reduces the fuel consumption by installing an electronic-controlled power transmission system, a vehicle-mounted video surveillance system, a transportation management system, a global positioning system and otherwise making use of advanced monitoring and managing means. In 2016, Guangdong Yueyun Langri Co., Ltd. ("Yueyun Langri Company"), the subsidiary of Yueyun Transportation, updated 78 sets of global positioning systems and 84 sets of vehicle-mounted video surveillance systems to realize real-time monitoring of vehicle operating conditions, to improve the service efficiency of vehicles and reduce the emission of pollutants.

2016年，粵運交通公司通過引進節能車輛、選購綠色裝備、加大技術改造投入等方式，減少營運過程直接產生的廢氣排放約122.41噸，減少直接二氧化碳排放約11,731.04噸。同時，節約用電105,888.32千瓦時，相當於減少二氧化硫排放3.18噸，氮氧化物排放1.59噸以及粉塵排放28.80噸，間接減少二氧化碳排放55.81噸。

By introducing energy-saving vehicles, purchasing green equipment and increasing investment in technical upgrades, Yueyun Transportation reduced the exhaust emissions generated from operations by 122.41 tons and direct CO₂ emissions by 11,731.04 tons in 2016. Moreover, the Company saved a total of 105,888.32 kWh in electric power, which is equivalent to the reduction in sulphur dioxide by 3.18 tons, nitrogen oxides by 1.59 tons and dust by 28.80 tons, as well as indirect reduction in CO₂ emission by 55.81 tons.

減少二氧化硫排放
reduction in sulphur dioxide

0.07 噸
0.07 ton

減少氮氧化物排放
reduction in nitrogen oxide

116.09 噸
116.09 ton

減少顆粒物排放
reduction in particle emission

6.24 噸
6.24 ton

直接能源廢氣減排量（噸）

Reduction in Direct Energy Exhaust Emission (ton)



固體廢棄物的排放與處置 Emission and Disposal of Solid Waste

粵運交通公司秉承最大限度減少對外界環境損害和社會影響的理念，竭力降低生產經營過程中環境負荷物排放，並嚴格按照國家、行業和公司相關制度處理和存放廢棄物。

Adhering to the concept of minimizing damage done to the external environment and the impact on society, Yueyun Transportation endeavours to lower emissions and its burden on the environment through its operations and production cycles by disposing and storing waste generated in strict compliance with related rules and regulations of the state, industry and enterprise.

有害廢棄物 Hazardous waste

公司涉及的和害廢棄物包括廢舊機油、廢舊電池等，按照國家規定，經收集後分別交由具有回收資質的環保公司和電池供應商統一回收處理，實現有害廢棄物減量化、無害化、規範化處置。2016年，粵運交通公司共產生有害廢棄物761噸，處理率為100%。



hazardous waste disposal rate
有害廢棄物處理率

100%

The hazardous waste produced by the Company includes used engine oil and batteries, which are delivered to an environmental protection company with recycling qualification and a battery supplier respectively, for unified disposal in accordance with relevant provisions of the state upon collection to realize reduced, mitigated and standardized disposal. In 2016, the hazardous waste produced by Yueyun Transportation totalled 761 tons with a 100% disposal rate.

無害廢棄物 Non-hazardous waste

公司在生產運營中主要產生的無害廢棄物包括廢舊輪胎、廢舊零配件、報廢車輛和金屬材料等。其中，報廢車輛、廢舊輪胎嚴格按照公司《廢舊營運車輛及廢舊車用材料處置管理辦法》分類處置，並交由具有國家回收資質的金屬回收公司專業處理和報廢；廢舊零配件和金屬廢料事先按鐵類、鋁類、銅類等分類存放，定期交由專業廢品回收公司進行回收，並跟蹤回收物料去向。2016年，粵運交通公司共產生無害廢棄物1,116噸，處理率為100%。



non-hazardous waste disposal rate
無害廢棄物處理率

100%

The non-hazardous waste generated from the Company's production and operation cycles comprises used tyres and spare parts, scrap vehicles and metal materials. Scrap vehicles and used tyres are treated by category according to the *Administrative Measures on the Disposal of Worn-Out Commercial Vehicles and Used Vehicle Materials* issued by the Company and delivered to a metal recycling company with national recycling qualification for professional processing and scrapping; used spare parts and metal waste are firstly stored based on the classifications of iron, aluminium and copper, then delivered to a professional waste recycling company, and finally traced upon recycling. In 2016, the non-hazardous waste produced by Yueyun Transportation totalled 1,116 tons with a disposal rate of 100%.

USE OF RESOURCES

資源使用

能源使用

Use of Energy

粵運交通公司的運營車型主要包括汽油車、柴油車、電動車、混合動力車及清潔能源 LNG 車等，直接排放的能源涵蓋汽油、柴油、液化石油氣以及電動車和混合動力車充電時使用的電能。各類能源消耗種類及數量如下表所示，一次能源柴油消耗相對較大，約為 112,893,208 升；間接能源外購電力共 21,268,579 千瓦時。

The commercial vehicles of Yueyun Transportation mainly include gasoline vehicles, diesel vehicles, electric vehicles, hybrid electric vehicles and clean energy-powered LNG vehicles, etc. The directly-emitted energy comprises chemical energy generated from gasoline, diesel and liquefied petroleum gas, as well as electric energy produced during the charging of electric vehicles and hybrid electric vehicles. Detailed information shown in the following table below reveal the type and amount of energy consumed. The consumption of diesel, the primary energy, is relatively high, totalling 112,893,208 litres approximately, while the consumption of outsourced electric power, the indirect energy source, totals 21,268,579 kWh.

2016年粵運交通能源消耗表
Energy Consumption Table of Yueyun Transportation 2016

汽油 Fuel Type	柴油 Diesel	混合動力 Hybrid power	LNG (液化天然氣) Liquefied natural gas (LNG)	外購電力 Outsourced electric power
1,784,305 升 (litres)	112,893,208 升 (litres)	671,905 升 (litres)	32,570,685 千克 (kg)	21,268,579 千瓦時 (kWh)
直接能源 Direct energy	直接能源 Direct energy	直接能源 Direct energy	直接能源 Direct energy	間接能源 Indirect energy

水資源使用

Use of Water Resource

節約和保護水資源，是實現水資源可持續利用的基礎。粵運交通公司致力於通過節約用水、提高水循環利用效率以及控制廢水排放，降低對水資源的消耗和污染。2016 年，粵運交通大廈辦公用水共 2,197 噸。

Conservation and protection of water resource are the basis for sustainable use of water resource. Yueyun Transportation strives to reduce consumption and pollution of water resource by saving water, improving the utilization ratio of recycled water and controlling wastewater discharge. In 2016, the water used by Yueyun Transportation building's offices totalled 2,197 tons.

2016 年由屬下廣東通驛高速公路服務區有限公司（「通驛公司」）維護的 69 對服務區共 124 套污水處理設備（其中 8 對服務區擁有較為先進的中水回用設備），委託第三方專業維護單位進行養護，定期由服務區所屬當地環保檢測部門出具水質檢驗報告。

In 2016, Guangdong Top-E Expressway Service Zone Company Limited ("Top-E Company"), the subsidiary of Yueyun Transportation, equipped 69 service areas which they covered with 124 sets of sewage treatment equipment (including 8 services areas equipped with state-of-the-art reclaimed water reuse equipment), commissioned a professional third-party unit to maintain the equipment, and had the environmental inspection departments in the jurisdictions where the service areas reside issue regular water quality reports.

能源管理效益及所得成效

Benefits and Effects of Energy Management

營運車輛的燃油消耗是經營過程中主要的能源消耗。粵運交通公司積極回應中國政府提出的節能減排綜合治理的各項政策，堅持發展與節能同步，以產業結構調整為依託，以節能新技術、新設備、新工藝、新材料、新能源的推廣使用為重點，以促進節能減排為目標，提高能源利用效率，合理控制能源消費總量。

Fuel consumption of commercial vehicles constitutes the main energy source consumed in operations. Responding positively to various policies concerning saving energy, emissions reduction and comprehensive treatment put forward by the government of China, Yueyun Transportation is dedicated to reducing energy use alongside strategic development. Focus is placed on the use of new energy-saving technology, new equipment, new techniques, new materials and new energy, in order to meet goals for saving energy, reducing emissions, improving the utilization rate of energy, and keeping the total level of energy consumption within a reasonable extent.

逐步完善能源管理體系

Progressive improvement in energy management system

公司設立專門的能源管理崗位和相應的能源管理人員，制定《自營車燃油消耗考核管理規定》《企業自營車修理費、輪胎消耗和燃油消耗定額管理實施方案》等管理辦法，建立能源管理考核與激勵機制，細化油耗考核管理制度，逐步建立起較為完善的能源管理體系。

The Company establishes a sound energy management system progressively by setting up special energy management positions and corresponding energy management staff, formulating administrative measures such as Regulations on Assessment and Management of Fuel Consumption of Proprietary Vehicles and Implementation Program of Repair Cost, Tyre Consumption and Fuel Oil Consumption Quota Management of Proprietary Vehicles, establishing an energy management assessment and incentive mechanism, and elaborating on regulations concerning oil consumption assessment and management.

加強能源消耗定額管理

Intensified management of energy consumption quota

公司加強營運車輛燃油消耗量定額管理，根據不同車型、主要配置、技術等級、一級運行線路、客運量等多種因素，合理確定車輛每百公里燃油消耗定額；加強節能懲罰管理，將節能目標完成情況納入員工業績考核範圍，重點加強營運客車駕駛員的節能獎懲管理，提升員工節能減排意識，提高節能效果。

The Company enforces tighter management on fuel consumption, by defining reasonable fuel consumption quotas for commercial vehicles for every hundred kilometres of use, based on different vehicle models, main configurations, technical levels, Class A routes, passenger capacity and other factors. The Company also intensifies reward and punishment management for energy saving by incorporating the energy saving target into the performance assessment of employees, with a special focus placed on intensifying reward and punishment management tactics regarding coach drivers and strengthening awareness of energy saving and emission reduction among employees to improve the effects of energy saving.

加大引進清潔能源力度

Increasing introduction of clean energy

公司加大清潔能源引進力度，以天然氣取代柴油作為鍋爐燃料，減少化石燃料消耗。佳富公司自 2011 年 11 月成功引進天然氣，起到了節能、減排、降成本、延長爐管壽命的多重功效。

By replacing diesel with natural gas as the boiler fuel and decreasing consumption of fossil fuels, the Company increases the introduction of clean energy. Jiafu Company has introduced natural gas into its operations successfully since November, 2011 and has achieved multi-faceted results in terms of energy saving, emission reduction, cost reduction and life extension of furnace pipes.

2016 年粵運交通節能情況

Yueyun Transportation energy conservation in 2016

柴油
diesel

4,487,772 升
4,487,772 litres

LNG
LNG

243,300 千克
243,300 kg

電能
electric power

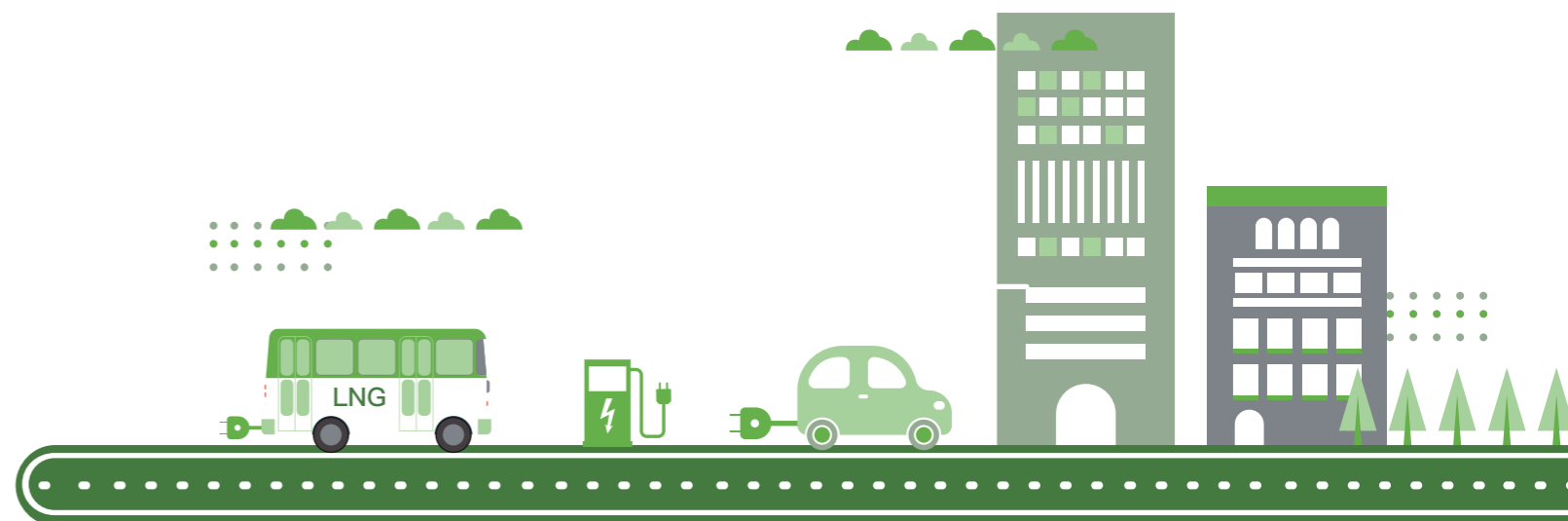
105,888.32 千瓦時
105,888.32 kWh

ENVIRONMENT AND NATURAL RESOURCES

環境及天然資源

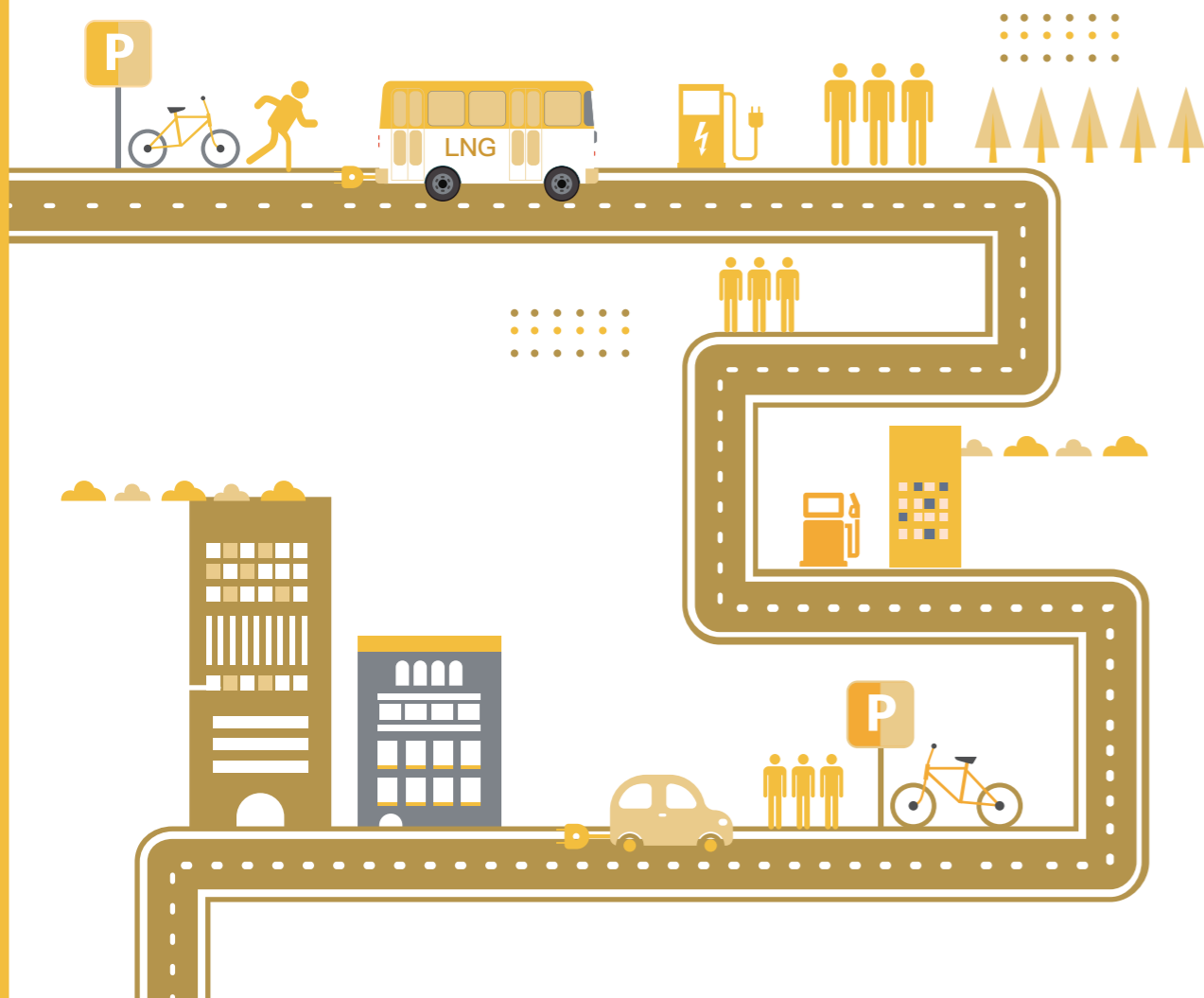
粵運交通公司對外增強環境風險管控能力，加強對生產運行過程中可能造成環境污染事件的預防、預警和應急處置能力，控制、減少和消除環境污染事件的風險和危害，努力將突發環境事故對人員、財產、環境、社會造成的損失降至最小程度，最大限度地保障附近居民及公司員工身體健康；對內提升環保意識和能力，鼓勵和推動全體員工參與環保，大力推廣視頻會議，完成了視頻會議系統各大地區公司的全覆蓋，從而減少差旅及公車使用次數，同時，加大對環保領域清潔能源等課題研究，為行業技術進步和健康發展做出貢獻。

With respect to the external, Yueyun Transportation enhances its capacity for environmental risk management, strengthens its abilities of prevention, early warning and emergency handling for environmental pollution events that may arise in the course of its production and operations, so as to control, reduce and eliminate risks and hazards arising out of environmental pollution events, striving to minimize the loss of personnel, property, environment and society resulting from environmental accidents and maximizes the health protection of nearby residents and employees of the Company; in terms of the internal, the Company improves its awareness of and capacity for environmental protection, encourages and motivates its staff to participate in environmental protection, promotes video conferences and has all its branches and subsidiaries spreading across the country equipped with video conferencing system so as to reduce business trips and the use of buses, and strengthens clean energy research in the sector of environmental protection to make contributions to the industry of green technology and development.



Responsibilities for Employees

員工責任



粵運交通秉承「以人才為本，讓人才發光，為人才圓夢」的人才理念，在「大物流、大交通」的大背景下，公司著力加強人才隊伍建設，不斷提升人力資源管理水平，為員工提供安全舒適的工作環境、公平廣闊的發展舞臺、豐富多彩的業餘活動，實現員工與公司的共同成長、共同發展。

Yueyun Transportation adheres to a "talent-oriented" corporate culture to let talents shine and realize their dreams. In the context of "large-scale logistics and transportation", Yueyun Transportation takes talent as the inexhaustible impetus for corporate development, focuses on nurturing talent, improving human resources on a management level, and provides employees with safe and comfortable working environment, a fair and broad platform for development and varied leisure activities to achieve mutual growth and development between employees and the Company.

截至 2016 年底
By the end of 2016

員工總數
total Number of Employees

21,172 人

社保覆蓋率
coverage Rate of Social Insurance

100%

人均培訓時數
average Training Hours
per Person

16 小時 (hours)

EMPLOYMENT

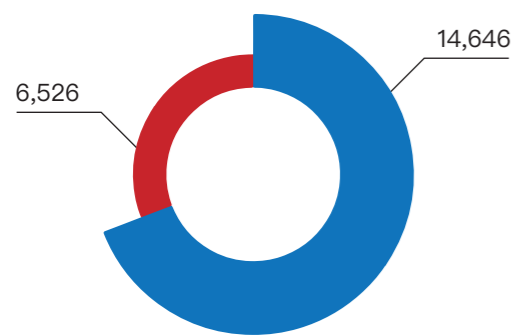
僱傭

公司宣導「以人為本」的企業文化，與員工建立平等和諧的勞動關係，依法保障員工的各項合法權益。
Upholding a "people-oriented" corporate culture, the Company builds equal and harmonious labour relations with employees and protects employees' legitimate rights and interests in accordance with laws.

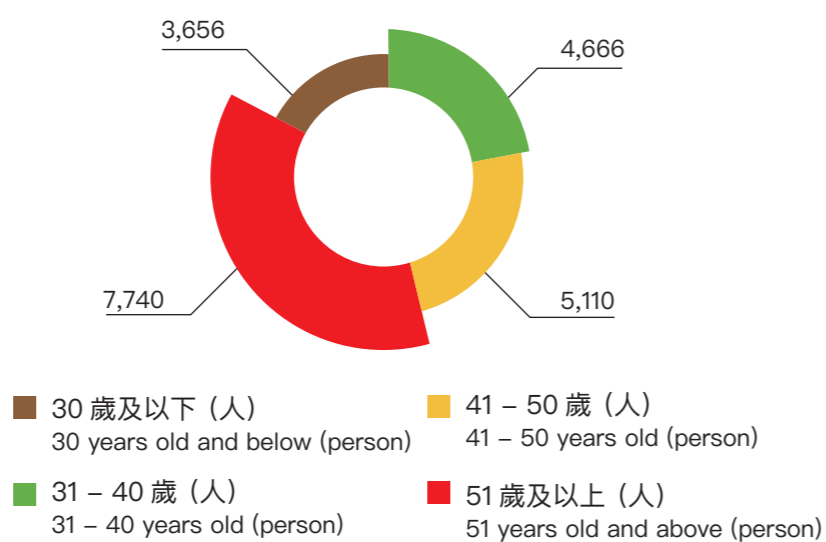
平等僱傭 Equal Employment Opportunity

公司一直以來都遵守對我們有重大影響的相關勞動法律及規例，在招聘過程中堅持公開、公平、公正的原則，並落實避免童工、強制勞工的各項規定，與員工建立平等無歧視的勞動合同，全體員工均享有接受培訓教育、獲得薪酬福利等權力。2016年，公司勞動合同簽訂率及社會保險覆蓋率均為100%。

We comply at all times with relevant labour laws and regulations that have a significant impact on the Company, conform to the principles of openness, fairness and impartiality during recruitment, implement every provision against child labour and forced labour, build equal and non-discriminatory collaboration among employees, and entitle all employees to receive training, education, salary and benefits. In 2016, 100% of the employees of the Company have signed employment contracts and have bought social insurance.



圖：員工性別結構（單位：人）
Fig.: Sex Structure of Employees (Unit: Person)



圖：員工年齡結構（單位：人）
Fig.: Age Structure of Employees (Unit: Person)

薪酬福利 Salary and Benefits

我們堅持效率優先、公平分配的原則，制定合理公平的薪酬體系。2016年，我們深化收入分配制度改革，進一步調動員工工作積極性。

Based on the principles of prioritizing efficiency and equitable distribution, we have established a reasonable and equitable salary system. In 2016, we have deepened the reform of the income distribution system and have further stimulated employees' working initiative.



民主管理 Democratic Management

我們充分尊重員工意見，各級單位均建立健全工會組織，每年定期召開各級職工代表大會，向員工通報經營情況、審議規章制度、收集員工提案。

Employees' opinions are well respected, with sound labour unions founded by units at every level, and workers' congress regularly held annually to inform employees of business conditions, review rules and regulations, and collect employees' proposals.



圖：公司民主管理舉措
Fig.: Measures on Democratic Management

表：員工培訓人次與小時數
Table: training frequency and average hours

員工培訓 Employee Training		培訓人次 Training account	人均培訓時間 / 小時 per capita training hours / hours
按性別分 By gender	女性 female	16,377	12
	男性 male	48,097	12
按管理類型分 By management level	高層管理人員 Senior manager	500	12
	中層管理人員 Middle manager	845	12
	一般管理人員 Junior manager	7,036	16
	其他人員 staff	56,093	24

TRAINING AND DEVELOPMENT

培訓與發展

公司以豐富的培訓課程和廣闊的發展平台為員工的職業發展創造機會，為所有員工提供平等的培訓機會和公平的發展機遇。

The Company creates career development opportunities for employees by offering varied training courses, broad development platforms and provides all employees with an equal chance to be trained and achieve personal growth.

員工培訓 Employee Training

我們積極建設學習型組織，為員工提供多層次、多形式的培訓教育機會，同時加大財務、人力資源模組及服務、物流業務板塊的培訓力度，充分挖掘員工潛能，促進員工個人發展。

While actively establishing learning groups to provide employees with multi-level and multi-form training and educational opportunities, we strengthen abilities in finance, human resources, services and logistics, unearth employee's potential and promote employees' personal growth.

公司組織參加內外訓次數
the times of internal and external training organized by the Company

4,877 次

參訓人次
the number of trainees

64,500

人均培訓時數
the average training hours per person

16 學時 (hours)



公司培訓活動 Training Activities

- **構建學習型組織 Learning Groups**

自主內訓

Internal training conducted by in-house trainers

外聘內訓

Internal training conducted by external trainers

送外培訓 (包含講座、論壇、公開課等)

External training (including lectures, forums and public classes, etc.)

集體拓展

Team development training

考察學習

Visits and learning

- **專項培訓 Special Training**

職能模組 (財務模組、資源開發模組、人力資源模組)

Functional modules: finance, resources development and human resources

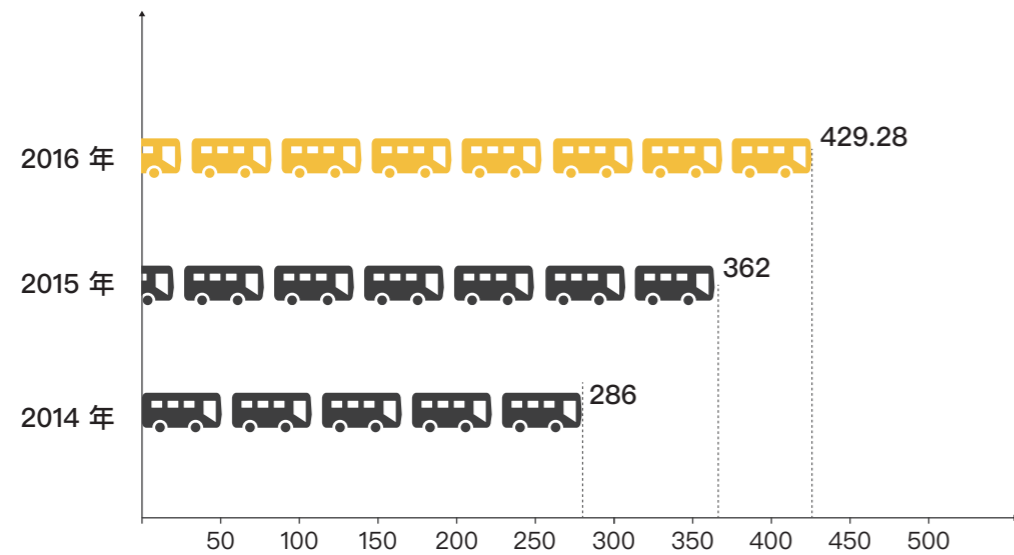
業務單元 (服務區經理集訓、網上飛網點上線專題培訓、粵運朗日與粵運拯救培訓大講堂) Business units: unified training of service area managers, FLY-E online special training, and Yueyun Langri and Guangdong Yueyun Traffic Rescue Company Limited, ("Yueyun Rescue") training lectures



圖：通驛公司-服務區經理集訓
Fig: Tongyi Company – Unified Training of Service Area Managers



圖：粵運朗日公司-人力資源開發專題培訓
Fig: Yueyun Langri Company – Special Training for HR Development



圖：2014-2016年公司培訓經費投入（萬元）
Fig.: Investment in Training of the Company from 2014 to 2016 (Unit: RMB 10,000)

員工發展 Employee Development

我們以「公開、平等、競爭、擇優」為原則，為員工創造公平競爭的環境和發展機會，支持員工職業發展和個人發展，充分發揮員工潛能，令員工全方位成長。

On the principles of "openness, equality, competition and merit-based selection", we create an environment for employees to compete fairly, provide employees with development opportunities, support employees' career development and personal growth, and unearth employee's potential, helping employees improve in all aspects.



完善人才選拔任用機制

Perfected Mechanism for Selection and Appointment of Talents

2016 年共提拔、轉正任用直屬單位中層及以上人才 49 人次
49 talents at the middle lever and above from the units directly subordinate to the Company were promoted and appointed in 2016

2016 年共調配任免各級管理人才 64 人次
64 management talents at every level were deployed and appointed in 2016.

員工績效與職級檔次調整掛鉤
Employees' performance is linked to the adjustment to their title grades.

表現優秀者可以得到職位晉升
Employees with outstanding performance may be promoted.

快速 / 特別晉升通道

Express/Special Promotion Channel



圖：公司員工職業發展主要途徑
Fig.: Ways to Achieve Career Development of Employees

知識成長 Knowledge Growth	崗位成長 Post Growth	責任成長 Responsibility Growth	技能成長 Skill Growth
<p>通過內部培訓、外部培訓、考察學習等一系列活動構建學習型組織，促進員工全面知識學習和成長</p> <p>Through a series of activities such as internal and external training, visits and otherwise, the Company establishes learning organizations and offers employees opportunities to learn and grow in all aspects.</p>	<p>人才選拔任用機制充分發揮員工潛能</p> <p>特別快速晉升通道全力促進員工崗位成長</p> <p>The mechanism for selection and appointment of talents brings employee's potential into full play</p> <p>the express/special promotion channel promotes employee's growth in post.</p>	<p>通過員工安全培訓、員工志願活動等培養員工責任感，貫徹公司服務社會美好出行價值理念</p> <p>To implement the corporate value and concept of serving the society and achieving satisfied travel, the Company cultivates employees' sense of responsibility through safety training and volunteering activities.</p>	<p>通過專項培訓培養員工專業特長，促進員工技能成長</p> <p>Special trainings are designated to develop employees' specialties and improve their skills.</p>

EMPLOYEE CARE

員工關愛

公司以和諧的企業文化為基礎，為員工提供充滿活力的工作與生活氛圍，全方位關愛員工，使全體員工安心工作，快樂工作。

Based on the corporate culture of harmony, the Company offers employees an energetic working and living environment, cares about employees in all respects, and enables employees to work securely and happily.

員工幫扶 Employee Assistance

我們妥善安排困難員工的工作和生活，開展一系列慰問活動，幫助員工樹立勤奮樂觀、健康向上的心態。2016年，由公司領導帶隊，我們繼續將真誠的祝福和濃濃的關愛送到困難員工手中。

We arrange work and life for employees in need with care and carry out a series of charitable activities to help employees establish diligent, optimistic, healthy and motivated attitudes. Under the lead of Company heads, we continue sending our sincere wishes and kind concern to employees in need in 2016.

案例 CASE

溫暖慰問，傳遞關愛 Delivery of Warm Solicitude and Benevolence

公司積極營造和諧的企業氛圍，讓全體員工均感受到公司的關愛。2016年，公司領導分別帶隊開展春節「送溫暖」慰問活動，仔細詢問員工在工作和生活中的困難與需求，鼓勵他們振奮精神戰勝當前困難，妥善安排工作與生活，此次慰問活動共計慰問 170 名困難職工、10 名勞模，共發放慰問金 14.6 萬元。活動不僅為困難職工和勞模代表送去節日祝福，更令員工感受到組織關愛和如家人般的溫暖。

In order to make employees feel love from the Company, we actively create a harmonious corporate atmosphere. In 2016, with the guidance of the Company's leadership, we carried out a series of charitable activities of "sending warmth" during the Spring Festival, through asking employees about their difficulties, needs at work and in life tactfully, encouraged them to revive their spirits and overcome existing difficulties, and made appropriate accommodations for their work and life. We have expressed our sympathy and solicitude to 170 employees in need and 10 labour representatives in total and dispensed subsidies totalling RMB 146,000 in this charitable activity. We have not only sent our festival greetings to employees in need and labour representatives, but made employees feel love from the Company and family-like warmth.



圖：2016年春節“送溫暖”慰問活動
Fig.: Charitable activities of “Sending Warmth” carried out in the Spring Festival 2016

員工活動 Employee Activities

我們開展豐富多彩的文娛活動，豐富員工業餘生活，陶冶員工情操。2016年，我們開展了包括體育活動、知識技能競賽等在內的一系列平衡員工工作與生活的精彩活動。

We organize a wide variety of recreational activities to enrich employees' leisure life and to uplift their sentiments. In 2016, we carried out a series of exciting activities including physical activities, as well as knowledge and skill competitions to balance employees' work and life.

案例 CASE

鍛煉身體，展現風采 Physical Exercise and Display of Excellence

為了幫助員工鍛煉身體，舒展心情，2016年公司為員工舉辦了員工乒乓球比賽，比賽設有團體項目、個人項目等五個項目，共有來自公司系統 18 個單位近 100 名運動員參賽。各參賽單位和運動員在活動中增進瞭解、相互合作，展現了公司員工的風采，使員工在工作之餘享受生活。

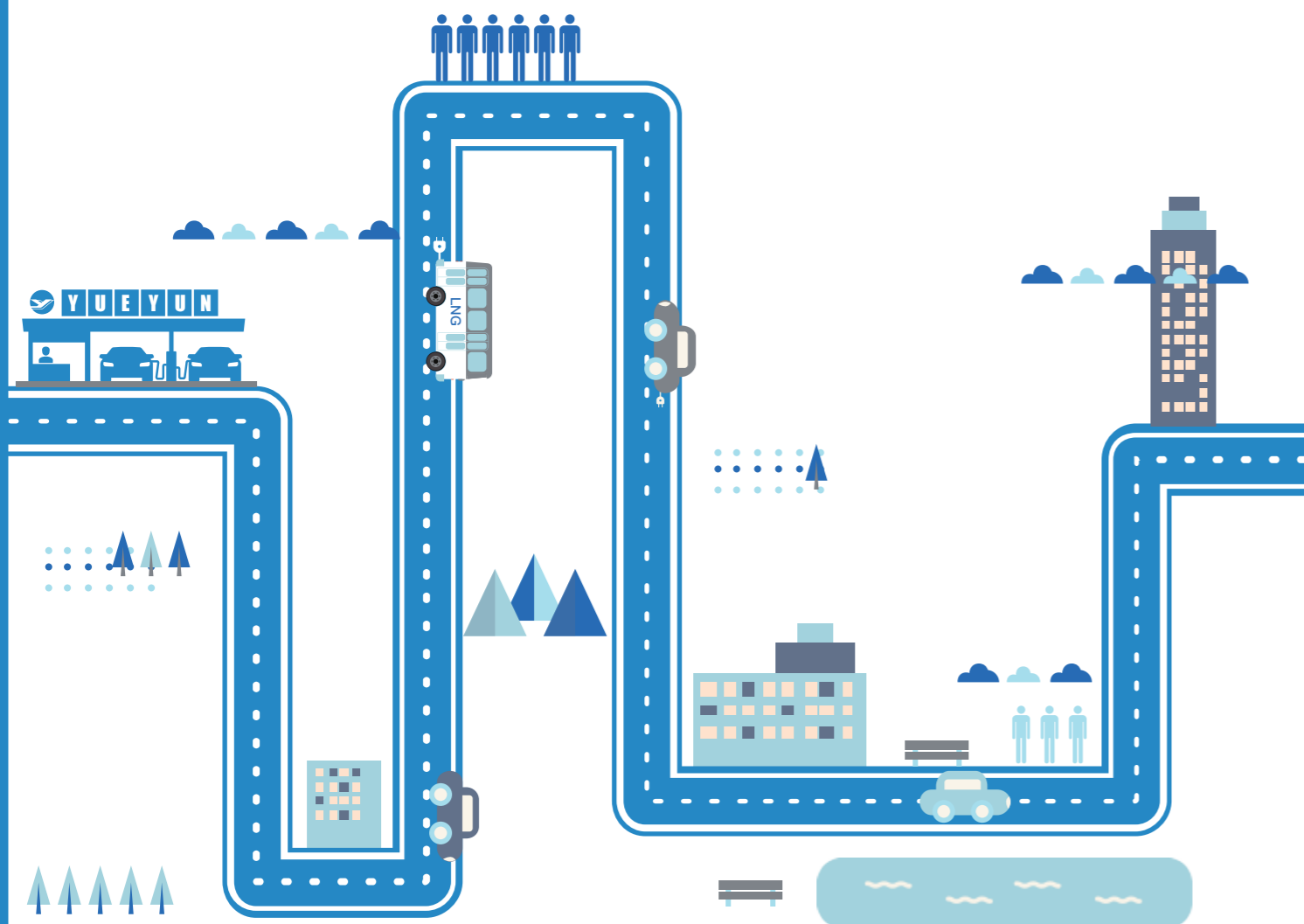
In order to help employees exercise and relax, the Company has organized a table tennis tournament for employees in 2016. Comprising five events including individual events and team events, this tournament attracted nearly 100 players from 18 units of the Company. Every contestant and individual player achieved enhanced greater mutual understanding and cooperation skills from the tournament, displayed the excellence of the Company's employees, and enriched their life after work.



圖：員工參加乒乓球比賽
Fig.: Employees take part in the table tennis tournament.

Operational Responsibilities

運營責任



公司提供的服務包括出行服務、現代物流、資源開發等，秉承「真誠服務，創造價值」理念，不斷提高安全生產及服務水平，用嚴格的管理體系和不斷提升的服務水平，讓客戶感受安全、優質、舒適、快捷的服務。我們一直以來都遵守對我們有重大影響的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相關法律及規例。

Services offered by the Company include travel service, modern logistics and resource development, etc. Adhering to the concept of "Sincere Service and Value Creation", we keep improving production safety and service standards, and with a tightened management system, provide service to clients at a higher level of safety, quality, comfort and convenience. We comply at all times with relevant laws and regulations that have a significant impact on the Company.

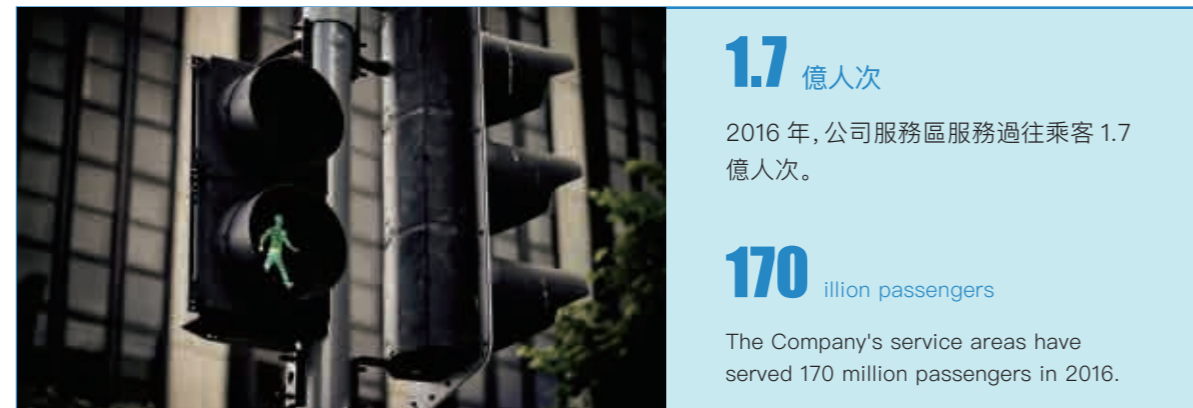
<p>2016 年公司道路客運班線總行駛裏程 total Number of Employees by the end of 2016</p> <p>9.775 億車公裏 977.5 million vehicle kilometres</p>	<p>百萬車公裏事故率 accidents per million vehicle kilometres</p> <p>0.00345 宗</p>	<p>班車客運量 road transport</p> <p>9,332 萬人次 / 小時 9,332 million passengers</p>
---	--	---

SAFE SERVICE

安全服務

安全是粵運交通生存發展的基石，「大安全」是粵運交通高度關注、慎思篤行的長期課題，是企業生產經營的重中之重。我們秉持「大安全」理念，以安全為重，以責任為本，以標準為先，積極應對壓力，嚴格防控風險，確保我們的服務安全可靠。2016年，公司服務區服務過往乘客1.7億人次。

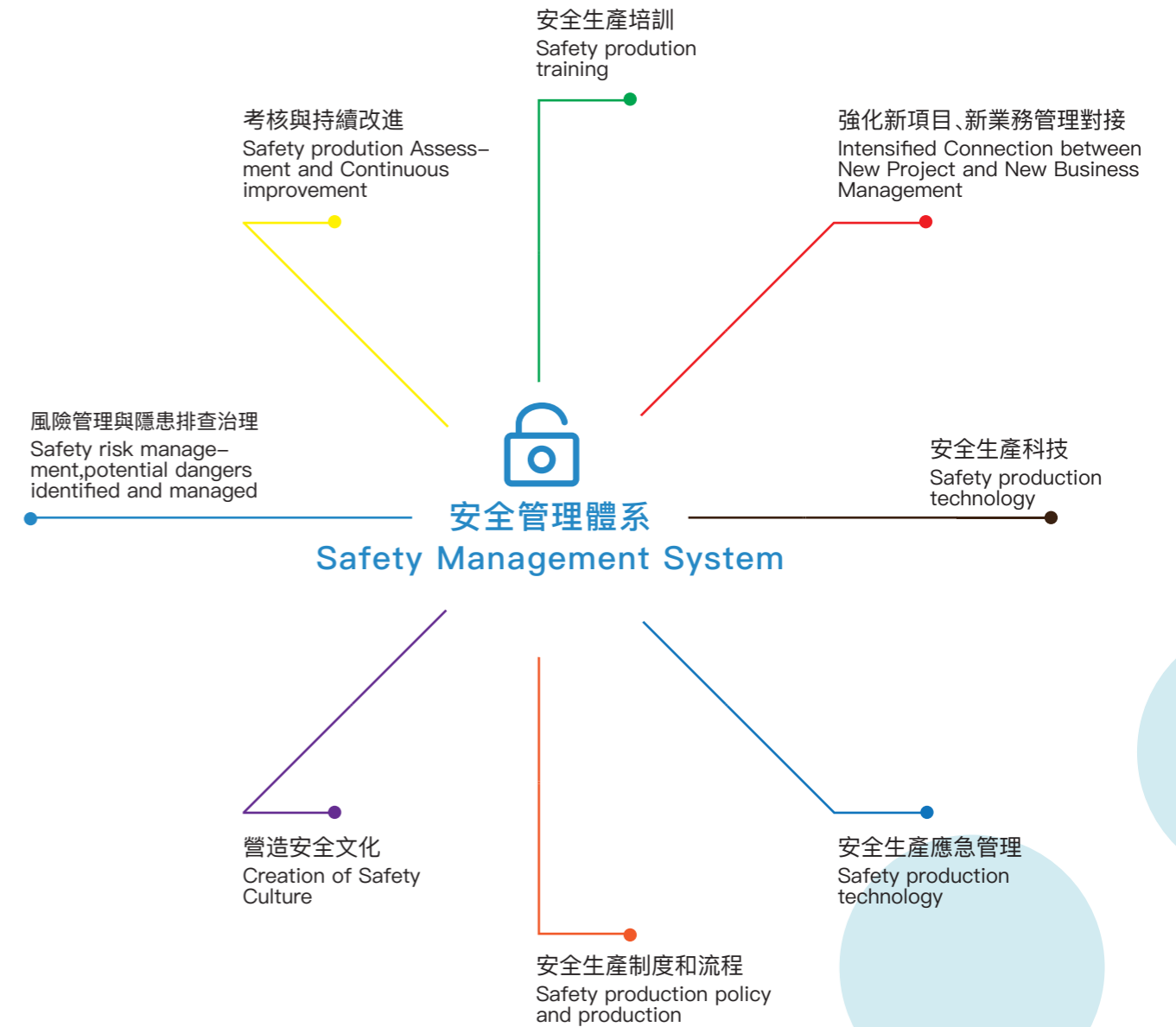
Since safety is the foundation of Yueyun Transportation's survival and development, ensuring "General Safety" is a long-term mission that Yueyun Transportation pays high attention to, thinks carefully about and values as the top priority of the Company's production and operation. We are committed to upholding "General Safety", making it our important focus and responsibility to meet safety standards. We deal with pressurizing situations in stride, guard earnestly against risks to ensure secure and reliable service. In 2016, the Company served 170 million passengers within its service areas.



安全管理體系 Safety Management System

我們一直以來都遵守對我們有重大影響的相關提供安全工作環境和保護雇員免受職業性危害的法律及規例。我們以安全生產責任制為核心，建立了一套適應自身戰略發展要求的安全管理模式。我們不斷完善安全管理體系、創新安全管理措施、開展安全標準化建設、營造安全文化，實現安全生產績效的持續提升。在服務的各個環節，安全因素是我們首要考慮的。

We comply at all times with relevant laws and regulations that have a significant impact on the Company in relation to the provision of a safe working environment and protection of employees from occupational hazards. Making the accountability system for safe production as the core, we have established a safety management model applicable to our strategic development. We keep perfecting our safety management system, refining safety management measures, promoting safety standardization, creating a culture of safety, and are continuously achieving improved safety in the production process.



我們積極在企業內營造安全文化，優化安全生產培訓課程，將安全的理念滲透到運營的各環節中。2016年，為提升管理人員和一線員工安全素質，我們開展了防禦性駕駛、安管人員素質提升、駕駛員職業健康、安全生產內訓師、零事故班組、事故警示等培訓。2016年，公司因工作關係而死亡人數及因工損失工作日數均為0。

By creating a culture of safety and optimizing training courses for safe production, we incorporate the concept of safety into every procedure of our operation. In order to improve the quality of safety at the management level and also on the level of frontline employees, in 2016, we have arranged a wide variety of preventative trainings, to improve driving, service quality of safety management staff and occupational health of drivers. We have also employed internal trainers for production safety, formed a zero-accident team, issued accident warnings and beyond. The number of work-related fatalities and lost days due to work injury are both zero in 2016.



圖：安全服務類榮譽與獎項
Fig.: Honours and Awards for Safety Services

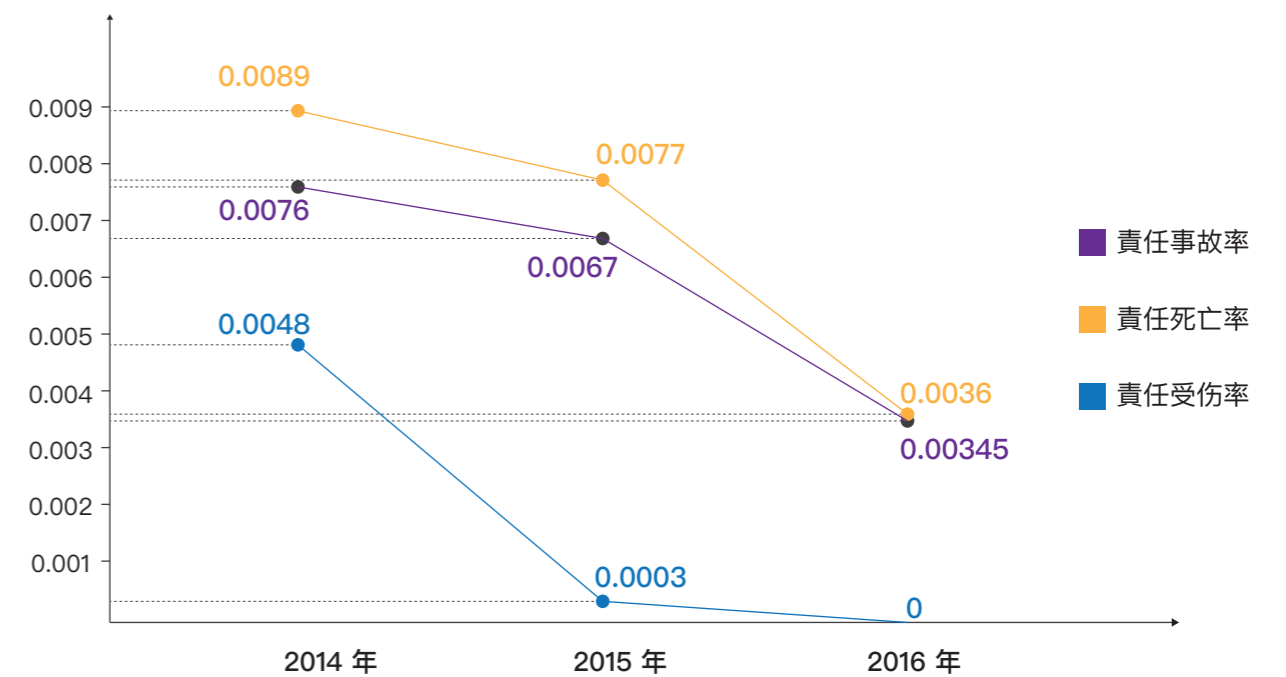
行車安全 Driving Safety

2016年，公司客運板塊總行駛里程 9.775 億車公里，事故總量及安全生產指標持續下降並在行業內保持較優水平。

In 2016, the total mileage accrued in transporting the Company's passengers increased to 977.5 million vehicle kilometres as the total number of accidents and safety production indices decreased and remains at a relatively optimal level in the industry.

表：公司2014–2016年度運輸板塊安全績效
Table: Safety Performance of the Company in the Sector of Transportation from 2014 to 2016

指標實績項目 Indices and Performance Item	責任事故率 (宗 / 百萬車公里) Accident Rate (time/one million vehicle kilometres)	責任死亡率 (人 / 百萬車公里) Death Rate (person/one million vehicle kilometres)	責任受傷率 (人 / 百萬車公里) Injury Rate (person/one million vehicle kilometres)	經濟損失率 (千元 / 百萬車公里) Rate of Economic Loss (RMB1000/one million vehicle kilometres)
2016年 2016	0.00345	0.0036	0	0.4685
同比 Year on year	降 48.51% Decrease of 48.51%	降 53.32% Decrease of 53.32%	降 100% Decrease of 100%	降 40.21% Decrease of 40.21%
企業標準 Enterprise Standard	1.5	0.15	0.75	35
廣東省交通集團考核標準 Assessment Standard of the Guangdong Provincial Communication Group	1.8	0.2	1.6	38



圖：公司2014–2016年安全績效對比圖
Fig.: Comparison of Safety Performance of the Company from 2014 to 2016

服務安全 Serving Safety

公司以服務社會為己任，配套服務的安全是我們考慮的重中之重，我們採取措施有效保障食品安全和服務區安全。我們對食品經營單位有資格准入審查和年度考核制度，同時對服務區進行日常監管，設有專職巡查抽查、綜合檢查等多種制度措施，並不斷完善服務區安全設施，通過調度中心實施監控，全力保障服務安全。

Serving society is a duty that the Company has taken to heart. In the execution of this responsibility, the provision of safe, adequate and systematic services is a priority among priorities, and we take effective steps to ensure food safety and general safety in our service areas. We review licenses and assess food businesses that we work with annually, and conduct daily supervision among service areas and make random daily checks to improve safety facilities, tirelessly guaranteeing the safety of our service.

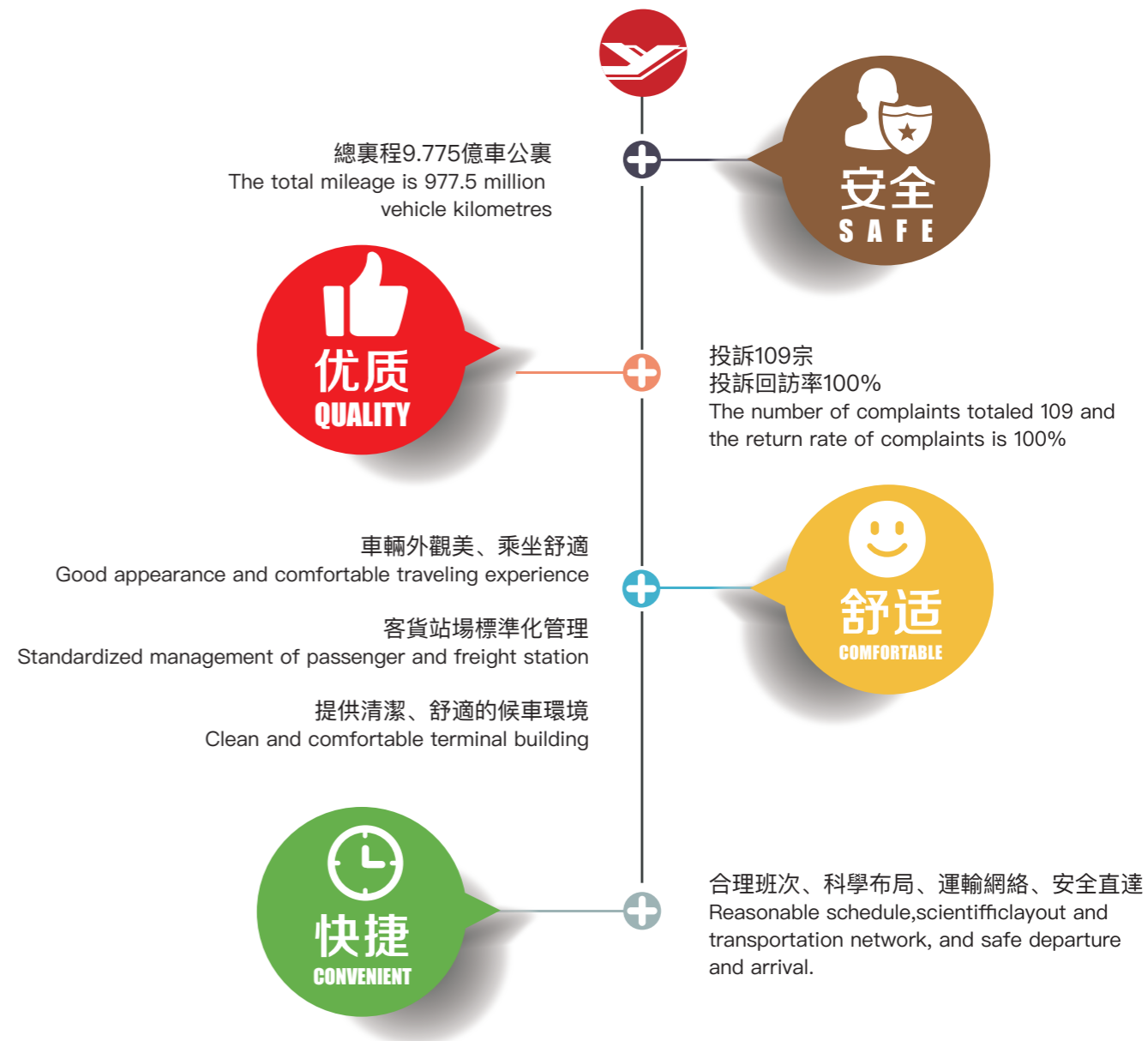
COMFORTABLE SERVICE 舒心服務

公司汽運業務推行以「安全、優質、舒適、快捷」的服務為內涵的品牌戰略，並注重「粵運」品牌的維護和發展，通過文明服務月等活動提升員工服務能力，為客戶帶來舒心體驗。

截止 2016 年底，公司擁有 3,775 塊客運線路牌、1,461 條客運線路、7,820 台營運車輛，控有 82 個客運站場。同時，為提升服務品質，各所屬單位均挖掘具有亮點的服務，2016 年新路公司共取得 53 條高速公路的戶外媒體資源 430 個，其中去年新增收費站頂 1 個、收費廣場落地牌 12 個、立柱 8 個，總面積超 10 萬平方米，並完成 5 條路段的合同簽署。

The vehicle transportation services that the Company provides adopts a brand strategy that promises "safe, high-quality, comfortable and convenient services, as a strategic way to maintain and develop the "Yueyun" brand. Through "Modern Service" month and related activities, we increase the service capability of staff, and provide clients with more comfortable experiences.

At the end of 2016, the Company possessed and operated 3,775 guide boards for 1,461 passenger transport routes, 7,820 commercial vehicles and 82 stations. Moreover, in order to improve the service quality, every subordinate unit has developed various service highlights. In 2016, for example, Xinlu Company newly acquired 430 outdoor media resources along 53 highways, covering a total area of more than 100,000 square metres, including 1 toll gate, 12 floor standing signs and 8 ground posts, and signed contracts for these media resources to be displayed on 5 road sections in 2016.



圖：「粵運交通」品牌內涵
Fig.: Brand Connotation of "Yueyun Transportation"

案例 CASE

信息化管理令服務更便捷 Informationized Management Makes Service More Convenient.

為全面提升服務水平，通驛公司成立監控中心，變現場管理為信息化管理，為服務區客戶提供了溝通及反饋平台，通過該平台我們可以及時瞭解客戶需求，並制定相應的管理措施，以更優質的服務滿足客戶需要。

In order to improve the level of service comprehensively, Top-E Company has established a monitoring centre, transformed on-site management into information-based management, offering clients within the service area a platform for communication and feedback. Through this platform, we may understand clients' needs in a more timely manner, develop corresponding administrative measures to satisfy clients' needs by the provision of better service.

案例 CASE

一路有我 暢行天下 Travel Smoothly Across the World with Me

粵運拯救秉承「安全、高效、專業」的服務宗旨，為廣大司乘與出行旅客保駕護航，通過 96,988 客服熱線提升救援回應速度，並通過短信定位、微信一鍵救援等功能使救援作業安全、高效，為客戶提供專業、便捷服務。

Adhering to the service tenants of "safety, high efficiency and professionalism", Yueyun Rescue guides drivers, conductors and passengers in emergency response, and accelerates the rescue process through the customer service hotline (96988), providing clients with a safe and high-efficient way to reach help. To increase the professionalism and convenience of our services, we now also offer additional services such as SMS positioning and one-click rescue through WeChat.



圖：粵運拯救調度中心
Fig.: Yueyun Rescue and Dispatching Centre

截至 2016 年底，
By the end of 2016, we have

298 台

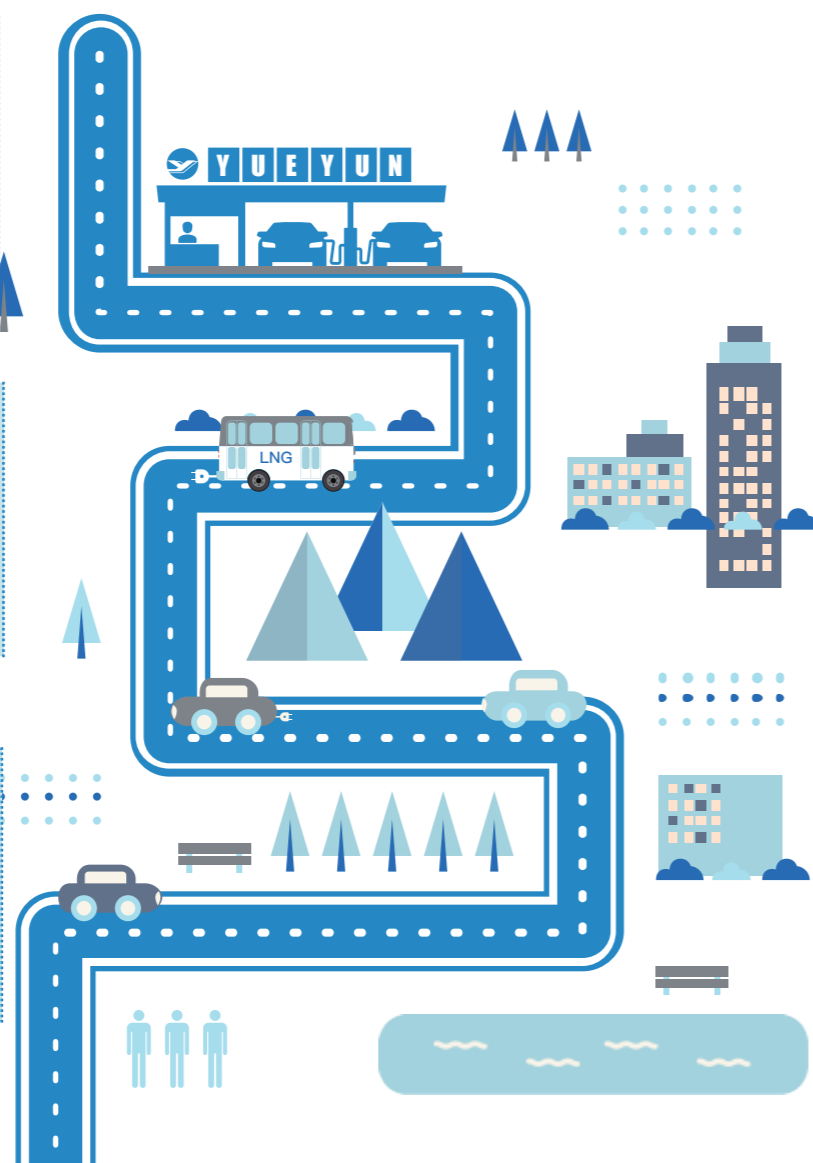
擁有各類道路交通救援作業專用
救援設備
298 units of special rescue
equipment for all kinds for road
traffic rescue

82 個

全省分佈救援駐點
82 rescue sites throughout the
province

3,968.92 公里

服務里程
3,968.92 kilometres of service
mileage.



案例 CASE

建瀝青管理體系，保優質產品供應 Establishment of Asphalt Management System to Ensure the Supply of Quality Products

公司堅持服務社會美好出行理念，不斷強化質量管理體系，研發更優質產品保障客戶出行。2016 年，南粵物流公司中標揭惠和中江項目瀝青採購項目，為保障道路建設項目的產品供應量，公司建立健全瀝青質量管理體系和相應的品質監控措施，對產品質量進行 24 小時監控，2016 年，產品合格率達到 100%，以優質的產品和服務最大程度保障了項目的供應。

Dedicated to the concept of helping society travel in satisfaction, the Company keeps improving its quality management system and develops better products to ensure the execution of this concept. In 2016, South China Logistics Company won the asphalt purchase contracts for Jieyang-Huilai Expressway and Zhongshan-Jiangmen Expressway. In order to ensure the reliable supply of materials to these road construction projects, the Company established a sound quality management system and corresponding quality control measures, monitoring product quality 24/7. The rate of qualification of products supplied reached 100% in 2016; with quality products and services, supply to projects are safeguarded to the highest level.

INNOVATIVE SERVICE 創新服務

公司立足交通，圍繞「人的出行」，著力打造出行服務一體化平台。我們圍繞用戶需求開發微信公眾平台，並按照互聯網的思維方式發佈悅行 APP，為客戶提供更便捷的服務。

Rooted in providing transportation, the Company strives to build an integrated service platform for "passenger travel". We have developed an official platform in WeChat based on users' needs and launched the "Happy Travel" App in accordance with new thinking in the age of the Internet to provide clients with more convenient services.



圖：粵運交通通過創新提升服務水平
Fig.: Service Level Improved by Yueyun Transportation through Innovation

案例 CASE

個性化駕培, 享便捷服務 Personalized Driver's Training and Convenient Service

粵運朗日駕培堅持嚴格辦學、強化服務、規範管理, 為學員提供高品質、高效率、全方位的優秀服務。公司順應互聯網時代發展潮流, 為滿足學員需求, 創新性推出個人定制互聯網微信預約學車 (1 人 1 車 1 學時) 的教學新模式, 實行個性定制化教學, 並將服務評價納入服務項目, 使客戶享受便捷舒心的服務體驗。

Adhering to stringent operations, strengthened service and standardized management, Yueyun Langri Drivers' Training provides trainees with holistic, high-quality and efficient service. Following the development trend of the Internet Age, the Company introduced an innovative teaching and learning model where trainees may order customized courses to learn driving (1 person/1 car/1 hour) through WeChat to satisfy trainees' demands, offer personalized training, and incorporate service ratings into service options to provide clients with a convenient and comfortable service experience.

案例 CASE

車主節服務客戶美好出行 Drivers' Festival To Bring Clients Travel Satisfaction

公司不斷提升服務品質, 為車主構建豐富的出行生活。2016 年, 公司聯合廣東運輸檔案管理中心、廣東省高速公路營運管理協會舉辦了首屆「粵運粵行粵精彩」廣東高速車主節活動, 這是一個輻射廣東省高速公路的宣傳推廣活動, 在活動期間舉辦車主隨手拍、本地特產節、車主自駕遊等多種活動, 並推廣綠色、安全、智慧的出行模式。活動受到客戶廣泛關注和好評, 同時也激勵公司不斷升級服務區服務水平, 為客戶美好出行而不懈努力。

In order to enrich drivers' experience during travel, the Company keeps on improving its service quality. In 2016, the Company held the first Guangdong Expressway Drivers' Festival with the theme of "Yueyun: Better Travel in Guangdong Province" together with the Transportation Archives Management Centre of Guangdong Province and Expressway Operation and Management Association of Guangdong Province. This is a publicity campaign aimed at expressways in Guangdong Province. During the campaign, we organized various activities such as Drivers' Snapshots, Local Specialties Festival, Self-driving Tours, and promoted green, safe and intelligent travel. This festival not only attracted wide attention and received favourable comments, but encouraged the Company to keep improving the service level of service areas and strive to bring clients better travel satisfaction.

案例 CASE

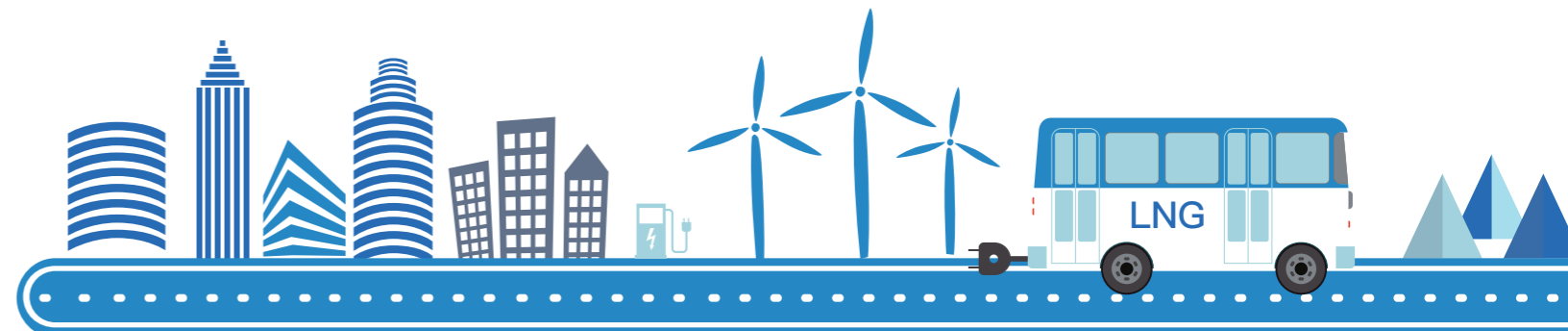
**粵運拯救商業計劃榮獲小穀圍創新大賽一等獎
Yueyun Rescue's Business Plan is Awarded the First Prize in Xiaoguwei Innovation Competition**

粵運拯救自 2013 年搭建救援平台以來, 積極創新進取, 不斷完善, 形成一個規範、高效的平台。2016 年, 粵運拯救用該平台整合線上線下資源, 立足廣東推廣全國的商業計劃獲得中國 (小穀圍) 創新大賽一等獎。我們將堅持先行先試的創新思想, 持續提升服務水平。

Since the establishment of a rescue platform in 2013, the Yueyun Rescue platform has been innovated and perfected constantly to reach higher standards of efficiency. In 2016, Yueyun Rescue integrated online and offline resources onto this platform as part of its Guangdong business plan for national promotion and was awarded the first prize in the China (Xiaoguwei) Innovation Competition. We will strive to be pilots of innovation and keep improving our service level.

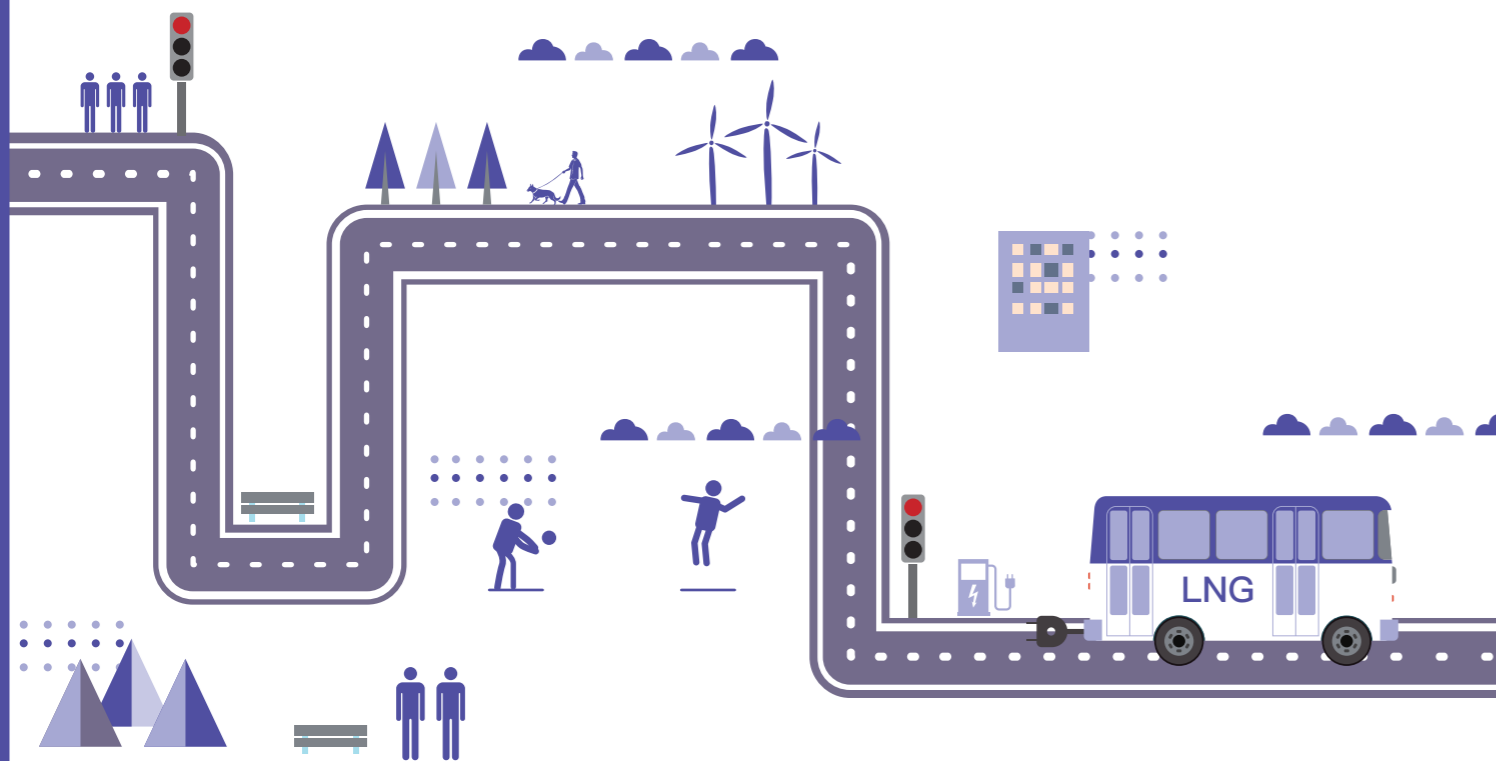


圖：小穀圍創新大賽獲獎照片
Fig.: Award winning moment in Xiaoguwei Innovation Competition



Corporate Social Responsibility

社區責任



消除貧困是聯合國《2030 可持續發展議程》的首要目標，粵運交通秉持用愛心奉獻社會的使命，積極承擔社會責任，堅持「樂善奉獻千萬家」的理念，積極參與各類志願活動和慈善活動，熱心回饋社會，促進社會和諧。

To eradicate poverty is a primary goal of the 2030 Agenda for Sustainable Development issued by the United Nations. Undertaking the mission to make a contribution to the society with love, Yueyun Transportation shoulders corporate social responsibility actively, adhering to the concept of "dedicating benevolence and charity to thousands of families", takes an active part in all kinds of volunteering and charitable activities, makes earnest efforts to give back to society, and promotes a harmonious society.

公司捐款及工會資助總額

Total donations made by the Company and its labour union

132.351 萬元

RMB **1.32351** million

公司參與慈善公益活動

The number of charity and public welfare activities involving the Company

14 次

14 TIMES

GIVING BACK TO SOCIETY

回報社會

公司以「回報社會」的理念積極參與到社區投資和各類社會公益慈善活動中，將扶貧濟困作為我們義不容辭的責任。2016年，公司納稅貢獻合計4.58億元，公司捐款及工會資助總額達132.351萬元。

公司深入推進公交城鄉一體化工程，用更優化的結構、更合理的佈局解決社區居民「最後一公里」問題，為居民出行帶來便捷體驗。

With the concept of "giving back to society", the Company takes an active part in community investment, as well as all kinds of public welfare initiatives and charitable activities, and considers poverty alleviation as our unshakable duty. In 2016, the Company paid RMB 0.456 billion in taxes, and made donations totalling RMB 1.32351 million, with contributions from its labour union.

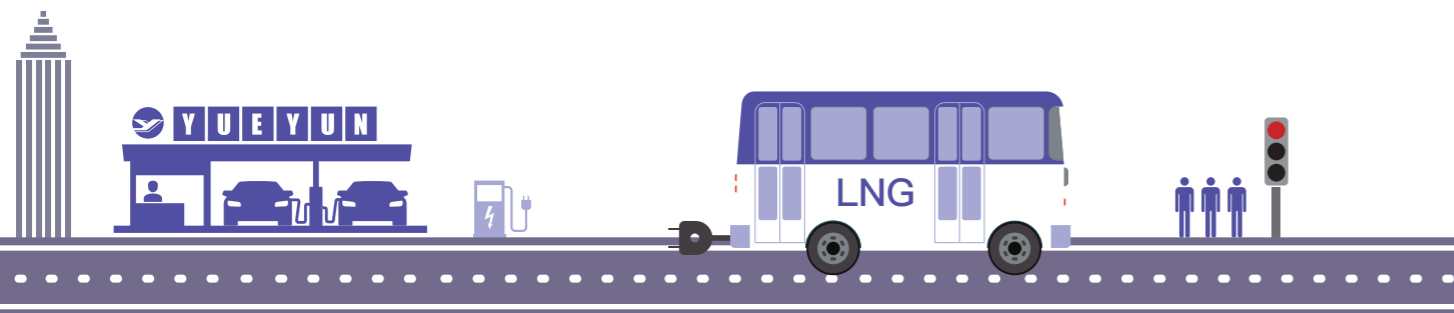
Further promoting the integration of urban and rural public transport, the Company aims to provide residents with more convenient travel by solving the "last mile" problem through optimized structure and reasonable layout.

案例 CASE

車頭向下，提供便利 Provision of Convenience through "Head-Down" Policy

公司積極回應「車頭向下」政策，用心解決城鄉居民「出行難、乘車難」問題。截止2016年底，廣州粵運公司共投入營運農村客運車輛27台，占增城區農村客運客車的90%，並已開通農村客運班線9條，覆蓋增城區內多個鄉鎮，日均發班班次91班，日均旅客發送量810人次。公司農村公交線路的深入覆蓋給當地居民帶來出行便利，同時對拉動多個鄉鎮的經濟發展起到積極促進作用。

Responding to the "head-down" policy positively, the Company strives to overcome difficulties in travel faced by urban and rural residents. By the end of 2016, Guangzhou Yueyun Company introduced 27 passenger vehicles in rural areas, accounting for 90% of rural passengers vehicles in the Zengcheng District, and opened 9 passenger transport routes covering several countries and towns in the Zengcheng District with 91 times of departure and a traffic volume of 810 passengers per day. The introduction of our rural public transport routes not only offers local residents travel convenience, but plays an active role in the economic development of these countries and towns.



COMMUNITY SERVICE

社區服務

我們立足於公司內部志願服務體系，不斷提升志願服務的專業化水平，積極開展志願活動，以志願服務創和諧社區，造粵運品牌。公司積極進行站場、服務區改造，並打造便民服務平台，定期開展各項社區服務活動。

Relying on our internal volunteer service system, we consistently improve the level of professionalism with respect to volunteer service, carry out volunteering activities actively, strive to create a harmonious community and build the brand of Yueyun through volunteer service. The Company reconstructs stations and service areas in an active manner, and builds convenient service platforms to carry out various community service activities on a regular basis.

25 隊

公司註冊志願服務隊數量
25 registered volunteer teams of the Company

1,168 名

公司註冊志願者人數
1,168 registered volunteers of the Company

957 次

公司開展志願服務次數
957 volunteering activities carried out by the Company

5,959 人次

2016年參與志願服務人次
5,959 participants in volunteering activities in 2016



社區志願服務 Community Volunteer Service

在周邊社區進行志願幫扶、志願清潔、志願支教活動

Volunteer assistance, volunteer cleaning and volunteer teaching activities in nearby community

在偏僻地區學校開展送溫暖、送祝福活動
Activities to deliver warmth and wishes to schools in remote areas.



文明窗口形象 Civilized Image

將客運站、服務區打造成志願服務基地
Transformation of coach stations and service areas into volunteer service bases

打造便民服務點，定期到服務區展贈藥、贈飲等志願活動

Public service sites and volunteering activities where free medicine and drinks are granted in service areas regularly

我們高度重視與社區之間的和諧關係,用自身專業優勢開展豐富多彩的社區活動,積極融入當地建設,構建和諧社區。

We highly respect our harmonious relationship with the community, make use of our professional advantages to carry out colourful community activities, integrate ourselves into the local infrastructure, and strive to build a more harmonious community.

案例
CASE

青春志願者在行動 Young Volunteers are taking actions

2016年,通驛公司肇慶區域組織服務區青年志願者開展主題為「青春情暖困難學子,雲浮青號在行動」的志願服務活動,慰問郁南縣宋桂車崗小學的30名困難學生,陪同他們進行遊戲,並送上學習用品和生活用品,用熱忱的關愛溫暖孩子幼小的心靈,令他們感受社會關愛。

In 2016, under the guidance of Top-E Company, young volunteers from the Zhaoqing service area carried out a series of volunteering activities with the theme - "Love of the Youth Warms Students in Need and Yunfu Young Volunteers are Taking Action", and expressed their sympathy and solicitude to 30 pupils in need from Chegang Primary School of Songgui Township, Yu'nan County, by playing games with them and by presenting them with school supplies and articles for daily use to warm their childish hearts with earnest concerns and make them feel the love of the society.



圖:通驛公司青年志願者為困難小學生送關愛

Fig.: Young volunteers of Top-E Company express their sympathy and solicitude to pupils in need

案例
CASE

關愛長者,溫暖同行 Caring for the Aged, Accompanied by Warmth

關愛老人是一種傳統美德,獨居老人等群體一直是公司義工服務隊重點關注的對象。2016年,佛山粵運公交黨員義工隊一行10人參加到金沙社區探訪獨居老人的活動,黨員義工隊通過參與「探訪長者服務技巧及與長者溝通技巧」理論培訓掌握與長者溝通基礎知識,並為獨居老人送去關愛和祝福,令長者感受到親切的關懷和社會的溫暖。

As it is our traditional virtue to care for the aged, the Company's volunteer team always pays high attention to elderly living alone. In 2016, the Party volunteer team of Foshan Yueyun Public Transport comprising 10 members paid a visit to elderly living alone in the Jinsha Community. After being trained to serve and communicate with the elderly for the visit, the Party volunteer team mastered the basic skills to communicate with the elderly, showed them their concerns and sent their well wishes to the elderly living alone, and made them feel care and warmth from society.



圖:佛山粵運公交義工隊開展關懷獨居老人活動

Fig.: The volunteer team of Foshan Yueyun Public Transport carries out activities themed by caring for elderly living alone

ESG 指標索引 ESG INDICES

環境 Environmental

層面 Aspect	指標編號 No.	指標內容 Contents	所在報告位置 Location
A1 排放物 Emissions	一般披露 General Disclosure	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：(一) 政策；及 (二) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to exhaust and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	P10–P11
	A 1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	P12–P13
	A 1.2	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）。 Greenhouse gas emissions in total (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P13
	A 1.3	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）。 Total hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P16
	A 1.4	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）。 Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P16
	A 1.5	描述減低排放量的措施及所得成果。 Description of measures to mitigate emissions and results achieved.	P14–P15
	A 1.6	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。 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	P16
	一般披露 General Disclosure	有效使用資源（包括能源、水及其他原材料）的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	P17–P18
	A 2.1	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）。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kW2.2.2h in '000s) and intensity (e.g. per unit of production volume, per facility).	P17
	A 2.2	總耗水量及密度（如以每產量單位、每項設施計算）。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P18

A2 資源使用 Use of Resources	A 2.3	描述能源使用效益計劃及所得成果。 Description of energy use efficiency initiatives and results achieved.	P19
	A 2.4	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。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	P18
	A 2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。 Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced.	暫無 N/A
A3 環境及天然資源 The Environment and Natural Resources	一般披露 General Disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimizing the issuer's significant impact on the environment and natural resources.	P20
	A 3.1	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。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P20

社會 Social

層面 Aspect	指標編號 No.	指標內容 Contents	所在報告位置 Location
B1 僱傭 Employment	一般披露 General Disclosure	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：(一) 政策；及 (二) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	P23 P25 P27
	B 1.1	按性別，僱傭類型，年齡組別及地區劃分的雇員總數。 Total workforce by gender, employment type, age group and geographical region.	P23
	B 1.2	按性別，年齡組別及地區劃分的雇員流失比率。 Employee turnover rate by gender, age group and geographical region.	暫無 N/A
	一般披露 General Disclosure	有關提供安全工作環境及保障雇員避免職業性危害的：(一) 政策；及 (二) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	P33–P35

B2 健康與安全 Health and Safety	B 2.1	因工作關係而死亡的人數及比率。 Number and rate of work-related fatalities.	P35
	B 2	因工傷損失工作日數。 Lost days due to work injury.	P35
	B 2.3	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。 Description of occupational health and safety measures adopted, how they are implemented and monitored.	P35
B3 發展與培訓 Development and Training	一般披露 General Disclosure	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。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	P25
	B 3.1	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。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P25
	A 3.2	按性別及雇員類別劃分，每名雇員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	P24
B4 勞工準則 Labour Standards	一般披露 General Disclosure	有關防止童工或強制勞工的： （一）政策；及（二）遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	P23
	B 4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	P23
	B 4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	暫無 N/A
B5 供應鏈管理 Supply Chain Management	一般披露 General Disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	不適用 N/A
	B 5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	不適用 N/A
B6 產品責任 Product Responsibility	B 5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及有關慣例的執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	不適用 N/A
	一般披露 General Disclosure	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：（一）政策；及（二）遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	P33 P37 P40

B6 產品責任 Product Responsibility	B 6.1	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。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不適用 N/A
	B 6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	P37
	B 6.3	描述與維護及保障知識財產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	暫無 N/A
	B 6.4	描述品質檢定過程及產品回收程式。 Description of quality assurance process and recall procedures.	不適用 N/A
	B 6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, how they are implemented and monitored.	暫無 N/A
B7 反貪污 Anti-corruption	一般披露 General Disclosure	有關防止賄賂，勒索，欺詐及洗黑錢的： （一）政策；及（二）遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	P6
	B 7.1	於彙報期內對發行人或其雇員提出並已審結的貪污訴訟案件的數目及訴訟結果。 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.	0
	B 7.2	描述防範措施及舉報程式，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	暫無 N/A
B8 社區投資 Community Investment	一般披露 General Disclosure	有關以社區參與來瞭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。 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.	P45-P46
	B 8.1	專注貢獻範疇（如教育，環境事宜，勞工需求，健康，文化，體育）。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	P46
	B 8.2	在專注範疇所動用資源（如金錢或時間）。 Resources contributed (e.g. money or time) to the focus area.	P46

意見反饋表 FEEDBACK FORM

尊敬的讀者,您好!

非常感謝您閱讀了《廣東粵運交通股份有限公司 2016 年度環境、社會及管治報告》。如果您對本報告有任何想法和建議,請您填寫下面的意見反饋表,通過郵寄、傳真或電子郵件發給我們。對於您的寶貴意見,我們致以深深的謝意!

Dear readers,

Thank you for reading the Environmental, Social and Governance Report 2016 of Guangdong Yueyun Transportation Company Limited. In case of any opinions and suggestions about this Report, please fill up the following Feedback Form and send it to us by post, fax or e-mail. We would like to extend our heartfelt gratitude for your valuable comments.

姓名:
Name:

聯繫電話:
Contact No.:

電子郵箱:
E-mail:

您認為那些章節為您提供了重要信息?

Which chapter provides you with important information?

關於我們
About Us

管治責任
Governance Responsibilities

環境責任
Environmental Responsibilities

員工責任
Responsibilities for Employees

運營責任
Operational Responsibilities

社區責任
Corporate Social Responsibilities

您如何評價本報告

Please comment on this Report

易讀性
Readability

好
Good

一般
Fair

不好
Poor

完整性
Integrity

好
Good

一般
Fair

不好
Poor

中肯性
Impartiality

好
Good

一般
Fair

不好
Poor

排版設計
Layout Design

好
Good

一般
Fair

不好
Poor

總體印象
General Impression

好
Good

一般
Fair

不好
Poor

您對我們下一年度報告的建議?

Do you have any advice for our report for next year?

請與我們聯繫:

Please contact us in the following manner:

通訊位址: 中國廣東省廣州市中山二路3號粵運大廈
Correspondence Address: Yueyun Building, No. 3 Zhongshan
Second Road, Guangzhou, Guangdong Province, China

郵編: 510410
Postcode: 510410

電話: 020-32318100
Tel.: 020-32318100

傳真: 020-37620015
Fax: 020-37620015

連絡人: 黨群工作部
Contact: Division of Party and Masses' Affairs

電子郵箱: dgb2009@126.com
E-mail: dgb2009@126.com

請將您的意見反饋發給我們。 Please send your feedback to us.