



北京首都国际机场股份有限公司
Beijing Capital International Airport Co., Ltd.



2016

CORPORATE SOCIAL RESPONSIBILITY REPORT

About the Report

Dear readers, this report reflects BCIA's practice and performance in fulfilling its social responsibility in 2016. We hope to present, via this report, BCIA's ideas and practices in terms of corporate social responsibility, and in the meanwhile, communicate with stakeholders in an honest and transparent way to promote sustainable development of BCIA.



Reporting Period

The reporting period spans the calendar year from January 1, 2016 to December 31, 2016, and also includes contents and data that pre-dates the stated reporting period.



Scope of Report

The main body of the report is Beijing Capital International Airport Co., Ltd., including administration supporting departments in charge of the company.



Reporting Release Cycle

This is an annual report, and is the 6th consecutive CSR report published by BCIA.



Data Sources

Financial data of this report come from the audited BCIA Annual Report. Other data come from formal internal documents and statistics of BCIA.



Report Compilation Principles

Environmental, Social and Governance Reporting Guidance (HK-ESG) issued by Hong Kong Stock Exchange
Global Reporting Initiative's (GRI)
GB/T 36001 Guidance on Social Responsibility Reporting
ISO26000: Guidance on Social Responsibility issued by International Organization for Standardization



Reference

For the convenience of indication and reading, the "Beijing Capital International Airport Co., Ltd." in this report is also referred to as "We", "the Company" or "the Capital Airport". "Capital Airport Group" in the report refers to Capital Airport Holding Company and all companies under its full control or whose shares are held by it.



Access to this Report

<http://www.bcia.com.cn/investor/csr.shtml>
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Chairman's Message

Embark on a New Journey for Sustained Development



On February 23, 2017, President Xi Jinping inspected Beijing New Airport and made significant remarks. It is the first time since the foundation of new China that the state leader inspected an airport under construction, which fully exhibits the Central Government's concern over the construction of Beijing New Airport and Beijing-Tianjin-Hebei airport cluster, and the integrated development of Beijing-Tianjin-Hebei region.

Beijing Capital International Airport, the largest air transport hub of Asia with the reputation as China's No.1 Gateway, provides a significant channel for China's economic and cultural communication with the rest of the world. In 2016, the starting year of the 13th Five-Year Plan, BCIA has devoted to the mission of "serving national strategies, regional development and the mass public", and facilitated the comprehensive implementation of national strategies and industrial requirements. Last year, the annual passenger throughput reached 94.39 million ranking No.2 worldwide for 7 consecutive years. In ACI's (Airports Council International) annual Airport Service Quality (ASQ) passenger satisfaction survey, BCIA was rated 4.98 out of 5. Besides, we have been listed among the Best Airports with over 40 Million Passengers per Year for 8 consecutive years and the Best Airports of Asian-Pacific Region for 5 consecutive years, and won China Securities Golden Bauhinia Award—the Best Listed Company Award. As a large state-owned enterprise with special functions and tasks, we have proactively undertaken due

responsibilities, and made great efforts to live up to President Xi Jinping's expectations. We will endeavor to make satisfactory achievements, and accomplish our glorious missions.

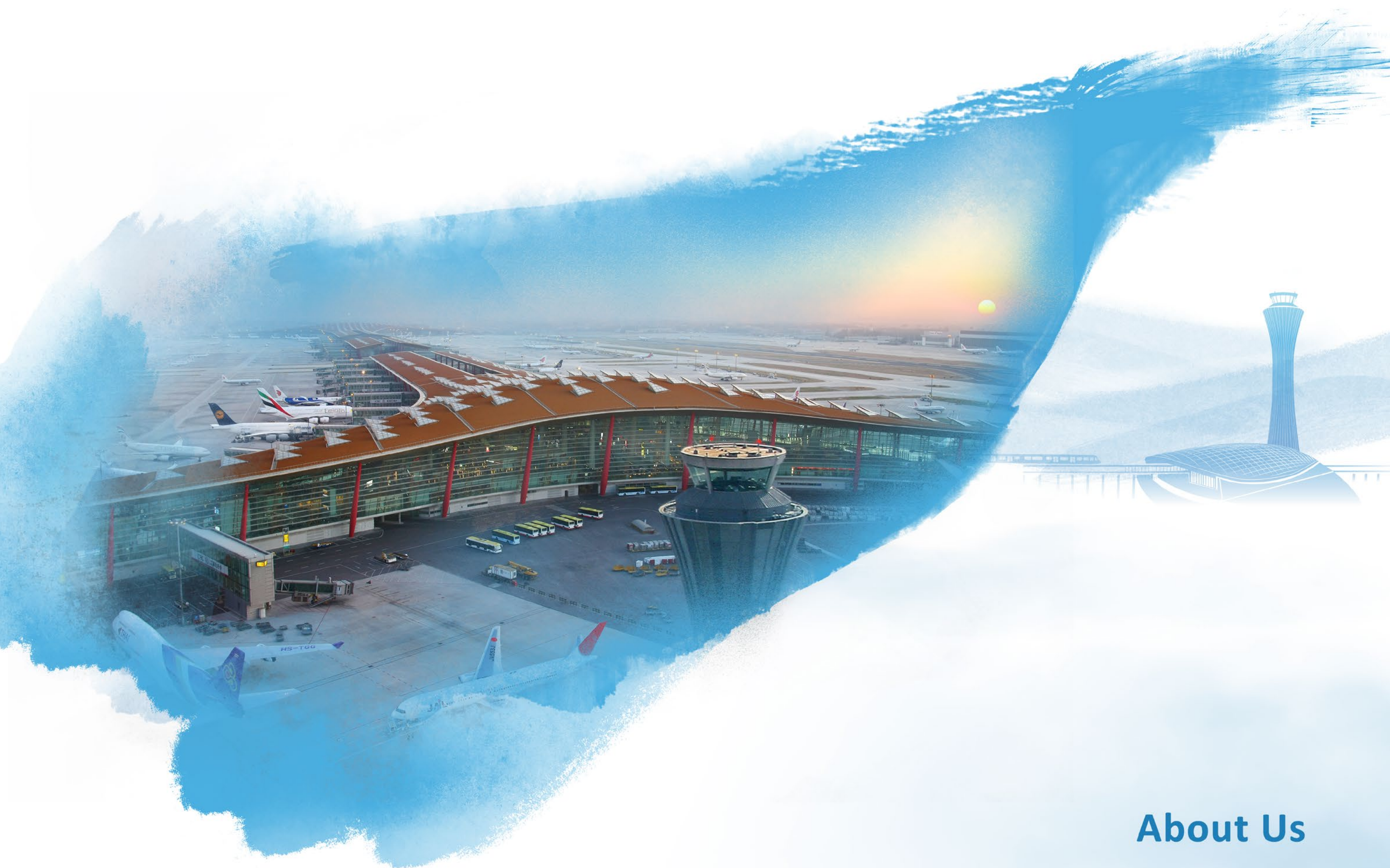
The year 2017 is of great significance. During this period, we will be fully prepared for the 13th Five-Year Plan, implement deepened civil aviation reform, consolidate the integrated development of Beijing-Tianjin-Hebei region, and tackle the greatest difficulties in the reform and development of BCIA. We will better demonstrate the national image by promoting structural transformation, establishing a large-scale international air transport hub and facilitating integrated development of Beijing-Tianjin-Hebei region, and hence respond to President Xi Jinping's great concerns put forward during his inspection on the construction of Beijing New Airport.

Structural transformation should be promoted with accurate focuses and innovative mindset to drive BCIA's development. Accelerating transformation of the development pattern and adjustment of the economic structure has been emphasized by the Central Government in recent years. Furthermore, accelerating transformation of the development pattern of civil aviation and adjustment of the economic structure of the industry has become not only an important initiative for the whole civil aviation industry to realize the strategic vision of building China into a civil aviation power, but also a necessary move to serve national and regional social and economic development. As the new development period comes, BCIA has entered the era of "post-90 million passenger volume". Scarce resources and rocketing demand have posed great challenges to further development. We will endeavor to transform our development pattern, adjust the structure and remedy our defects while promoting deepened supply-side structural reform, so that we can seize more opportunities and tackle challenges with more ease, thus adding more driving force to BCIA's reform and development.

A large-scale international air transport hub should be established through shared platforms and concerted efforts, thus providing great support for the improvement of the airport network, air route network and comprehensive transport system. As an infrastructure project, one of the major goals of BCIA is to implement national strategies and industrial requirements through improved service functions. As China's No.1 Gateway, BCIA is also a vital link of the global air route network. To create a large-scale international air transport hub, the first step is to upgrade the public service capacity. In light of BCIA's characteristics, current situation and development trend, we have figured out the focuses in "building a large-scale international air transport hub", and identified the basic tasks of maintaining constantly enhanced safety, guaranteeing quality operation and providing sincere service. With the three supporting points of "key aviation resources, important infrastructure, and core partners", we will constantly enhance the six abilities of "airport planning, resource allocation, system integration, innovation development, team building, and clean conduct". By establishing platforms and concerted efforts, we will provide passengers and customers with high valued service, and enhance the support for the improvement of the airport network, air route network and comprehensive transport system.

We should also facilitate integrated development of Beijing-Tianjin-Hebei region through joint construction, shared prosperity and win-win cooperation, thus adding new growth points to the construction of a world-class city cluster. Integrated development of Beijing-Tianjin-Hebei region has been a major national strategy, and significant progress has been made in the integrated development of Beijing-Tianjin-Hebei airport cluster in the past three years. International air transport capacity of Beijing Capital International Airport has grown much faster than the domestic air transport capacity, and the capacity of airports of Tianjin and Shijiazhuang has grown even at a faster speed. With the goal of building a large-scale international air transport hub, the percentage of BCIA's international and regional passengers has increased from 24% in 2014 to 26% in 2016. For flights landing at and departing from Beijing, Tianjin Binhai International Airport has created a "new channel in the air" and Shijiazhuang Zhengding International Airport has developed "new travel routes" for passengers. With a consistent goal, differentiated positioning, coordinated operation and integrated management, we will promote the construction of a world-class airport cluster at Beijing-Tianjin-Hebei region through innovative approaches. Both the international and domestic development trends entail joint construction, shared prosperity and win-win cooperation. We will stick to inclusive development, create inclusive corporate culture, and make concerted efforts to promote the integrated development of Beijing-Tianjin-Hebei region and the construction of a world-class city cluster.

"A single flower does not make the spring." We will bear in mind the guidance from President Xi Jinping while making unremitting endeavor to build BCIA into an international air transport hub. We will stick to the strategic vision of building China into a civil aviation power and shall stamp our name on the page of history.



About Us

Company Profile



Over the past 58 years since its inception in 1958, Beijing Capital International Airport (BCIA) has been striding forward along with time, and made constant breakthroughs and great achievements through innovation. BCIA has carried out multiple large-scale expansion and reconstruction projects since 1965. Currently, BCIA has three terminals, three runways, and two towers operating simultaneously. With the second largest passenger throughput worldwide, BCIA is endeavoring to build itself into a top-class international transport hub.

Beijing Capital International Airport Company Limited was incorporated in Beijing on October 15, 1999 to own and manage the aeronautical operations and certain ancillary commercial businesses at BCIA. By the end of 2016, 102 airlines, including 28 from Chinese mainland and 74 from overseas or Hong Kong, Macau, and Taiwan, have opened regular commercial flights to BCIA. BCIA now boasts 279 destinations in total, with 147 being domestic and 132 being international and regional.

airlines

102

domestic
destinations

147

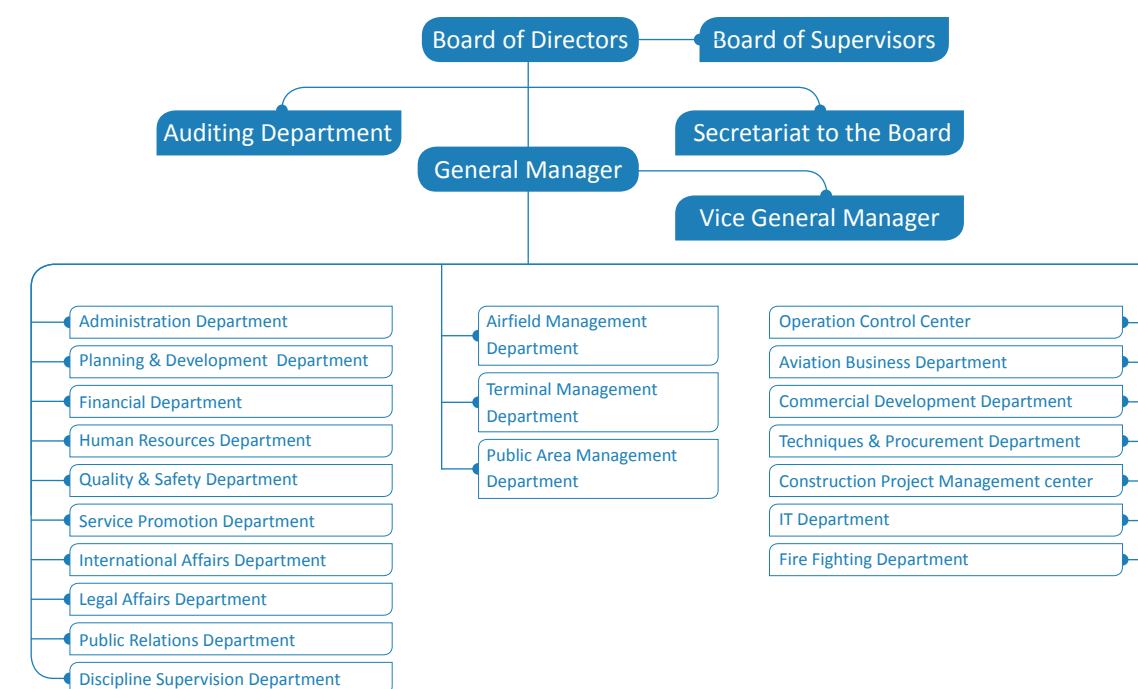
international
destinations

132

Corporate Governance

As an industrial benchmark, BCIA has been devoted to building itself into a top-class international airport. BCIA improves its management system in accordance with the *Company Law* and listing rules of Hong Kong Stock Exchange. BCIA has established a modern corporate governance structure which comprises the Board, Board of Supervisors, and the business operation team.

In light of the demands for current and future development, BCIA has formulated the “1-3-3-6” development plan, in which the “1” stands for the only strategic goal of “building a large-scale international air transport hub”, the first “3” means to keep consolidating the three bases of “long-term safety, quality operation, and sincere service”, the second “3” refers to strengthening the three supporting points of “key aviation resources, important infrastructure, and core partners”, and the “6” implies the six abilities of “airport planning, resource allocation, system integration, innovation development, team building, and clean conduct”. Meanwhile, by proactively promoting the working style featuring “confidence and independence, compliance and service, courage and responsibility, partnership and sharing”, BCIA aims to facilitate the comprehensive implementation of national strategies and industrial requirements at BCIA.



Internal Control and Audit

Focusing on risk prevention and control as well as profit increase, BCIA has made a comprehensive plan to strengthen internal and external audit with clear highlights, and has achieved significant results. In 2016, following the major principle of “improving the internal control audit mechanism, effectively preventing and controlling risks, and promoting management improvement”, BCIA completed 9 audit projects and released 11 audit reports. The Company promoted the rectification based on and the implementation of audit suggestions, and re-examined 58 audit results, among which 32 had been rectified. In 2017, BCIA will keep on the rectification of another 25 audit results, and the implementation of one long-term improvement suggestion.

Anti-corruption Efforts

Upholding the principle that “there must be laws to go by, the laws must be observed and strictly enforced, and law-breakers must be prosecuted”, we have strictly abided by the requirements of strict Party governance, implemented the accountability system of Party style and clean government building, comprehensively promoted “Party-Government responsibility” and “one position with two responsibilities” among all levels of leaders and officials, and focused on the building of system guarantee capacity. We have made great efforts to create the risk prevention & control system integrating discipline inspection, audit and legal affairs, and enhanced the supervision of the decision-making mechanism of “Three Important and One Large” (important issues decision-making, important appointment and dismissal, important investment decision-making, and large capital use), guaranteeing stable and healthy corporate development by earlier prevention and strict control of key operations. In 2016, we continued our investigation into risks that may affect clean governance and supervised the rectification process. For discipline violators, we resorted to strict laws and punished them accordingly.

Anti-blackmail, Anti-fraud and Anti-money laundering

We strictly enforce laws and regulations on national anti-extortion, anti-fraud and anti-money laundering and strictly prohibit similar incidents within the company; We will seriously check and report to the relevant departments of the state in time. In 2016, we have not had any extortion, fraud and money laundering incidents.

Social Responsibility Management

Faced with economic, social and environmental challenges, BCIA has adhered to correct values, and put the focus on improving corporate sustainability. BCIA integrates social responsibility deeply into the development plan of the airport, and gives full play to its core advantages to collaborate with all stakeholders including shareholders, investors, employees, governments, passengers, industries, and partners, etc. to pursue maximum economic, social and environmental benefits and provide new solutions to economic, social and environmental issues, striving to realize harmonious co-existence between the Company and the environment.

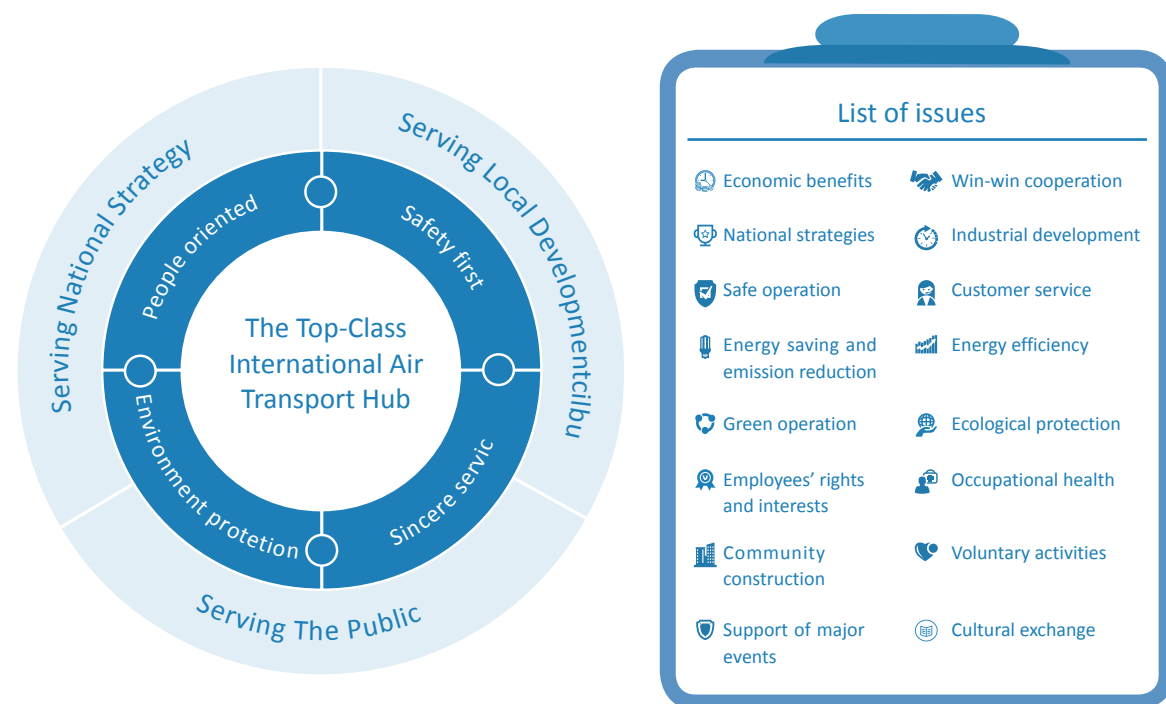
The Planning & Development Department of BCIA is responsible for promoting routine planning, coordination and management of social responsibility fulfillment, and has widely communicated with external experts, charity organizations, industrial organizations and other stakeholders to uplift its management level. Besides, the Department has launched social responsibility training programs to improve employees' awareness and understanding of the social responsibility concept.

Sustainability Concept

Corporate social responsibility (CSR) management not only brings benefits to the society, but also creates precious development opportunities for the enterprise itself. Through CSR practices, BCIA has enhanced communication with stakeholders, made clear its own advantages and responsibilities, and improved the management and service quality, laying a solid foundation for sustainable corporate development.

Substantial Issues

Based on the two dimensions of stakeholders' demands and the Company's business and operation development, BCIA has analyzed domestic and overseas macro-economic development backgrounds, investigated into internal and external stakeholders, and benchmarked against domestic and overseas social responsibility standards. Based on this and following the procedure of "demand identification, prioritization, and multi-party review", we have identified the following substantial issues, which are of great importance to BCIA's sustainable development and draw the common concern of stakeholders.



Communication with Stakeholders

Stakeholders' engagement and communication form the basis for BCIA's sustainable development. Through a diversified communication mechanism and various communication channels, we can better communicate with stakeholders to learn about their demands and feedback. By disclosing BCIA's development and operation information to them, we can constantly improve our social responsibility management.

STAKEHOLDER	ASPECTS	COMMUNICATION MECHANISM
Government and supervising authorities (Beijing Municipal Government, Civil Aviation Administration of China, Air Traffic Management Bureau, etc.)	<ul style="list-style-type: none"> • Safety support • Passenger service • Financial performance • Environmental responsibility • Staff's rights and interests • Public welfare 	<ul style="list-style-type: none"> • Special report • Research and visit • Project cooperation • Work conference • Statistical statement
Passengers	<ul style="list-style-type: none"> • Safety support • Passenger service 	<ul style="list-style-type: none"> • Passenger service • Customer feedback • Customer relation management • Online service
Investors	<ul style="list-style-type: none"> • Information disclosure • Corporate governance • Financial performance • Investors' rights and interests guarantee 	<ul style="list-style-type: none"> • Internal control system improvement • Regular announcements and reports • General meetings of stockholders and conferences of the board of directors and the board of supervisors
Employees	<ul style="list-style-type: none"> • Staff's rights and interests • Occupational development • Compensation and welfare • Democratic communication 	<ul style="list-style-type: none"> • Conferences of staff representatives • Trade union • Suggestions, mailboxes and WeChat of BCIA • Staff Service Center
Airlines and airport-based organizations	<ul style="list-style-type: none"> • Safety support • Passenger service • Common development 	<ul style="list-style-type: none"> • Communication mechanisms including BCIA • Passenger Service Promotion Committee • Conference and communications • Activities to check and solve service problems
Suppliers	<ul style="list-style-type: none"> • Corporate reputation • Finance performance • Sunshine purchase 	<ul style="list-style-type: none"> • Business negotiation • Contracts and agreements • Training and technology exchange conference
Financial institutions	<ul style="list-style-type: none"> • Corporate reputation • Financial performance 	<ul style="list-style-type: none"> • Contract negotiation • Business exchange conference
Community and society	<ul style="list-style-type: none"> • Environmental responsibility • Public welfare • Community development 	<ul style="list-style-type: none"> • Charity activities • Volunteer activities
Counterparts	<ul style="list-style-type: none"> • Exchange and cooperation • Industrial development 	<ul style="list-style-type: none"> • Forum and conference • Exchange and learning • Alliance



Economic
Responsibility /

/ **Drawing a Blueprint
for Our Times**

Our Strategies

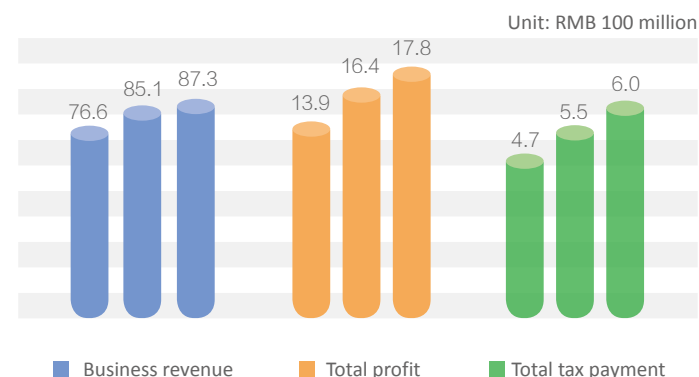
With economic globalization, airports have become air bridges to connect the world. Sticking to its original intentions, BCIA has upheld the goal of “development for the people” and followed the trend of the times. BCIA has actively implemented the *Regulation on the Administration of Civil Airports* and *Several Opinions of the State Council on Promoting Civil Aviation Development* to promote integrated civil aviation development in Beijing-Tianjin-Hebei region. In response to the Belt and Road Initiative and aiming to improve the Company's international competitiveness and influence, BCIA has joined hands with global partners to co-establish a global airport cluster.

Our Actions

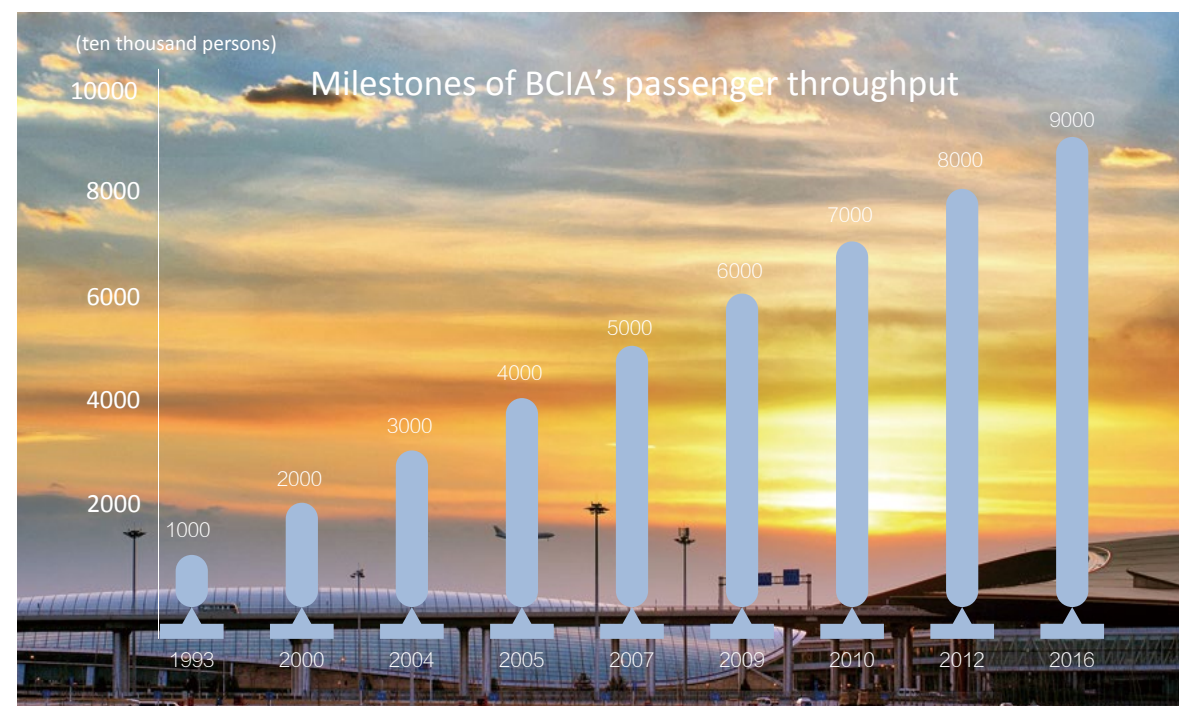
Economic Engine

BCIA has been innovating its business models persistently. While endeavoring to realize sustainable corporate development, BCIA also guarantees the rights and interests of investors, and collaborates with them to promote economic development. In 2016, the Company's profitability hit a new high. It generated a revenue of RMB 8.73 billion, a year-on-year increase of 2.6%. The net profit reached RMB 1.78 billion, 8.5% higher than the previous year. Total tax payment stood at RMB 600 million, increasing 8.1% year on year.

In 2016, BCIA's passenger throughput increased by 5.0% from the previous year and reached 94.39 million; air cargo throughput was 1.943 million tons, a year-on-year increase of 2.8%; aircraft movements reached 606,000, increasing by 2.7% year on year.

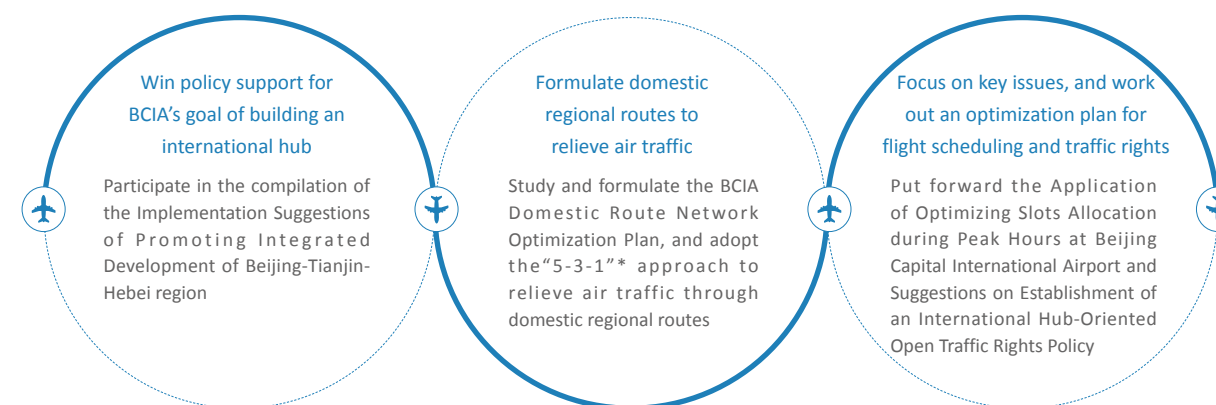


BCIA's economic performance from 2014 to 2016:



Contributing to Integrated Development of Beijing-Tianjin-Hebei Region

In the march toward internationalization, BCIA has actively aligned with major state policies to facilitate the balanced development of civil aviation in China. To promote the building of a world-class airport cluster in Beijing-Tianjin-Hebei region, we have proactively implemented the *Reform Plan for Integrated Civil Aviation Development in Beijing-Tianjin-Hebei Region* and improved our international route network. For example, we have effectively promoted reduction of passenger and cargo flights not serving international hub destinations, and increased the ratio of international flights of BCIA, especially direct flights to countries along the Belt and Road. Besides, we have optimized our international air route network to highlight BCIA's goal of becoming an international transport hub.



Notes: *It refers to 5 evaluation index, 3 relief principle, 1 development goal

Integrated Civil Aviation Development of Beijing-Tianjin-Hebei Region—Shijiazhuang Airport Promotion Meeting opened



On October 18, BCIA, together with North China Regional Administration of Civil Aviation Administration of China (CAAC), Department of Transportation of Hebei Province and other related organizations, co-organized the Integrated Civil Aviation Development of Beijing-Tianjin-Hebei Region—Shijiazhuang Airport Promotion Meeting. Leaders of BCIA introduced their opinions on promoting the integrated civil aviation development in Beijing-Tianjin-Hebei region, adjusting and optimizing BCIA's domestic regional flights which do not contribute to BCIA's role as an international transport hub etc. In the light of the unreasonable structure of the air route of the capital airport, they will implement the “5-3-1” approach and make solid progress in concrete measures to promote the coordinated development of the Beijing-Tianjin-Hebei region and the strategy of strengthening the country through civil aviation.



Scientific and Technological Innovation

We have continuously enhanced investment in airport construction to comprehensively improve our S&T research and management level. With an emphasis on the protection of intellectual property rights, we have cultivated a batch of backbone technicians, and initially formed a scientific research team with strong innovation ability. By the end of 2016, BCIA had garnered 43 S&T achievements, among which 17 had passed the authentication of CAAC, three won CAAC Science and Technology Award, and one won China Geographic Information Science and Technology Progress Award, constantly enhancing its technological influence in civil aviation industry.

Attaching great significance to corporate development through scientific and technological progress, BCIA has established the “Technology Management Committee” to support technological innovation and solve key issues related to the operation, safety and service of BCIA, thus comprehensively promoting BCIA’s scientific and technological innovation.

BCIA had garnered

43

CAAC Science and
Technology Award

3

China Geographic
Information Science

1

Quality-oriented development through scientific and technological power

In 2016, BCIA made great achievements in scientific and technological innovation. On April 28, BCIA’s two projects, *Research on Snow Melting Equipment of Runway Snow Removal Vehicles* and *Research on the Analysis and Treatment of Harmonic Waves of the Electricity Distribution System of Large-Scale Terminals*, passed the S&T achievement appraisal of CAAC. On October 30, the projects of *Capital Airport Taxiing Bridge Reconstruction Method Research and Application* and *Integrated Operation & Maintenance and Service Alarming Platform of the IT System of Large-Scale Hub Airports* respectively won the second prize and third prize of CAAC Science and Technology Award issued jointly by CAAC and China Air Transport Association (CATA) on the National Conference on Scientific and Technological Innovation.

Win-win Cooperation

With steady improvement of business volume and service quality, BCIA has built communication and cooperation platforms to optimize resource allocation and promote multi-lateral cooperation with airlines and airports at home and abroad. In this way, BCIA has continuously improved its supplier management level, and created and shared values with partners from upstream and downstream sectors in the value chain.

Airlines

We have formed a strategic cooperation team with Air China, through which we aim to build up synergy and share profits by optimizing infrastructure and providing consistent services. We have constantly enhanced our communication with China Southern Airlines, China Eastern Airlines and Hainan Airlines to create more favorable coordination conditions for building international hubs. By optimizing passenger transport procedures at the terminal and improving ground service quality, we have formed service products that are mutually beneficial to airlines and airports.

In September 2016, BCIA and Frankfurt Airport jointly launched an air service product: Beijing-Frankfurt Easy Way. Meanwhile, BCIA has comprehensively extended its through check-in service to cover Hainan Airlines’ flights that transfer from Toronto and Seattle to domestic destinations. Eleven airlines have been included and five international destinations have been added to cover three countries along the Belt and Road, further expanding the coverage of the international route network.

Beijing-Frankfurt Easy Way partnership MOU signing ceremony



In the morning of September 22, Air China, Beijing Capital International Airport and Frankfurt Airport signed a Memorandum of Understanding for cooperation on Beijing-Frankfurt Easy Way. By increasing the capacity of Beijing-Frankfurt routes, we can attract more passengers to transfer at Beijing Capital International Airport and Frankfurt Airport, thus keep enhancing the two parties’ competitiveness as international hubs.

Successful docking of BCIA Wi-Fi project with Air China Boeing 787



To improve efficiency and real-time monitoring, Air China required BCIA to provide WIFI than can dock Boeing 787 aircrafts with the airport, hoping that data interaction could be realized between the on-board file server and the ground server of Air China. Upon receiving the requirement, BCIA established a special project team to collaborate with Air China immediately. After numerous tele-conferences and joint tests, BCIA’s WIFI was successfully docked with the TWLU radio receiving unit on Air China’s Boeing 787 aircrafts on October 20, 2016, ushering in the wireless communication era where China’s civil aircrafts can be connected to the airport’s WIFI network.

“In the near future, we will equip all jet bridges at Terminal 3 with such WIFI that can be used on aircrafts, and we will provide the service for all airlines in need to strengthen their safety. By doing this, they can realize real-time monitoring of aircrafts, and passengers can use the WIFI when the aircraft stops at the jet bridge.

—BCIA staff

Airports at home and abroad

As an industrial leader, BCIA deepens international and regional partnership and promotes industrial cooperation and development through industrial communication and cooperation with friend airports. In 2016, we established sister airport relationship with five airports including Helsinki Airport of Finland, Havana Airport of Cuba, and Washington Dulles Airport of USA. By the end of 2016, BCIA had established sister airport partnership with 33 airports from Asia, Europe, Americas and Oceania. This has comprehensively expanded the channels of BCIA to communicate with outstanding airports, thus constantly increasing its international influence.



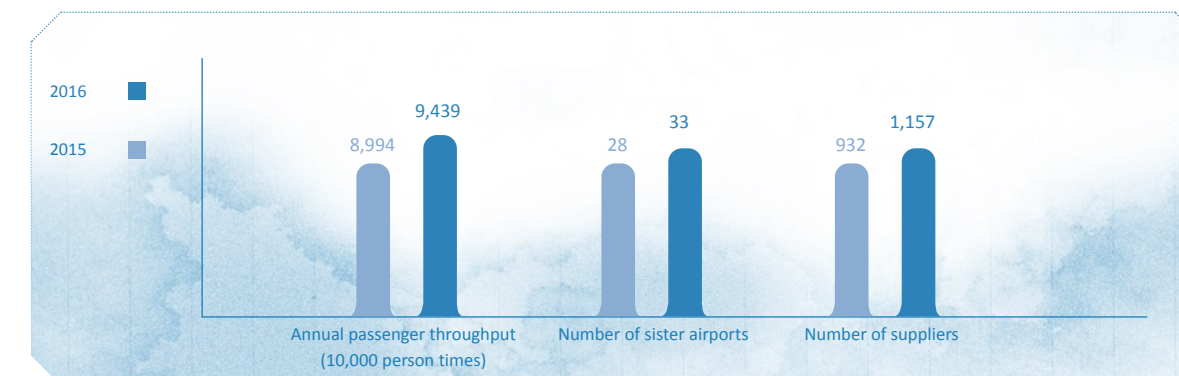
The 5th Global Friend Airports CEO Forum



On September 21, BCIA held the 5th Global Friend Airports CEO Forum themed “Continuation, Innovation, Win-win Cooperation”. The Forum discussed over three major issues: 1. Management of Multi-Airport System; 2. Hub Airport Development; 3. Aviation Security and Emergency Response. Through CEOs’ dialogues and experience and intelligence sharing, representatives at the Forum hoped to seek better development of airports worldwide. More than 280 representatives, including leaders of Beijing Municipal People’s Government, CAAC, four international organizations, 25 international airports from 21 countries and regions, 17 domestic and overseas airports along the Belt and Road, two airline alliances and 17 aviation companies at home and abroad, attended the Forum.



Our Performance



Comments of Stakeholders



The development of BCIA demonstrates the modernization progress of Beijing. Since it was put into operation in 1958, BCIA has become a significant infrastructure project for Beijing to communicate with the world and a magnificent landmark of Beijing’s modernization drive. Through BCIA, Beijing can keep a close connection with more than 100 major cities around the world. Beijing Daxing International Airport is estimated to be completed in 2019. After put into operation, the “dual-airport” layout will lay a solid foundation for Beijing to better its international communication, and create favorable conditions for the construction of more international routes. It is also a new cooperation platform for integrated development of Beijing-Tianjin-Hebei region.

—Sui Zhenjiang, Deputy Mayor of Beijing Municipal People’s Government

Beijing Global Friend Airports CEO Forum provides great opportunities for Chinese airports and airlines to establish partnership with counterparts outside China. In the Forum, attendants can feel free to talk out their ideas and exchange opinions on the development of the world’s largest aviation market. Leaders from different cultural backgrounds can learn from each other and deepen their business ties. With the efforts of BCIA, I was lucky to get an opportunity to attend the previous Forums, which deepened my understanding of Chinese aviation market and development. I have gained great experience from the Forum, and hope to deepen our tie with Chinese airports and promote constant increase in passenger and cargo transport capacity of the routes between Frankfurt and China.

—Winfried Hartmann, Vice President Sales & Customer Service, Fraport

Supply chain management

We regard our suppliers as an essential link of BCIA’s value chain and request them to comply with mutually agreed principles. This will lead to long-term and close cooperation, and build our suppliers’ sustainability. Together with our suppliers, we aim to contribute to the sustainable development of the environment and society.

In line with state laws and regulations, as well as the actual conditions of BCIA, we amended the *Procurement Management Regulation* to standardize specific procurement procedures and steps. We have stipulated regulations concerning supplier selection, access management and annual performance appraisal, and implemented the dynamic management method with a focus on “strict access, quantitative assessment, and dynamic management”. We have built a responsible value chain by actively reducing the negative influence of our suppliers on the environment and society.

In 2016, we have 1, 157 suppliers, including 16 overseas suppliers. And we completed appraisals of 86 construction suppliers. Besides, we also upgraded the database covering 149 construction suppliers.

we have suppliers

1,157

upgraded the database covering

149





Safety
Responsibility /

/ **Protecting the Safety
of Airports**

Our Strategies

Safety is the primary responsibility of BCIA. We have always put safety first in all operations, complied with related national laws and regulations, maintained the bottom line for safe corporate operation, comprehensively deepened the safety management system, improved our safety management & control ability, and controlled potential safety hazards at their sources. In addition, we have strictly implemented safety responsibility system to punish any kinds of violations, enhanced routine safety management, and constantly improved safe operation environment of the airport in order to grasp new opportunities and address new challenges through proactive innovation.

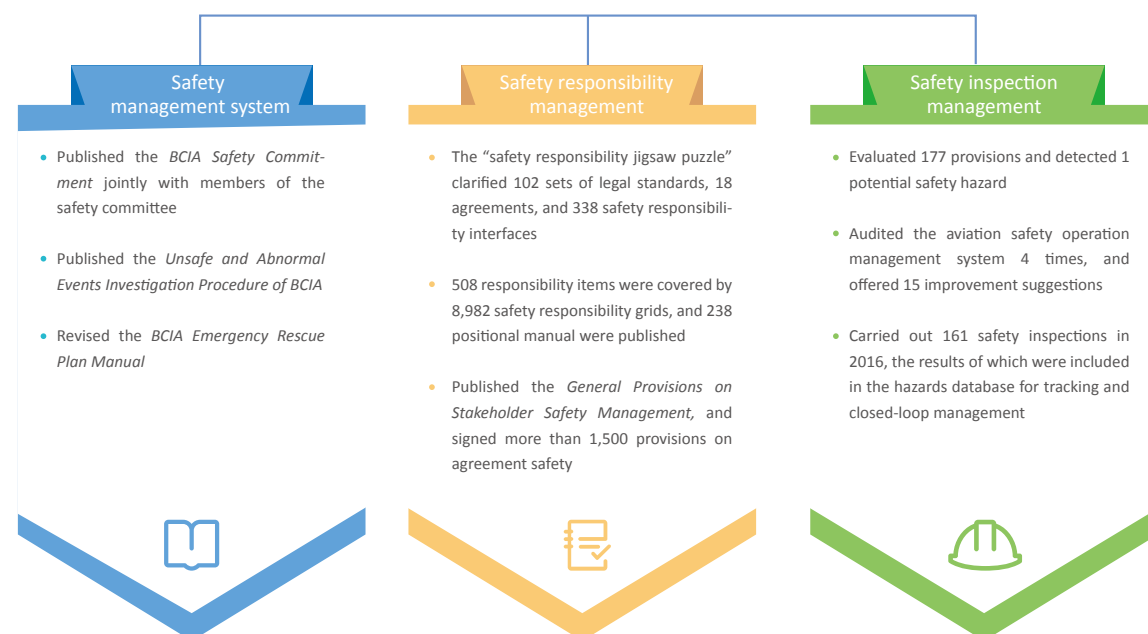
Our Actions

In 2016, BCIA further improved the safety management system, and put forward the “safety responsibility jigsaw puzzle” management method to facilitate its implementation. With strengthened dynamic risk management, we managed to nip risks in the bud to ensure stable and safe operation of the airport. Meanwhile, we promoted the application of innovative safety technologies, improved our safety management level, and carried out in-depth safety culture construction, aiming to create a safe working environment and fully improve the safety ability of the staff.

Safety Management System

To constantly improve our safety management system, we put forward the safety management goal to “stick to the safety bottom line, bear no tolerance toward potential safety hazards, focus on the active safety of the airport, and build a new eco-system featuring win-win cooperation” in 2016. We integrated safety management into every link of operation, strengthened routine safety management and the prevention, control and management of potential safety hazards to eliminate unstable factors in time. Since specific responsibilities of each department had been specified in the “safety responsibility jigsaw puzzle”, we formed a safety responsibility system integrating all departments, and built up the safety responsibility network to cover positional responsibilities of all employees and the corresponding process system.

Safety Management System

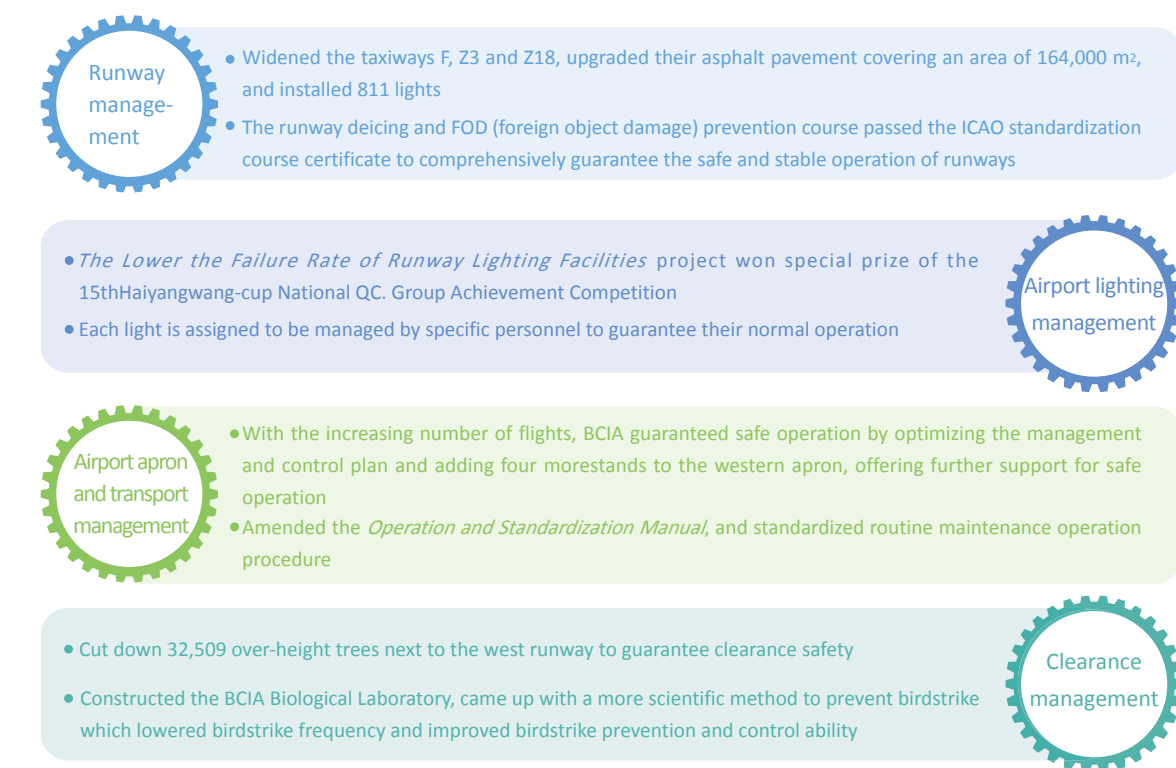


Safe Operation Environment

We operate in line with laws and regulations and proactively respond to major policies of the central government and other related departments. With a focus on the construction of a safe operation environment, we enhance the safety of our hardware facilities from five aspects, including operation safety, airside safety, fire safety, information security and emergency drill, in order to build a harmonious and safe operation environment.

Operation safety

Apart from routine safety-related work, we also update existing equipment and technologies to strengthen our emergency handling ability. We improve our safety protection ability from multiple aspects, including runway safety, airport lighting management, apron and ground transport management, clearance safety and so on, so that we can guarantee safe operation.



Removal of trees near the west runway



The over-height trees along the west runway had been a major potential safety hazard for BCIA for years, whose elimination had been emphasized by CAAC and regulatory authorities. From February to March 2016, with the support and assistance of Capital Airports Holding Company (CAH), a total of 32,509 trees were removed, eliminating the potential safety hazard completely.



Airside safety

We attach great importance to airside safety and actively combat terrorism. According to the Anti-Terrorism Act and CAH's deployment, we have clarified each department's anti-terrorism obligations and responsibilities, and reviewed the *Anti-Terrorism Emergency Rescue Handling Plan* to preliminarily improve the anti-terrorism responsibility system and working mechanism. By carrying out drills against biological terrorist attacks on aircraft jointly with hospitals, we have strengthened the comprehensive defense and self-rescue ability of all shareholders. Besides, we have deployed more armed police to terminals and completed the construction of anti-collision facilities in T3, making anti-explosion operation in front of buildings a daily routine.



Perfect air defense

- Revised the *Aviation Safety Plan*, improved the aviation safety system, and promoted the implementation of hierarchic quality control mechanism
- Finished the third phase of the electronic perimeter fence system, and further enhanced the airside alarming mechanism to guarantee seamless air defense
- CAAC North China Regional Administration audited the aviation security of BCIA and recognized its efforts by issuing the *China Civil Aviation Security Audit Certificate*

Fire safety

BCIA has constantly improved its fire security management and execution ability. We have built up a fire security management network to guarantee that each specific area is under the management of designated personnel. To construct a comprehensive corporate fire security culture, we have established a fire security training classroom to better spread fire security knowledge and improve business training, and launched large-scale events, such as fire-fighting sports meeting and fire fighting carnival. In 2016, firefighting department conducted operation 62 times, emergency rescue 22 times, and BCIA's fire-fighting team again took the first place in the Beijing Municipal Fire Fighting Competition.

Fire security training and fire-fighting drill



BCIA pays special attention to routine fire security training and fire-fighting drill. In 2016, all fire security programs were carried out successfully. 7 training sessions themed "Four Capabilities" of fire security were organized, which were participated by 400 person times. The total monthly fire security checks and other special fire security inspections reached 60 times, and 15 aircraft fire-fighting rescue drills were conducted. Through diversified fire security training courses and enhanced training intensity, we improved the fire security ability of all staff members.



BCIA 2016 fire-fighting sports meeting

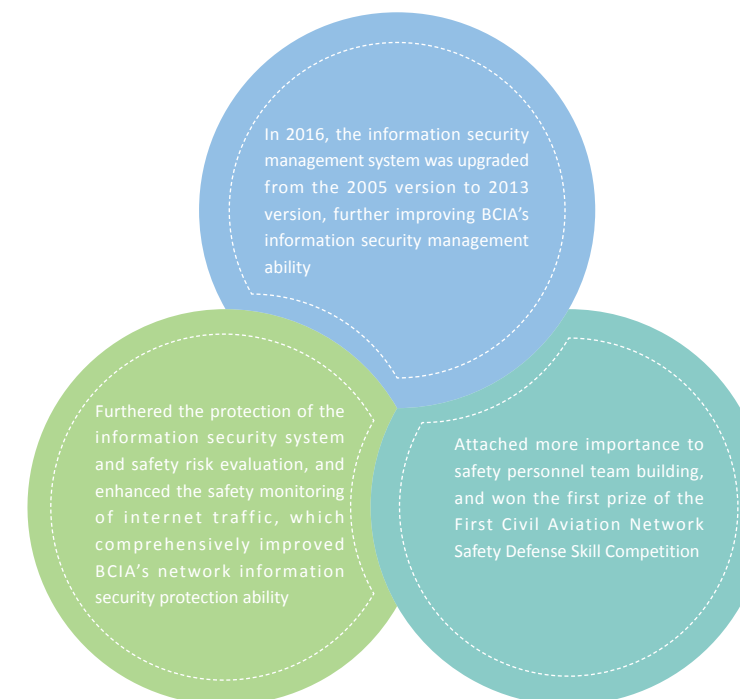


To create a favorable fire security atmosphere and facilitate the construction of a safe airport, we have set up fire security knowledge publicity platforms. In 2016, with the fire prevention committee of the airport as a platform, 26 organizations in the periphery of the airport participated in the fire-fighting sports meeting. Participants mastered fire-fighting knowledge and skills through pre-event training and in-event competition, comprehensively uplifting their safety management ability.



Information security

As big data and Internet Plus continue to develop, we have enhanced our information security management. By strictly managing airport service providers and outsourcing service providers, we can ensure information security of passengers and all other related parties. In this way, we endeavor to realize the goal of "zero accident and zero complaint".



Information security measures

Emergency drills

To enhance the ability to tackle emergencies, BCIA carries out emergency drills irregularly. By simulating scenes of emergent cases, we have improved the integration of resources and coordination between different departments.

The drill against aircraft biological terrorism

To test the airport's ability to counter special terrorism, BCIA carried out a drill against aircraft biological terrorism together with the airport hospital, Beijing Capital International Airport Public Security Sub-bureau and Beijing Municipal Commission of Health and Family Planning. With the collaboration of all parties, the drill was completed smoothly. During the drill, we tested the rationality and effectiveness of our contingency plan, the collaboration among all departments, and improved our comprehensive emergency rescue ability.



Innovative Safety Technologies

BCIA proactively promotes the innovation and application of technologies. We test new technologies related to security check, check-in, departure and landing, and apply them widely. For technologies that have passed our test, we will apply them properly to enhance security management, thus accelerating the process of security protection through technology.



The technology can comprehensively protect personal privacy, protect individual safety to the most, and finish imaging security check within the shortest time, thus greatly improving security check efficiency



The technology has won a national patent, and it can effectively monitor and prevent abnormal operations of the boarding bridge, thus effectively improving its safety level



The anti-scratch multi-entry runway technology won the first prize of the CAH's innovation competition, effectively lowering the occurrence of scratches of aircrafts

Safety management driven by scientific and technological innovation

Millimeter wave scanner



To improve security check level and efficiency, and check all of passengers' items hid between their clothes and skin, BCIA has introduced millimeter wave scanners to avoid any suspect that may have hazardous objects with them. The scanner, with the radiation frequency lower than that of a mobile phone, can protect passengers' privacy while automatically detecting hazardous objects. With such devices, passengers do not need to worry about radiation harm and privacy violation any longer. The scanner has a huge potential to gain a larger market share in the future.



Safety Culture

Safety culture is an important component in safety management. In 2016, we launched the construction of the safety culture "version 2.5" to encourage the staff to report potential safety hazards and learn from major safety accidents nationwide to improve the safety system of the Company. We cooperated with all shareholders to jointly promote the construction of the safety integrity system, which helped us build an aviation safety atmosphere and create a positive corporate safety culture.

Safety training

BCIA values routine safety training among employees, and we have launched diversified training activities to improve the staff's safety awareness and ability. In 2016, we established the safety training course map to promote hierarchic safety training, thus ensuring the implementation of safety responsibilities at different levels.



- Organized four training sessions on responsibilities stipulated in legal provisions to improve the responsibility awareness of middle and senior management.
- Launched training sessions on positional safety bans and responsibility manual, and carried out corresponding appraisals to improve the safety ability of employees at different positions. All 449 trainees from seven departments passed the appraisals.
- 237 employees participated in the security protection auditor and safety supervisor training, which improved the professionalism of front-line employees.



Case study of "8-12" Tianjing Port Explosion

Safety theme activities

BCIA has launched various safety theme activities to engage more employees in safety operation and management. Through such activities, we can promote the corporate safety management culture innovatively, and build up the safety awareness of every participant.

In 2016, BCIA continued to organize safety activities such as “Photo shooting of unsafety” and “Say no to violation”. By the end of 2016, more than 27,000 photos had been contributed in the activity of “Photo shooting of unsafe behaviors”, among which the 21,807 photos verified, 13,928 valid problems had been rectified. And we have completed the rectification or made the rectification plan 10,483. The activity encouraged employees to report potential safety hazards actively, and effectively improved the efficiency of safety hazard investigation. Besides, we launched the theme activity of “Shared safety starting from me” to guide employees to strengthen their safety awareness, and launched the construction of the safety culture “version 2.5”.



In addition, we held activities of “FOD for FOOD”, “Say no to improper taxiing” and “Safety skill competition”. Through such activities, we enhanced the inspection on off-aircraft passenger guide, wearing of reflective uniform on the apron, and response to airside emergencies, etc. to promote the safety awareness of different positions. A total of 40 “National gateway heroes” were selected to play a role in the “What should you do?” video. As an innovative medium to publicize safety knowledge, the video demonstrated various safety cases. Besides, we selected those who corrected violations actively as models in the activities to stimulate employees’ responsibility awareness and community spirit.



Our Performance



Comments From Stakeholders

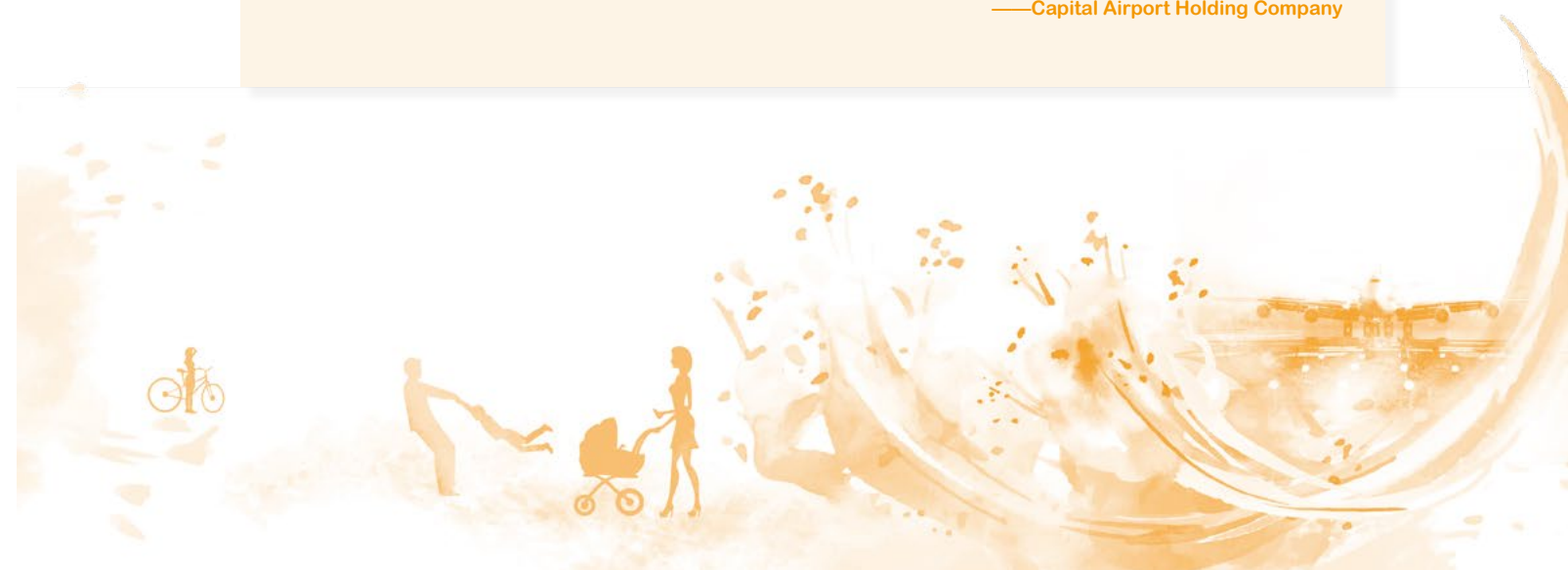


BCIA constantly improves its overall ability. With a unified duty model involving airports, airlines and meteorological centers, BCIA has preliminarily built up a civil aviation commanding system featuring timely decision-making, flexible operation, convenient coordination and comprehensive service. It guaranteed daily flight operation and supported major events and special cases, for which it won much recognition of leaders of related authorities and CAAC.

——Operation Monitoring Center of CAAC

BCIA undergoes CAH’s security evaluation each year, which covers comprehensive security, aviation security, airfield management, passenger, cargo and hazardous object transport, fire security, emergency management, etc., and has passed each one without any incompliance. Many practices including “Photo shooting of unsafety”, security management grid, “Say no to violation”, “Shared safety starting from me”, and “safety responsibility jigsaw puzzle”, were all highlighted across CAH.

——Capital Airport Holding Company





Customer
Responsibility/

/Promoting Sincere
Service

Our Strategies

BCIA treats every passenger with sincerity and integrates it into every detail of our work. Committed to providing pleasant sincere services for passengers, we constantly improve our service process ensure flight punctuality, adopt advanced self-service equipment to upgrade service quality, and make actions to honor our heartfelt service commitment to provide passengers with caring travel experience.

Our Actions

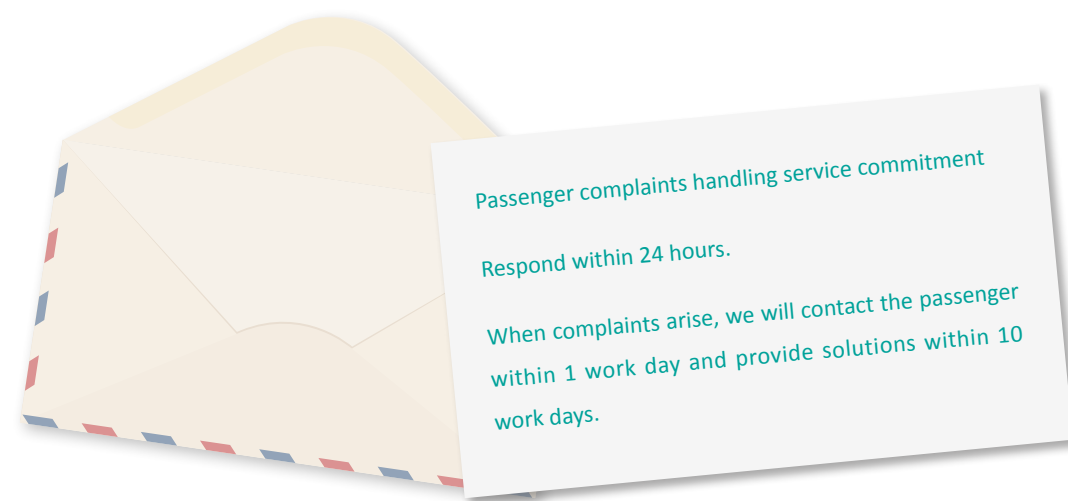
Upgrading Service Quality

With a service management system oriented by passenger satisfaction, BCIA listens to the opinions of passengers, and coordinates both internal and external parties to improve our services. In 2016, we deepened our “sincere service” program and established a “sincere service” special leading team. As a result, the upgrade of 84 major service items was completed and we passed the re-examination of the ISO 10002 complaints management system.

BCIA is dedicated to providing quality service to passengers, striving to achieve higher passenger satisfaction and efforts to reduce passenger complaints. In 2016, BCIA's overall passenger satisfaction degree (out of 5) was 4.98 and the complaint rate per 10,000 passengers was only 0.17%*, which was at a lower level among the entire industry.



Note: * According to the air passenger complaints statistics published by CAAC, more information : http://www.caac.gov.cn/XXGK/XXGK/TJSJ/index_1217.html



In 2016, we adhered to 4 major service aspects—systematic product development, innovative main project improvement, advantageous project refinement, and perceptible technological application—to provide excellent service experience for passengers and promote the transformation from passive sincerity to positive sincerity among our employees.

Systematic Product Development

Created a whole-chain product management model and new planning methods for services and products; focused on building the “Sunshine 7+1” flight delay service brand; carried out various marketing campaigns including “Easy Boarding, Enjoyable Life”, and “T+Sincerity”.

Perceptible Technological Application

Pioneered in providing automated border clearance service and established an integrated ticket change information platform, revealed real-time information on flight delays such as special weather conditions; provided WIFI on all airport shuttle buses.

Innovative Main Project Improvement

Worked with Air China and BGS to exercise strict supervision on off-plane operations, increasing luggage claiming efficiency; upgraded wireless network, and made efforts to improve the quality of WIFI in hot spots for ticket changes; worked with air catering suppliers and established a PSPC star reward mechanism to improve the quality of food for passengers.

Advantageous Project Refinement

Upgraded the operation model of free electric vehicles at Terminal 3, and passenger now can make a reservation via our WeChat account and the vehicles will actively come to users; introduced sleep pods and created recreational areas such as the “Window Lounge” to improve passengers experience when they are waiting for boarding; employed WeChat and Alipay to enable online ticket booking and diversify access to our services.

“Love at China's Gateway, Sincere Services for Flights”—theme activity on China Service Day



On June 29, 2016, BCIA held an activity on China Service Day themed “Love at China's Gateway, Sincere Services for Flights”. It began with storytelling to show BCIA front-line employees' service guiding principles of gratitude, friendliness, integrity and professionalism, and their pursuit of sincere services for airline passengers. Also, the 6th “China Service Star” medals of honor and trophies were awarded to the service models. Representatives of all our member organizations signed the “BCIA Passenger Support Program Declaration”, which encourages our employees to respond to passenger's needs immediately.



Practicing Our Heartfelt Service Commitment

We cherish every passenger and hope that they enjoy every travel with and 100% services of BCIA. In 2016, BCIA practiced our heartfelt service commitment and guaranteed efficient transport facilities, enjoyable shopping experience, attentive care, low-carbon travel and civilized manners, providing excellent, reliable, efficient and considerate services for our passengers.

Convenient Traffic

BCIA is now running 17 intra-city shuttle bus routes, 8 inter-province routes and 1 all-night route with a broad coverage. "Care Kits" (including reading glasses, Band-Aids, Essential Balm, sickness bags, etc.) and free Wi-Fi were offered on all buses. In addition, passengers can also enter our car park through ETC lanes; if they forget where their cars are parked, we have professional teams ready to offer help.



Enjoyable Shopping

At BCIA, there are 26 24-hour retail stores and 18 stores that shut after the last flight; 36 24-hour restaurants and 31 restaurants that shut after the last flight. Beijing specialties stores have gathered here which launch unique marketing campaigns during holidays. Passengers are sure to have a good time at BCIA.



Civilized Manners

BCIA upholds Sincere Service concept with passengers the foremost. A long-term mechanism has been created to encourage both travelers and staff to behave in civilized manner. Every public space is a window to civilized manners. At BCIA, civilized manners can be seen everywhere.



Attentive Care



- Luggage trolleys are placed around baggage turntables with a 45° angle in between to make for the most convenient use of passengers.
- A 360° security check approach and extended security check tables are installed to shorten the time of security check.
- Real-time weather information of destinations is shown on displays at boarding gates; luggage transfer conditions are also shown on displays above turntables.
- Warm and comfortable lounges are provided for the convenience of long - distance transit passengers



High-tech Travel

To satisfy passengers' demands during their travel, we employ cutting-edge technologies and the internet to offer better air transportation experience to passengers.

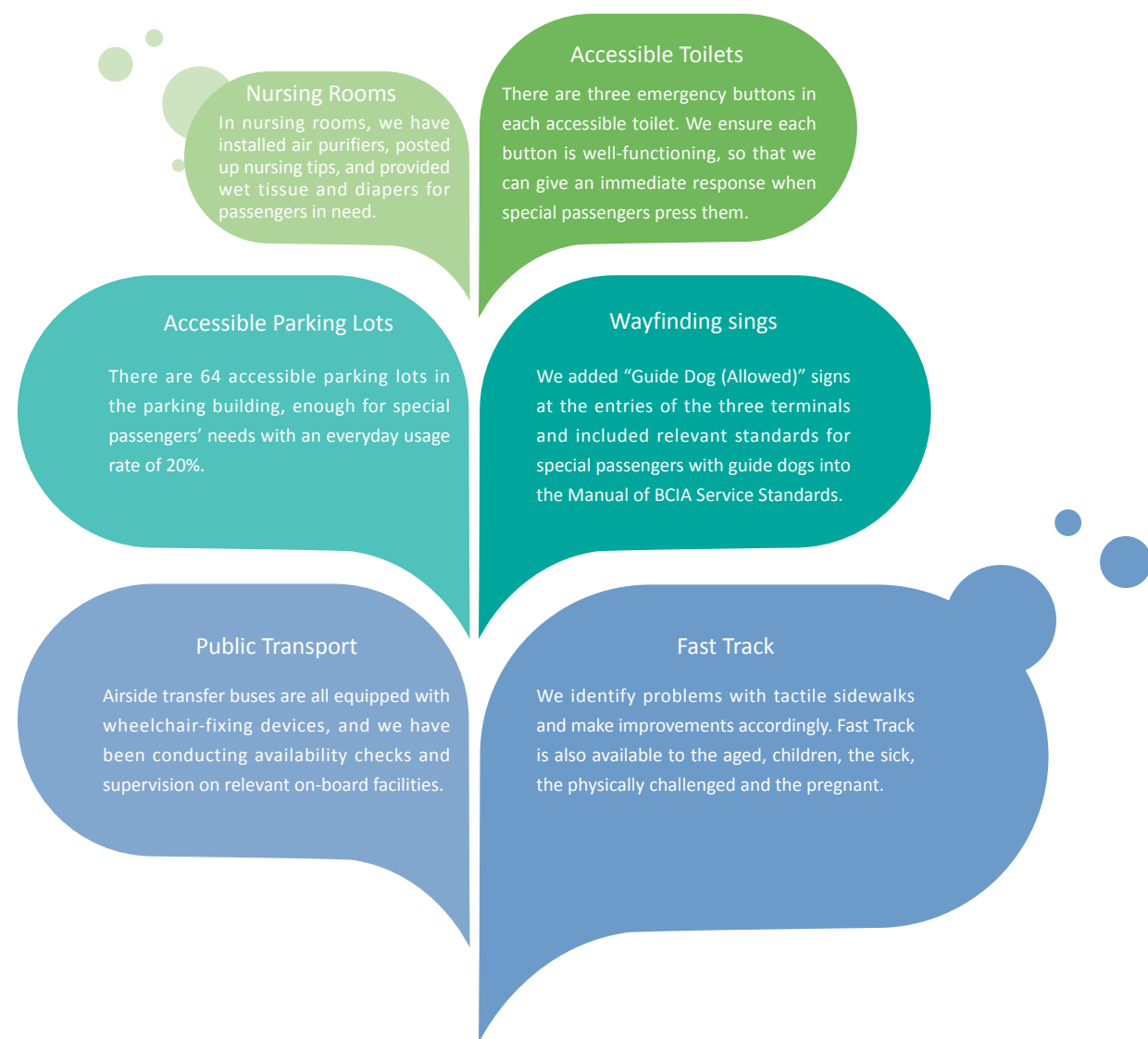


Accessible Environment

In order to ensure passengers a hassle-free journey, we have kept improving our accessible facilities considerably, and have formulated relevant facility maintenance and upgrading programs, conducted overall examinations on accessibility services, and standardized relevant service guarantee measures. Through these efforts, we have successfully provided special passengers with convenient and comfortable travel experience.

Accessible facility maintenance and upgrading

In 2016, in strict accordance with the *2016 Beijing Accessibility Environment Creation Scheme* and the *Standard of Accessible Facilities at Civil Airport Terminals* BCIA installed accessible facilities along the whole process from check-in to check-out, and established a standardized facility maintenance system to ensure that 100% facilities are in good condition.



Accessible Facilities

Care for special passengers

We pay close attention to special passengers, such as the disabled, female passengers, children and the elderly, and strive to create favorable conditions to provide them with effective services in time.



Passengers can place an order for escort service, winter clothes depositing service, wheelchair rental service, etc. The sweet smile of our staff is sure to make the aged more than delighted.



We have a full set of accessible facilities, so that it is barrier-free for you to be here. As the eyes of their masters, guide dogs are surely welcomed.



Interactive game zone at the Children's Garden is the right place for dynamic kids.

Ensure Flight Normal

To ensure the punctuality of flights is a major approach to increase our international competitiveness. In compliance with CAAC's general requirement for flight operations—“resource is the base; information is the core; coordination is the root; and quick response is the key”, we enhance coordination with CAAC and airport-stationed organizations, solidly push forward management innovation and the application of new technologies and products, and constantly improve resource allocation and management capabilities. Also, we set up a flight schedule management system and optimized the coordination functions of CDM and A-CDM, greatly increasing the efficiency of our flight operation guarantee measures.



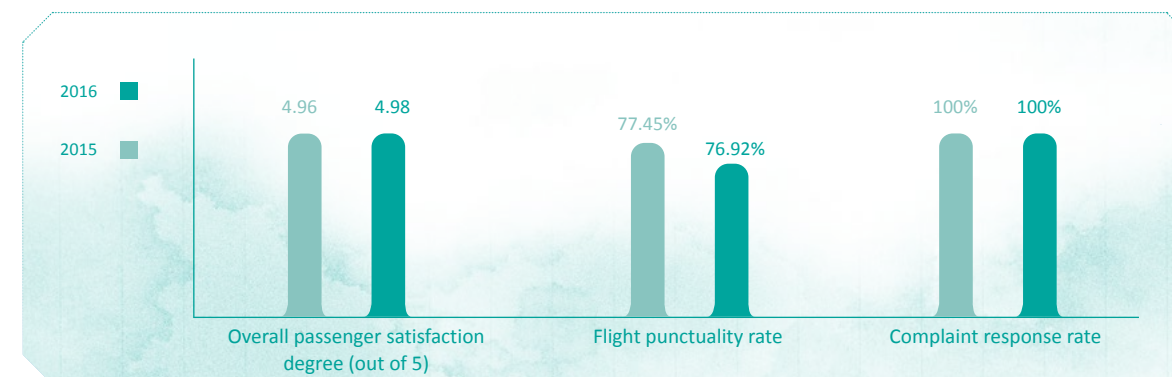
A tabletop exercise of the Provisions on Administration of Flight Punctuality.



On May 20, the Ministry of Transport published the Regulations on the Punctuality Management of Flights. In order to ensure the implementation of the Regulations, on December 28, 2016, BCIA held a tabletop exercise. The exercise included four sections: “outbound flight delay response”, “inbound/outbound flight cancellation response”, “on-board flight delay response” and “large-scale flight delay response”, and it could help our staff have a deeper understanding of the Regulations and hence put it into practice.



Our Performance



Comments from Stakeholders



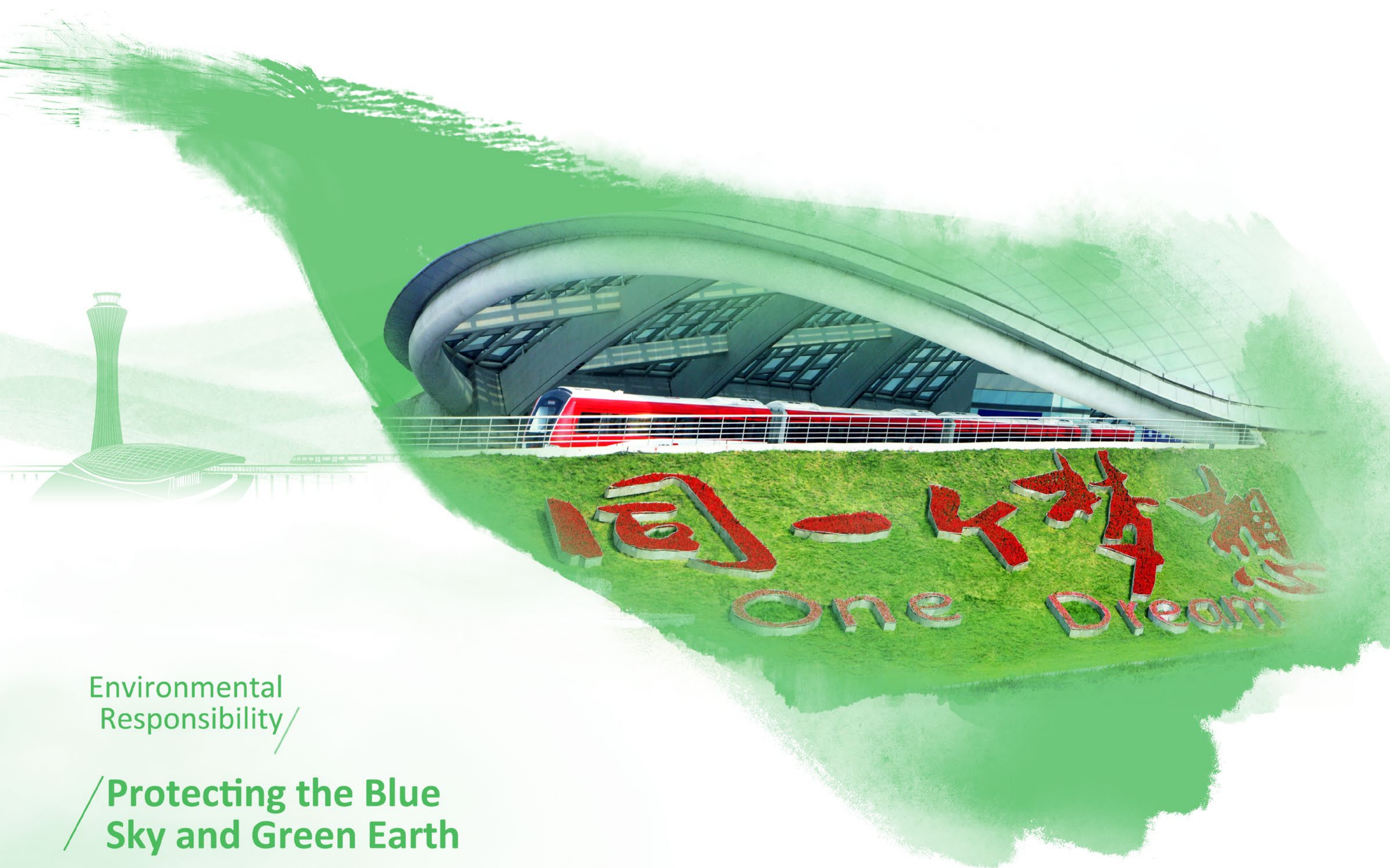
My friend's flight was once delayed. It was 22:57 already when he landed and claimed his baggage, and the last bus to Tianjin was to leave in three minutes. He felt very unwell and anxious, so he called the Airport Shuttle Bus 0469 to see if the bus could wait for another two minutes. The operator agreed. After telling my friend that the bus could wait for another five minutes, the operator immediately said to his walkie-talkie that there was passenger feeling unwell, so please postpone the bus to Tianjin a little bit. In the end, my friend managed to get on the bus. Thumbs-up to your people-oriented service.

——Jingbuti, a Weibo user

On January 14 when I was about to take a plane to Ningbo at Terminal 3 of BCIA, hypoglycemia suddenly occurred to me, and I felt really bad. It was at that time when Ding Xiaocun, who was on duty, gave me a cup of sugar water, making me feel better. After that, he helped me check in my baggage and did everything else for me. That was really moving. Ding Xiaocun is a very responsible and caring employee. His willingness to help others also shows his professionalism.

——Lan Xue, from Globe, Xinhua News Agency





Environmental
Responsibility/

/ Protecting the Blue
Sky and Green Earth

Our Strategies

In strict accordance with China's *Environmental Protection Law*, BCIA honors the obligation of protecting the environment, proactively responds to the nation's call of energy saving and emission reduction, and gives priority to clean energy. Through an improved energy management system and enhanced protection of ecological diversity, we endeavor to effectively manage our carbon credits, and create an "energy-saving, environmentally friendly, high-tech, and people-oriented" green airport.

Our Actions

Improve Environmental Management System

We have been constantly improving our environmental management system. Guided by the experience and practice that has been granted the ISO 14001 Environmental Management System certification and relevant experts' suggestions for building a green airport, BCIA employs a "Plan-Do-Check-Action (PDCA)" model and conducts effective resource allocation at the systematic level to ensure BCIA's sustainable green development.

Improve environmental management system



In August 2016, in light of the sustainable development goals set forth in the 2030 Agenda for Sustainable Development of the UN, BCIA together with UNEP and Tongji University held a proposal meeting for the BCIA Green Airport Planning (2016-2020) Project to have an in-depth discussion about BCIA's systematic green airport planning. All parties at the meeting have reached a consensus on the concept of "green airport", and decided that the planning report would focus on more systemic and comprehensive sustainable development goals and take account of the integrated influence of an airport on society, economy, the environment and governance.



The Green Airport Planning (2016-2020) Project Seminar

Promoting Green Operations

In order to fully practice energy conservation and emission reduction, we have conducted field research on the entire process of business from four aspects: energy saving, electricity saving, fuel saving and water saving. Through measures such as energy supplier management, introduction of advanced technologies, and replacement of old facilities, we reduce energy consumption to the utmost extent, increase the energy utilization rate, and realize green operations of the airport.

Energy management contracting

Committed to the philosophy and principle of environmental protection, we promote the development of new energy conservation service mechanisms such as "Energy Management Contracting (EMC)", conduct strict supervision on and set high requirements for suppliers. Also, as the bridge and bond of the industry, we strengthen industrial discipline, practice environmental protection, energy saving, emission reduction and other social responsibilities, and create a green industrial ecosphere along with upstream and downstream enterprises. By jointing efforts with partners, as of the end of 2016, we had saved 472,000 kWh of electricity (with commercial consumption deducted). Based on the price of 2015, we cut down our electricity cost by RMB 561,700 in 2016.

Systematic energy saving

With advanced management methods and data system, we utilize the internet technology to have each internal system interlinked to each other, so that electricity, water and temperature can be effectively adjusted and improved. Energy is kept under integrated management at a systematic level, so the consumption is optimized through rational distribution to comprehensively increase the energy utilization efficiency of BCIA. In 2016, in accordance with the assessment of our building energy management system (BEMS) given by Japanese experts in energy conservation, we improved our system. As of the end of 2016, this system has had the ability to diagnose and analyze the heating, ventilation and air conditioning system at the terminals, laying a solid foundation for the establishment of a green airport.

Technological electricity saving

We have always been committed to and advocating energy-saving and emission-reduction. In order to build up a green airport, we give priority to energy-saving facilities that have been certified by the state in our procurement to replace old ones. Also, we have launched pilot clean energy facility application projects to reduce electronic devices' electricity consumption, which effectively promote our carbon emission management. In 2016, through facility upgrading, new energy utilization and many other approaches, we cut the total electricity consumption in public areas by 13.46% on a year-on-year basis, saving 2.572 million kWh. After Terminal 1 and 2 illumination upgrading programs, it is estimated that we can save 966,000 kWh of electricity every year (electricity saving rate≥90%) and a total of 4.832 million kWh in five years, which equals RMB 5.762 million.

The LED light source and lighting control system upgrading for fixed bridges at Terminal 3



In 2016, BCIA carried out illumination upgrading programs at Terminal 1 and Terminal 2, replacing 23,000 lights, a LED light source and lighting control system upgrading program for fixed bridges at Terminal 3, and a high-mast lighting energy saving upgrading program. These programs successfully increased the coverage of environmentally friendly illumination at BCIA. Particularly, BCIA created the first on-site control model among domestic civil airports, and conducted LED light source and lighting control system upgrading for 69 fixed bridges at Terminal 3. This program not only reduced pressure on the illumination monitoring system at Terminal 3, but also realized demand-based illumination for boarding bridges.



The LED light source and lighting control system upgrading for fixed bridges at Terminal 3

The BCIA GTC parking building PV power generation model project was connected to the power grid and put into practice.



In September 2016, in order to utilize clean energy for energy saving and emission reduction, BCIA completed the GTC Parking Building PV Power Generation Model Project, which passed the inspection conducted by the State Grid Shunyi and was connected to its grid. Since 2016, this project has generated 110,000-kWh electricity, and by virtue of our energy control of some office areas and areas with less cars, it has helped cut down electricity consumption by 13.92% compared with the previous year, saving 1.281 million kWh.



The PV panels on the top of the parking building at BCIA Terminal 3.

Technological fuel saving

To guarantee the construction of a green airport and promote fuel saving through green technologies, BCIA launched the *General Planning and Study of Oil-to-Electricity Conversion Program* in 2016. In the program, BCIA clarified its goal to build a moderately advanced, smart and efficient charging facilities service network, a smart management platform and an innovative business model, through which vehicles at the airport can reduce fuel consumption and CO₂ emission by 26% till 2020 on the basis of 2015. By the end of 2016, we had adopted electricity-powered shuttle buses, aircraft tractors, deicing follow-me vehicles and other special vehicles through the fuel-to-electricity conversion program.



An electric deicing follow-me car

Water saving

In order to comprehensively promote the establishment of a green airport, water saving has always been a major part of our energy-saving and emission-reduction program. To effectively utilize water, not only did we set up a new reclaimed water treatment system at the West Aviation Water Purification Station for effective utilization of reclaimed water, but also took various water saving approaches, such as micro-spraying hose upgrading, rainwater reclamation, and pipeline management enhancement, to prevent water leaks, save water and increase the utilization rate of water. As of the end of 2016, the volume of reclaimed water usage at BCIA had reached around 224,225 tons, saving 3,300 tons.

In 2016, BCIA save water

3,300Tons

Green office

In order to guarantee the establishment of a green airport and increase administrative efficiency, we integrate the idea of green, energy saving and environmental protection into our daily office work, and practice the green concept in our daily office work through paperless office, energy-saving facility installation, controllable illumination and other methods. In 2016, our internal approval procedures were mostly paperless, and we developed 18 business procedure approval modules for multiple departments including the Administration Department and the Commercial Development Department. Our internal paperless office has achieved initial success.

The construction of the new operation control center



In 2016, during the construction of the new operation control center, BCIA focused on the themes of “green airport” and “smart airport”, followed the principles of green, energy saving and environmental protection, and thus gave up the traditional fluorescent illumination mode for the nearly-3,000-m² office area. Instead, a matrix of LED lights was installed, cutting down electricity consumption by about 70%. It was an effective practice of the idea of energy saving and environmental protection.



The new operation control center of BCIA

Improving Pollution Prevention and Treatment

We have adhered to the environmental protection concept of green airport, and actively conducted plans and measures related to waste treatment, sewage treatment, carbon emission and noise management, etc. to improve our pollutant emission management system, optimize resource distribution, and improve pollution prevention and control technologies. By doing this, we endeavor to reduce the airport's impact on the surrounding environment and promote green operation of the airport.

Carbon emission management

We took the lead to carry out Beijing municipal carbon emission trading pilot project. Taking the project as an opportunity, we promoted a series of emission-reduction measures to lower carbon emission. In 2016, we started to introduce the carbon emission management system, and set a 2.5% goal for the reduction of per passenger carbon emission.

In the carbon emission control system, we divided carbon emissions into three scopes to better identify the emission source: Scope 1 refers to direct greenhouse gas emissions, the biggest source of which are motors. Scope 2 refers to indirect greenhouse gas emissions, mainly originating from consumption of imported electricity, heat, steam or cooling. Scope 3 refers to all other indirect emissions, from staff's and passenger's transport, contractor's and stakeholder's consumption of purchased electricity, heat and steam, and staff's business travels. Scope 3 accounts for less than 0.1% of the total emissions.

As the end of 2016, BCIA had the cumulative realization of carbon quota surplus of 14,500 tons, which in Beijing Development and Reform Commission caliber, through energy saving and emission reduction initiatives. In 2016, BCIA also awarded Level 1 of the ACI Airport Carbon Accreditation (ACA)



BCIA earned Level 1 of the ACI Airport Carbon Accreditation

	2015	2016
Total carbon emission of the year (ton)	264,226.65	242,584.47
Scope 1 (ton)	1,413.05	1,247.15
Scope 2 (ton)	262,813.60	227,318.59



Airport Carbon Accreditation is a certification developed by Airports Council International that assesses and recognizes airports’ carbon management so as to help airports reduce carbon emissions. There are four different levels of accreditation: Level 1 (Mapping), Level 2 (Reduction), Level 3 (Optimization), and Level 3+ (Neutrality). Higher levels have higher requirements than lower ones.

Waste treatment

We enhance management of hazardous and non-hazardous waste through strict policies and measures, and reduce, reclaim, and reuse non-hazardous materials through technological import, subject research and numerous other programs, realizing effective management of waste. In 2016, BCIA collected 27,800 tons of domestic waste in public areas and transported 9,350 tons of aviation waste, of which 2,000 tons were reclaimed and 6 tons were incinerated, including 5 tons of flying ashes from waste incineration.

In 2016, BCIA collected domestic waste

27,800 Tons

Sewage treatment

We conduct strict management and control of sewage discharge and proactively practice our sewage treatment schemes. The West Aviation Water Purification Station was built up to purify wastewater from the airport, and long-term partnership with third-party professional institutions was established to ensure 100% hazard-free treatment of sludge. In 2016, BCIA treated 8.4 million tons of sewage and 6,000 tons of sludge. After purification, 100% of the water reached the emission standards.

In 2016, BCIA treated sewage

8.4 Million Tons

Deicing fluid recycling



After the first snowfall in 2016, BCIA reclaimed the deicing fluid used on 18 deicing positions in 4 deicing aprons. Reclaimed fluid was processed or refined with some transformed into windshield washer fluid and some into deicing fluid for reuse. The reclamation not only reduced the airport’s ecological influence on surrounding water body, but also promotes resource recycling.



BCIA was reclaiming used deicing fluid.

Waste gas control

In order to reduce waste gas and greenhouse gas emissions, we replaced auxiliary power units (APU) with ground power units (GPU) to reduce fuel consumption of facilities, controlling waste gas emissions from the source. In 2016, BCIA promoted implementation of GPU in an all-round way. The average utilization rate reached 81.82%; aircraft fuel consumption was cut down by 47,924.12 tons; and waste emissions were cut down by 858.68 tons.



The energy-saving and environmentally-friendly boarding bridge GPU in the airfield area

Noise abatement

Noise pollution is a big problem for airports. We proactively promote noise abatement, vigorously push forward implementation of technological programs for aircraft noise abatement, and carries out mobile monitoring at all the areas fully. Also, we conduct 24-hour monitoring of aircraft’s operation and noise influence to ensure effective noise abatement. As of 2016, BCIA has been running 21 noise monitoring stations, of which 20 are fixed and 1 is mobile.

In 2016, BCIA has been running noise monitoring stations

21

Enhancing Ecological Protection

Devoted to environmental protection, we not only try to improve employees’ awareness of energy saving, environmental protection and ecology through ecological civilization publicity, thus creating a good atmosphere for ecological environment protection, but also practice energy-saving and environmental ideologies in corporate development and operations. While guaranteeing normal operations at the airport, we cooperate with multiple parties to keep enhancing our ecological protection management, seeking to build a harmonious relationship between the airport and nature.

Advocating the green concept

While building a green airport, we proactively conduct in-depth communication with UNEP and other relevant parties. Through a series of themed activities, we make our employees, passengers, and stakeholders aware of the importance of green development to make the idea of energy saving, environmental protection and green homeland deeply rooted in people’s minds, and call upon more social forces to contribute to the establishment of a harmonious and happy homeland.

T + Gratitude, Go Green



In November 2016, BCIA held the “T + Gratitude, Go Green” themed event at both Terminal 2 and 3. During the event, BCIA set up a board at the terminals to suggest our commitment to environmental protection and invited passengers to sign environmental protection commitment agreements with us, showing our willingness for the shared living environment to reduce carbon emissions and practice a green lifestyle. On that day, after listening to our staff’s introduction, passengers all left their hand prints of commitment. The colorful hand prints were all over the board, making a beautiful picture.



“T + Gratitude, Go Green”

Protecting biological diversity

As for protecting biological diversity in surrounding areas, we proactively cooperate with UNEP, Beijing Wildlife Rescue and Rehabilitation Center, and many other professional environmental protection agencies to hold various publicity activities under the theme of ecological protection, green earth, etc., contributing to the protection of biological diversity with practical actions.

Bird damage prevention and control



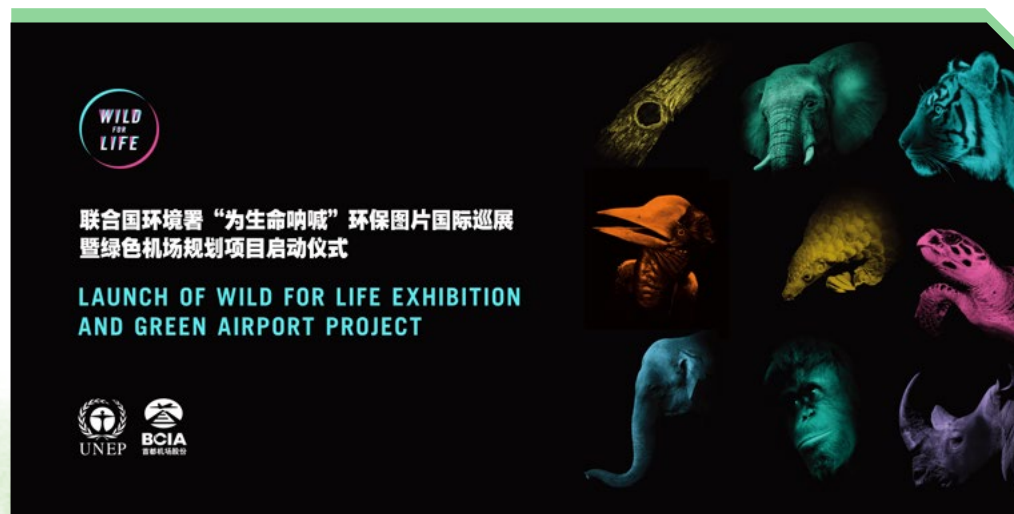
During the autumn migrating season in 2016, BCIA and Beijing Wildlife Rescue and Rehabilitation Center exchanged information in advance, and we established a partnership with peer airports such as the Baita Airport in Inner Mongolia to carry out a series of bird damage prevention activities. While guaranteeing normal operations at the airport, we included the number of wild animals rescued into our airport performance evaluation to encourage our staff to rescue wild animals. Throughout the entire season, we rescued and set free wild animals for 41 times, saving 53 birds.



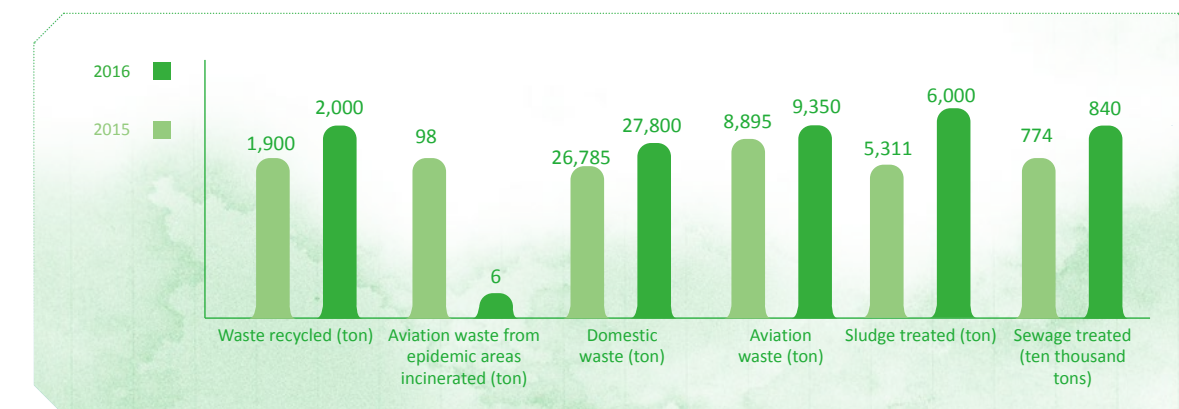
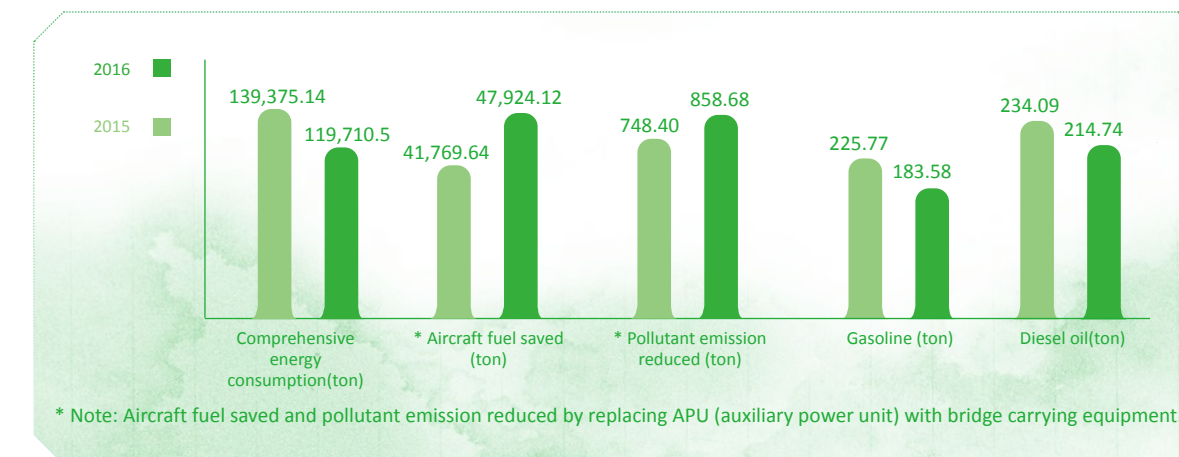
The “Wild for Life” exhibition



In order to realize the sustainable development goals, implement UN resolutions related to illegal wildlife trading, and advocate the increase of the public’s awareness of wildlife protection, in September 2016, BCIA launched the “Wild for Life” global environmental protection exhibition (China) at Terminal 3. BCIA provided about 60 exhibition boards and more than 400 digital screens for the exhibition. Short videos were played all day long to draw people’s attention to healthy consumption—reducing the buying of wildlife products.



Our Performance



Comments from Stakeholders



BCIA put stands and digital screens worth millions of dollars into the “Wild for Life” exhibition to advocate protection of endangered species. I think such an action proved China’s commitment to environmental protection.

—Erik Solheim, Executive Director of UNEP

BCIA stays committed to the environmental objective of building a green airport and has taken the lead in China’s aviation industry on air pollutant emission reduction. Beijing Municipal Environmental Protection Bureau will continue supporting BCIA to reduce emissions, and will include airport emission reduction in the environmental protection planning of Beijing’s “13th Five-Year Plan”.

—Zhou Yangsheng

Chief Engineer of Beijing Municipal Environmental Protection Bureau.



Employee
Responsibility/

/Sharing the Benefits
of Development

Our Strategies

Talents are the foundation of an enterprise's development. Without talents, an enterprise is unable to achieve success. BCIA is committed to creating a diverse, open, inclusive and safe working environment for its employees. Following the principle of openness, fairness and impartiality, BCIA continuously improves its human resource management mechanism, protects employees' basic rights and interests, and pays close attention to employees' physical and mental health in order to realize shared growth of the Company and employees.

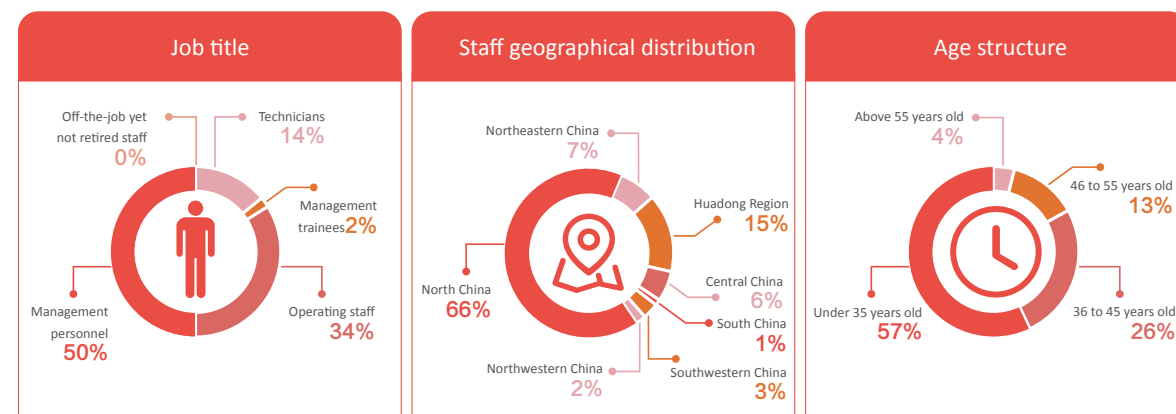
Our Actions

Protecting Basic Rights and Interests

Adhering to the philosophy of "putting people first", BCIA has strictly complied with the *Labor Law* and *Labor Contract Law of the People's Republic of China*, as well as related laws and regulations. Efforts have been made to optimize the employee management mechanism with an emphasis on employees' vital interests. In order to create a fair and diversified employment environment, BCIA acts against all forms of discrimination on the basis of religion, gender, nationality, ethnicity, age, disability and marital status, prohibits child and forced labor, and provides equal rights for male and female employees. We respect employee's personal life and sign labor contracts according to law to protect employees' basic rights and interests. Through all these efforts, we aim to build an equal, diversified and inclusive working environment, in which every individual can give full play to his or her talent.

Talents recruitment

Upholding the concept of equality, respect, diversity and innovation in talent recruitment, we value every employee's cultural background and religious belief, and promote the integration of diversified cultures. On this basis, BCIA is actively building a harmonious and friendly working environment and improving the social security system, so as to lay a solid foundation for the sustainable development of Capital Airport. By the end of 2016, BCIA had signed contracts with all the 1,623 employees on the payroll, including 494 female employees and 90 ethnic minority employees. Among the 842 management personnel, 379 are female, accounting for 45.01% of the total. Staff labor contract signing rate is 100%.



Indicator	Gender		Age Group				Region							Total
	Male	Female	Under 35 years old	36 to 45 years old	46 to 55 years old	Above 55 years old	Northwestern China	Northern China	Northeastern China	Huadong Region	Central China	Southern China	Southwestern China	
Employee Turnover	3.7%	0.55%	2.71%	0.73%	0.18%	0.63%	0%	3.35%	0.06%	0.54%	0.3%	0%	0%	4.25%

Salary and welfare

We have endeavored to keep our salary and welfare fair for employees and competitive in the market to motivate employees to work. Improving our salary and welfare management system, we seek to bring to employees a sense of self-fulfillment, being respected, and belonging so as to win their recognition and support to the company's development strategy. In 2016, the coverage social insurance and housing fund reached 100%. Aside from the paid annual leaves and work hours stipulated by law, employees are also entitled to extra days of paid leave.

Democratic management and communication

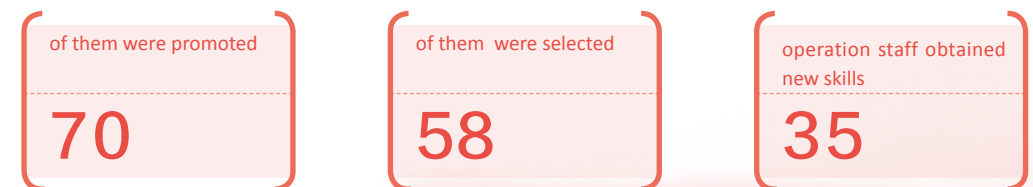
In pursuit of a democratic management mechanism, we encourage employees to actively offer suggestions. We have formulated the *Rules of Procedure of the Trade Union Committee*, and hold monthly trade union meetings to examine and deliberate issues affecting employees' immediate interests. Through the trade union monthly meetings, employees' voices are heard and suggestions are collected in order to guarantee their right to know and right of supervision in corporate development, thus enhancing their sense of belonging. As of the end of 2016, we had held two staff congress joint meetings to review and provide feedbacks on 36 proposals raised by employee representatives, organized 12 meetings of the trade union committee. 16 issues detected during the trade union chairman's visits were supervised and handled, 26 issues were reviewed and deliberated, and 121 suggestions were collected with 58 adopted.

Employee Growth Incentives

To better motivate employees and facilitate their career development, we offer them with diversified, multi-level and multi-form training plans and models, which enable us to provide tailored training to every employee, help them to improve their communication skills and management ability. We aim to create a professional platform through which every employee can grow to his or her fullest potential and realize their career dream.

Broadening career development path

To provide employees with more diverse promotion channels and increase the credibility and transparency of talent selection, we restructured our human resource management system. We revised *Regulations on Human Resources Management*, and promoted the plan of the second phase of the human resource management system to cover 9 functions, and realize systematic and data-based comprehensive performance. By the end of 2016, we had added 2 new regulations, and revised 18 regulations *Regulations on Communication Management of Middle Management Personnel (trial)* and *Regulations on the Selection and Appointment of Technicians*. More than 70 employees got promoted during 2016, 58 among whom were promoted through selection, and 35 operating staff acquired new skill qualifications.



Improving the professional training system

We are rigorously improving our career training system to forge a talents supply chain model. Competitions among project groups have been organized to tap employees' potential and facilitate shared improvement. In 2016, three new courses of International Civil Aviation Organization (ICAO) were developed, and nine independently developed courses were certificated by ICAO, one of which was ITP course (ICAO official course). The courses added credit to the career development system of BCIA. As the end of 2016, BCIA's investment into training had reached RMB 5.67 million. The total training hours reached 68,166 with 27,814 attendances. There are 44,690 hours of training male employees, 23,476 hours of training female employees, and an average length of 42 hours/person. All employees are involved in training.

Diversified training models to enhance competence of employees



In order to effectively enhance employees' professional capability, BCIA conducted targeted training for employees on different positions with different responsibilities in the year of 2016. In terms of training of working teams and groups, we selected outstanding leaders of teams and groups to learn delicacy management in Japan, during which they absorbed advanced international management experience. When training middle management and backbone business managers, BCIA focused on the innovation of their work philosophy and methods, the consistence of thoughts and the ability of integrated management, and carried out the training activity themed "Innovation and Management" at Tsinghua University.



Caring for Physical and Mental Health of Employees

To effectively protect employees' health, we have adhered to the Occupational Health and Safety Management System. In strict accordance with the principle of "early precaution and effective communication", we have actively undertaken responsibilities related to safe production and labor protection. With the help of health reports and employee personal health risk assessment documented on the management platform of employee physical and mental health, we completed the 2016 Employee Physical and Mental Management Plan. Coverage of pre-job and off-post occupational health physical examination reached 100%, which was also true to employees who are exposed to occupational hazard factors. By the end of 2016, there had been zero work-related casualty and the number of working days lost due to work injury is zero.

"Sunshine Program" physical and mental health management program



In 2016, BCIA pioneered in China civil aviation industry to promote the "Sunshine Program", a physical and mental health management program. The program extends the care for employees' mental health to an overall health service involving care for employees' physical and mental health, and their social relationships. By the end of 2016, BCIA had organized 10 special activities related to employees' mental and physical health.

Mental health

- Teach skills for reducing pressure and managing mood;
- Offer psychological counselling and assistance;
- Help employee explore themselves and grow sustainably to face career development sensibly and deal with pressure properly;
- Open a 24/7 psychological service hotline

Physical health

- Design targeted health improvement plan according to Health Reimbursement Arrangement (HRA)-based self-examination;
- Launching all-staff health training targeting diseases with high morbidity;
- Promote employees' alterations in behaviors through health improving activities;
- Designate health instructors for key groups combined with all-staff behavior management

Social relationship counselling

- Methods to deal with interpersonal relationships in workplace;
- Skills of psychological analysis and communication;
- Employee psychological crisis intervention

Joint Efforts for a Warm Family

BCIA is committed to making joint efforts with employees to build a warm family. By carrying forward the "Five Caring Actions", BCIA has closely connected "employees' happiness" with "corporate development", building a big happy family in which employees "work with a dream, retire with honor, share happiness and hardships, and keep happy and healthy".

Diversified cultural and sports activities

To further promote corporate culture among front-line employees, thus enriching their life, and promoting unity, collaboration, hard work and initiative, BCIA initiated the Fitness Day and various cultural and sports activities in 2016 to build a positive, harmonious and healthy culture atmosphere for employees and their families.

Gateway Carnival, Jubilant Family



BCIA held “Gateway Carnival, Jubilant Family” serial activities to enrich employees’ cultural life and cultivate a positive, harmonious and healthy culture atmosphere. Besides, a Children’s Day activity themed “Gateway Art Shows” was held in May, and “Gateway Sports Shows” was held in October of 2016. In total, 1,200 employees and their family members took part in these major events to feel the warmth and harmony brought by BCIA.



“Gateway Carnival, Jubilant Family” serial activities

Considerate head of family

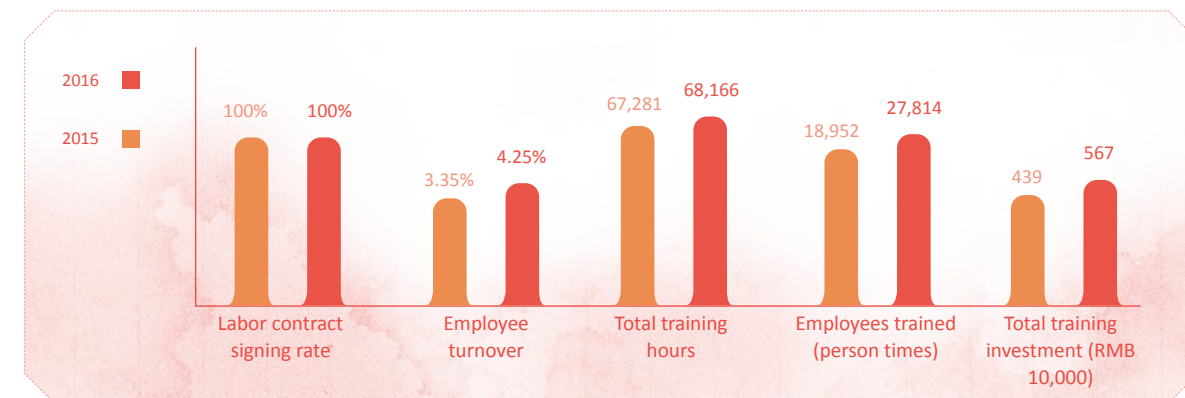
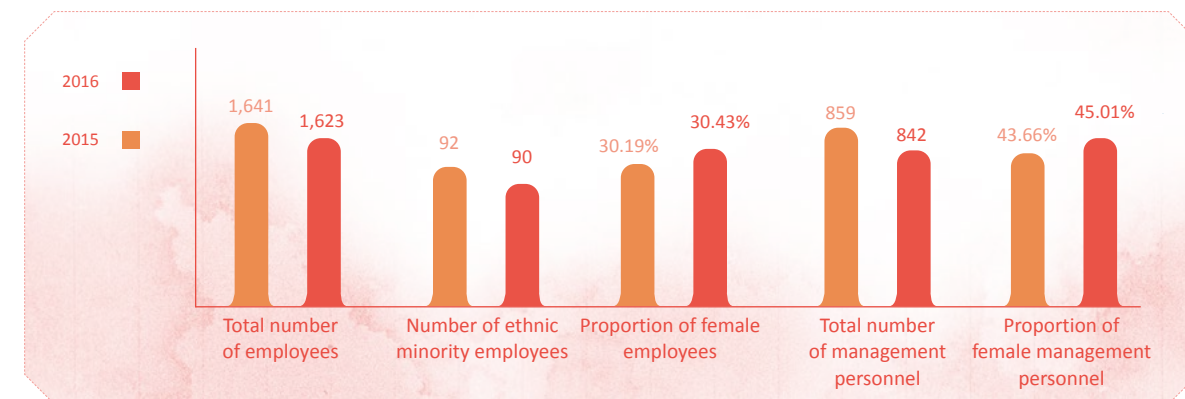
BCIA has always been concerned with employees’ life. For employees with financial difficulties and other special hardships, we have stood together with them and helped them get through by making use of the Company’s resources. We have set “Caring Mother Cabin” and installed refrigerators, sterilizers, and other devices inside the cabin for the use of mothers. We have also conducted various offline activities to help single employees communicate with each other. As the head of the BCIA family, we believe that we can share a bright future with mutual assistance.

“Gateway Affinity” offline event



In July 2016, BCIA launched an offline event participated by 48 single young people and volunteers themed “Legendary Stories of the Glamorous Palace Museum - Gateway affinity”, which was jointly held with the Palace Museum and Capital Airports VIP Service Management Limited (“VIP Company”). The event was designed to increase the youth’s awareness of and thoughts about traditional culture, and to guide them to inherit and advocate Chinese traditional culture. In a positive cultural and historical environment, young people showed their care for public good and get more friends, polishing traditional culture with their youth and passion.

Our Performance



Comments from Stakeholders



I am so glad to join BCIA and have the opportunity to experience different positions through job rotations. As a green hand, I managed to learn knowledge about different areas of airport operation and management and make comprehensive progress.

—Liu Kaiming, Human Resources Department

I really appreciate that the Company offered my daughter a unique Children’s Day. My daughter not only visited my office and watched the splendid exhibition of special vehicles of the Company, but also played many interesting games. The happiest moment was to perform the show together with other children. She told me that “Mama’s company is so cool!”.

—Xiao Ping, IT Department



Community
Responsibility/

/Creating a Harmonious
Society

Our Strategies

BCIA attaches equal importance to development and contribution to the society, and proactively fulfills its social responsibilities. While developing our business, it actively spreads core socialist values. BCIA integrates resources from multiple parties to guarantee the service for special events. Besides, BCIA strengthens cultural exchanges between China and the West to promote win-win cooperation, improves the volunteer service management mechanism to carry out cultural and public welfare activities with the characteristics of airports, and passes on the spirit of volunteer service, leading the society to promote the sustainable development of public welfare undertakings.

Our Actions

Support for Major Events

Over the years, BCIA has always fulfilled its mission and braved to bear the responsibilities of the times by undertaking the service for outbound and inbound flights of national important events. In 2016, BCIA successfully supported the CPC and “Two Sessions”, “G20 Summit”, “Olympic Games”, “pilgrimage” and many other major events, making its own contribution to building a harmonious society.

BCIA successfully guaranteed inbound flights of the “Two Sessions”



On March 3, 2016, BCIA successfully finished the task of guaranteeing inbound flights of the “Two Sessions” flights. We provided support for a total of 856 inbound flights that carried 6,520 representatives. Before the “Two Sessions”, we strengthened our organizational leadership, rehearsed the plan, checked the preparation and finished mobilizing, training, drill, equipment maintenance and other preparatory work. During the “Two Sessions”, we enhanced aviation security alarming level and strengthened explosion inspection in front of all terminals, took strict network blocking and information confidentiality measures, and intensified patrols of the runway, taxi way, apron, systems and other key protection resources to prevent all kinds of unsafe incidents.



BCIA provided full support for the G20 Summit



In September 2016, the G20 Summit was held in Hangzhou, China. During the event, some state leaders and government officials needed transferred via Beijing to Hangzhou by private plane or business jet. BCIA attached great importance to the task and made a detailed deployment of the relevant security tasks. Based on the previous experience on supporting major events and the analysis of the characteristics, difficulties, and focuses in the security tasks of G20 Summit, BCIA spared no efforts to finish the task and finally lived up to the requirements of “zero error, zero accident and zero complaint”.



International Cultural Exchanges

As “China’s No.1 Gateway”, “Advancing the China service and demonstrating the image of China’s Gateway” has always been BCIA’s mission. BCIA aims to spread traditional Chinese culture to the world through the “Cultural Gateway” project, demonstrate the fruit of shared development and cooperation with the world, and improve the international influence of Chinese civilization. In 2016, we organized a series of photo exhibitions with our sister airports, including airports of Auckland, Helsinki, Washington, Geneva, and Thailand, and held other cultural activities such as the digital exhibition *Night Revels of Han Xizai*, which won wide praise from the society.

BCIA–AOT (Airports of Thailand) Sister Airport Photo Exhibition



On November 8, the “BCIA–AOT Sister Airport Photo Exhibition”, which will last for one month, was officially unveiled in the exhibition area of terminal T3, showing photographs of AOT’s airports and Thailand’s natural and cultural landscape. This exhibition became a bridge of friendly communication between China and Thailand.



BCIA held the digital art exhibition *Night Revels of Han Xizai*

On June 21, the “Cultural Gateway Famous Paintings Show—Digital Art Exhibition *Night Revels of Han Xizai*” was co-held by BCIA and the Palace Museum at Terminal 3 of the airport. The activity mainly exhibited the painting *Night Revels of Han Xizai*, the intangible cultural heritage “Nanyin” musical performing art, digital interactive experience and the airport’s large-scale indoor landscape, creating an environment that combines real scenes with paintings, presenting the profound Chinese culture to domestic and foreign visitors, and creating excellence travel experience for passengers.



Providing Volunteer Service

BCIA actively implements *Charity Law*, *Opinions on Supporting and Developing Volunteer Service Organizations* and other relevant laws and regulations, and encourages employees to participate in public welfare activities as volunteers, bring warmth those who need help, contribute to the society and the realization of Chinese dream.

BCIA Youth Volunteers Association

In order to better strengthen the overall management of volunteer service, in August 2015, the BCIA Youth Volunteers Association was formally established after being recommended by the National Civil Aviation Youth League Committee and the Youth League of BCIA. Over the past two years, the association has been focusing on the integration of volunteer work with morality training for young people, and has built a mature volunteer work management mechanism and team. A bunch of famous grassroots campaigns of volunteer service— “Four Seasons Care”, “Enterprise Lectures”, and “Gateway Affinity” were taking shape. On December 29, 2016, the BCIA Youth Volunteers Association won the 11th China Youth Volunteer Excellence Organization Award.

Four Seasons Care

“Four Seasons Care” is an important representative campaign of BCIA Youth Volunteers Association. This campaign mainly aims to provide “four seasons” of volunteer service, namely “Child Care Season”, “Elderly Care Season”, “Sunshine Care Season” and “Warm Winter Season”, for the elderly, children, and poverty-stricken people, so as to help young people grow up happily and healthily, take care of the daily life of the elderly, and help the poor through hard times.

Love for Harmony • Heart-warming Youth



On October 29, about 80 young volunteers from BCIA went to the Oriental Comprehensive Elderly Care Home and carried out an “Elderly Care Season” themed “Love for Harmony • Heart-warming Youth”. Volunteers helped the elderly people tidy the room, chatted with and took walks with them, and presented a performance of songs and dances for them. The performances include songs such as Azalea, Dolma and Mother, tai chi show, folk music and other cultural programs. The activity not only brought warmth to the elderly, but also allows young people to learn about “great love” through the volunteer service.



Enterprise lectures

In order to popularize knowledge on airport safety, service and operation among teenagers, travelers, airport communities and residents of the peripheral areas, we have launched a series of “Enterprise Lectures”, which mainly cover airport security, bird repelling and VIP service. Volunteers are invited to teach in classes, and we also provide stakeholders with the opportunity to visit airport terminals. In 2016, we organized a series of lectures such as “Sincere Service”, “Safety Culture”, “Clearance Safety”, etc.



Little traveler

On March 8, BCIA’s Youth Volunteers Association gave lectures to students of the Primary School affiliated to Shunyi No.1 Middle School, introducing the airport’s terminal process, services, limitation on lithium batteries, consignment of controlled knives and other knowledge and rules, which spread the idea of sincere service of BCIA.

Thunderstorm weather running

Thunderstorm has always been an important factor affecting flights. In order to help people correctly understand the impact of thunderstorm on the flight operation, the Operation Control Center together with BCIA Youth Volunteers Association went to the Primary School and gave a lecture with the theme of “How flights work under the thunderstorm weather”.

VIP service etiquette knowledge

In June, BCIA Youth Volunteers Association went to the Primary School affiliated to Shunyi No. Middle School and Yudalong Primary School to give lectures on knowledge and skills of airport service etiquette, which were warmly welcomed by the students.

TIPS

Mobile classroom of "Bird Prevention and Control"



On April 22, BCIA Youth Volunteers Association and the Youth League general branch of the Airfield Management Department organized a mobile classroom themed "Focus on bird prevention and control and build a safe airport" based on the seasonal characteristics of bird damage. This activity not only spread the safety culture concept of "Shared safety starting from me", but also enhanced the understanding and support from residents of airport communities for bird control work.



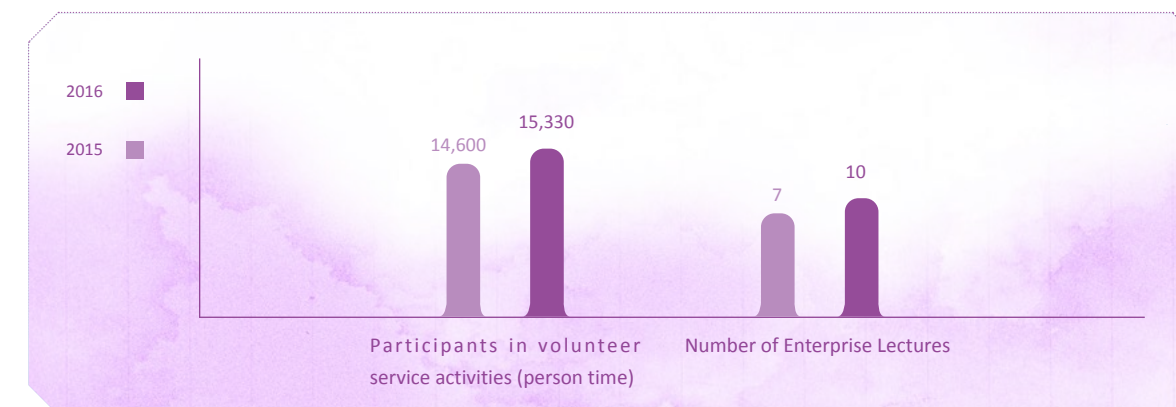
The "Clearance Safety for All" Activity



On March 16, with the support of BCIA Youth Volunteers Association and based on the airfield's current business focuses, clearance management personnel visited the Shunyi Shiyuan Community and organized "Clearance Safety for All" activity to give subject lectures to enhance residents' awareness of protecting the environment of the clearance.



Our Performance



Comments of Stakeholders



The Fourth Session of the 12th National People's Congress has closed successfully. BCIA employees that served inbound and outbound flights of NPC representatives have conscientiously implemented the deployment of the Secretariat, made contributions to the complete success of the conference with great sense of responsibility and devotion, and been praised by the delegation and working group. We would like to express our heartfelt thanks to you for your support for the work of the General Affairs Group. We would like to pay high respect to the leadership and those who those we have served the event from your company!

——Secretariat General Affairs Group of the Fourth Session of the Twelfth National People's Congress

During the whole journey of the Chinese sports delegations, BCIA made a comprehensive co-ordination and detailed arrangements, and provided quality services, which greatly helped the athletes perform to their best and win excellent results. We would like to extend our heartfelt gratitude to all BCIA staff.

——China Disabled Persons' Federation



Outlook

As 2016 has passed by, BCIA will not forget its past and keep advancing with the times. Through cooperation with the partners, responding to national strategies, and sincerely serving the people. We will not forget our responsibilities, take issues of the staff, environmental and society into operation, management and decision-making, promote steady corporate development in hope of creating a world-class airport.

2017 is an important period for BCIA to transform the development pattern, adjust corporate structure and promote development, in which both opportunities and challenges exist. BCIA will always adhere to the goal of “building a large-scale international air transport hub”, which is a huge stride forward for corporate development that is in line with the new requirements of national strategies, following the 13th Five-Year Plan, we would deepen corporate reform and development, and strengthen delicacy management in order to win the government’s trust and the society’s recognition, gain passengers’ satisfaction, and bring employees happiness.

In 2017, we will continue to consolidate the foundation based on our actual situation. We will continue to deepen our safety management to ensure absolute safety; we will provide sincere landing services by truly understanding the needs of passengers, placing ourselves in passengers’ position, and improving service quality; we will keep adhering to the green development concept, save energy, reduce emission and improve energy efficiency; we will extend more care and provide greater support for our staff; we will continue to carry out cultural and public welfare activities with airport characteristics to make our own contribution to building a harmonious society.

In the future, BCIA will firmly combine business development with its social responsibility, and fully understand and fulfill its responsibility. In this way, BCIA can fully demonstrate the lofty image of “China’s No.1 Gateway”, and meet achievement again by building itself into a world leading airport through further progress.

Honors and Awards

- China Securities Golden Bauhinia Award—the Best Listed Company Award
- 2016 Best Asian Long-range Air Route Opening Award
- 2016 Sincere Service and Outstanding Contribution Award and National Excellent Demonstration Enterprise for Quality and Good Faith Award by China Association for Quality Promotion
- The third place of Best Airports of Asian-pacific Region and the third place of Best Airports with over 40 Million of Passenger per Year
- 2016 China Civil Airport Service Quality Evaluation Excellent Airport
- First Prize in the final of the First Civil Airport Network Security Skill Competition
- Honorary title of the First Learn-from-Lei Feng Demonstration Units
- Top 30 Employers in Beijing
- Advanced Enterprise for Re-employment in Shunyi District
- The second batch of “Shunyi District Talent Work Innovation Projects”



HK-ESG Index

Indicator Numbers and Description	Status	Page(s)	Explanatory Notes
Environmental			
A1: Emissions			
General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Included	45-47	
A1.1 The types of emissions and respective emissions data.	Included Partially	45-47	The 99.9% of emissions from the airport industry come mainly from vehicle emissions, electricity, heat, steam and cooling, and other emissions are extremely low.
A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Included Partially	45-46	Without intensity
A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Included Partially	46,49	Without intensity
A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Included Partially	46,49	Without intensity
A1.5 Description of measures to mitigate emissions and results achieved.	Included	45-47	
A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Included	46	
A2: Use of Resources			
General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	Included	42	
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).	Included Partially	49	Without intensity
A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Included Partially	44	Without intensity
A2.3 Description of energy use efficiency initiatives and results achieved.	Included	43-44	
A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Included	44	
A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	N/A		
A3: The Environment and Natural Resources			
General Disclosure: Policies on minimising the issuer's significant impact on the environment and natural resources.	Included	47-48	
A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Included	47-48	
Social			
B1: Employment			
General Disclosure 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.	Included	52-53	
B1.1 Total workforce by gender, employment type, age group and geographical region.	Included	52	
B1.2 Employee turnover rate by gender, age group and geographical region.	Included	53	

B2: Health and Safety			
General Disclosure 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.	Included	23-25, 54-55	
B2.1 Number and rate of work-related fatalities.	Included	54	
B2.2 Lost days due to work injury.	Included	54	
B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	Included	24,55	
B3: Development and Training			
General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Included	54	
B3.1 The percentage of employees trained by gender and employee category(e.g. senior management, middle management).	Included	54	
B3.2 The average training hours completed per employee by gender and employee category.	Included	54	
B4: Labour Standards			
General Disclosure: 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.	Included	52	
B4.1 Description of measures to review employment practices to avoid child and forced labour.	Included	52	
B4.2 Description of steps taken to eliminate such practices when discovered.	Included	52	
B5: Supply Chain Management			
General Disclosure: Policies on managing environmental and social risks of the supply chain.	Included	18	
B5.1 Number of suppliers by geographical region.	Included	18	
B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Included	18	
B6: Product Responsibility			
General Disclosure: 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.	Included	22-28, 32-38	
B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A		
B6.2 Number of products and service related complaints received and how they are dealt with.	Included	32	
B6.3 Description of practices relating to observing and protecting intellectual property rights.	Included	16	
B6.4 Description of quality assurance process and recall procedures.	N/A		
B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	Included	25	
B7: Anti-corruption			
General Disclosure: 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.	Included	9	
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.	Not Included		
B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Included	9	
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.	Included	60-65	
B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Included	60-64	
B8.2 Resources contributed (e.g. money or time) to the focus area.	Included	62-65	

Reader Feedback



Dear reader:

Thank you for reading BCIA's 2016 Corporate Social Responsibility Report. We look forward to your suggestions and input to help BCIA systematically and scientifically reflect its willingness, actions and performances in creating economic, social and environmental values, and improve its CSR management and practices.

Your information:

Name:

Tel:

Company name:

Email:

What is your overall evaluation of the CSR of BCIA?

☐ Excellent

☐ Good

☐ Poor

How do you rate BCIA's performance in its corporate governance?

☐ Excellent

☐ Good

☐ Poor

How do you rate BCIA's CSR management system?

☐ Excellent

☐ Good

☐ Poor

How do you rate BCIA's financial performance?

☐ Excellent

☐ Good

☐ Poor

How do you rate BCIA's safety protection measures?

☐ Excellent

☐ Good

☐ Poor

How do you rate BCIA's passenger service?

☐ Excellent

☐ Good

☐ Poor

How do you rate BCIA's environmental protection performance?

☐ Excellent

☐ Good

☐ Poor

How do you rate BCIA's protection of employees' rights and interests?

☐ Excellent

☐ Good

☐ Poor

How do you rate BCIA's regional influence?

☐ Excellent

☐ Good

☐ Poor

What else do you want to say to BCIA?

Please put the completed feedback via email to csr@bcia.com.cn. Thank you for your support and encouragement.

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LET'S JOIN HANDS TO BUILD A GREEN GATEWAY



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