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



2017

環境、社會與管治 報告

ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE
REPORT
2017



目錄

Contents

01 報告概況

INTRODUCTION

03 治理責任

RESPONSIBILITIES
IN GOVERNANCE

- 治理結構 04
Governance Structure
- 內控管理 06
Internal Control and Management
- 反腐倡廉 07
Anti-Corruption
- 經濟效益 09
Economic Efficiency

11 運營責任

RESPONSIBILITIES
IN OPERATION

- 安全服務 12
Safety Service
- 優質服務 17
Quality Service

21 環境責任

RESPONSIBILITIES
TO THE ENVIRONMENT

- 排放物 22
Emissions
- 資源使用 27
Use of Resources
- 環境及天然資源 30
Environment and Natural Resources

31 員工責任

RESPONSIBILITIES
TO THE EMPLOYEES

- 權益保障 32
Protection of Rights and Interests
- 培訓發展 35
Training and Development
- 人文關懷 37
Humanistic Care

41 社區責任

RESPONSIBILITIES
TO THE COMMUNITY

- 社會公益 42
Public Welfare
- 志願服務 43
Volunteer Service
- 合作共贏 44
Multi-Cooperation

46 ESG指標索引

ESG INDICES

49 意見回饋表

FEEDBACK FORM



報告概況

報告範圍

本報告是廣東粵運交通股份有限公司第二份《環境、社會及管治報告》，報告信息和資料主要涵蓋了 2017 年 1 月 1 日至 2017 年 12 月 31 日期間公司各項環境、社會及管治方面措施和實踐活動，基於報告內容的延續性和對比性，部分表述及資料適當追溯以前年份。

編寫標準

本報告主要參照香港聯交所《環境、社會及管治報告指引》(ESG) 的相關要求進行編制。

內容選擇

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

指代說明

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

發佈方式

報告發佈週期為每年一次，以印刷版和電子版兩種形式發佈。電子版可在本公司網站查閱（網址：www.gdyueyun.com）。報告語言為中英文，在對兩種文本的理解上發生歧義時，請以中文文本為準。

Introduction

Scope

This Report is the second Environmental, Social and Governance (ESG) Report published by Guangdong Yueyun Transportation Company Limited, containing its information and data mainly involving environmental, social and governance measures and practices of the Company from Jan 1, 2017 to Dec 31, 2017. Subject to the continuity and comparison of the contents herein, some statements and data may retract to previous years as appropriate.

Compiling Standard

This Report is compiled with reference to related requirements stipulated in the Environmental, Social and Governance Reporting Guide issued by the Stock Exchange of Hong Kong Limited.

Selection of Contents

During the selection of contents, the Company follows four principles stipulated in the ESG Reporting Guide, i.e., materiality, quantitative, balance and consistency, makes statements governance, environmental and social issues, and focuses on the disclosure of responsibilities corporate governance, environment, employees, operation, community relating to aspects including.

Designation and Interpretation

For the purposes of expression and readability, such expressions as "Yueyun Transportation", "Yueyun", "the Company" and "we/us" mentioned herein refer to "Guangdong Yueyun Transportation Company Limited". The copyright of this Report is reserved by Guangdong Yueyun Transportation Company Limited.

Publication Methods

This Report is published once a year in the manner of printed edition and online edition. The online edition is accessible on www.gdyueyun.com, the website of the Company. This Report is prepared in both Chinese and English. In case of any ambiguity in these two versions, the Chinese version shall prevail.

治理責任

RESPONSIBILITIES IN GOVERNANCE



粵運交通堅持依法治企，遵循法律法規，不斷完善公司治理結構和內控管理體系，強化反腐倡廉建設，有效降低各類運營風險，保證公司平穩運營。

Insisting on ruling the enterprise by law, Yueyun Transportation complies with laws and regulations, perfects its corporate governance structure and internal control system continuously, enhances anti-corruption efforts, lowers all kinds of operating risks effectively, and ensures the Company's steady operation.



治理結構

Governance Structure

公司遵循《公司法》《上市公司治理準則》等要求，構建規範治理結構，不斷提升管理水準，確保公司穩健發展。

Observing such requirements as specified in the Company Law and the Code of Corporate Governance for Listed Companies, the Company establishes a standard governance structure, improves its management standards continuously and ensures its steady development.

截止 2017 年 12 月 31 日，公司董事會由 4 名執行董事、2 名非執行董事和 3 名獨立非執行董事組成。董事會主要職責包括：制訂公司業務計劃書及投資建議、評估公司業績表現、監管管理層、召開股東大會及執行公司股東大會決議等。獨立非執行董事參與董事會事務，並獨立判斷有關本公司的策略、表現、利益衝突、關聯交易、重大事項及管理制，以保護公司股東利益，並就公司業務的長遠穩定發展提供專業建議。

As of December 31, 2017 and the date of this Report, the Board of Directors of the Company comprises 4 executive directors, 2 non-executive directors and 3 independent non-executive directors. The main functions and duties of the Board of Directors are to prepare business plans and investment proposals, evaluate corporate performance, supervise the management, convene shareholders' meetings and implement resolutions made at shareholders' meetings, etc. Independent non-executive directors engage in affairs of the Board of Directors and make independent decisions on strategies, performance, conflicts of interest, associated transactions, material issues and the management system relating to the Company, to ensure the benefits of the Company's shareholders and offer professional advice on the Company's long-term and steady development in business.

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

The Company has established Strategy Committee, Audit & Corporate Governance Committee, Salary Committee, Compliance Committee and Nominating Committee, whose functions and powers are to submit reports on resolutions or suggestions to the

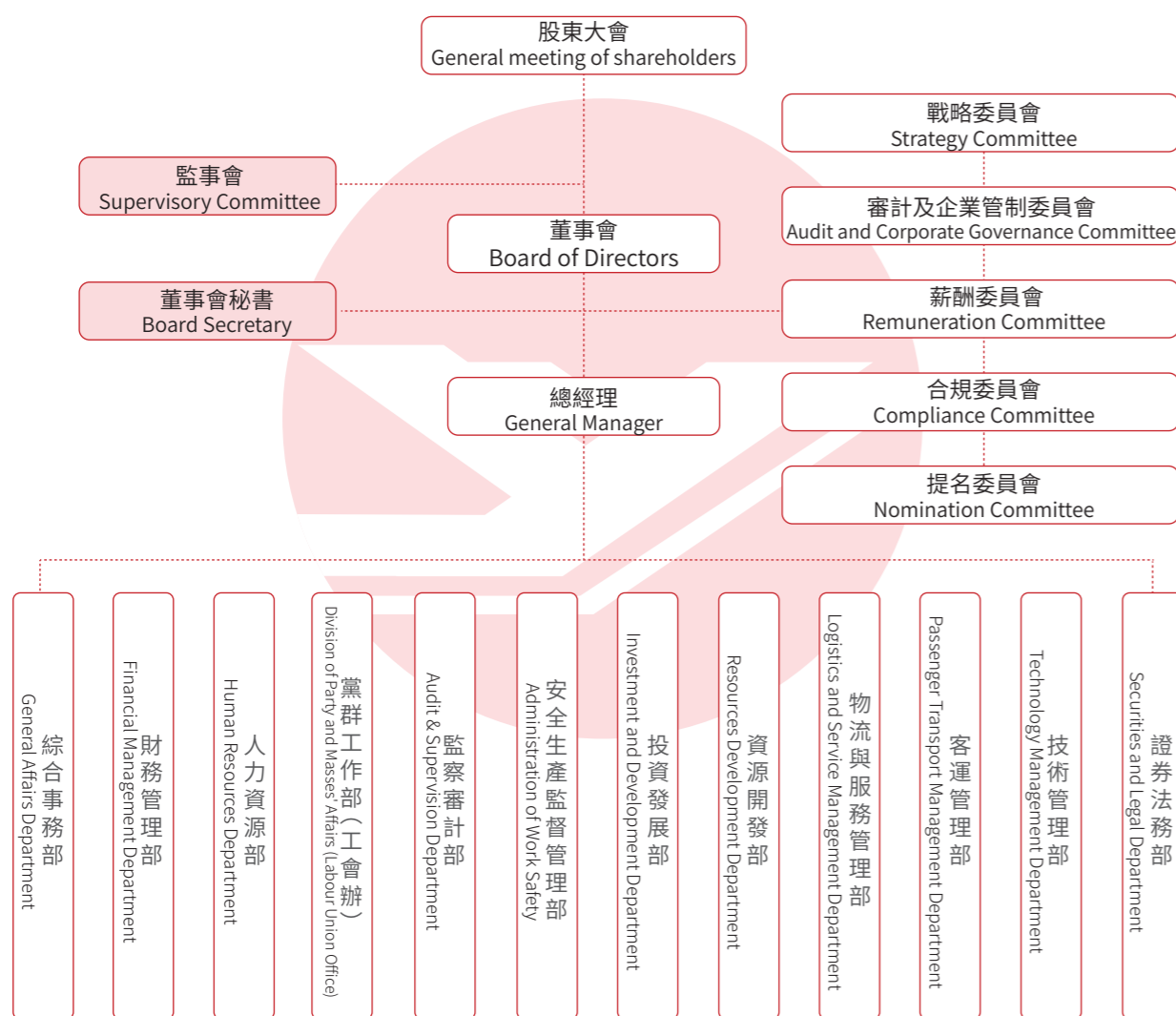
Board of Directors, assist and support the operation of the Board of Directors, and supervise the fulfilment of directors' and other senior managers' duties.

17 次 組織股東大會、薪酬委員會、提名委員會、戰略委員會各 1 次，董事會議 11 次，審計及企業管治委員會 2 次

The number of meetings held by the Company is 17, including 1 shareholders' general meeting, 3 meetings held by Salary Committee, Nominating Committee and Strategy Committee respectively, 11 meetings of directors and 2 meetings held by Audit & Corporate Governance Committee.

54 項 完成公司公告披露

The number of issues disclosed by the Company is 54.



粵運組織架構圖
Organizational Structure of Yueyun Transportation

內控管理 Internal Control and Management

為確保合規經營，全面防範經營風險，公司遵循『靈活穩健、協同增效』的管控原則，通過完善制度、規範流程，不斷健全內部控制體系，保障公司穩健經營。

In order to ensure compliance operation and prevent business risks comprehensively, the Company adheres to the governance principles of "flexibility, steadiness and synergetic effects", improves its internal control system continuously by perfecting its system and standardizing its process, and maintains prudent operation.

優化重點流程 Optimize Key Processes

開展關鍵制度、重點工作流程的梳理，對 29 項關鍵制度和 149 項重點工作流程進行全面梳理。
We have reviewed 29 key systems and 149 key work processes comprehensively.

對近三年審計發現問題及各單位存在的共性問題進行了『回頭看』，確保審計問題得到徹底整改。
We have reviewed the problems found in the audits of the last three years and the common problems existing in various units to ensure these audit problems have been rectified completely.

開展專項審計 Organize Special Audit

針對公司新興戰略業務開展專項檢查和 5 項 I 類基建項目過程跟蹤審計等。
We have conducted special inspection of the Company's new strategic business and tracking audit of 5 Class I infrastructure projects.

所屬單位開展財務收支審計、工程項目跟蹤審計、經營性物業管理情況專項檢查等。
Our subordinate companies have conducted audit of financial revenue and expenditure, tracking audit of construction projects and special inspection of operating property management.

2017 年，公司兩級審計部門完成各類專項審計 125 項。
In 2017, the two-level audit department of the Company has completed the special audit of 125 items.

做實內部控制 Implement Internal Control

繼續從源頭抓好內部控制工作，完成對分、子公司的內部控制評價。
We insisted on internal control at source and completed the internal control evaluation of our branches and subsidiaries.

創新開展多種內部控制工作，精簡、規範、優化流程。
Various internal controls have been carried out in an innovative way and relevant processes were simplified, standardized and optimized.

開展風險管理評價，對公司風險管理工作流程進行審查和評價。

Risk management evaluation was implemented to review and assess the Company's risk management process.

實行跟蹤服務 Offer Tracking Service

推動新併購項目管理對接，支援完成制度彙編工作，宣貫推動制度落地。

We facilitated the management of new M&A projects, assisted in the compilation of systems, and promoted the publicity and implementation of various systems.

向被併購公司要求管理對標，將內部控制流程風險點及共性問題提供給被併購公司，要求其對照自查。

We requested the acquired company to implement benchmarking management, and offered risk points of internal control and common problems, based on which the acquired company conducted self-inspection.

要求被併購公司梳理歷史遺留問題清單，跟進解決歷史遺留問題，促進管理無縫對接工作。

We requested the acquired company to sort out a list of historical issues, followed up and solved such historical issues, and achieved seamless handover of management.

基礎管理制度：《內部審計管理辦法》《經濟責任審計實施辦法》《基本建設項目審計實施辦法》《全資、控股公司監事會工作管理辦法》

Basic Management Systems: Administrative Measures on Internal Audit, Implementation Measures on Economic Responsibility Audit, Implementation Measures on Infrastructure Project Audit and Administrative Measures on Operations of the Board of Supervisors of Wholly-owned and Holding Companies

操作指引類制度：《廣東省交通集團有限公司內部審計業務流程及操作規範》

Standard Operating Procedures: Standard Operating Procedure for Internal Audit of Guangdong Province Traffic Group Co. Ltd.

反腐倡廉 Anti-Corruption

公司持續推進反腐倡廉建設，始終把黨風廉政建設與企業經營管理各項業務工作同部署、同落實、同檢查、同考核，形成反腐倡廉的工作合力。按照『黨委負主體責任、紀委負監督責任』的要求，形成一級抓一級，層層抓落實的責任體系和齊抓共管的工作格局，打造風清氣正、幹部清廉的幹事創業環境。2017年，年度審結貪污訴訟案件數目為0，信訪件辦結率達100%。

The Company continues to advance anti-corruption campaigns, and insists on deploying, implementing, inspecting and evaluating the development of honest and clean party conduct together with business operation and management, so as to form a joint anti-corruption force. According to the requirement which specifies that "anti-corruption responsibility belongs to the Party committee, with the commission for discipline inspection being responsible for supervision", the Company establishes an accountability system with supervision and implementation at various levels and creates an enterprising spirit of honesty and clean leadership. In 2017, the number of concluded legal cases regarding corrupt practices was 0, and 100% of the complaint letters were settled.

加強廉政制度建設

Promote the Establishment of Anti-corruption System

- 制定印發《談話提醒和誡勉談話工作指引》，對談話細則進行說明。
The Guide on Warning and Admonishing Talks is issued and printed to specify the rules on conversation.
- 對《黨風廉政建設責任制考核辦法》等3項制度進行宣貫，促進理解和落實。
We publicize and facilitate the understanding and implementation of three systems, including Assessment Methods for the Responsibility System of Constructing Honest and Clean Party Conduct.



加強廉政建設宣傳

Enhance the Construction and Publicity of Incorrupt Government

- 通過文件、企業內刊、微信和宣傳欄、專題會議等傳達黨組織精神，引導黨員幹部深入學習黨紀黨規。
We publicize the spirit of the Party by documents, internal journals, WeChat, bulletin board, special meetings and other means, and lead party members and leaders in deepening their learning of party discipline and rules.
- 強化黨員領導幹部的廉潔自律意識，營造『風清氣正，知行合一』的廉潔氛圍。
We strengthen the awareness of honesty and self-discipline among party members and the leadership, and create a clean and honest atmosphere integrating knowledge and practice in terms of righteousness.



加強廉政教育和培訓

Strengthen Anti-corruption Education and Training

- 組織開展以『講政治、強黨性、嚴紀律、守規矩』為主題的紀律教育學習月活動，14,312名黨員參與了紀律教育學習。
The Disciplinary Education and Learning Month themed by "emphasis on politics, reinforcement of party spirit, observance of strict discipline, and adherence to good deeds" is held with 14,312 party members participating in disciplinary education and learning.
- 組織公司中層以上管理人員100餘人前往廣東省反腐倡廉基地開展廉政警示教育。
More than 100 executives from the senior and middle management of the Company have paid a visit to the Anti-corruption Education Base of Guangdong Province for anti-corruption education.
- 組織各級單位觀看正反面廉政警示教育片。
Companies at various levels are arranged to watch educational films on anti-corruption.
- 針對關鍵崗位人員開展廉潔談話，全面開展正確履職、廉潔從業的提醒教育。
We talk with key positions about anti-corruption and implement warning education on proper performance and honest practice comprehensively.

健全監督舉報機制

Improve the Supervision and Reporting Mechanism

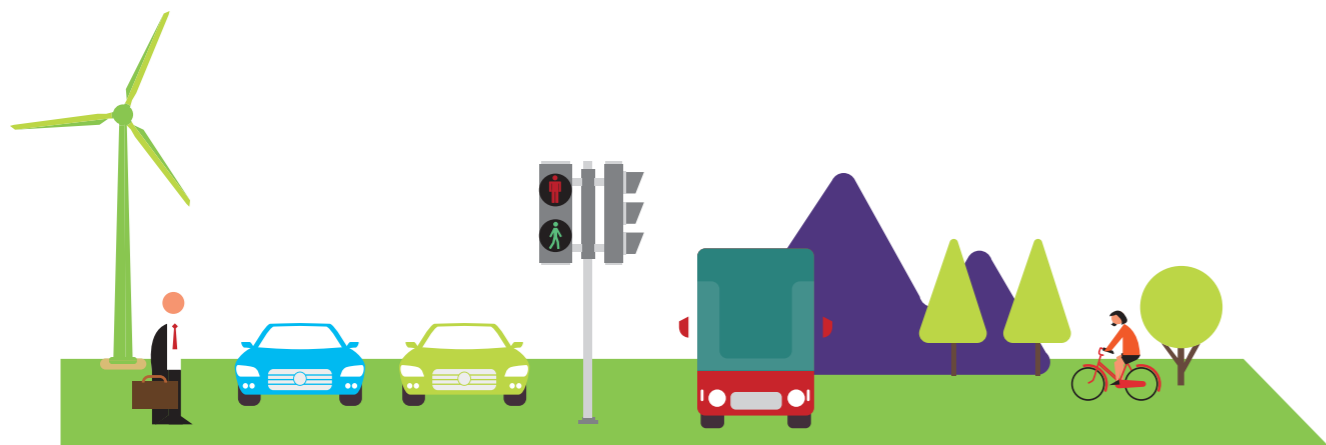
- 建立健全信訪舉報工作制度和網路，設立舉報信箱，公佈舉報電話，形成了暢通有效的信訪舉報網絡和核查機制。
We establish a sound complaint and reporting system, set up a complaint mailbox and announce a tip-off hotline to form an unblocked and effective petitioning and reporting network and investigation mechanism.
- 有效發揮信訪件的治本功能，達到查處一起案，警示教育一大片的目的。
The fundamental function of complaint letters is put into full use for the purpose of punishing someone as a warning to others.

經濟效益

Economic Efficiency

面對市場的變化和挑戰，公司積極應對，主動適應，不斷優化公司管理運營，實現公司盈利增長。2017年，公司實現營業收入 72.48 億元人民幣；實現歸屬母公司淨利潤 4.17 億元人民幣，完成全年目標 135%，同比增長 25%。

Facing the change and challenge of the market, the Company takes the initiative in making response and adaptation, optimizes its management and operation continuously, and manages to achieve revenue growth. In 2017, the Company has realized the operating income totalling RMB 7.248 billion and the net profit attributable to parent company amounting to RMB 0.471 billion, topped its annual target by 35%, and achieved the year-on-year growth of 25%.



運營責任

RESPONSIBILITIES IN OPERATION



公司秉承『真誠服務，創造價值』的服務理念，以安全為重，以責任為本，以標準為先，把握關鍵，注重創新，高度重視安全運營，不斷強化安全管理，努力提高服務水準，為客戶提供安全、優質、舒適的服務。

Adhering to the concept of "sincere service and value creation", the Company takes safety as focus, responsibility as foundation and standard as orientation, gets a grip on critical issues, attaches great importance to innovation and safe operation, enhances its safety management continuously and strives to provide customers with safe, quality and comfortable service by improving its service standard.

安全服務

Safety Service

公司秉持『安全為重、責任為本、標準為先』的安全理念，不斷完善安全管理體系，積極落實安全服務保障，強化安全監督檢查。2017年，公司道路客運班線總行駛里程 9.74 億車公里；百萬公里事故率 0.00334 宗，道路客運班車未發生較大及以上道路交通責任事故。

Upholding the safety concept of "taking safety as focus, responsibility as foundation and standard as orientation", the Company keeps improving its safety management system, takes measures to guarantee safety services actively, and strengthens safety supervision and inspection. In 2017, the Company has achieved the total mileage of road passenger transport totalling 974 million vehicle kilometres and the accident rate per one million vehicle kilometres of 0.00334, and no significant traffic accident relating to the Company's road passenger transport was found.

安全管理體系

Safety Management System

公司從源頭入手，以『科學規範、系統配套、務實管用、運行有效』為目標，通過建立制度規範和完善安全制度體系，不斷夯實公司安全管理基礎，讓安全確有保障。

Starting from the source, the Company takes "scientific standardization, systematic supporting facilities, practical application and effective operation" as its targets and keeps reinforcing the foundation for safety management to assure the Company of safety.

建立機制 Establishment of Mechanism

建立主動收集、獲取和宣貫安全生產相關法律、法規、規章、規範性文件和標準的機制。

A mechanism is established to collect, acquire and publicize laws, regulations, rules, normative documents and standards relating to safe production proactively.

完善指引 Perfection of Guidance

針對公司安全管理的實際問題，補充完善專項管理制度或指引，公司印發《道路運輸企業營運駕駛員安全管理規定》《車輛安全設施設備管理制度》等文件。

For the practical problems of the Company's safety management, the Company issues such documents as Management Provisions on Safety of Drivers from Road Transport Enterprises and Management System for Safety Facilities and Equipment of Vehicles to supplement and perfect special systems or guides.

輔導監督 Assistance and Supervision

對所屬單位特別是新併購運輸單位、粵運能源項目等進行安全制度和關鍵流程建設輔導與監督。

Assistance and supervision are given to the establishment of safety systems and key processes for the Company's subsidiaries, especially newly-acquired transport units and Yueyun Energy projects.

落實執行 Implementation and Execution

結合公司關鍵制度和重點工作流程執行情況自查自糾，在制度的宣貫、教育、執行和標準化的落地中，加大力度，將制度執行的自由裁量空間降至最低。

Combining with its key systems and work procedures, the Company conducts self-inspection and self-correction, enhances its publicity, education, execution and standardization of systems, and minimizes the discretion to execute systems.

榮譽績效 Honours and Achievements

通驛公司一六服務區、雅瑤服務區榮獲 2017 年『廣東省安全文化建設示範企業』
Top-E Yiliu Service Zone and Yayao Service Zone were awarded Demonstrative Enterprises of Safety Culture Construction in Guangdong Province in 2017.

在 2017 年度『全國道路運輸安全行車百萬公里駕駛員勞動競賽』活動中，19 名駕駛員獲得多項殊榮，其中一人獲評『全國最佳駕駛員』（全國僅 3 人）

During the National Road Transport Drivers Contest for One Million Vehicle Kilometres of Safe Travel 2017, 19 drivers were awarded several honours and prizes, where 1 driver was rated as "the Best Driver in China" (which is presented to 3 drivers only).

至 2017 年底，公司共計 1,000 多名道路客運安全行車百萬公里駕駛員，4 名三百萬公里駕駛員
By the end of 2017, more than 1,000 road transport drivers achieved one million vehicle kilometres of safe travel, and 4 of them completed three million vehicle kilometres.



案例：全國最佳駕駛員——謝文堅 Case: The Best Driver in China - Xie Wenjian

謝文堅是肇慶粵運廣寧汽車站的一名駕駛員，他曾以安全行車 306 萬公里一舉奪魁，成為全公司歷年來安全行車公里數最高的駕駛員，也成為廣東粵運交通公司所有運輸單位中安全行車公里最高的駕駛員。在 35 年的專業駕駛工作中，他愛崗敬業，恪盡職守，肩負安全責任，始終把安全放在首位。在平凡的崗位取得閃亮的業績，成為行業的佼佼者。他先後榮獲廣東省『安全文明駕駛人』『全國最佳駕駛員』等一系列榮譽。



As a driver serving Zhaoqing Yueyun Guangning Terminal, Xie Wenjian achieved an all-time high with regard to vehicle kilometres of safe travel, which is 3.06 million kilometres, throughout the Company and became the driver with the most vehicle kilometres of safe travel in Yueyun Transportation. During his professional driving for 35 years, he devoted to his post and work wholeheartedly, observed his duties strictly, shouldered the responsibility for safety and placed safety as top priority all the time. With brilliant performance at the ordinary post, he became the best in the industry and was awarded a series of honours such as "Safe and Civilized Driver in Guangdong Province" and "The Best Driver in China".

安全服務保障 Guarantee for Safety Service

安全是公司生存發展的基石，『大安全』是公司高度關注、慎思篤行的首要任務，公司始終把安全放在首位，積極落實安全生產主體責任，突出駕駛員安全管理，創新安全管理措施，多方面增強安全保障能力，讓出行更安全。

As safety is the foundation for the Company's survival and development, "General Safety" is the primary mission that the Company attaches great importance to and takes into account. Putting safety as top priority, the Company performs its responsibility for safe production, emphasizes drivers' safety management, develops safety management measures and enhances the capability to ensure safety in many ways so as to achieve safer travel.

落實安全生產責任 Performance of Responsibility for Safe Production

開展『安全生產責任年』活動，落實『層層監管、各司其責』的安全生產監督機制。
We carry out a serious of events themed by "Responsible Year of Safe Production" and implement a supervision mechanism for safe production with "supervision at all levels and performance of respective responsibilities".

完善安全責任書，進一步細化和明確相關安全考核指標。
The Letter of Responsibility for Safety is improved to further refine and definite safety-related assessment indicators.

改進安全責任制考核的組織方式，由所屬單位安全分管領導擔任考核小組長。
The organization of accountability system for safety assessment is improved, and the leader in charge of the safety of his/her unit serves as the assessment team leader.

推進『一崗雙責』，每季度領導帶隊對所屬單位進行安全檢查。
The accountability system of "double responsibilities for one position" is introduced, and a team led by the leader conduct safety inspection of his/her unit on a quarterly basis.

突出駕駛員安全管理 Emphasis on Drivers' Safety Management

對駕駛員進行嚴格准入和日常管理，強化駕駛員安全責任意識。
Strict access and day-to-day management of drivers are implemented to enhance drivers' awareness of responsibility for safety.

深入開展家訪、家屬座談等，對駕駛員進行有效的心理輔導和疏導。
Home visits and informal discussion with family members are organized to provide drivers with effective psychological counseling.

強化駕駛員培訓教育，提升駕駛技能和安全意識。
The training and education for drivers are enhanced to improve their driving skills and safety awareness.

通過典型引領對優秀駕駛員進行表彰。
Outstanding drivers are praised as typical models.

創新安全管理措施 Innovative Safety Management Measures

組織開展一系列具有創新性的安全管理培訓和安全知識競賽活動。
We organize a series of innovative safety management training sessions and safety knowledge contests.

創新一線管理模式，啟動『星級車長制』試點、開展自營加油站『示範站』創建工作等。
We introduce an innovative first-line management mode, launch the pilot for "star bus captain system", and start the creation of exemplary self-operated gas stations.

試用推廣安全新技術，注重信息化和互聯網+推廣應用，提升安全監管效能。
We try to promote new security technologies, focus on the information-based and Internet+ promotion and application, and improve the effectiveness of safety supervision.

項目 Item	責任事故率 (宗/百萬車公里)	責任死亡率 (人/百萬車公里)	責任受傷率 (人/百萬車公里)	經濟損失率 (千元/百萬車公里)
實績 Performance	Accident Rate (time/ one million vehicle kilometres)	Death Rate (person/ one million vehicle kilometres)	Injury Rate (person/ one million vehicle kilometres)	Rate of Economic Loss (RMB 1,000/ one million vehicle kilometres)
2017年 2017	0.00334	0.00334	0	0.25673
2016年 2016	0.00345	0.00358	0	0.46853
同比 YoY Comparison	-3.2%	-6.7%	持平 Fla	-45%
企業自定標準 Standard defined by the Company	1.5	0.15	0.75	36
省交通集團考核標準 Assessment Standard of Guangdong Province Traffic Group	1.8	0.2	1.6	38
行業標準 Industry Standard	3	0.3	1.6	36

2017年運輸板塊安全績效
Safety Performance of the Company in the Sector of Transport in 2017



安全知識競賽
Safety Knowledge Contest

安全生產法宣傳周
Safe Production Law Week



安全監督檢查 Safety Supervision and Inspection

公司以問題為導向，對安全問題進行嚴查實管，深入持續開展隱患排查治理，對安全風險進行評估管控，減少安全隱患，營造安全環境。

The Company conducts rigorous investigation and practical control of safety issues in a problem-oriented manner, carries out in-depth and continuous identification and management of hidden dangers, assesses and controls safety risks, reduces potential safety hazards, and creates a safe environment.

開展安全檢查 Safety Inspection

開展特別防護期安全生產大檢查，及時發現存在的安全隱患；發現的隱患全部按『五定』落實整改。

The Company carries out general inspection of safe production during the special protection period and discovers hidden safety risks in a timely manner. All the hidden risks found are rectified according to "Five Fixes".

實施明察暗訪 Thorough Investigation

將明查暗訪特別是對運輸單位的跟車暗訪常態化，將公司層面的暗訪和所屬運輸單位相互間的暗訪相結合，公司層面共開展跟車暗訪 15 車次、所屬運輸單位據公司部署開展交叉暗訪 9 次。

實施明察暗訪 Thorough Investigation

The Company normalizes its thorough investigation, especially unannounced vehicle-following visits to transport units, and combines the unannounced visit of the Company with the unannounced visits among its subordinate transport units. The Company has carried out unannounced vehicle-following visits for 15 times, while its subordinate transport units paid unannounced visits to each other for 9 times pursuant to the Company's arrangement.

組織專項整治 Special Corrective Actions

持續開展道路運輸企業『三超一疲勞』和開車打手機專項整治等活動，持續開展抓監控、反違章活動，超速治理成效顯著。

The Company insists on taking special corrective actions of road transport enterprises against overspeed, overstaff, overload and fatigue driving as well as using mobile phones during driving, identifies violations through monitors, and achieves remarkable results in overspeed control.

實行安全評估 Safety Evaluation

與專業院校合作開展新併購項目的安全風險評估工作；開展撬裝油站現狀安全評估；進行線路安全風險評估和線路黑點的摸底，編制圖文並茂的線路安全行車指引。

In cooperation with specialized colleges and universities, the Company evaluates safety risks of new M&A projects, performs safety assessment of skid-mounted gas stations and routes, understands hidden safety risks along the routes, and drafts safe travel guides with pictures and texts.

優質服務 Quality Service

公司出行業務秉持『真誠服務，創造價值』的服務理念，從客戶需求出發，順應互聯網趨勢變化，不斷豐富服務內容，提升服務品質，為客戶提供『安全、優質、舒適、快捷』的服務。2017年，客戶投訴回復率100%。

Adhering to the service concepts of "sincere service and value creation" for its travel service, the Company starts from customers' needs, adapts to the Internet trend, continues to enrich its service contents, improves its service quality, and provides customers with "safe, quality, comfortable and convenient" service. In 2017, the rate of response to customer complaints achieved 100%.

數說服務績效 Service Performance

截至2017年底，公司共有營運車輛8,540輛，其中班線車輛2,875輛，城市公交一體化4,651輛，出租車708輛，其他（包車）306輛，客運線路牌3,822個，客運線路1,622條，經營管理高速公路服務區210個，自營油站20個。

By the end of 2017, the Company possessed 8,540 operating vehicles, including 2,875 passenger vehicles for fixed routes, 4,651 urban buses, 708 taxis, 306 vehicles of other kinds (including chartered vehicles) and 3,822 signs for 1,622 passenger transport routes, operated and managed 210 expressway service zones and 20 self-operated gas stations.

智慧服務 Intelligent Service

不斷豐富線上服務內容 Enrichment of Online Services

持續更新迭代悅行APP，新增訂單退票功能，新增旅運板塊業務，上線營銷功能，使線上服務內容進一步豐富；與戰略合作夥伴達成線上票務合作協定，雙方對接站務售票系統並實現票務的互售業務，提升客戶體驗滿意度。

Yuexing App is updated continuously by adding such functions as ordering, refunding and online marketing as well as the segment of passenger travel service to further enrich its online services. Based on the online ticketing cooperation agreement reached by and between the Company and its strategic partner, they connect their ticketing systems with each other and realize mutual sales of their tickets to improve customers' satisfaction.

落地智慧站場建設工作 Construction of Smart Terminals

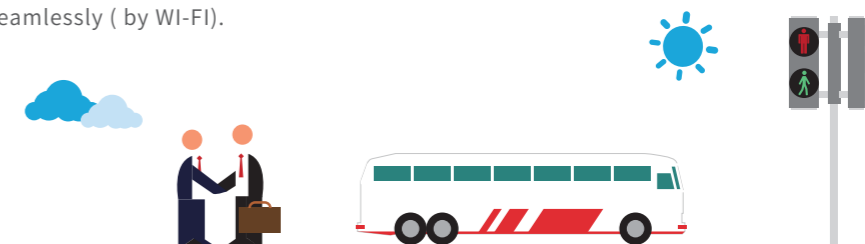
優化用戶購票的體驗，為用戶提供便捷式購票，投入共221臺自助機覆蓋六個地級市共20個站場，其中八個站場為一級站，年內車票交易量50.71萬張，交易額達2,870.22萬元。拓展無現金支付管道，投入172臺掃碼付設備，覆蓋六個地級市共27個站場，年內車票交易量5.62萬張，交易額達377.44萬元。

For optimization of users' experience, they are provided with a convenient way to buy tickets. 221 automatic ticket machines are placed in 20 terminals throughout six prefecture-level cities, where 8 terminals are first-grade, selling 0.5071 million tickets in a year with the turnover of RMB 28.7022 million. The cashless payment channels are developed with 172 scan-to-pay machines introduced to 27 terminals throughout six prefecture-level cities, selling 0.0562 million tickets in a year with the turnover of RMB 3.7744 million.

推動綜合業務平臺建設 Establishment of An Integrated Business Platform

採取調研問卷的方式，通過使用者群體標籤化梳理使用者對購票方式、旅途行為偏好及旅遊服務關注點等基本信息，形成綜合業務平臺頂層設計方案。同時基於用戶需求，將擴充綜合業務平臺延伸功能，建設智慧監管平臺和使用者無縫連接娛樂系統（WI-FI）。

Through research and questionnaires, the Company sorts out such basic information as the way of users to buy tickets, users' preferred travel behaviours and concerns of travel services according to labelled user groups, to develop a top-level design plan for an integrated business platform. In addition, based on the needs of users, the Company will expand the functions of this integrated business platform, build a smart supervision platform, and enable users to connect the entertainment system seamlessly (by WI-FI).



舒心服務
Comfortable Service

鞏固文明服務成果
Reinforcement of Civilized Achievements

公司加大投入完善服務區硬件和軟件體系，持續投入服務區的日常養護、完善和升級改造，並以『黨員服務崗』『青年志願者』和『文明服務月』等活動為載體，提升服務品質。

The Company increases its investment in perfecting the hardware and software system for service zones, continues to invest in daily maintenance, improvement and upgrading of service zones, and improves its service quality with such activities as "Party Member Service Posts", "Young Volunteers" and "Civilization Service Month" as its carrier.

提升公共服務功能
Improvement in Public Service

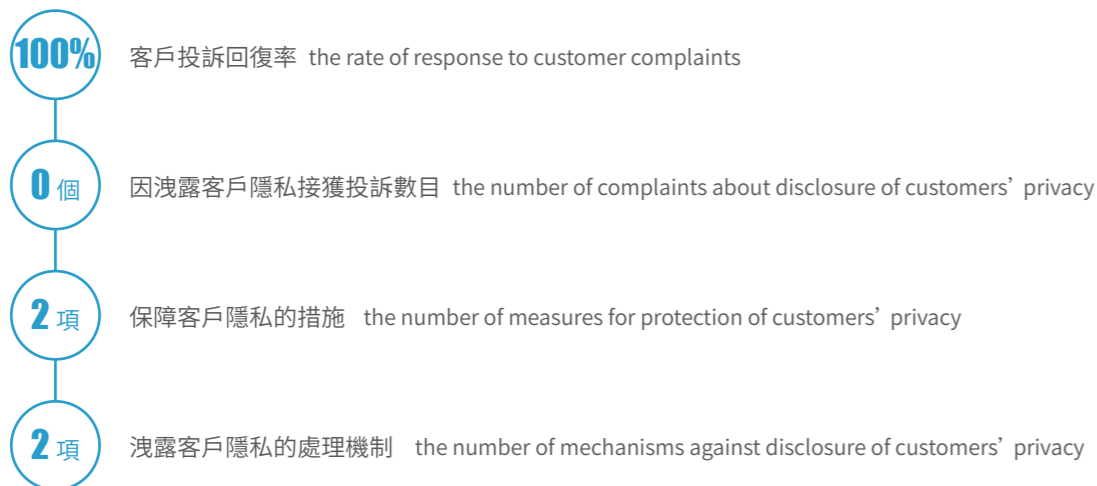
在各服務區增設了新能源充電樁設施、停車位剩餘數顯示牌和母嬰休息室、信息查詢機、第三衛生間、特殊人群等重點旅客休息區和醫療服務點，基本實現公共場所 WI-FI 和視頻監控全覆蓋。

New energy charging piles, displays for the number of remaining parking space and some rest areas and medical service points for special passengers such as baby care lounges, information inquiring machines and unisex toilets are added to various service zones, and the public areas are basically covered by WI-FI and video surveillance.

加強節假日救援保暢力度
Enhancement of Holiday Rescue to Ensure Smooth Travel

春運期間在 94 個常駐救援點的基礎上，增加 100 個備勤點，增加救援資源的投入，一線救援人員 475 人，同比增加 12.8%；增加各類救援設備 406 台，同比增加 37%。

During the Spring Festival travel season, 100 additional standby stations are added to 94 permanent rescue stations, and the investment in rescue resources is also increased with 475 first-line rescuers, the number of which increases by 12.8% year-on-year, and 406 newly-added rescue devices of all kinds, the number of which increases by 37% year-on-year.



案例：『悅行』升級，伴你同行
Case: Upgrading of Yuexing App

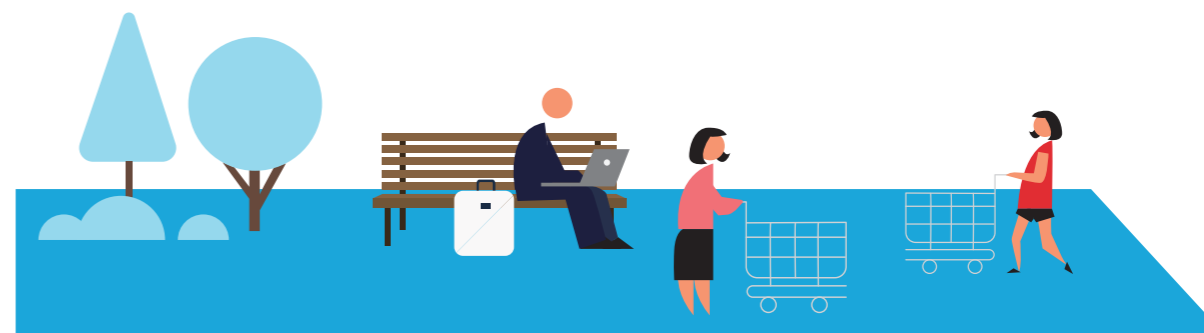
為更好提升客戶體驗，我們不斷更新升級悅行 APP，完善豐富各項內容。基於已有的站場資源，新增廣州地區、珠海地區、深圳地區共 66 家站場的微信查詢和售票功能；在春運以及國慶期間，分別開展『悅行送福，伴你同行』『用悅行，享悅行』等推廣活動，及時給使用者進行票務信息推送。截至 2017 年 12 月 31 日，粵運交通微信公眾號和悅行 APP 等線上平台用戶數累計達到 362 萬，累計信息推送 129 篇，累積閱讀量達到 300 萬次。同時，悅行 APP 新增廣州、珠海、深圳票源，新增訂單退票功能，新增旅運板塊業務，上線優惠券功能，助力乘客更愉悅出行。

In order to further improve customer experience, we keep upgrading our Yuexing App, perfecting and enriching our service content. Based on the existing terminals, we have introduced WeChat inquiring and ticketing functions to 66 terminals in Guangzhou, Zhuhai and Shenzhen. During the Spring Festival travel season and the National Day, we carried out promotion campaigns such as "Companion with Yuexing's Wishes" and "Enjoyable Travel with Yuexing" and informed users of ticket information in a timely manner. As of December 31, 2017, the number of users accessing Yueyun Transportation's WeChat Official Account, Yuexing App and other online platforms reached 3.62 million, the accumulative number of messages sent out totalled 129, and the accumulative number of readers by times amounted to 3 million. Furthermore, tickets for Guangzhou, Zhuhai and Shenzhen, such functions as ordering, refunding and online coupons as well as the segment of passenger travel service were added in Yuexing App to assure passengers of more enjoyable travel.

案例：『廁所革命』——延伸美好生活
Case: "Restroom Revolution" – Extension of a Better Life

為營造良好舒適環境，提升公共服務功能，我們針對服務區開展『廁所革命』衛生整治工作。除了完成多項公共衛生間翻新、升級、改造工程外，還在衛生間增設了綠色植物、防滑墊、噴香器、置物台、掛鉤、擦手紙、洗手液、幹手機、溫水水龍頭、引導標識、文明標語等人性化設施設備，切實淨化和美化服務區如廁環境，提升舒適度。為過往旅客和周邊民眾吹送文明之風，延伸美好生活。

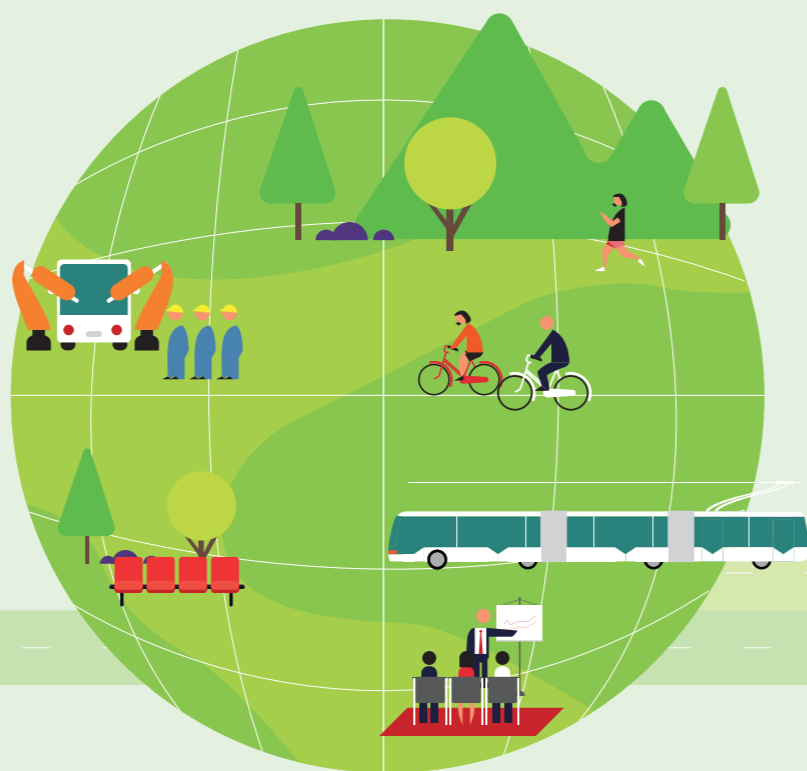
In order to build a good and comfortable environment and improve our public services, we carried out "restroom revolution", a hygiene rectification project, in our service zones. In addition to renovation, upgrading and transformation of public restrooms, green plants, non-slip mats, air fresheners, shelves, hooks, paper towels, hand sanitizers, hand dryers, warm water taps, guide signs, cultural slogans and other user-friendly facilities are newly added to purify and beautify the restrooms in service zones and enhance their comfort. We aim to provide the passing passengers and the surrounding people with a civilized atmosphere and extend our beautiful life.



3

環境責任

RESPONSIBILITIES TO THE ENVIRONMENT



粵運交通公司在提升自身經營、服務能力的同時，以構建綠色低碳交通為目標，從營運車量的結構選型、日常運營、保養維護，廢舊車輛的淘汰管制等各個環節全面規劃、持續投入、深化管控，力求實現企業與環境的可持續發展。2017年，公司及成員均未發生重大環境污染事件。

While improving its business and service capability, Yueyun Transportation prepares an overall plan, makes continuous investment and deepens its control and management in such aspects as model structure, daily operation, repair and maintenance of operating vehicles as well as elimination and control of worn-out vehicles for the purpose of achieving green and low-carbon transportation and striving for sustainable development of both the enterprise and the environment. In 2017, no environmental pollution accidents relating to the Company or its employees were found.

排放物

Emissions

環境保護政策與管理

Environmental Protection Policies and Management

作為交通企業，保護環境是公司在經營發展過程中不可或缺的考慮因素。我們以構建綠色低碳交通為目標，運用綠色理念科學謀劃節能減排制度，不斷優化運營管理方式，持續投入先進的環保技術，促進企業經營與環境的和諧發展。我們嚴格要求各分子公司遵守《環境保護法》等相關法律法規，履行好環境方面應盡的義務。同時，面向員工，我們常態化開展節能環保宣傳，加強員工環保意識。

As a transportation enterprise, the Company shall take into account environmental protection during its business development. For the purpose of achieving green and low-carbon transportation, we formulate an emission reduction system scientifically based on the green concept, keep optimizing our operation and management models and introducing advanced environment-friendly technologies, and promote harmonious development of business operation and environment. We strictly complies with the Environmental Protection Law of People's Republic of China and fulfills obligations in regards to the environment. In addition, we regularly conduct publicity activities on energy-saving and environmental-protection to raise environmental-protection awareness of employees.

粵運交通環境管理政策：

Environmental management policy of Yueyun Transportation:

01

恪守國家、地方有關環境保護的法律、法規、標準及其他要求；

Abide by national and local laws, regulations, standards and other provisions on environmental protection;

堅持發展與節能同步，投入與節約並舉，建立、實施環境管理體系，將環境保護原則和方法全面納入公司經營決策之中；

Uphold development and energy saving simultaneously, promote investment and conservation concurrently, establish and implement a sound environmental management system, and integrate environmental protection principles and methods into the Company's business policy thoroughly;

02

03

明確各崗位職責，加強培訓，逐步提高全體員工的環境保護意識與能力，實現環保工作的全員參與；
Define the duties and responsibilities of each position, strengthen training, enhance the staff's awareness of and capacity for environmental protection progressively, and have all employees participated in environmental protection;

強化能源管理和考核，優化運營組織，減少資源消耗，避免生產環節的能源浪費，優化能源消耗指標；

Enhance management and assessment, optimize operational structure, reduce resource consumption, avoid a waste of energy in the course of production, and improve indices of energy consumption;

04

05

調整營運車輛車型結構，逐步淘汰高能耗、高污染的營運車輛、加速應用高排放標準、低能耗、節能環保的新能源或清潔能源車型；

Adjust operating vehicles' model structure, eliminate high-energy-consumption and high-pollution operating vehicles progressively, and accelerate the application of low-energy-consumption and environment-friendly vehicles which are subject to strict emission standards and powered by new energy or clean energy;

加大營運車輛科技投入，通過科技手段提升車質車況監控，確保車輛運營狀況良好，避免車輛因非正常工況運行造成能耗上升；

Increase our investment in science and technology applying to operating vehicles, monitor vehicles' quality and conditions by scientific means, ensure good operating conditions of vehicles, and avoid rising energy consumption resulting from abnormal operation of vehicles;

06

07

加大維修設備投入，改善維修工作環境，提升維修效率，提升車輛完好率，並實現對維修廢料的監控和回收利用；

Increase our investment in repair and maintenance equipment, improve the working environment for repair and maintenance, optimize repair and maintenance efficiency as well as availability of vehicles, and monitor and recycle repair and maintenance waste;

科學規劃、持續投入，並長期有效地落實環境保護、節能降耗工作，加強日常環境管理和管理評審，確保環境績效和環境體系的持續改進；

Develop a scientific plan and make continuous investment, implement environmental protection, energy saving and consumption reduction effectively in the long term, and strengthen regular environment management and assessment to ensure continuous improvement in environmental performance and environmental system;

08

09

持續在廣告工程建設中推廣環保節能照明系統，推行高效節能、綠色環保的照明方式；
Introduce environment-friendly lighting systems to advertising projects continuously, and promote high-efficient, energy-saving, green and environment-friendly lighting methods;

積極探索改性瀝青生產中鍋爐燃燒、加工生產環節的節能減耗技術，降低資源損耗，減少大氣污染和固體廢物排放；

Explore energy-saving and consumption-reducing technologies applying to boiler combustion and processing during the production of modified asphalt in an active manner, lower the consumption of resources, and reduce the discharge of air pollutants and solid waste;

10

全力配合新能源純電動汽車推廣使用，逐步在各服務區規劃、建設充電樁，為國家能源戰略發展做貢獻。

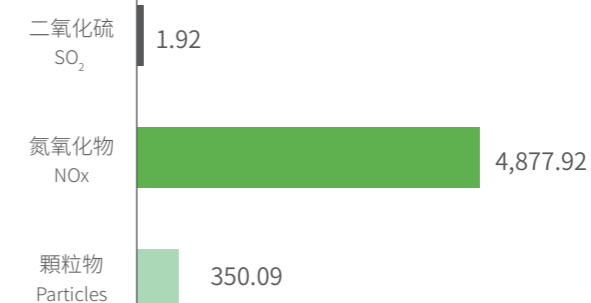
Give full support to the promotion and application of all-electric vehicles powered by new energy, plan and build charging piles in various service zones gradually, and contribute to the national energy development strategy.

11

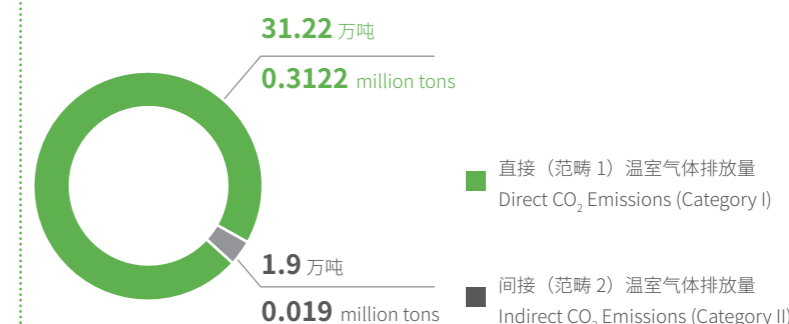
氣體排放物 Gas Emissions

公司的污染物氣體和溫室氣體排放主要來自於化石燃料汽油和柴油產生的汽車尾氣以及通過外購電力導致的間接排放。其中，廢氣排放主要包括二氧化硫、氮氧化物以及顆粒物等，溫室氣體則以二氧化碳排放為主。2017年，氮氧化物仍為粵運交通的主要污染物排放類別，排放量為 4,877.92 噸。

The air pollutants and greenhouse gas emitted by Yueyun Transportation are mainly comprised of the vehicle exhaust generated from fossil fuels, gasoline and diesel and indirect emissions arising out of outsourced electric power. Air pollutants mainly comprise sulphur dioxide, nitrogen oxides and particles while greenhouse gas mainly consists of CO₂ emissions. In 2017, nitrogen oxides were still the main pollutants emitted by Yueyun Transportation, totalling 4,877.92 tons.



粵運交通 2017 年污染物氣體排放情況 (噸)
Air Pollutions Emitted by Yueyun Transportation in 2017 (ton)



粵運交通 2017 年溫室氣體排放情況
Greenhouse Gas Emissions of Yueyun Transportation in 2017

減排措施及所得成效

Emission Reduction Measures and Effects

我們始終認為，對環境的最大貢獻就是降低自身運營的交通工具產生的影響，從而減少污染物排放。為此，我們努力優化管理制度、改造升級技術，以期通過合理的排放管控和持續更新的技術手段，減少運營過程中產生的廢氣和溫室氣體。

We always believe that the biggest contribution to the environment is minimizing the impact of our vehicles, so as to reduce the emissions of pollutants. Therefore, we are committed to optimizing our management system and upgrading our technologies, to lower the emissions of exhaust and greenhouse gas generated from operation by proper emission control and continuously-updated technologies.

直接溫室氣體
減排量為
4,324.25 噸
reduction in direct
greenhouse gas
emissions
4,324.25 tons

間接溫室氣體
減排量為
62.37 噸
reduction in
indirect green-
house gas
emissions
62.37 tons

加快車輛更新，源頭解決污染問題 Accelerate the replacement of vehicles and solve the pollution at source

我們加快更新老舊車輛的步伐，努力推進新能源汽車項目，加大天然氣汽車、純電動汽車以及混合動力汽車的引進力度，從根源解決車輛排放污染問題。2017 年更新購置純電動公車 512 台。
We quicken our pace of replacing worn-out vehicles, strive to advance the new energy vehicle project, increase the introduction of natural gas vehicles, all-electric vehicles and hybrid electric vehicles, and solve the vehicle exhaust pollution at source. We have purchased 512 all-electric vehicles for replacement in 2017.

推廣新標準發動機，提高燃料利用效率 Promote engines subject to new standards and improve fuel utilization

我們優先選購節能設備，應用國 V 排放標準的發動機，採取噴油系統優化，廢氣再回收和排氣淨化等技術，提高燃料利用效率。2017 年更新購置國 V 排放標準柴油版營運客車 337 台。
We give priority to energy-saving equipment when making selective purchase, promote the use of engines meeting national V emission standards, adopt technologies applying to fuel injection system optimization, exhaust recycling and exhaust purification, and improve fuel utilization. In 2017, we have purchased 337 passenger vehicles which are subject to national V emission standards and powered by diesel.

加強車輛維修，確保最佳性能 Enhance vehicle repair and maintenance to ensure best performance

我們充分做好車輛的檢修維護工作，加強修理廠管理，定期組織人員培訓，提高修理工維修技術，並制定《汽車維護技術規範》等措施維護保養車輛，確保車輛在良好技術狀態下運行，保障安全的同時，控制汽車的尾氣排放。
We do well in vehicle maintenance, repair and overhaul (MRO), enhance the management of garages, organize staff training periodically to improve repairmen's MRO techniques, formulate such standards as Technical Specifications for Vehicle Repair and Maintenance to ensure vehicles are operating in good technical conditions, and control vehicle exhaust while assuring the safety.

加強尾氣排放達標檢測，保障發動機充分燃燒 Strengthen the detection of exhaust emission to ensure the fuel burns completely within the engine

我們加強車輛尾氣排放達標檢測工作，避免出現發動機燃燒不充分，導致排氣管冒黑煙、耗油量增加等現象，減少尾氣污染。針對尾氣不達標的車輛強制進廠檢修，經複檢合格後，方准予恢復運營。
We strengthen the detection of vehicle exhaust emission to avoid exhaust pipes blowing out black smoke, increasing fuel consumption and other phenomena resulting from incomplete combustion within the engine, and reduce the pollution brought by exhaust. Vehicles failing to reach the emission standard are sent to the garage for overhaul compulsorily and permitted to resume their service only upon passing the retest.

固體廢棄物的排放與處置

Emission and Disposal of Solid Waste

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

Adhering to the concept of minimizing the damage to external environment and the impact on society, the Company endeavours to lower the emissions with environment burden generated from production and operation, and disposes of and stores the waste in strict compliance with related rules and regulations of the state, industry and enterprise.

有害廢棄物 Hazardous waste

公司涉及的有害廢棄物包括廢舊機油、廢舊電池等，按照國家規定，經收集後分別交由具有回收資質的環保公司和電池供應商統一回收處理，實現有害廢棄物減量化、無害化、規範化處置。

The hazardous waste produced by the Company includes used engine oil and batteries, which are delivered to an environmental protection company with recycling qualification and a battery supplier respectively for unified disposal in accordance with relevant provisions of the state upon collection, to realize reduction, harmless and standardized disposal.



無害廢棄物 Non-hazardous waste

公司在生產運營中主要產生的無害廢棄物包括廢舊車輛、廢舊輪胎、廢舊零配件和金屬廢料。為加強廢舊車輛及廢舊車用材料的處置管理，公司制定了《廢舊營運車輛處置管理辦法》及《廢舊車用材料處置管理辦法》，規範廢舊車輛及材料的處置程式；廢舊零配件和金屬廢料則先按鐵類、鋁類、銅類等分類存放，定期交由專業廢品回收公司進行回收處理。

The non-hazardous waste generated from the Company's production and operation includes used tyres and spare parts, scrap vehicles and metal materials. Scrap vehicles and used vehicle materials are treated based on Administrative Measures on Disposal of Worn-Out Operating Vehicles and Administrative Measures on Disposal of Used Vehicle Materials issued by the Company, which standardize the disposal procedure for scrap vehicles and used materials; and used spare parts and metal waste are firstly stored based on the classifications of iron, aluminium and copper, and then delivered to a professional waste recycling company for recycling and disposal.



資源使用

Use of Resources

負責任地使用資源，不斷提高資源利用效率對於可持續發展至關重要。公司不斷完善能源管理辦法，以管理提升和技術革新為抓手，努力提升能源效益，有效減少資源使用。






Responsible use of resource and continuous improvement in resource utilization are crucial to sustainable development. Through improvement in management and technical innovation, the Company perfects administrative measures on energy continuously, strives to improve energy utilization and reduces energy consumption effectively.

能源使用

Use of Energy

粵運交通公司的運營車型主要包括汽油車、柴油車、電動車、混合動力車及清潔能源 LNG 車等，能源涵蓋汽油、柴油、液化石油氣以及電動車和混合動力車充電時使用的電能。公司一次能源柴油消耗相對較大，約為 115,391,097 升；間接能源外購電力共 36,078,863 千瓦時。

The operating vehicles of Yueyun Transportation mainly include gasoline vehicles, diesel vehicles, electric vehicles, hybrid electric vehicles and clean energy-powered LNG vehicles, etc. The directly-emitted energy is comprised of chemical energy generated from gasoline, diesel and liquefied petroleum gas as well as electric energy produced during the charging of electric vehicles and hybrid electric vehicles. As for the Company, the consumption of diesel, the primary energy, is relatively large, totalling 115,391,097 litres approximately while the consumption of outsourced electric power, the indirect energy, amounts to 36,078,863 kWh.

 汽油 Fuel Type	 柴油 Diesel	 CNG (壓縮天然氣) CNG (Compressed Natural Gas)	 LNG (液化天然氣) Liquefied natural gas (LNG)	 外購電力 Outsourced electric power
4,490,392	115,391,097	630,000	33,786,061	36,078,863
升 (litres)	升 (litres)	千克 (kg)	千克 (kg)	千瓦時 (kWh)
直接能源 Direct energy				間接能源 Indirect energy

粵運交通2017能源使用情況
Energy Consumption of Yueyun Transportation in 2017

水資源使用

Use of Water Resource

公司始終關注水的用量是否合理，不浪費，水的排放是否達標，不污染，讓水真正用到實處。一方面，我們通過節約用水、提高水回收利用效率，降低對水資源的消耗；另一方面，我們廣泛動員廣大員工踴躍參與節能活動，充分利用微信等網絡渠道進行宣傳報導，形成『從我做起，從現在做起，從身邊點滴事情做起』的濃厚節能氛圍，引領員工節約用水，善用水資源。

Paying attention to whether the consumption of water is reasonable and free of waste, and whether the discharge of water is up to the standard and free of pollution, the Company puts water into practical use. On the one hand, we reduce water consumption through water saving and improved water recycling efficiency. On the other hand, we mobilize the staff to take an active part in energy saving campaigns, make full use of WeChat and other online channels for publicity and reporting, create a strong energy-saving atmosphere themed by "start with me, act now, and act from trifles", and leads employees in saving water and making good use of water source.

生產用水
431,968 噸
the amount of water for production
431,968 tons

生活用水
181,707 噸
the amount of water for domestic use:
181,707 tons

能源管理效益及所得成效

Benefits and Effects of Energy Management

公司是以運輸為主業的國有企業，燃油需求較大，為了減少對環境的污染，我們將降低油耗作為公司節能減排的重點工作，堅持發展與節能同步，開發與節約並舉的指導方針，合理控制能源消費總量，提高能源利用效率。公司現運營的主要車型燃油消耗明顯低於廣東省同行業標準。

As a state-owned enterprise specializing in transportation, the Company has a large fuel demand. To minimize the environmental pollution, we will take reduction in fuel consumption as a key task for the Company's energy saving and emission reduction, insist on the guideline to synchronize development and energy saving, control the total energy consumption within reasonable limits, and improve energy utilization. The fuel consumption of the major vehicle models operated by the Company currently is lower than the industry standard of Guangdong Province significantly.

節能管理 人人有責 Everyone's Responsibility for Energy Saving Management

為增強駕駛員節油的積極性和主動性，公司所屬運輸單位設立車輛燃油考核制度，每月定期公佈車輛燃油消耗情況，對比車輛的燃油定額指標實行節油獎勵，不斷提高駕駛員的節油積極性和主動性。

To enhance drivers' enthusiasm and initiative in fuel saving, the Company's subordinate transport units establish fuel assessment systems for vehicles, publish fuel consumption of vehicles on a monthly basis, compare vehicles' fuel quota, offer incentives for fuel saving, and improve drivers' enthusiasm and initiative in fuel saving continuously.

科學規劃 源頭削減 Scientific Planning and Reduction at Source

公司所屬運輸單位加強協作，根據市場情況及自身工作特點，一切從實際出發，積極調整線路布局，優化車輛行駛路線，科學調配運力，提高班線實載率，用最少的能源承載更多的旅客，從源頭控制燃油消耗。

The Company's subordinate transport units strengthen mutual cooperation, adjust their route layouts according to the market situation, their own work characteristics and actual conditions in an active manner, optimize the routes, make scientific capacity allocation, improve the actual loading rate of transportation routes, carry more passengers with the least amount of energy, and control fuel consumption at source.

設備升級 細緻入微 Upgrading of Equipment and Attention to Details

公司細緻考慮分析車輛加油、用油的各環節的節能潛力，在有條件的客運站場設置撬裝加油裝置，減少車輛進出加油站的空駛里程及耗油量。

Considering the potential for energy saving in all aspects of vehicle fuelling and fuel consumption meticulously, the Company installs skid-mounted fuelling devices at qualified passenger terminals to reduce the deadhead kilometres and fuel consumption of vehicles entering and exiting gas stations.

節能理念 入心入行 Publicity of Energy-saving Concept

公司充分利用月度安全學習例會向駕駛員宣貫學習《汽車駕駛節能操作規範》，總結節能駕駛經驗，交流節能技術，樹立節能駕駛標兵，積極培育節能文化，樹立節能典範，讓節能與駕駛員的日常工作相融共進。

Making full use of the monthly safety training session, the Company publicizes the Operating Specifications for Energy-Saving Driving of Vehicles among drivers, summarizes energy-saving driving experience, exchanges energy-saving technologies, sets up energy-saving driving models, develops energy-saving culture actively, establishes energy-saving standards, and integrates energy saving with drivers' daily work.

類型 Type	減少量 Reduction	單位 Unit
減少柴油消耗 Reduction in Diesel Consumption	740,471	升 (litres)
減少汽油消耗 Reduction in Gasoline Consumption	985,744	升 (litres)
減少LNG消耗 Reduction in LNG Consumption	489,241	千克 (kg)

粵運交通 2017 年因更新車輛減少的能源消耗
Reduction in Energy Consumption of Yueyun Transportation due to Vehicle Replacement

案例：粵運能源加油站 Case: Yueyun Energy Gas Station

粵運能源加油站作為公司新興業務，將環保理念、實踐貫穿於加油站建設的全生命週期。在加油站項目啟動伊始，公司即委託有專業資質的環評單位承擔項目環境影響評價工作，形成『環境影響報告表』，目前，23 座粵運能源加油站均已編制『環境影響報告表』並獲得環保部門認可批復。

As a new business of the Company, Yueyun Energy gas stations wind the environment-friendly concept and practice through the full life cycle. Since the inception of the gas station project, the Company has entrusted the assessment of the

project's environmental impact to an environmental assessment unit with professional qualifications, who issued an Environmental Impact Report accordingly. At present, 23 Yueyun Energy gas stations have all compiled their own Environmental Impact Reports and obtained the recognition and approval of the environmental protection department.

在運營過程中，粵運能源加油站從大氣環境保護、水環境保護、聲環境保護等方面做好加油站環保設施建設。

In the course of operation, Yueyun Energy gas stations improve the construction of environment-friendly facilities at gas stations in such aspects as atmospheric environment protection, water environment protection and acoustic environment protection.

大氣環境保護 Atmospheric Environment Protection

建設油罐卸油油氣回收系統和汽車加油油氣回收系統（處理效率達 95%），控制加油站非甲烷總烴排放。

The oil and gas recovery systems for oil tank unloading and vehicle fuelling (with a treatment efficiency of 95%) are built to control NMHC emissions at gas stations.

水環境保護 Water Environment Protection

採用雙層防滲油罐、設置事故應急池等措施做好加油站水污染應急防控；建設環保溝、三級隔油隔渣池對污水進行預處理後，引入加油站所在服務區地埋式污水處理設備處理。

Double-layer impermeable oil tanks, accident emergency pools and other measures are taken to ensure the emergency prevention and control of water pollution at gas stations. Environment-friendly drains and three-tier oil and residue separation tanks are built to pretreat the sewage, which is then discharged to the underground sewage disposal system of the service zone where the gas station lies for further treatment.

聲環境保護 Acoustic Environment Protection

加油站主要噪音源為車輛進、出加油站時的交通噪音以及加油機、潛油泵等產生的噪音，通過設置符合隔振設計要求的混凝土基座、利用建築物隔聲和加強綠化等建設措施，最終達到減少噪音傳播的目的。

The main noise sources at gas stations are traffic noise from vehicles entering and exiting gas stations as well as noise from fuel dispensers, submersible pumps and other facilities. Through the construction of concrete bases that meet the design requirements for vibration isolation, use of buildings for sound insulation and strengthened greening measures, the goal of reducing noise transmission is eventually achieved.

粵運能源加油站油氣回收系統完好率 **100%**；污水處理設備完好率 **100%**；噪音控制措施達成率 **100%**。
the serviceability rate of the oil and gas recovery system in Yueyun Energy gas stations: **100%**; the serviceability rate of the sewage treatment facilities: **100%**; the success rate of noise control measures: **100%**

環境及天然資源 Environment and Natural Resources

粵運交通公司對外增強環境風險管控能力，加強對生產運行過程中可能造成環境污染事件的預防、預警和應急處置能力，控制、減少和消除環境污染事件的風險和危害。同時，公司通過新媒體渠道有效宣傳、科普節能環保知識，動員廣大員工踴躍參與節能活動與實踐。公司還大力推廣視頻會議，完成了視頻會議系統各大地區公司的全覆蓋，從而減少差旅及公用車使用次數，從運營的點滴做起，為建設美好環境貢獻自身力量。

With respect to the external, Yueyun Transportation enhances its capacity for environmental risk management, strengthens its abilities of prevention, early warning and emergency handling for environmental pollution accidents that may arise in the course of production and operation, controls, reduces and eliminates risks and hazards arising out of environmental pollution accidents. In addition, the Company publicizes and popularizes knowledge on energy saving and environmental protection through new media channels, and mobilizes employees to take an active part in energy saving campaigns and practices. Furthermore, the Company promotes video conferences, has all its branches and subsidiaries spreading across the country equipped with video conferencing system so as to reduce business trips and use of buses, and contributes to a better environment in dribs and drabs during its operation.

員工責任

RESPONSIBILITIES TO THE EMPLOYEES



公司秉持『以人才為本，讓人才發光，為人才圓夢』的人才理念，努力為每位員工提供良好的工作環境、完善的薪酬福利保障、廣闊的職業發展空間、多層次的培訓內容、豐富的文娛活動，讓員工在實現自我價值的同時，快樂工作，幸福生活。

Adhering to the talent concept of "taking talents as orientation, enabling talents to shine and achieving talents' dreams", the Company strives to provide every employee with a favourable working environment, a sound guarantee system for salaries and benefits, a broad space for career development, multi-layer training sessions and rich recreational activities, and enable employees to work and live happily during their achievement of their own value.



權益保障

Protection of Rights and Interests

我們倡導『以人為本』的企業文化，尊重每一位員工，平等僱傭，提供合理報酬，依法保障員工的各項合法權益。

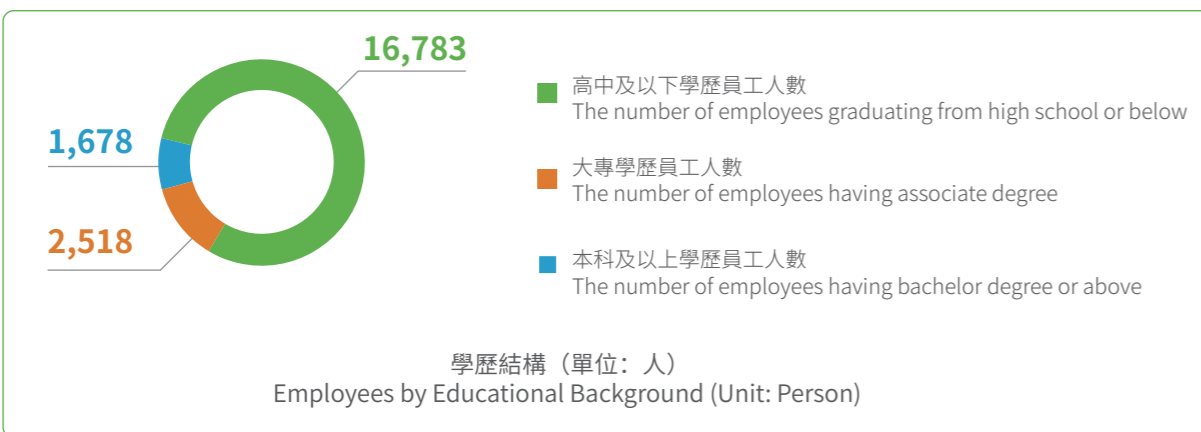
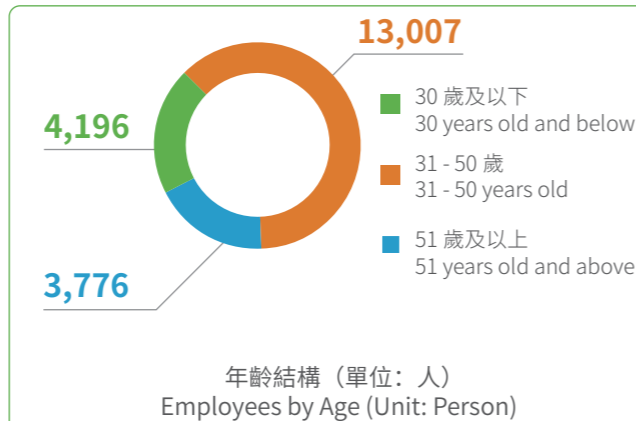
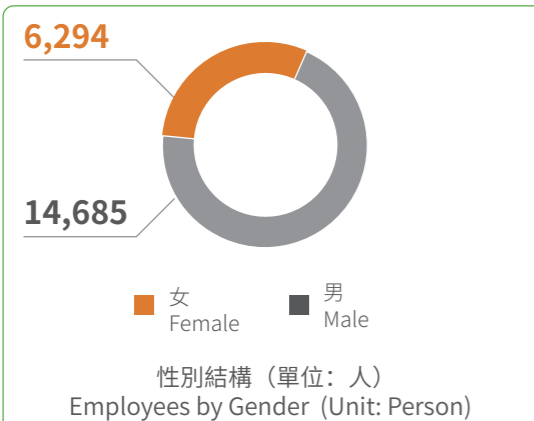
Upholding the "people-oriented" corporate culture, we respect every employee, advocate equal employment, offer reasonable salary and protect employees' legitimate rights and interests in accordance with laws.

平等僱傭

Equal Employment

我們嚴格遵守《中華人民共和國公司法》《中華人民共和國勞動法》等法律法規，尊重並遵循國際公認人權規範/原則《國際勞動組織》基本公約的核心勞動標準，依據指導原則，制訂本公司人權相關政策及措施。在人才招聘中杜絕因種族、膚色、性別或年齡等因素產生的歧視行為，杜絕僱用童工及各種形式的強制勞動；無論員工的性別、殘疾、婚姻狀況、懷孕、宗教、年齡等，我們均提供平等的晉升機會，締造壹個公正的工作環境。同時，我們制定了完善的人力資源管理框架和政策，明確規定 8 小時工作制度，合理的職業晉升渠道，為員工在工作環境、薪酬待遇、培訓和發展，以及健康和 safety 等方面提供指引。2017 年，公司勞動合同簽訂率及社會保險覆蓋率均為 100%。

In strict accordance with the Company Law, Labor Law of the People's Republic of China and International Labor Organization and other laws and regulations, we formulates the company's human rights policy and measures. Offering equal and fair opportunities for employees, we do not discriminate by race, skin color, gender or age in hiring, and opposes child labor and all forms of forced labor and also regardless of gender, disability, family status, pregnancy, religion, age etc.. Meanwhile, we have set up a comprehensive framework together with detailed human resources management policies, providing information and guidelines to staff in the areas of working conditions, training, an 8-hour work system and reasonable career promotion channels. In 2017, 100% of the employees of the Company have signed employment contracts and bought social insurance.



薪酬福利 Salary and Benefits

我們根據政策規定參加社會保險及繳納住房公積金，按照『以崗定薪、按績取酬、促進能力發展、逐步與市場接軌』的管理理念，深化收入分配制度改革，尊重和促進個人發展。2017年獲得廣東省企業聯合會、廣東省企業家協會『最佳雇主』企業稱號。

We participate in social insurance and housing fund pursuant to relevant policies, deepen the reform on income allocation system according to the management concepts of "post-oriented salary, pay for performance, promotion of capability development and gradual integration with the market", respect and promote personal development. In 2017, the Company was awarded "The Best Employer" by Guangdong Provincial Federation of Enterprises and Guangdong Provincial Association of Entrepreneurs.

『四位一體』薪酬體系 Four-in-One Salary Management Program

建立戰略、預算、考核、薪酬『四位一體』的薪酬激勵約束機制，創新性提出下屬企業負責人『四位一體』薪酬管理方案，統一規範下屬企業負責人薪酬管理，完成一體化建設，實現激勵與約束相結合。

The Company establishes a four-in-one system integrating strategy, budget, assessment and initiative, puts forward an innovative four-in-one salary management plan for leaders of its subsidiaries to standardize their salary management, and achieves integrated construction and unity of initiatives and constraints.

強化工效聯動觀念 Reinforced Concept of Salary-Efficiency Linkage

按照工資總額預算管理的要求，堅持戰略導向和效益導向，強化工效聯動觀念，積極探索和建立工效聯動正常增長機制，更好促進員工發揮潛能和實現個人成長。
According to the requirements on payroll budget management, the Company insists on strategy-oriented and efficiency-oriented concept of salary-efficiency linkage, develops and establishes a normal growth system for salary-efficiency linkage in an active manner, and further propels employees into realizing their potential and achieving personal growth.

共用企業發展成果 Sharing of Results with Employees

在企業效益持續提升的同時，努力提高員工的薪酬收入水準，並將薪酬收入增長向一線崗位、核心關鍵崗位傾斜，促進企業和員工同步發展。
While improving its business performance continuously, the Company endeavours to increase employees' salary and income level, has the growth of salary and income incline to first-line positions and key positions, and boosts the simultaneous development of the Company and its employees.

民主管理 Democratic Management

我們充分尊重員工意見，通過一系列制度設計讓員工充分參與公司管理和監督，鼓勵員工表達心聲和暢通溝通，切實保證員工的知情權、參與權。

Employees' opinions are well respected. By designing a series of systems, we enable employees to fully engage in the Company's management and supervision, encourage them to express their views and smooth the communication channel to assure employees of the rights to be informed and participate.



培訓發展

Training and Development

高境界做人，專業化做事。我們為每位員工提供豐富多元的培訓、廣闊的職業發展空間，與員工共同成長。

Behave virtuously and act professionally. We provide every employee with diversified training and broad space for career development, aiming to grow together with employees.

員工培訓

Employee Training

我們高度重視人力資源培訓與開發，為員工提供多種形式的培訓教育機會，幫助員工提升綜合素質和專業能力，促進員工更好成長。2017年培訓與開發費用支出共計458.65萬元。

Attaching great importance to human resource training and development, we provide employees with various opportunities for training and education, assist employees in improving their comprehensive quality and professional competence, and assure employees of better growth. In 2017, we have spent RMB 4.5865 million on training and development.

專業知識技能培訓 Training on Professional Knowledge and Skills

根據公司經營管理需要，由公司本部組織開展多種專業知識技能培訓
According to the Company's demands for operation and management, we organize various training sessions on professional knowledge and skills.

專項系統培訓 Systematic and Special Training

針對中高層管理人員、外派管理人員等人群組織開展專項系統培訓
We offer systematic and special training to middle and senior management as well as expatriate managers.

繼續教育培訓 Continuing Education and Training

大力支持員工參加職業資格考試等培訓，協助員工申辦各類資格，並組織相關繼續教育培訓
We encourage employees to participate in the training for vocational qualification exams, assist employees in applying for various qualifications, and organize relevant continuing education and training.

在職教育培訓 In-service Education and Training

鼓勵和支持各單位積極開展員工在職培訓教育，設立專項經費由各單位自行支配
We encourage and assist various units to organize in-service training and education for employees and set up special funds to be controlled by each unit.

4,405
個

年度培訓課程數
The number of trainings courses per year

25
小時
hours

人均培訓時間
Average training hours per person

21,864
人

培訓人數
The number of trainees by times



高、中、基層員工培訓覆蓋率
Coverage Rate of Training for Senior Management, Middle Management and General Staff



高、中、基層員工人均培訓時數（單位：小時）
Average Training Hours per Person of Senior Management, Middle Management and General Staff (Unit: Hour)

員工發展

Employee Development

我們建立健全員工職業發展體系，規範員工職業發展工作機制，促進員工與企業共同成長。

To grow together with its employees, the Company establishes a sound system and standardizes the working mechanism for employees' career development.

人才選拔任用機制 Selection and Appointment Mechanism for Talents

完善人才選拔任用機制，擴大員工對選人用人工作的知情權、參與權、選擇權、監督權，提高員工的積極性，使有能力的員工不斷發展和晉升。
The selection and appointment mechanism for talents is improved to extend employees' rights to be informed of, participate in, choose and supervise the selection and employment, improve employees' initiative, and enable capable employees to develop and promote continuously.

後備人才培養計畫 Training Program for Reserve Talents

推進後備人才培養計畫，對員工職業生涯發展提供指導意見，規劃員工職業生涯發展，促進員工成長。
The training program for reserve talents is promoted to provide employees with directive opinions on their career development, assist employees in career planning, and enable employees to grow.

人文關懷

Humanistic Care

公司堅持以人為本，注重人文關懷，真情關愛員工，開展喜聞樂見活動，不斷提升員工歸屬感、滿足感和幸福感。

Adhering to the people-oriented concept, the Company emphasizes humanistic care, concerns about its employees indeed, organizes a series of favourable events, and improves employees' sense of belonging, satisfaction and happiness continuously.

員工幫扶

Support to Employees

我們在關注員工工作的同時關心員工的家庭，瞭解困難員工的需求，加強對員工的關愛，開展一系列慰問活動，鼓勵員工積極向上，讓困難員工感受到公司的真情關懷。

While concerning about employees' work, we pay attention to employees' families, understand their demands, enhance our support to employees in need, carry out a series of support activities, and encourage them to be positive and optimistic, to make them feel being cared by the Company.

員工幫扶舉措

Support to Employees

- 制定公司幫扶制度，及時慰問生病、住院員工
We establish a support system and visit sick and hospitalized employees in a timely manner.
- 完善困難職工檔案，對困難員工開展送溫暖活動
We complete the archives of employees in need and care for them.
- 組織開展『職工互助保障計畫』活動，為職工購買『住院二次醫保』、團體意外傷害保險、女職工安康互助險
We implement a mutual aid program for employees, and purchase medical insurance for second hospitalization, group accidental injury insurance and mutual aid insurance to ensure female workers' safety and health for employees.



案例：春節送溫暖 情暖員工心

Case: Warmth and Support Given to Employees during the Spring Festival

2017年春節前夕，我們一如既往開展『送溫暖』慰問活動，由公司領導班子組成的慰問小組對278名職工和9名勞模代表進行慰問，共發放慰問金25.86萬元。在走訪慰問過程中，每到一處公司領導都和困難員工親切座談，詳細瞭解了員工們的工作情況和生活狀況，仔細詢問了他們在工作和生活中的困難和要求，鼓勵生活困難的職工樹立勤奮樂觀、健康向上的積極心態，振奮精神戰勝當前困難，充分表達了公司心系群眾、關心職工的心意。

Before the Spring Festival of 2017, we arranged for a special team composed of the Company's leadership to visit 278 employees and 9 model workers as always and presented them with support money totalling RMB 258,600. During these visits, the leadership of the Company had a cordial conversation with the employees in need, tried to understand their working and living conditions, asked their difficulties and needs at work and in life carefully, and encouraged them to maintain a diligent, optimistic, healthy and positive attitude, revive their spirits and overcome existing difficulties, expressing the Company's concerns about the public and employees.



員工活動

Employee Activities

我們樹立『努力工作、快樂生活』的理念，營造健康向上的企業氛圍，積極開展體育活動、文娛活動、聯誼活動等一系列精彩活動，充實員工生活，豐富精神世界。

We are committed to establishing the concept of "working hardily and living happily", creating a healthy and positive atmosphere throughout the Company, and holding a series of exciting events such as sports, recreational activities and social events to enrich employees' life and their spiritual world.

案例：『羽』你同在 彰顯風采

Case: A Badminton Contest for Employees

為鼓勵員工強身健體和提升團隊凝聚力，我們於2017年8月24-25日舉辦了為期兩天的粵運交通公司2017年職工羽毛球比賽。比賽設團體賽、個人獎，個人獎設男子單打、女子單打、男子雙打、女子雙打、混合雙打等5個項目，來自公司系統18個單位137名運動員參加了這次比賽，全部賽程共計202場次。各參賽單位和運動員本著相互學習、相互切磋、取長補短、共同提高的願望，在比賽中不畏困難、挑戰自我、遵守規則、尊重對手、服從裁判，賽出了風格、賽出了水準，展現了公司員工風采，展示公司的精氣神。

For the purpose of encouraging employees to work out and improving team cohesion, Yueyun Transportation held a two-day badminton contest for employees on August 24 and 25, 2017. Comprising team events and individual events including Men's Singles, Women's Singles, Men's Doubles, Women's Doubles and Mixed Doubles, this contest attracted 137 players from 18 units of the Company competing in 202 games. With the desire for mutual learning and common development, every contestant overcame difficulties, challenged themselves, observed rules, respected their rivals and obeyed the referee, being up to their best level in skill and style of play, displaying fine sportsmanship and transmitting the spirit of the Company.



員工表揚 Praise for Employees

我們倡導正能量，鼓勵員工樂於助人、積極行善，對員工好人好事行為進行公開表揚宣傳和予以物質獎勵，打造陽光文化，提升員工認同感、歸屬感。

We advocate positive energy, encourage employees to be helpful and take the initiative in beneficence, publicly praise and give material rewards to employees for their good deeds, create a sunny culture, and increase employees' sense of identity and belonging.

員工好人好事代表 Employees' Good Deeds

高益柱，佛山粵運駕駛員
Gao Yizhu, Driver from Foshan Yueyun

2016年8月29日，高益柱爭分奪秒送暈倒老伯去醫院救治。
On August 29, 2016, Gao Yizhu rushed the fainted old man to hospital.



黎房水，清遠粵運駕駛員
Li Fangshui, Driver from Qingyuan Yueyun

2017年2月1日，黎房水把班車開成救護車，協助送病人至醫院。
On February 1, 2017, Li Fangshui assisted in taking the patient to hospital by driving the bus as an ambulance.



麥來積，肇慶粵運駕駛員
Mai Laiji, Driver from Zhaoqing Yueyun

2017年3月25日，麥來積奮勇相救落水女子。
On March 25, 2017, Mai Laiji saved the woman falling into water.



社區責任

RESPONSIBILITIES TO THE COMMUNITY



公司秉持『樂善奉獻千萬家』的理念，積極承擔社會責任，熱心社會公益，組織開展各類志願活動，助力社會和諧、社區和美。

Upholding the concept of "charitable contributions to thousands of families", the Company assumes its social responsibility actively, devotes to public welfare, and organizes various volunteer activities, to help with the construction of a harmonious and happy society.

127.89 萬元
RMB 1.2789 MILLION

全年慈善捐贈投入
The total charitable donations this year

213 次

開展公益活動次數
The number of public benefit activities

149,398.2 小時
hours

志願者全年服務小時數
The number of service hours offered by volunteers this year

社會公益

Public Welfare

我們倡導扶貧救濟，互幫互助，樂於助人，積極參與社區投資和各類社會公益慈善活動，營造溫馨有愛社會。

Advocating poverty relief, mutual aid and helpfulness, we take an active part in various public benefits and charitable activities as well as investment in the community to build a warm and loving society.

☐☐ 案例：情暖驛站，滿愛回家 ☐☐ Case: Loving Post on Your Way Home

2017 年春運期間，公司攜手中石化一起開展『情暖驛站 滿愛回家』——助力返鄉務工人員免費粵運快車愛心公益活動。此次活動在佛山粵運汽車站啟動發車，奔赴桂林、貴港、柳州、北海和梧州五個地市。7 台粵運快車大巴組成粵運交通愛心大巴車隊，免費搭載了近 300 名廣西籍外來務工人員返鄉。『愛心大巴』車隊沿途所經過的高速公路服務區開展了『小紅帽』志願服務接龍，為外來務工人員乘客免費提供開水、薑茶、手機充電、道路指引等志願便民服務，讓愛充滿務工人員的返鄉之路。

During the Spring Festival travel season of 2017, the Company joined hands with Sinopec in the charitable activity themed by "Loving Post on Your Way Home", helping rural migrant workers return home by offering free Yueyun Express. A Yueyun Transportation charitable fleet comprising 7 Yueyun Express buses departed from Foshan Yueyun Terminal and drove up to five cities, including Guilin, Guigang, Liuzhou, Beihai, and Wuzhou, taking nearly 300 migrant workers from Guangxi home. The expressway service zones, by which charitable buses passed, offered "Little Red Riding Hood" volunteer service, providing migrant workers with free access to hot water, ginger tea, mobile phone charging, road guidance and other volunteer services for the convenience of people, and thus making their way home filled with love.

志願服務

Volunteer Service

我們完善公司內部志願服務體系，提升志願服務專業化水準，深化志願服務品牌建設，開展站內便民服務、關愛兒童老人等一系列豐富多彩志願活動，為構建和諧社會貢獻力量。

Advocating poverty relief, mutual aid and helpfulness, we take an active part in various public benefits and charitable activities. We perfect our internal volunteer service system, improve the professionalization and deepen the brand building of our volunteer service, and carry out a series of volunteer activities such as in-terminal services for the convenience of people, care for children and the aged and other abundant events, to make a contribution to the construction of a harmonious society.



案例：真情粵運，青春情暖

Case: Caring Yueyun and Helpful Youth

2017年1月13日，韶關粵運團委組織廣大團員和青年志願者，深入各客運站場，開展『真情粵運，青春情暖』主題志願服務活動，為旅客提供出行諮詢、購票取票引導、乘車指引、行李提拿等便民利民服務，助力春運工作。活動期間，各客運站場還推出免費WI-FI、薑糖水、手機充電、微信購票優惠等惠民措施，努力為廣大市民創造溫暖舒適的乘車環境，真情服務歸途中的乘客。

On January 13, 2017, the Youth League Committee of Shaoguan Yueyun assigned league members and young volunteers to various passenger transport terminals for the volunteer service themed by "Caring Yueyun and Helpful Youth", providing passengers with travel advice, ticketing guidance, travel guide, baggage handling and other convenience-for-people services, and helping the Spring Festival travel. During the event, each passenger transport terminal also offered free access to WI-FI, ginger syrup, mobile phone charging, WeChat ticket discount and other benefits, and strived to create a warm and comfortable environment for the general public and serve the passengers on their way home.



案例：關愛兒童，傳遞和諧

Case: Caring for Children and Delivery of Harmony

2017年『六一兒童節』，汕尾粵運公司開展以『關愛兒童，關注弱勢兒童，倡導社會和諧氛圍』為主題的企業公益系列活動。活動共分為三期，第一期主要開展面向社會的兒童節親子活動，舉行兒童跳蚤市場及小小拍賣會，所拍賣的收益捐向汕尾兒童福利院。活動第二期開展關愛弱勢兒童活動，組織黨員、團員、青年志願者前往汕尾福利院慰問福利院兒童，為孩子們送上生活必需品，讓孩子們感受到社會大家庭的溫暖。活動第三期通過婦聯提供的捐贈平臺為留守兒童、孤兒、特困學生準備了兒童節的大禮包，為他們送上節日的慰問。

On the International Children's Day of 2017, Shanwei Yueyun launched a series of charitable activities themed by "caring for children, paying attention to vulnerable children and advocating a harmonious society". These activities are divided into three phases. The first phase focused on community-based family activities on children's day, including children's flea market and small auction. The proceeds from auction were donated to Shanwei Children's Welfare Institute. For the second phase, which is themed by paying attention to vulnerable children, we arranged for party members, league members and young volunteers to visit the children living in Shanwei Welfare Institute and presented them with daily necessities, making them feel the warmth of the extended family named society. During the third phase, we prepared lavish gifts for left-behind children, orphans and extremely poor students through the donation platform provided by All China Women's Federation, sending our best wishes to them on Children's Day.

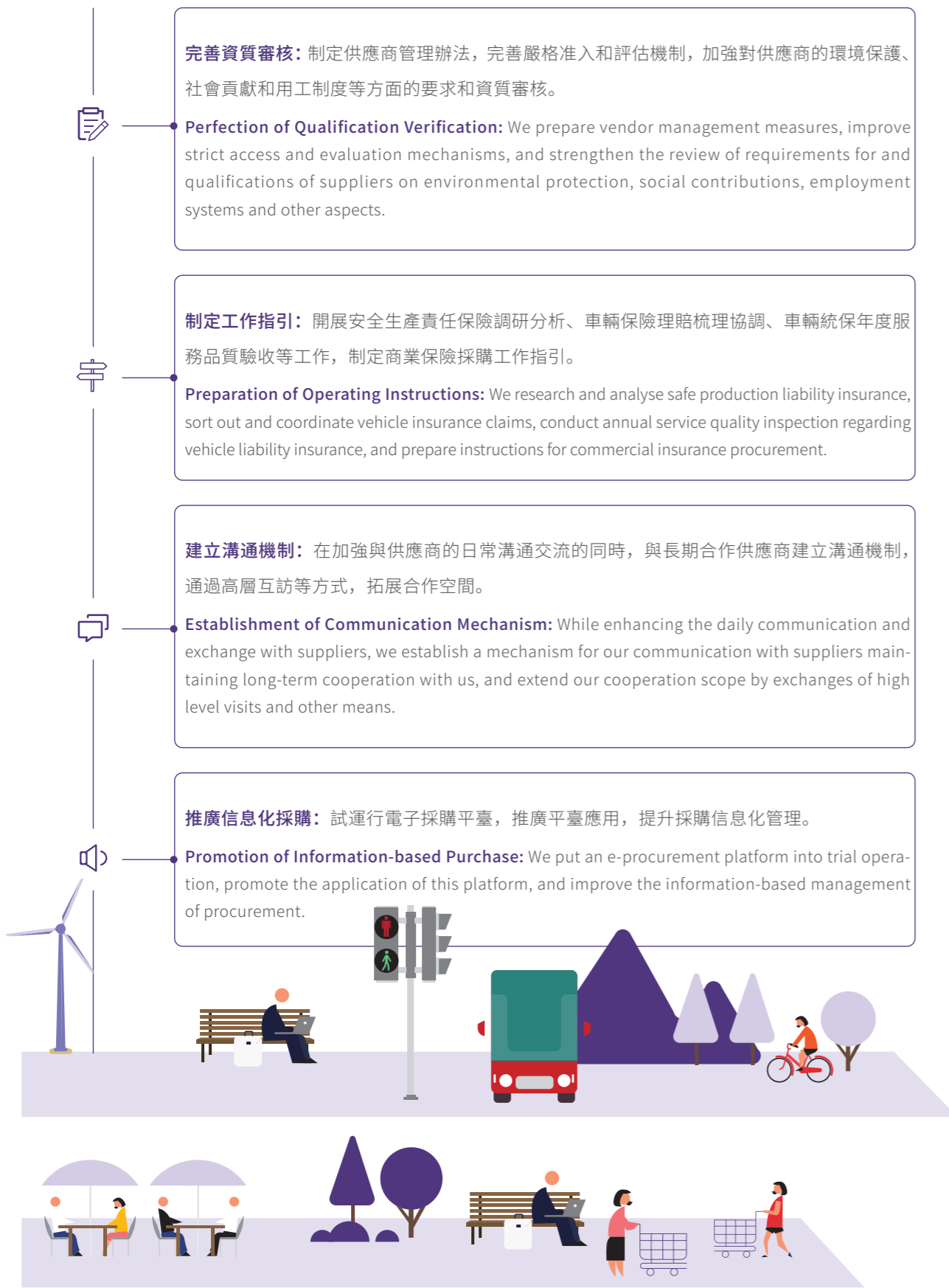


合作共贏

Multi-Cooperation

我們秉持負責任的態度，積極與供應商合作，打造責任供應鏈，共用共贏，促進行業可持續發展。

With a responsible attitude, we cooperate with suppliers actively, build a responsible supply chain for mutual sharing and win-win cooperation, and facilitate the industry's sustainable development.



ESG指標索引

ESG Indices

環境

Environmental Indices

層面 Aspect	指標編號 No.	指標內容 Contents	所在報告位置 Location
A1: 排放物 Emissions	一般披露 General Disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的: (a) 政策; (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to exhaust and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	P22-24
	A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	P24
	A1.2	溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Greenhouse gas emissions in total (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P24
	A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Total hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P26
	A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P26
	A1.5	描述減低排放量的措施及所得成果。 Description of measures to mitigate emissions and results achieved.	P25
A2: 資源使用 Use of Resources	一般披露 General Disclosure	有效使用資源(包括能源、水及其他原材料)的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	P27-28
	A2.1	按類型劃分的直接及或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。 Greenhouse gas emissions in total (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P27
	A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P28
	A2.3	描述能源使用效益計畫及所得成果。 Description of energy use efficiency initiatives and results achieved.	P28-30
	A2.4	描述求取適用水源上可有任何問題, 以及提升用水效益計畫及所得成果。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	P28 報告期內在求取水源上沒有發生任何問題。 In 2017, we did not encounter any problems in sourcing water for daily operations.
A2.5	製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。 Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced.	不適用。公司暫無包裝材料使用。 N/A. No packing materials of the Company are available for use for now.	
A3: 環境及天然資源 The Environment and Natural Resources	一般披露 General Disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimizing the issuer's significant impact on the environment and natural resources.	P29-30
	A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P29-30

社會 Social Indices

層面 Aspect	指標編號 No.	指標內容 Contents	所在報告位置 Location
B1: 僱傭 Employment	一般披露 General Disclosure	有關薪酬及解雇, 招聘及晉升, 工作時數, 假期, 平等機會, 多元化, 反歧視以及其他待遇及福利的: (一) 政策; (二) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	P32-34
	B1.1	按性別, 僱傭類型, 年齡組別及地區劃分的雇員總數。 Total workforce by gender, employment type, age group and geographical region.	P33
	B1.2	按性別, 年齡組別及地區劃分的雇員流失比率。 Employee turnover rate by gender, age group and geographical region.	/
B2: 健康與安全 Health and Safety	一般披露 General Disclosure	有關提供安全工作環境及保障雇員避免職業性危害的: (一) 政策; (二) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	P12
	B2.1	因工作關係而死亡的人數及比率。 Number and rate of work-related fatalities.	/
	B2.2	因工傷損失工作日數。 Lost days due to work injury.	/
	B2.3	描述所採納的職業健康與安全措施, 以及相關執行及監察方法。 Description of occupational health and safety measures adopted, how they are implemented and monitored.	P14-17
B3: 發展與培訓 Development and Training	一般披露 General Disclosure	有關提升雇員履行工作職責的知識及技能的政策、描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	P35
	B3.1	按性別及雇員類別 (如高級管理層, 中級管理層等) 劃分的受訓雇員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P36
	B3.2	按性別及雇員類別劃分, 每名雇員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	/
B4: 勞工準則 Labour Standards	一般披露 General Disclosure	有關防止童工或強制勞工的: (一) 政策; (二) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	P32
	B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	/
	B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	/
B5: 供應鏈管理 Supply Chain Management	一般披露 General Disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	P44-45
	B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	/

層面 Aspect	指標編號 No.	指標內容 Contents	所在報告位置 Location
	B5.2	描述有關聘用供應商的慣例, 向其執行有關慣例的供應商數目, 以及有關慣例的執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	P45
	一般披露 General Disclosure	有關薪酬及解雇, 招聘及晉升, 工作時數, 假期, 平等機會, 多元化, 反歧視以及其他待遇及福利的: (一) 政策; (二) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	P32
	B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	/
B6: 產品責任 Product Responsibility	B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	P19
	B6.3	描述與維護及保障智慧財產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	/
	B6.4	描述品質檢定過程及產品回收程式。 Description of quality assurance process and recall procedures.	P16-17
	B6.5	描述消費者資料保障及私隱政策, 以及相關執行及監察方法。 Description of consumer data protection and privacy policies, how they are implemented and monitored.	P19
	一般披露 General Disclosure	有關防止賄賂, 勒索, 欺詐及洗黑錢的: (一) 政策; (二) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	P7-9 因勒索、洗黑錢與公司 主營業務關聯度較小, 暫無針對此方面的政策 說明 Extortion and money laundering have no impact on Group generation
B7: 反貪污 Anti-corruption	B7.1	于彙報期內對發行人或其雇員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	P7
	B7.2	描述防範措施及舉報程式, 以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	P7-9
	一般披露 General Disclosure	有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	P42-44
B8: 社區投資 Community Investment	B8.1	專注貢獻範疇 (如教育, 環境事宜, 勞工需求, 健康, 文化, 體育)。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	P42-44
	B8.2	在專注範疇所動用資源 (如金錢或時間)。 Resources contributed (e.g. money or time) to the focus area.	P42-43

意見回饋表

Feedback Form

尊敬的讀者，您好！

Dear readers,

非常感謝您閱讀了《廣東粵運交通股份有限公司 2017 年度環境、社會及管治報告》。如果您對本報告有任何想法和建議，請您填寫下面的意見回饋表，通過郵寄、傳真或電子郵件發給我們。對於您的寶貴意見，我們致以深深的謝意！

Thank you for reading the Environmental, Social and Governance Report 2017 of Guangdong Yueyun Transportation Company Limited. In case of any opinions and suggestions about this Report, please fill up the following Feedback Form and send it to us by post, fax or e-mail. We would like to extend our heartfelt gratitude for your valuable comments.

姓名： 聯繫電話： 電子郵箱：
Name: Contact No.: E-mail:

您認為那些章節為您提供了重要信息？
Which chapter provides you with important information?

- 治理責任
Responsibilities in Governance
- 運營責任
Responsibilities in Operation
- 環境責任
Responsibilities to the Environment
- 員工責任
Responsibilities to the Employees
- 社區責任
Responsibilities to the Community

您如何評價本報告
Please comment on this Report:

- | | | | |
|----------------------------|------------------------------------|-------------------------------------|-------------------------------------|
| 易讀性
Readability | <input type="checkbox"/> 好
Good | <input type="checkbox"/> 一般
Fair | <input type="checkbox"/> 不好
Poor |
| 完整性
Integrity | <input type="checkbox"/> 好
Good | <input type="checkbox"/> 一般
Fair | <input type="checkbox"/> 不好
Poor |
| 中肯性
Impartiality | <input type="checkbox"/> 好
Good | <input type="checkbox"/> 一般
Fair | <input type="checkbox"/> 不好
Poor |
| 排版設計
Layout Design | <input type="checkbox"/> 好
Good | <input type="checkbox"/> 一般
Fair | <input type="checkbox"/> 不好
Poor |
| 總體印象
General Impression | <input type="checkbox"/> 好
Good | <input type="checkbox"/> 一般
Fair | <input type="checkbox"/> 不好
Poor |

您對我們下一年度報告的建議？
Do you have any advice on our report for the next year?

請與我們聯繫：
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