

2018

Corporate Social Responsibility Report



About the Report

This report reflects the practice and performance of Beijing Capital International Airport Co., Ltd. in fulfilling its social responsibility in 2018. We hope to present, via this report, our CSR ideas and practices and communicate with stakeholders in an honest and transparent way, continuing to promote our sustainable development.



Reference

For better readability, the “Beijing Capital International Airport Co., Ltd.” in this report is also referred to as “We”, “the Company” or “BCIA”. “CAH” in the report refers to Capital Airports Holding Company and all wholly-owned or holding subsidiaries.

Reporting Period

The reporting period spans the calendar year from January 1, 2018 to December 31, 2018, and also includes contents and data that predates the stated reporting period.

Reporting Cycle

This is an annual report, and is the 8th CSR report published by BCIA consecutively.

Reporting Scope

The main body of the report is Beijing Capital International Airport Co., Ltd., including all the management and supporting departments of the Company.

Compilation Principles

This report is prepared in accordance with the GRI Sustainability Reporting Standards (GRI Standards) issued by the Global Reporting Initiative (GRI). It also refers to the requirements of the Sustainable Development Goals (SDGs), *ISO 26000 Guidance on Social Responsibility* issued by International Organization for Standardization and *Environmental, Social and Governance Reporting Guide* (HK-ESG) issued by Hong Kong Stock Exchange.

Data Sources

The financial data of this report is extracted from the audited BCIA Annual Report. Other data comes from formal internal documents and statistics of BCIA.

Version and Access to this Report

This report is presented in simplified Chinese, traditional Chinese and English versions. If there is any inconsistency, please follow the simplified Chinese version.

You can download the electronic version of the report from our website:

[Http://www.bcia.com.cn/investor/csr.shtml](http://www.bcia.com.cn/investor/csr.shtml)

If you need the paper version or have any suggestions, please contact us.

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Message from the Chairman

The year of 2018 was the first year to implement the guiding principles of the 19th CPC National Congress, the 40th anniversary of China's reform and opening up, and 60th anniversary since BCIA was put into service.

In 2018, President Xi Jinping warmly received the "China Aviation Hero Crew" and made important instructions on the civil aviation industry; Civil Aviation Administration of China (CAAC) issued the Action Plan for the Construction of a Strong Civil Aviation Powerhouse in a New Era, which charted the way for the Company's future development; and CAH issued the construction plan for the four-characteristic airport[<http://news.carnoc.com/list/497/497401.html>] to comprehensively build a safe, green, smart and humanistic airport.

Over the past year, we have always kept in mind the entrustment and expectation of President Xi Jinping, learning and promoting the spirit of heroism. We always believe that greatness exists in the ordinary and heroes emerge from the everyday people. We would achieve the extraordinary as long as we do every ordinary job well. We called on all BCIAers to embody the extraordinary heroic spirit in their ordinary daily jobs and in their awareness to be highly responsible for the safety of people's lives, setting off a wave of learning from heroes, performing duties, daring to take responsibility, and ensuring safety. We never let go of a single flight or a single link to ensure the safety of every flight through day-to-day ordinary work. The flight punctuality rate of BCIA in 2018 was 80.04%, reaching a new high in four years, which laid a solid foundation for meeting the growing needs of passengers for pleasant flights. In 2018, our ACI passenger satisfaction scored 4.99, the best results in history.

Over the past year, as "China's No. 1 Gateway", we have continued to promote the cause of building China into a strong civil aviation powerhouse. The Company comprehensively implemented CAAC's strategic development plan of "one acceleration and two realizations" and made efforts to shore up weak links, with a focus on core resources such as strengthening the infrastructure and increasing professional technicians, to accelerate the transformation of China from a big air transportation country into a strong air transportation country. We have continuously improved the service functions of BCIA as a hub airport, relieved BCIA of functions nonessential to its role as the international aviation hub in an orderly manner, and improved the connectivity of route networks, realizing the leap from a single air transport power to a multi-field air transport power. Aimed at improving the international competitiveness, we have comprehensively deepened reform, steadily implemented the goal of benchmarking and transcending world-class airport groups through innovation, and built up an innovation capability to lead the development of the international airport, preparing ourselves for the construction of a strong civil aviation powerhouse in an all-round way.

Over the past year, we have conscientiously implemented the requirements of the Group's "four-characteristic airport" to become a benchmark and set an example. Based on the implementation of safe work ideas and the four bottom lines of airport security, we strive to build a safe airport. Taking the whole life cycle of airport construction and operation as the axis, we united multiple forces to jointly build a green national gateway as well as a green airport. By accelerating the application of industry-leading new technologies and improving the intelligent management system, we have built a smart airport. Making it our mission to improve flight punctuality, upgrade service quality and enhance passengers' satisfaction, we endeavored to build a humanistic airport.

The new era is an era for strivers and 2018 was a year for forging ahead. Under the kind care of President Xi Jinping and the strong call of the construction of a strong civil aviation powerhouse, we have blazed new trails and chased for our dreams, making unremitting efforts to build a world-class large-scale international hub.

General Manager of Capital Airport Holding Company
Chairman of Beijing Capital International Airport Co., Ltd

Liu Xuesong





Events

2018

Milestones of BCIA



In February 2018

During the period from February 26 to March 21

BCIA guaranteed 892 flights for the "two sessions" and transported a total of 9,096 delegates and committee members, successfully accomplishing the air transport task for the "two sessions".

In April 2018

On April 12

BCIA held the unveiling ceremony for Staff Home. The Staff Home was officially launched.

On April 24

BCIA realized electronic boarding service at the three terminal buildings.

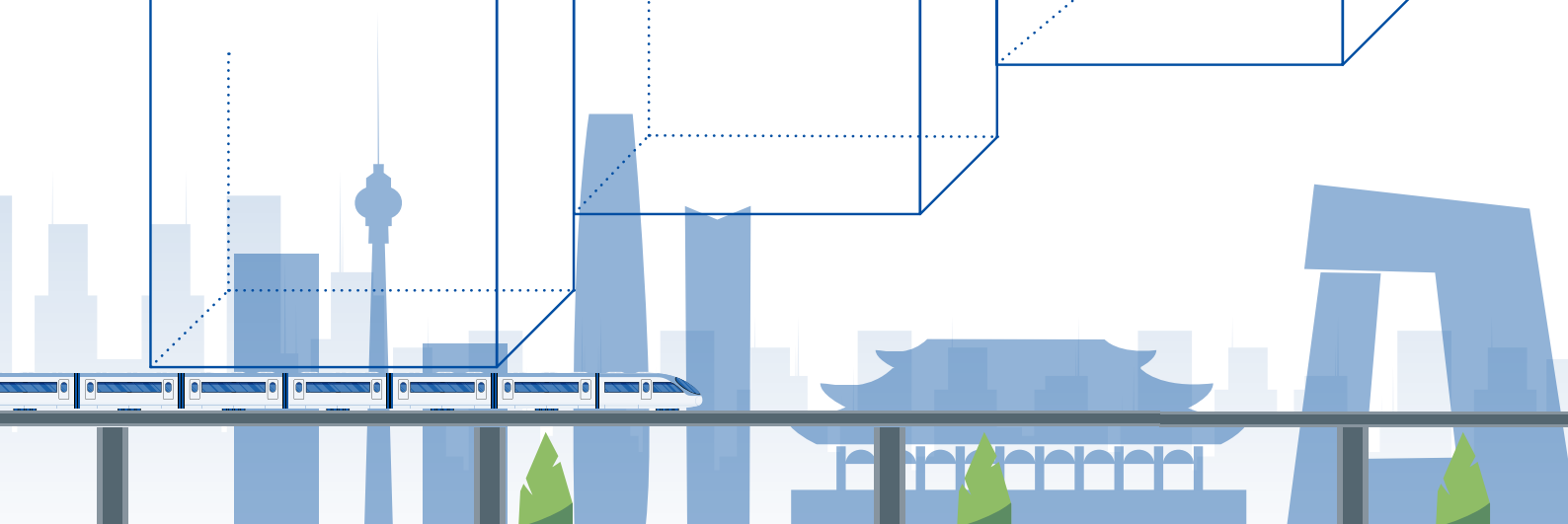
In July 2018

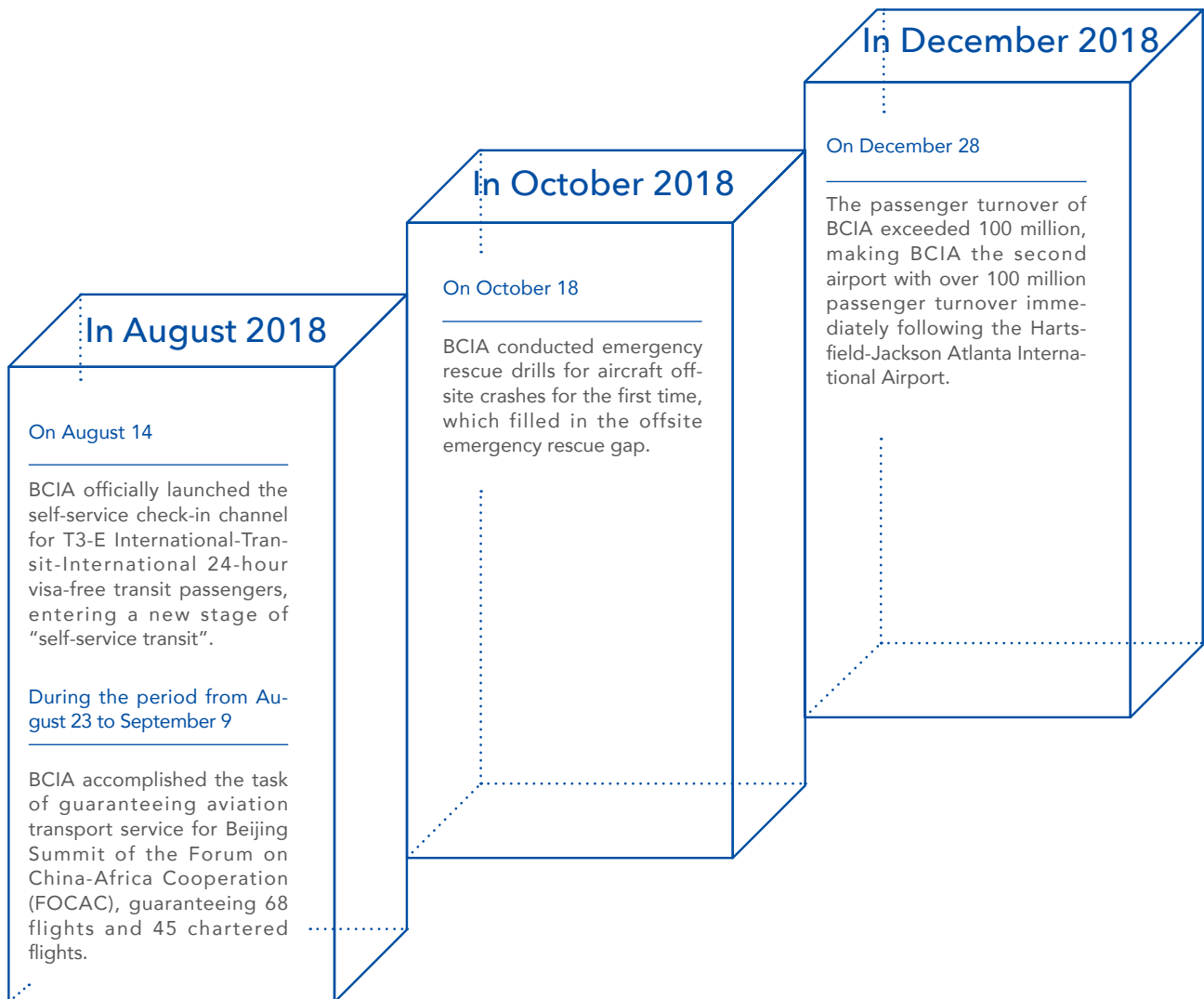
On July 1

The BCIA "Smart Party Building" information system was officially launched.

On July 20

BCIA released the action plan of "uniting multi-stakeholders to build a green airport" to launch the construction of a green airport.





Topic

Feature

For 40 years, we have provided pleasant flights for our passengers

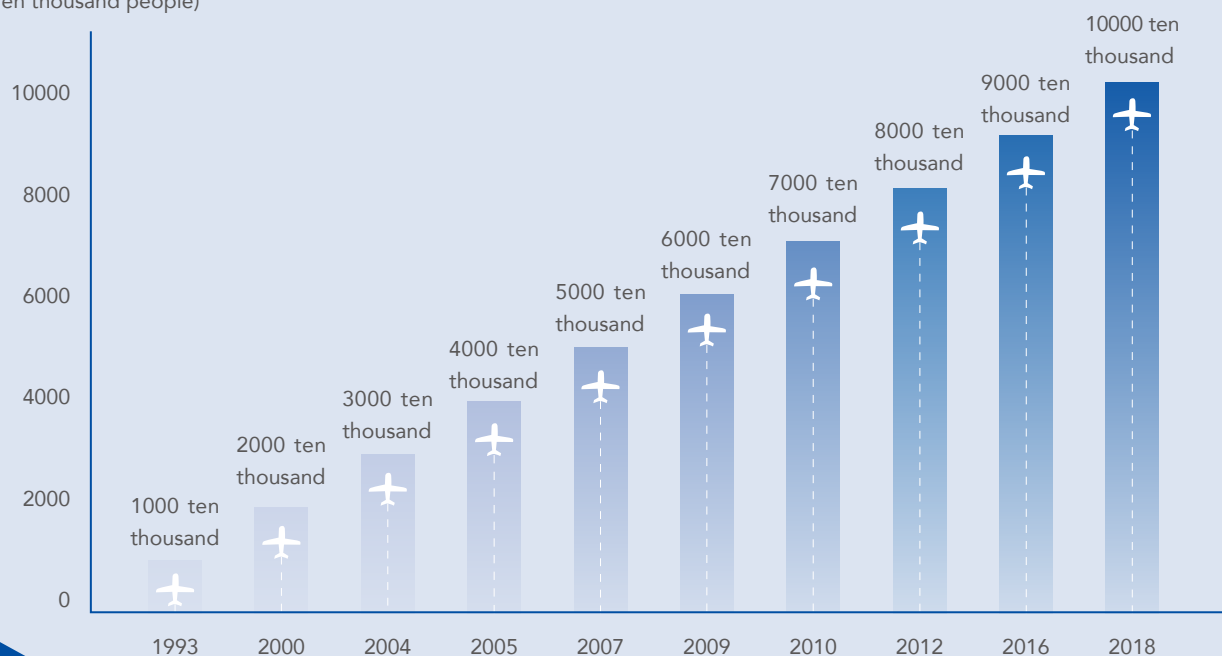
The air transport industry is a barometer of economic and social development. The development of BCIA is the epitome of the development of China's civil aviation during the 40 years of reform and opening up, and also indicates that the civil aviation industry of China still maintains a strong momentum for development. As "China's No. 1 Gateway", BCIA has always adhered to the ideal of "development for our people" and continued to improve its service guarantee capability to meet the needs of people for civil aviation. BCIA was put into use in 1958; in the year of 2018, it witnessed the 60th anniversary of airport operation. For the past 40 years of reform and opening up, BCIA has developed in an unprecedented pace. At present, 105 airlines connect BCIA with 296 airports in 65 countries and regions around the world, including 160 domestic destinations and 136 international (including regional) destinations.

The tremendous achievements of BCIA's rapid development have written an impressive chapter in the history of the reform and development of civil aviation in China. The achievements cover from the passenger turnover exceeding 10 million for the first time in 1993 to the operation of three

terminal buildings, three runways and simultaneous operation of two control towers by now, becoming the second largest international hub airport; from guaranteeing the air transport task for the Beijing Asian Games in 1990 to the new record of "zero incident, zero accident, and zero complaint" in guaranteeing air transport service for the Beijing 2008 Summer Olympics. Since the inception of Beijing Capital International Airport Co., Ltd. in 1999, the operational revenue of BCIA has increased to RMB 11.27 billion in 2018 from RMB 1.2 billion, with net profit increasing to RMB 2.88 billion from RMB 300 million.

On December 28, 2018, the annual passenger turnover of BCIA exceeded 100 million, becoming the first airport in China with an annual passenger turnover of over 100 million. It is also the second airport with over 100 million of passenger turnover immediately following the Hartsfield-Jackson Atlanta International Airport. This has been an important milestone in the development of civil aviation in China and even the civil aviation in the world. Behind the glories are the dedication and commitment of people working in civil aviation industry.

(Ten thousand people)



The milestones of BCIA in terms of passenger turnover



On December 11, BCIA held the opening ceremony of the exhibition themed “commemorating the 40th Anniversary of China’s Reform and Opening up and the 60th Anniversary of BCIA’s Construction and Operation” at Terminal 3. The theme of the exhibition is “improving BCIA’s competence, heading for a new era”, showing the experience and achievements

of BCIA in the past 60 years, and inspiring employees to unite and work together tirelessly, keep pace with the times, achieve development through innovation, and continue to use diligence, braveness and wisdom to create splendid chapters in the history of contemporary civil aviation.



On March 1958, Beijing Capital International Airport completed construction and was put into operation, which was the largest civil aviation airport in China at that time.



After the expansion in 1980, BCIA became the first double-runway airport in China.



The civil aviation attendants helped passengers to get on board in 1975.



Terminal 3 and the flight area of BCIA that completed construction in February 2008.



International Hub Practicing Responsibility

As "China's No.1 Gateway", BCIA earnestly implements the strategic plan of building a strong civil aviation powerhouse and focuses on high-quality development, becoming the first large international hub airport in China and the second in the world with more than 100 million passengers per year. While serving the economic development, BCIA remains true to its original aspiration, actively communicates with stakeholders and practices social responsibility.



About Us

Company profile

Over the past 60 years since its inception in 1958, Beijing Capital International Airport (BCIA) has been striding forward along with time, and made constant breakthroughs with great achievements through innovation. Having carried out multiple large-scale expansion and reconstruction projects since 1965, BCIA now has three terminals, three runways, and two towers operating simultaneously. Ranking second in terms of passenger throughput in the world, BCIA is endeavoring to build itself into a world-class large-scale international 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 Beijing Capital International Airport. By the end of 2018, there were 105 airlines operating commercial flights at BCIA, 36 of which were domestic airlines (including airlines from Hong Kong, Macao and Taiwan) and 69 of which were foreign airlines. BCIA is now connected to 160 domestic destinations and 136 international destinations in 65 countries including 39 countries along the Belt and Road.



105

Airlines operating commercial flights at BCIA

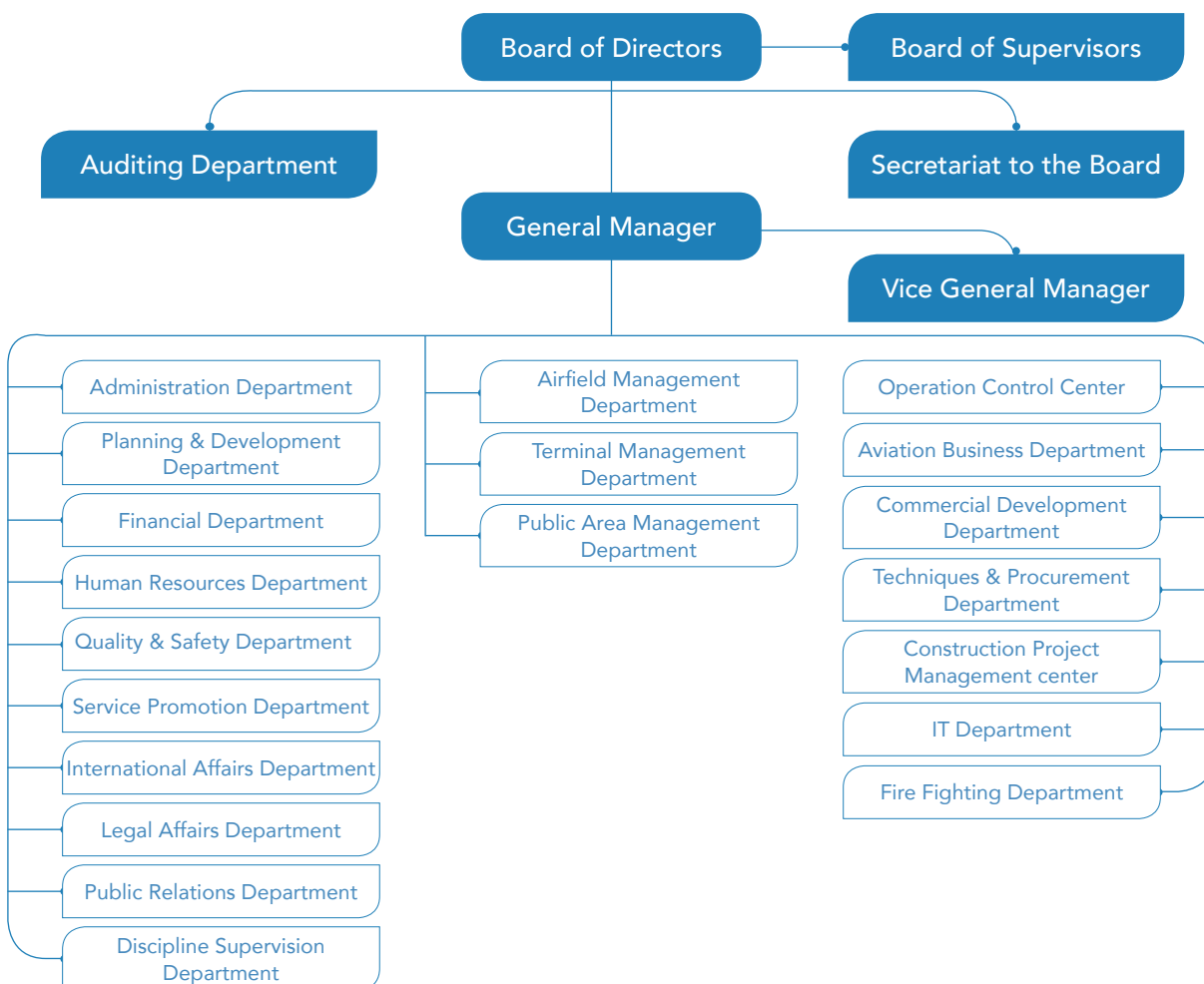


39

Countries along the Belt and Road covered by BCIA

Corporate Governance

Good corporate governance is an important precondition for enhancing corporate sustainability and values and protecting shareholders' rights and interests. BCIA strictly complies with the Company Law and Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited and other relevant laws and regulations, constantly improves corporate governance system and has established a modern corporate governance framework, which consists of Shareholders' Meeting, Board of Directors, Board of Supervisors, and the management, to builds up a professional team with standardized and clean governance, striving to build a world-class international hub.



Anti-corruption

To regulate operation management and prevent the management and employees from committing illegal conducts such as corruption, extortion, bribery, fraud and money laundering, we strictly abide by laws and regulations such as the Company Law, Criminal Law, Criminal Procedure Law, Anti-Money Laundering Law, and Regulation on the Punishment of Civil Servants of Administrative Organs, and enhance supervision and management over key areas and key positions. We have issued Regulation on Complaint Reporting Response, and set up standardized complaint reporting response procedure and unblocked petition channels while simultaneously ensuring that whistleblowers' privacy is well protected; in terms of major decision making, appointment of the management, arrangement of major projects and utilization of large-sum capital, etc., we have improved the decision making system and established a system against corruption so as to ensure legal compliance of major decisions. In 2018, no accident of corruption, blackmail, fraud or money laundering occurred at BCIA.

Risk prevention

We fully guard against internal risks, and achieve 100% legitimacy and compliance audit of the company-level management system, major business decisions and various contracts. After optimizing and adjusting the extra-budgetary fund application, bidding, procurement and other proceedings, our efficiency has increased by five times. Besides, we continuously carry out parallel supervision of "fund management, asset disposal, resource allocation, capital operations and engineering projects" and verify letters and visits to strengthen the capability of discipline inspection organizations with seven grass-roots offices of Commission for Discipline Inspection established. In 2018, the training of discipline inspection personnel was enhanced and 27 discipline inspection officials were organized in three batches to carry out business training at Hangzhou Discipline Inspection and Supervision Training Center, and 9 employees were selected to support and assist the inspection work of the Commission for Discipline Inspection at higher levels.

Party building

We have always exercised full and strict governance over the Party, thoroughly studied the guiding principles of the 19th CPC National Congress and Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, and implemented the Rules of Procedure of the Party Committee, to continuously improve the institutional guarantee for the role of Party organizations in major decision-making. In 2018, six special training courses were organized to realize the full coverage of the rotation training on learning the guiding principles of the 19th CPC National Congress among the leading officials of Party members and fifteen sessions of (extensive) learning among the central groups of Party committees were carried out. We also adopted the forms of Mini Party lessons and anti-corruption Party lessons, and held moral lectures on "the power of belief"; a competency quality model for leaders of grass-roots Party branches was established to deepen the dynamic management of grass-roots Party branches at different levels.

IPR protection

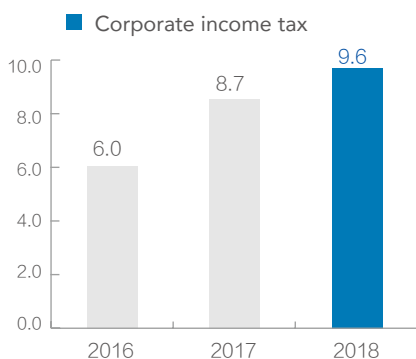
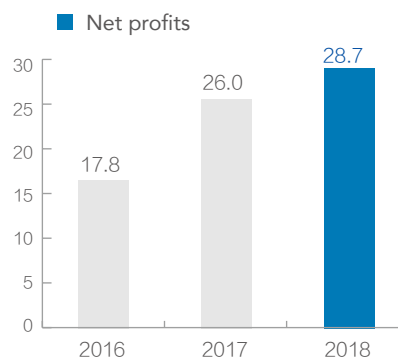
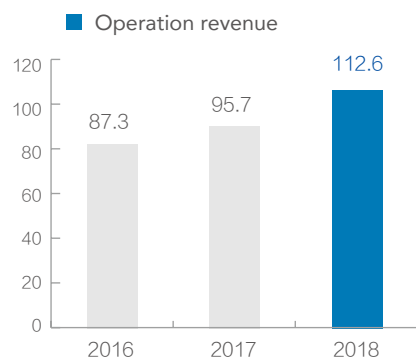
We attach much importance to the protection of intellectual property rights (IPR), including protection of patents, trademarks and copyrights. We have formulated policies and systems of IPR protection, and continuously improved innovation capability, and took into account factors such as core service content of airport business and the importance of IPR projects, so as to prevent IPR risks and enhance IPR protection.



Economic development

While ensuring sound management, BCIA continues to improve operation quality in creating more economic values, and achieving good business performance in a challenging environment.

Economic performance of BCIA in 2016-2018 (unit: RMB 100 million)



11.26

Operation revenue (billion)

17.6

Year-on-year increase of operation revenue (%)



2.87

Net profits (billion)

10.4

Year-on-year increase of net profits (%)



960

Corporate income tax (million)

10.0

Year-on-year increase of tax (%)

Hub construction

BCIA attaches importance to hub construction and constantly improves hub functions by various measures. For example, we deepen practical cooperation among sister airports, and participated in the 2nd AOT Sister Airport CEO Forum in 2018; we promote airlines to expand international long-distance routes and the national routes along "the Belt and Road", with 10 new international destinations, including Sabah and Copenhagen. In order to enrich the international regional easy way products, Beijing-Munich and Beijing-Hong Kong easy ways are launched. Our international influence is gradually rising.

Case

BCIA opens two new express routes from Beijing to Munich and Hong Kong

On November 2, BCIA, Air China and Munich Airport jointly launched the Beijing-Munich international easy way product. At the same time, the Beijing-Hong Kong easy way product jointly launched by BCIA, Hong Kong International Airport and Air China, Cathay Pacific and Cathay Dragon, was also launched in the same period. This is another innovation of BCIA in route network optimization and product structure upgrading and an embodiment of BCIA's deep cooperation with airlines including Air China. It is also an important measure for BCIA to consolidate and implement sister airport cooperation mechanism.



Responsible Supply Chains

BCIA has established a perfect supplier management system. We strictly abide by national laws and regulations, continuously standardize all kinds of procurement methods and improve our risk prevention and control in the procurement process. We have established a mechanism of "strict access, quantitative assessment and dynamic management" to strengthen supplier evaluation and strive to enhance suppliers' CSR capability through various channels. A closer cooperation with partners facilitates us build a responsible supply chain together. In 2018, the Company has 1,298 service suppliers.



1,298

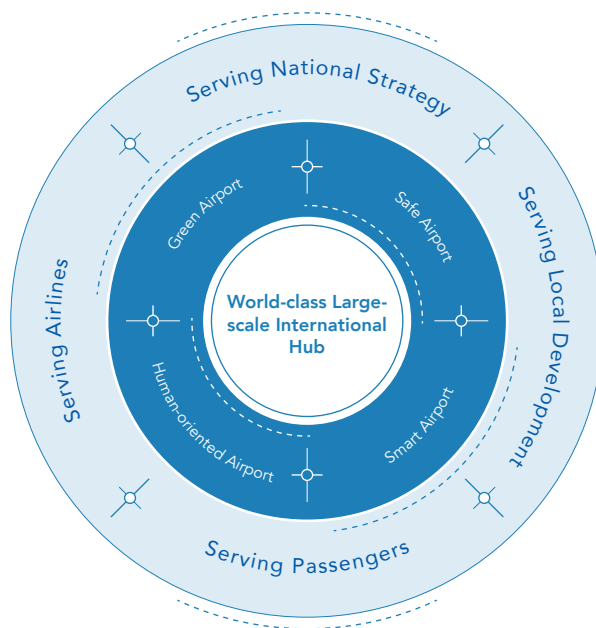
service suppliers of BCIA

Social Responsibility Management

Since its establishment, BCIA has always undertaken its responsibilities and followed the correct values. By giving full play to our core advantages, we integrate social responsibility in all aspects of airport operations and actively carry out CSR practices in safety, operation, service, environmental protection, employees, communities, etc. with shareholders and investors, employees, government, passengers, industry, partners and other stakeholders, to solve the current economic, social and environmental problems, striving to achieve sustainable development of BCIA, society and environment.

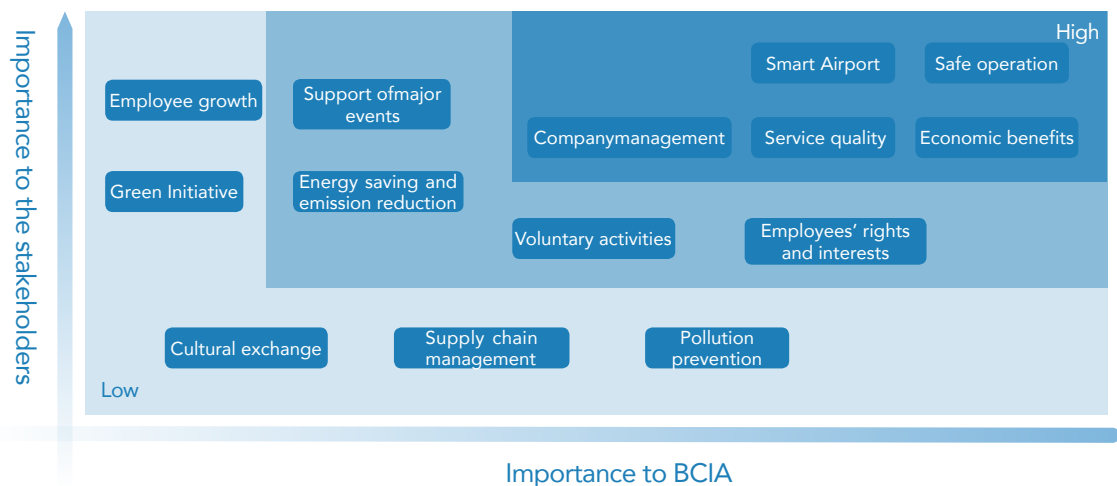
Sustainability philosophy

Facing with the complex environment of the future market, CSR management is of great significance to the society and the development of enterprises. While fulfilling CSR, BCIA has established a smooth communication channel with stakeholders. During the process, we further clarify our responsibilities and obligations, and make great efforts to improve our business development and management, and actively face the current social challenges in the economy, environment and community, which lays a solid foundation for the building of a world-class large-scale international hub and contributes to a harmonious society and a beautiful China.



Identification of material issues

Starting from 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 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 material topics, which are of great importance to BCIA's sustainable development and earn the common concern of stakeholders.



Stakeholder communication

Stakeholder 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	Concerns	Communication mechanism
Government and regulatory authorities (Beijing Municipal Government, Civil Aviation Administration of China, Air Traffic Management Bureau, etc.)	Safety support Passenger service Financial performance Environmental responsibility Staff's rights and interests Public welfare	Special report Research and visit Project cooperation Work conference Statistical statement
Passengers	Safety support Passenger service	Passenger service Customer feedback Customer relation management Online service
Investors	Information disclosure Corporate governance Financial performance Investors' rights and interests guarantee	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	Staff's rights and interests Career development Compensation and welfare Democratic communication	Workers representatives conference Trade union Suggestions, mailboxes and WeChat of BCIA Staff Service Center
Airlines and airport-based organizations	Safety support Passenger service Common development	Communication mechanisms including BCIA Passenger Service Promotion Committee Conference and communications Activities to check and solve service problems
Suppliers	Corporate reputation Finance performance Sunshine purchase	Business negotiation Contracts and agreements Training and technology exchange meeting
Financial institutions	Corporate reputation Financial performance	Contract negotiation Business exchange meeting
Community and society	Environmental responsibility Public welfare Community development	Charity activities Volunteer activities
Counterparts	Exchange and cooperation Industrial development	Forum and conference Exchange and learning Alliance

01

Safe Airport: Holding the Bottom Line of Safety

In order to build a safe airport, BCIA fully safeguards the safety of every take-off and landing flight. Following the principle of "zero tolerance of potential safety hazards", we ensure the unbreakable bottom line of safety by improving the risk management, improving the safety management system, strengthening special safety work and continuously promoting the safety culture.



Safety Management

BCIA strictly abides by safety-related laws and regulations, revises relevant safety systems, and establishes safety risk database and safety expert database to guard against potential risks with improved safety management system. 2018 was the 10th anniversary of the establishment of the BCIA Safety Management Committee. There were no safety incidents with liability, and the Company was rated as a national advanced company of the "Work Safety Month" campaign.



Safe Operation

BCIA regards safety as its primary mission, strictly adheres to the baseline of safety, and promotes safety management ability by starting with operation safety, air defense safety, fire safety, information security and emergency drilling, so as to eliminate unsafe factors and fully guarantee safe operation.

Operation safety

BCIA has set up the runway safety leading group to ensure operation safety and also issued BCIA Runway Safety Management Manual to achieve full coverage of "runway thermal imaging monitoring". We have carried out special anti-skid operations for aircrafts, established technical prevention facility standards for the special vehicles and jet bridges in the airport to minimize the risk of aircraft scratch caused by human operations, and carried out activities to "stop unrelated personnel from entering the apron". In 2018, we successfully completed transport support tasks for major events, such as the Forum on China–Africa Cooperation, and completed 245 flights of service support tasks throughout the year.



245

Flights of service support tasks in 2018

Case

Working together to guarantee the Forum on China-Africa Cooperation

From August 23 to September 9, BCIA successfully completed the major transport support tasks for the Beijing Summit of the Forum on China-Africa Cooperation (FOCAC), with 68 special flights, including 45 chartered flights. Based on the principle of "the highest standard, the strongest deployment, the strictest measures, the best state and the best effect", BCIA has made every effort to ensure the safe operation services during the guarantee period and achieved the general goal of "zero accident, zero error and zero complaint", thus gaining wide recognition from the outside world.



Aviation security

Through a series of measures such as system development, management innovation, system prevention and control, and cultural guidance, BCIA has consolidated its air defense and anti-terrorism work foundation in a well-rounded way. In 2018, we revised the aviation security plan with a total investment of nearly RMB 500 million, completed 20 rectifications and upgraded 41 dual-view X-ray machines. The anti-terrorism training was held to build a solid base among the mass for anti-terrorism work, and we also added 110 CCTV monitoring sites in public areas. By working with the BCIA Public Security Bureau to carry out image recognition tests in terminals, we sort out new ideas for improving anti-terrorism measure in terminals.



500

Total investment in rectification projects about RMB (million)



41

Renewal of dual view X-ray machine



110

CCTV monitoring sites added

Fire safety

In terms of fire safety, the Company has completed the intelligent fire consulting project and formulated the preliminary design scheme of intelligent fire protection. We carry out standardized management of fire safety, and have issued six fire safety standards, such as Code of Fire Supervision and Inspection Procedures. In 2018, we organized members of the BCIA Safety Management Committee, such as customs, catering companies, ground service companies and security companies, to conduct fire training with more than 1,500 participants, and built a fire safety training base in the airport areas.

 **1,500+**

Participants in fire training

Case

Fire training in kindergartens

On November 9, BCIA launched the "119 Fire Prevention Publicity Day" campaign- Fire training in kindergartens, teaching fire knowledge and skills to children of BCIA No.1 Kindergarten. More than 280 children and 20 kindergarten teachers participated in the event. The firefighters showed the children the functions of fire trucks, fire hydraulics shears, fire chain saws and other fire rescue equipment. The vivid explanation and practical operation enabled the children to quickly grasp the use of fire extinguishers, and effectively improved the children's fire awareness and fire escape ability.



Information security

In 2018, the Company launched the "BCIA Important Information System Security Monitoring Platform", promoted the development of "Civil Aviation Important Information System Network Security Project" and participated in the "Network Guard 2018" network attack and defense exercise organized by the Ministry of Public Security. Besides, we organized the training on data privacy protection of civil aviation passengers to enhance the staff's awareness of data security protection.

Emergency drills

In order to ensure effective response to emergencies, BCIA revised and issued BCIA Emergency Rescue Plan Manual and BCIA Anti-terrorism Emergency Plan, organized various emergency drills such as anti-terrorism and dangerous goods disposal. In addition, we carried out "Un-Scripted drills for aircraft off-site crashes" for the first time to enhance the practical effectiveness of the drills. In 2018, the Company organized emergency rescue trainings with more than 1,100 participants.

 **1,100+**

Participants in emergency
rescue trainings

Case

BCIA launches the first emergency rescue drill of aircraft off-site crashes

In October 2018, BCIA launched an emergency rescue drill of aircraft off-site crashes to simulate the emergency rescue based on the situation that the incoming flight confronted with the sudden storm during landing in BCIA. A total of 106 medical staff participated in the drill. Five evaluators were selected to evaluate the effectiveness of the drill and 20 guests were invited to observe and evaluate the drill, which laid a solid foundation for BCIA to continuously improve its emergency response capability.



Safety Culture

BCIA continues to carry out staff safety education, deepen the activities of "three innovations for three foundations, four implementations for safety management" and organize Work Safety Month campaign, which effectively enhance staff's safety awareness and responsibility awareness, and ensure the normalization and continuity of training and education work. In 2018, the Company compiled the White Paper on BCIA Safety Culture and a research report, and launched the evaluation project of "BCIA Safety Culture (Version 2.5)". 40 national gateway heroes were selected and 691 pieces of good suggestions were collected with 45 pieces of better advice selected from them. 2,043 pieces of hand-shoot information were verified.



40

National gateway heroes
selected

Case

BCIA holds National Work Safety Publicity and Consultation Day campaign and experience exchange on aircraft scraping prevention technology

On June 16, themed with "Life First, Safety Development", Work Safety Publicity and Consultation Day campaign organized by BCIA was held in the fourth floor of Terminal 3. The public service advertisements on safety such as UAV Operation and Safety Inspection Notice, were broadcast to deliver the aviation safety knowledge such as Work Safety Law, clearance protection requirements and lithium battery transportation regulations, to passengers. In addition, BCIA Safety Management Committee also organized the experience exchange on aircraft scraping prevention technology to effectively enhance internal and external safety awareness.



The background of the slide is a photograph of a multi-level highway interchange during sunset. The sky is a mix of orange, yellow, and light blue. A large green semi-transparent rectangle is overlaid on the left and center of the image. Inside this rectangle, the number '02' is written in large white font. Below it, the title 'Green Airport: Setting up a Model for Environmental Protection' is written in white. Further down, a paragraph of text is enclosed in a white-bordered box. The overall design is modern and professional.

02

Green Airport: Setting up a Model for Environmental Protection

In strict accordance with related laws and regulations such as the Environmental Protection Law, BCIA adheres to the idea of “uniting multi-stakeholders to build a green airport” to improve the environmental management system, enhance energy conservation and consumption reduction, and intensify pollution management and control. Meanwhile, the Company joins hands with stakeholders to propose the green airport initiative and endeavors to be a new model for green airports in the industry.



Improving Environmental Management

In order to realize ecological harmony and guarantee BCIA's sustainable development, BCIA has officially released the Guidelines for Building Green Airport (Version 2.0) and innovatively put forward the overall guideline for building a green airport with "one axis and four drives", aiming to cooperate with stakeholders for building a green airport. In 2018, as the only transportation service enterprise shortlisted in Climate Leader Plants Program, BCIA became the first to receive the honor of "Climate Leader Enterprise" in the industry.

The first airport to receive the honor in the industry

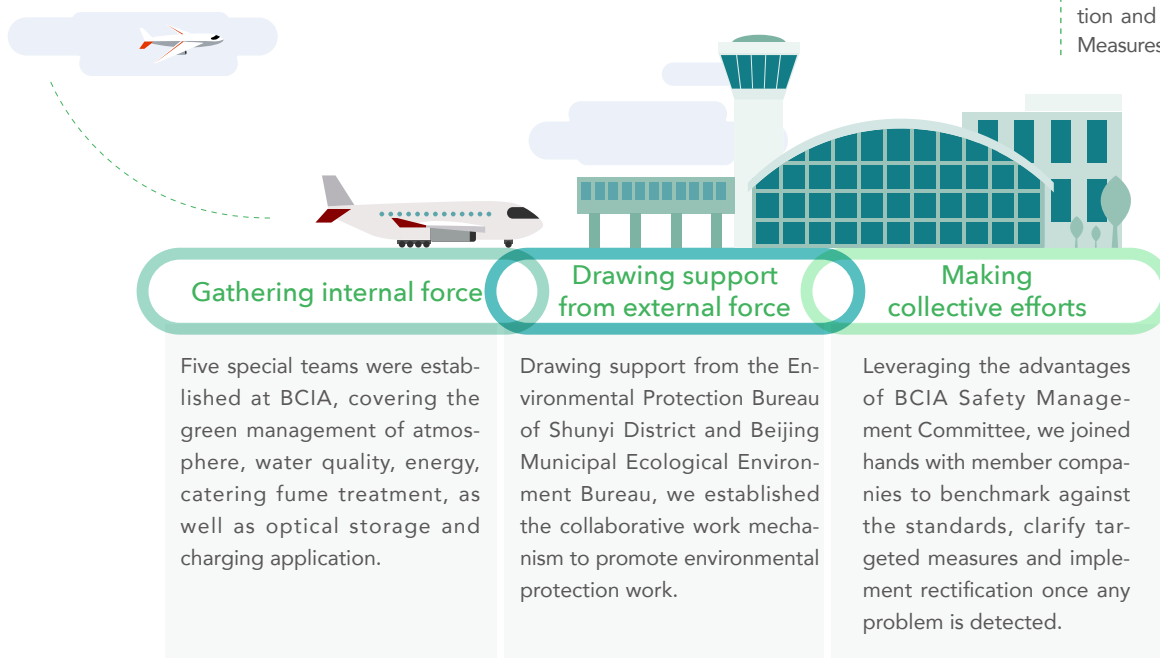


Overall guideline of BCIA for building a green airport with "one axis and four drives"

132479.87

Greenhouse Gas (Carbon Dioxide) Emissions (ton)

Note: This year, only the Company's greenhouse gas (carbon dioxide) emissions are measured based on the Guidelines (2018) for Carbon Dioxide Emissions Accounting and Reporting – Service Enterprises (Institutions) and the Beijing Carbon Emission Trading System Construction and Management Measures.



Enhancing Energy Conservation and Consumption Reduction

In an effort to further promote the green airport construction, BCIA established the two-tiered “leading group for building the green airport” and released the BCIA Three-year Action Plan to Build a Green Airport with Collective Efforts in 2018, which clarifies the development goals in terms of energy management, energy conservation, water conservation and fuel conservation to further reduce resource and energy consumption. In 2018, the Company completed the work on carbon trade inspection, transaction and fulfillment as a carbon trading pilot in Beijing, saving 10,560 tons of carbon more than the carbon quota.

Energy management

BCIA has always adhered to the ideal and principle of environmental protection, and constantly improved the energy efficiency management mechanism and energy contract management and operation mode. In 2018, on the one hand, BCIA completed the transformation of the light control mode of the “one lighting in every two” in the vertical area of Terminal 2, optimized APM operation resources, and continuously upgraded the BEMS system to improve the building’s self-control capability. On the other hand, BCIA conducted the Comprehensive Application Research on New Energy and Renewable Energy Technologies in Ultra-large Airports, and developed four professional systems such as the domestic hot water supply system and the waste heat utilization system of the baggage system, contributing to a green airport.

Power conservation through science and technology

As an important part of energy conservation and emission reduction, power conservation has always been one of the priorities of BCIA. In 2018, BCIA set up a special team for energy conservation and consumption reduction in order to promote the application of energy-saving equipment, propel the renovation of high-energy-consumption equipment and strengthen research on clean energy, providing strong support for BCIA’s energy efficiency improvement.

Case

Conducting in-depth research on new ways of power conservation

In order to facilitate the green airport construction and lead the energy-saving development of the industry, the BCIA team for energy conservation and consumption reduction introduces energy-saving technologies to renovate the old equipment and intensifies research on clean energy such as PV power generation and optical storage and charging integration. Through conducting in-depth research on energy utilization, BCIA endeavors to provide new ways for energy consumption reduction. By the end of 2018, a total of 429 MWh of electricity had been saved in the public sector, with a year-on-year decrease of 2.79%.

Main tasks of the BCIA Three-year Action Plan to Build a Green Airport

- Widely apply clean energy
- Effectively supplement ground power and air conditioners
- Fully optimize the flight procedure and ground operation modes
- Focus on promoting the renovation of energy-saving facilities
- Actively explore the solution of “storage and charging integration”
- Boldly implement the construction of the long flight boarding island
- Innovatively build the intelligent inbound baggage transmission system
- Steadily improve the green transportation system



Promoting the application of energy-saving equipment

Completed the renovation of 33 air conditioners at Terminal 2

Launched the high-energy-consumption motor renovation project in the west block of the terminal building

Explored the application of energy-saving light source for high-pole lamps



Promoting the renovation of high-energy-consumption equipment

Completed the renovation of approximately 1,980 sets of taxiway lamps in the flight area

Launched the second phase of Terminal 3 LED lighting renovation project



Intensifying the research on clean energy

Promoted the parking lot PV power generation project

Carried out the optical storage and charging integration project and the research on the West Lake surface PV and GTC dome PV film power generation

Case

Fully promoting optical storage and charging integration

The use of clean energy is of great significance to BCIA to build a green airport. In 2018, BCIA set up a special team for optical storage and charging application, and completed the feasibility research on the parking lot PV power generation project and the research program of PV power generation and flight area energy storage charging integration construction, which promoted the implementation of optical storage and charging integration, offering new ways of clean energy utilization.



Oil conservation through low-carbon measures

In strict accordance with the Law of the People's Republic of China on Air Pollution Prevention and Control, the Integrated Emission Standards for Air Pollutants and other related laws and regulations, we regulate the management of electric vehicles and their charging facilities in the flight areas, and strictly control the exhaust emission of vehicles in the airport. At the same time, we accelerate the construction of charging piles, comprehensively promote the renovation of "oil to electricity" vehicles and the construction of charging piles, as well as the launch of wide bridge-borne equipment, so as to effectively reduce pollutant emissions. By the end of 2018, 895 vehicles with non-compliant exhaust emissions had been renovated, realizing the full coverage of land-side clean energy shuttle vehicles. Throughout the year, 460,000 kilograms of carbon emissions were reduced. Moreover, we modified the bridge-borne equipment docking mode and increased the equipment utilization rate to 94%.



460,000

Carbon emissions reduced in 2018(kilograms)



94

Bridge-borne equipment utilization rate increased to(%)

Ways of oil conservation



Standardizing the management of electric vehicles and their charging facilities in the flight areas

- Consecutively issued the Notice on Implementing the Emission Standards for Motor Vehicles and Non-Road Machinery in Beijing within BCIA, the Notice on Implementing the Work Plan of the Civil Aviation's Implementation of the Three-Year Action Plan for Winning the Blue Sky Defense War, and the Technical Standards for Key Performance of Electric Vehicles and Charging Facilities in BCIA Aircraft Activity Areas.



Strictly controlling vehicle exhaust emissions in the airport

- Newly adding opacity meter (to measure the smoke of diesel vehicles) and the exhaust gas analyzer (to measure the exhaust of diesel vehicles)
- Completing the re-examination of the exhaust of 3,702 vehicles in the airport
- Newly installing the exhaust purification devices for 895 civil-licensed vehicles/equipment
- Accumulatively having a total of 132 new energy vehicles



Accelerating the construction of charging piles

- Completing the construction and commissioning of six charging piles in the first phase of the Company's air-side charging piles. The number of air-side and land-side charging piles reached 106
- Launching pilot construction projects for 13 sets of energy storage and charging facilities in the main apron and the parking area of the flight areas
- Completing the research report on the PPP mode of land-side "oil to electricity" renovation

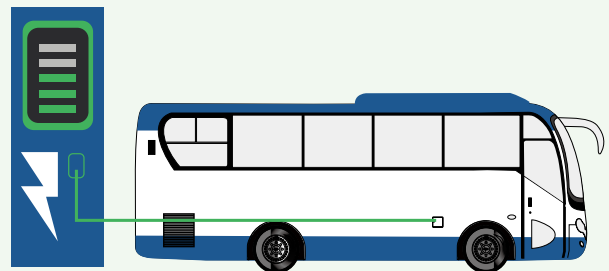


► BCIA charging piles and electric shuttle vehicles

Case

The training on the use of fast charging piles for electric vehicles

In order to accelerate the process of “oil-to-electricity” renovation, BCIA promoted the launch of the charging piles for electric vehicles in the flight areas and organized companies such as Air China, Xinhua Airlines, AMECO, China Southern Airlines, and China National Aviation Fuel Group Limited (CNAF), etc. to conduct the training of the distribution of charging cards and a quick guide of charging pile use, aiming to popularize related knowledge of electric vehicles and fully improve the efficiency of electric vehicle use.



Water recycling

Due to shortage of water resources that are fit for purpose, BCIA set up a water quality control team in 2018 to take the temporary measures to ensure that the water quality of the West Aviation Water Purification Station after treatment can meet the new standard requirements. By the end of 2018, the Company used 1.8887 million tons of water, with 18.70 kilograms of water per capita; and 357,100 tons of reclaimed water was used. In 2018, there was no issue in sourcing water that is fit for purpose.



1.8887

Water consumption of BCIA(million tons)



18.70

Water consumption per capita(kilograms)



357,100

Reclaimed water consumption(tons)

Case

Reuse of non-traditional water resources

In order to realize highly efficient use of water resources, BCIA focuses on water conservation and meanwhile relies on the use of recycled water. Through the use of non-traditional water sources such as rainwater and reclaimed water, we realized the irrigation of 910,000 square meters of green land in the eastern area by reclaimed water or rainwater irrigation, thus improving water use efficiency. By the end of 2018, 6,600 tons of water had been saved in the public sector, with a year-on-year decrease of 3.06%



6,600

tons

3.06

%

Saved water in public area

Year-on-year decrease

Enhancing Pollution Prevention and Control

Actively responding to the national call of environmental protection, BCIA always takes the ecological progress as a fundamental task, actively promotes the construction of a green airport, and strives to fight the battle against pollution through effective management and control of waste disposal, sewage treatment and noise prevention, providing a strong drive for the sustainable development of BCIA.

Waste disposal

BCIA strictly controls the collection, transportation and treatment of solid waste. We not only incinerate non-hazardous waste, but also cooperate with qualified enterprises of hazardous waste treatment to collect hazardous waste, realizing harmless treatment for the environment.

Sewage treatment

BCIA requires 100% harmless treatment of sludge and strictly controls sewage discharge. In 2018, we completed the renovation of the Western Aviation Purification Station.

Noise prevention

BCIA takes the lead to build the noise self-monitoring system, actively conducts mobile monitoring of sensitive stations, and implements the 24-hour monitoring of noise and aircraft operation.

Fume treatment

BCIA continues to optimize emission management and the control of catering fume. In 2018, the Company conducted special inspections of catering outlets' greasy dirt discharge, and required catering outlets to install greasy dirt discharge devices.



In 2018, more than 900 tons of waste was recycled, and more than 390 tons of waste from flights passing through epidemic-stricken areas was incinerated.

In 2018, we realized the treatment and disposal of 7.8025 million tons of sewage and 6,781.17 tons of sludge, reduced 2,451.18 tons of Chemical Oxygen Demand (COD) emissions and 271.91 tons of ammonia nitrogen emissions.

By the end of 2018, 23 noise monitoring stations had been established, including 22 fixed monitoring stations and one mobile monitoring station.

In 2018, 100% of the catering outlets were equipped with greasy dirt discharge devices, and all of them signed a waste collection agreement with qualified service providers of waste disposal to ensure compliance with relevant national requirements.

Jointly Proposing the Green Development Initiative

As the only airport in the world to carry out strategic cooperation and having signed a MOU with the United Nations Environment Programme (UNEP), BCIA promotes energy conservation and emission reduction and champions the concept of ecological protection while striving to realize the transformation of a green airport. In 2018, BCIA cooperated with professional environmental protection agencies such as Beijing Wildlife Rescue & Rehabilitation Center. In total, more than 110 wildlife rescue and release activities were conducted in 2018; through publicity activities with special themes such as “cleaning the ocean” and “voicing for life”, BCIA called on stakeholders to participate in environmental protection actions, making contributions to a community with a shared future for mankind.



110+

Wildlife rescue and release activities
conducted

Case

Cheer for the “Cleaning the Ocean” campaign

In November 2018, BCIA and UNEP launched the “Cleaning the Ocean” theme publicity campaign. The event aims to call on the public to change the habit of discarding litter and call on industries to cut down on plastics consumption, so that disposable plastic products can be gradually eliminated and help mitigate the enormous damage caused by marine waste to marine life, marine ecology and the human living environment, ultimately to make the ocean cleaner.



► BCIA conducts the “Cleaning the Ocean” theme publicity campaign at the terminals

03

Smart Airport: Integrating Technological Innovation

Adhering to the technological innovation as the first drive, we have continued to promote the construction of "a smart airport" through the rapid, deeper and integrated development. In particular, we have carried out a series of work on smart operation, smart safety guarantee, smart service, smart business, smart operation management and IT infrastructure, and achieved automated safety, coordinated operation, customized service and intelligent management, setting up a "smart airport" benchmark.





Leading Smart Operation

BCIA adopts advanced information technology to build a smart operation system. Since the launch of the A-CDM system in 2010, BCIA has undergone three phases of functional upgrades. We have successfully launched A-CDMAPP to support users to realize lean operation organization and guarantee. The smart management system of production and operation is an integrated system for guaranteeing flight operation. Through real-time interaction with the BCIA A-CDM system, we have effectively enhanced the technical support capability of BCIA's coordinated operation.



► A screenshot of the A-CDM Application Interface

Case BCIA launches the Aero MACS

At the beginning of 2018, BCIA and organizations such as CAAC North China Regional Administration successfully developed the AeroMACS (Aeronautical Mobile Airport Communications System), which can obtain real-time surface monitoring data transmitted by the server, warning service data on ground motion, aircraft path planning data and the meteorological information of the airport. Moreover, the system provides users with a full range of airport surface situation analysis and accurate taxiway guidance, which helps realize terminal-apron control transfer and lean command and control of ground service.



Guaranteeing Safety with Smart Systems

BCIA launched the “1-2-1” smart security management system, which realizes comprehensive support for safety management system operation, safety risk management, safety responsibility implementation and legal self-inspection, provides real-time process control and scientific quantitative evaluation for safety performance management, and deepens the safety management mechanism through intelligent means. In 2018, BCIA sorted out the data of 90,000 honest passengers from 26.43 million pieces of travel data in the security information system; launched the security inspection and monitoring system, reducing the average queue time from 7 minutes to 2 minutes and 43 seconds.



26.43

Million pieces of travel data in the security information system



90,000

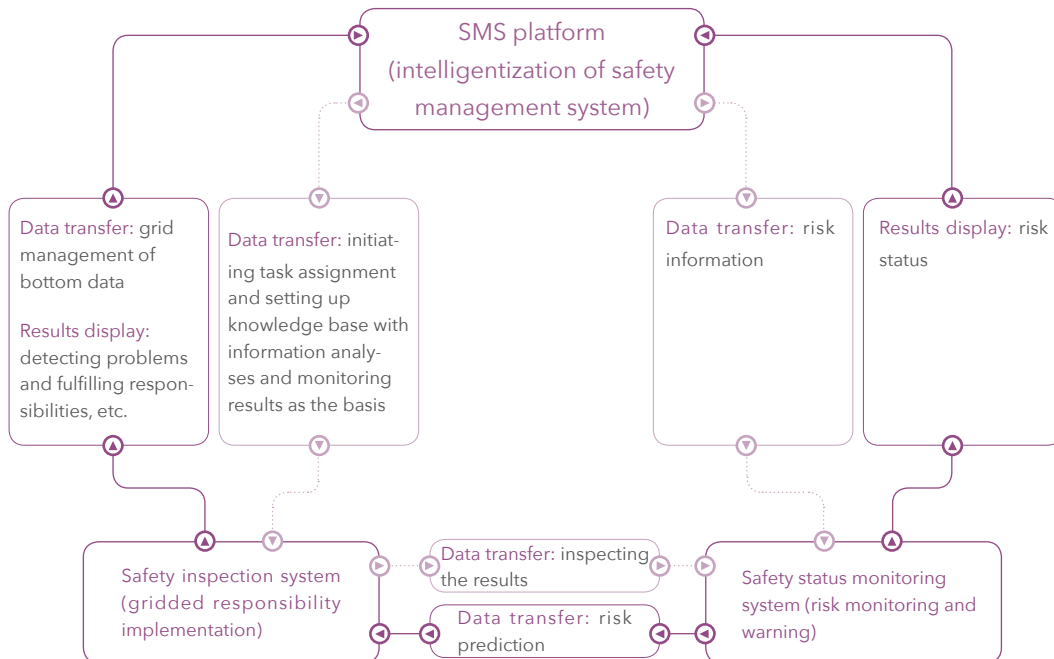
Honest passengers



2:43

2 minutes and 43 seconds Average queue time

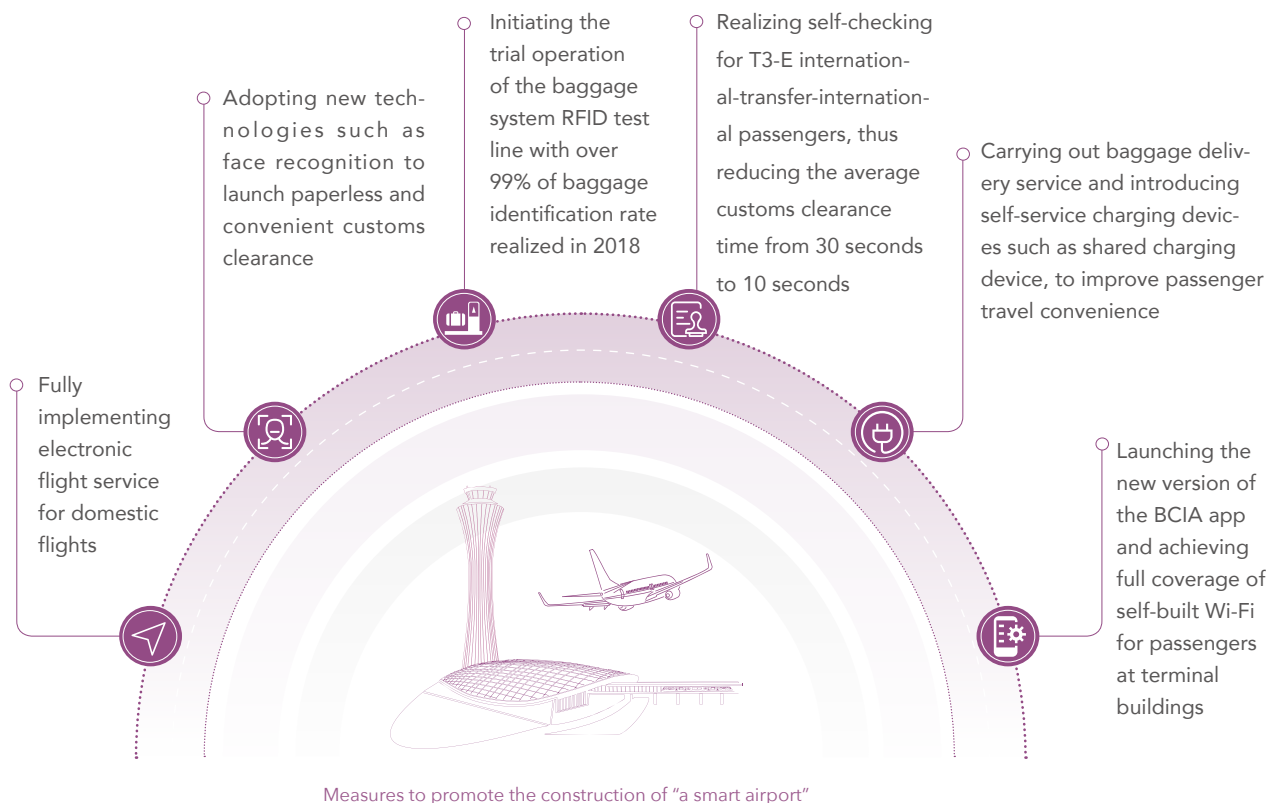
Data connectivity – Intelligence-based corporate safety management, safety services, and safety monitoring



BCIA's "1-2-1" smart safety management system

Providing Smart Services

With the service requirements of “high quality, high efficiency and high satisfaction”, BCIA launched the self-built passenger Wi-Fi project to realize paperless boarding in order to ensure the convenient travel, improve airport information service and guarantee efficiency, and enhance passengers’ travel experience, striving to create a convenient and safe travel environment for passengers.



Case

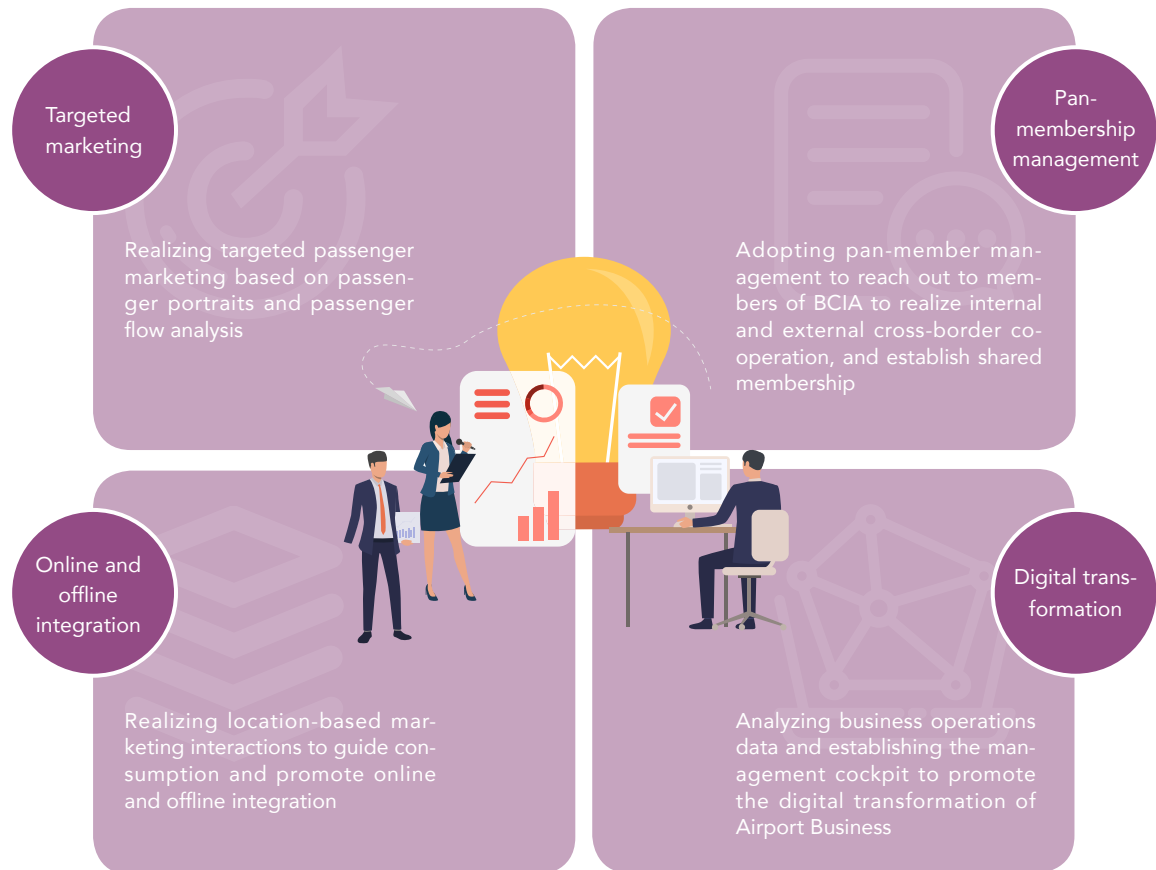
BCIA fully realizes electronic flight service

On April 24, the three terminals of BCIA fully realized the full-process electronic flight service. The whole process mainly adopts electronic verification and other information methods to provide efficient and convenient procedures for passengers. Compared with the process of paper boarding pass, at least ten minutes can be saved for a passenger, which brings great convenience to passengers.



Building Smart Business

With the application of new technologies such as Internet of Things, big data, and artificial intelligence, BCIA integrates online and offline passenger business service to develop targeted marketing and services. Through building an intelligent commercial marketing model with airport industry characteristics in the era of "Internet Plus", we realize the commercial digital operation of BCIA, drive the business development with information technology, and endow passengers with convenience and personalized business service experience.



Smart marketing model of BCIA



Smart Operation Management

BCIA uses intelligent means to continuously strengthen the lean and digital business management, build an office administration app “E-connected” for convenient office work and a smart Party building information system to manage Party affairs. The cloud service platform is used to empower business and realize quick improvement of management efficiency.



Establishing the office administration app “E-connected”

As the mobile portal app controlled by the unified authority, the BCIA “E-connected” app has realized centralized management of the release, download and update of mobile applications of BCIA, which effectively improves office administration convenience and efficiency.

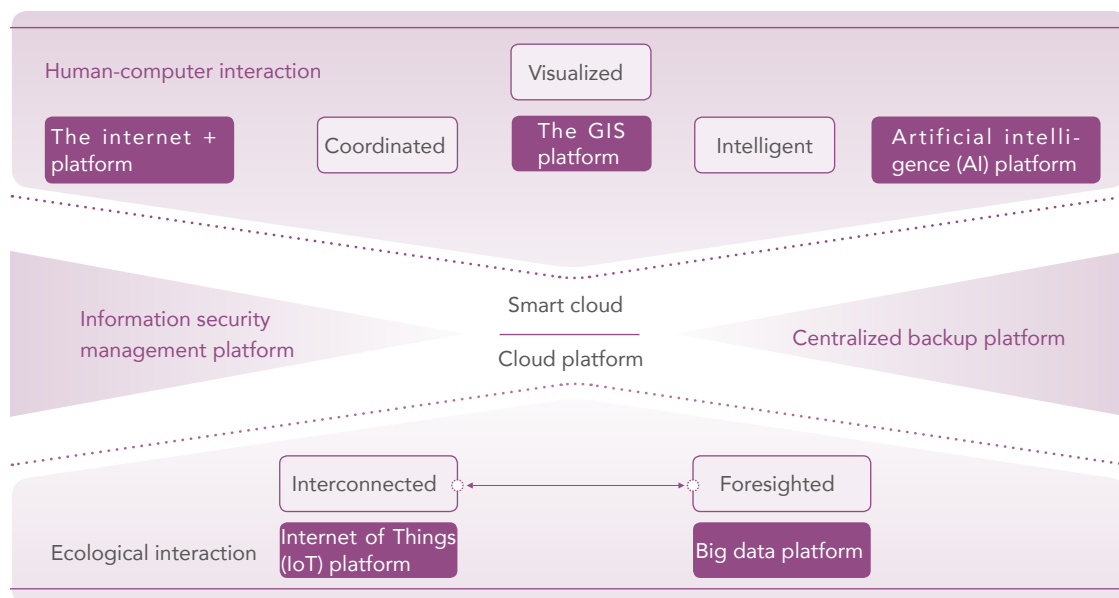


▲ A screenshot of the “E-connected” app



Smart IT

BCIA attaches great importance to the establishment of the capability platform and provides flexible and customized computing and storage resources for BCIA's operation system through a centralized cloud service platform; BCIA leverages the open IoT platform to lay the foundation of network for the Internet of Everything; through the big data platform, BCIA horizontally integrates data from different business sectors to empower the business systems; by upgrading the geographic information platform, BCIA improves the geographic map instant service capability. The improvement of these platforms provides effective support for passenger service and safety applications.



Basic IT capability building of the smart airport

Smart Party building

In consideration of the actual situation of primary-level Party building, we have established a smart Party building information system and carried out top-level design from the aspects of theory enhancement, organization consolidation, conduct improvement, institutional development, anti-corruption, the mass organization work, cultural advancement, archive building, etc., realizing management of the Company's Party affairs.

Case Smart Party building information system officially launched

In August 2018, the "Smart Party Building" information system of BCIA was officially launched. With Internet and network information means, the system aims to serve Party members by digitally reorganizing, analyzing, integrating Party building resources, integrating the Party building and Party members' work and making intelligent responses, which can break time and space limitations and help build a standardized, open, integrated, efficient and interactive work system for the Party and people's organizations, so as to realize lean management, personalized services, and long-term efficient operation of the work of the Party and people's organizations.





04

Human-oriented Airport: Manifesting Cultural Confidence

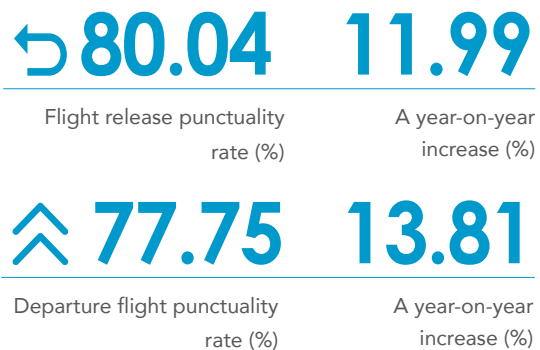
BCIA has always adhered to the “people-oriented” and “culture-led” concepts. With the core of operational efficiency, we improve flight punctuality and also elevate service quality to enhance passengers’ satisfaction and sense of fulfillment; characterized by promoting humanistic spirit and demonstrating cultural confidence, we promote the employee development, enhance their sense of happiness, and work with stakeholders to build a human-oriented airport.



Improving Flight Punctuality

Flight punctuality is a direct reflection of airport operation quality and also a core element of civil aviation service. We have further improved the operation management mechanism to tap operational potentials, strengthen operational coordination, and continuously improve the flight punctuality rate of BCIA through lean management and targeted measures such as peak-load shifting and the quantity control of flight schedules.

The flight punctuality rate of BCIA in 2018 reached a new high during the past four years. In 2018, the flight release punctuality reached 80.04%, with an increase of 11.99 percentage points year on year; the punctuality rate of departure flights reached 77.75%, with an increase of 13.81 percentage points year on year.



Improving Service Quality

We have always provided wholehearted service, constantly improved the service standards, and upgraded the maintenance of equipment and facilities to bring passengers convenient and comfortable travel experience. We have taken effective actions to basically establish the BCIA Service Quality Management Model (SQMS), developed the service quality self-evaluation system, and issued the BCIA General Service Requirements to consolidate the service quality management. In 2018, our ACI passenger satisfaction scored 4.99, with passengers' satisfaction reaching a new high.



We take effective measures to improve the service quality

- Actively launching a "toilet revolution" and completing the construction of model toilets

- Increasing the frequency of night-time shuttle vehicles and improving the handling efficiency of check-in luggage, thus having continuously improved the ground support capability

- Organizing the 3rd China Airport Service Conference to deepen the building of the service culture brand of "honoring courtesy of BCIA"

- A total of 20 events such as "BCIA Cartoons" and "Smart Travel Instructions" were held in 2018

- Cooperating with the BCIA hospital to carry out AHA first-aid training and strengthen the first-aid volunteer team of BCIA employees. A total of 1,648 passengers were rescued in time

Case

"Toilet Revolution" in the airport

In order to better improve services and meet the needs of passengers, BCIA has set up a special team for improving conditions of toilets at the terminal building to launch the "toilet revolution". By extending the internal space of the toilet cubicle and shortening the width of the partition door of the toilet seat, more space is released, allowing easier transmission of large pieces of luggage. The mobile phone storage desk, toilet gasket disinfectant, etc. are added inside the toilet cubicle to further optimize the details. In addition, a makeup mirror is installed in ladies' restroom; the baby care station, baby hanging chair, family bathroom call bell, and barrier-free facilities are equipped in both gentlemen' restroom and ladies' restroom. The locker-room pedal and handrails are added to the toilet seats for men and women to facilitate the toilet use for the pregnant, the elderly, the sick and the disabled passengers.



Besides, we have taken a series of measures to improve the international passenger transport service. These measures include the implementation of the BCIA Measures for Discounts of New Regular International Passenger Air Routes and Flights (four airlines provide discounts for 18 new air routes and flights), and continuous enhancement of the marketing of the 144-hour visa-free transit policy (the number of visa-free transit passengers increased by 36% year on year), providing more convenience for international travelers.



18

New air routes and flights
with discounts

36

Visa-free transit
passengers increase
rate year on year(%)

Promoting Employee Development

Talents are the source of driving force for BCIA to create a new high in performance. Focusing on the “people-oriented” concept, we effectively protect the basic rights and interests of employees and help realize their value of life, so that each employee can achieve “career development, sense of happiness and achievement, and living quality” in the “warm family” of BCIA.

Protecting employees' basic rights and interests

Protecting employees' rights and interests is always the top priority of BCIA. We not only adhere to the principle of equal employment, but also protect the basic rights and interests of every employee, provide satisfactory salary and benefits for employees, and unblock channels of democratic communication, working with employees to protect their rights and interests. In 2018, BCIA issued and revised 14 human resources systems including the Regulations on Organizational Management to consolidate the institutional foundation for the protection of employees' rights.



14

Human resources systems such as the Regulations on Organizational Management issued and revised

Equal employment

01

We strictly abide by the Labor Law, the Labor Contract Law and other related laws and regulations, and adhere to the principles of openness, equality, competition and merit-based selection. We forbid discrimination due to religion, gender, nationality, ethnicity, age, disability, or marital status, etc., and child labor, and resist forced and compulsory labor in all forms. When illegal employment is detected, the labor relationship will be immediately terminated and necessary measures such as physical examination and economic assistance will be taken. In 2018, no incidents of child labor or forced labor occurred at BCIA.



Compensation and benefits



In order to guarantee employees' senses of respect and belonging as well as recognition of and support for the Company's development strategy, we not only insist on equal pay for equal work, but also set up competitive and fair salary incentives to safeguard every employee's legitimate rights and interests. In addition to statutory holidays and statutory working hours, employees can also enjoy the Company's paid annual leave according to the actual situation. In 2018, we completed the design of the salary system optimization plan, increased overtime meal allowance, and improved guarantee for primary-level business operation. The coverage rate of the five social insurances and one housing fund reached 100% in 2018.

02



Physical and mental health



Based on the principle of “precaution and effective communication”, we constantly improve the Occupational Health and Safety Management System. In 2018, special examinations such as cardiovascular and oncological examinations were added in the physical examination program for employees, and four third-grade class A hospitals were included in the list of employees’ physical examination institutions; the value-added services of health management were added to solve problems such as “having difficulty in registering for and getting medical service”; the insurance coverage for major illnesses were raised from RMB 100,000 to RMB 500,000, the accidental injury insurance were raised from RMB 100,000 to RMB 200,000, and the sickness insurance of RMB 500,000 was added to help protect employees with acute illnesses from poverty. As of the end of 2018, the number of work days lost due to work injuries was 79 days.

04

Democratic management and communication

03

Strictly abiding by the Provisions on the Democratic Management of Enterprises and other national laws and regulations, and according to the BCIA Deliberation Rules of Trade Union Committee, we hold monthly meeting of the trade union to discuss major issues involving the immediate interests of employees, and explore ways to achieve common development and management improvement between the Company and employees. In 2018, we organized five Workers’ Congresses.



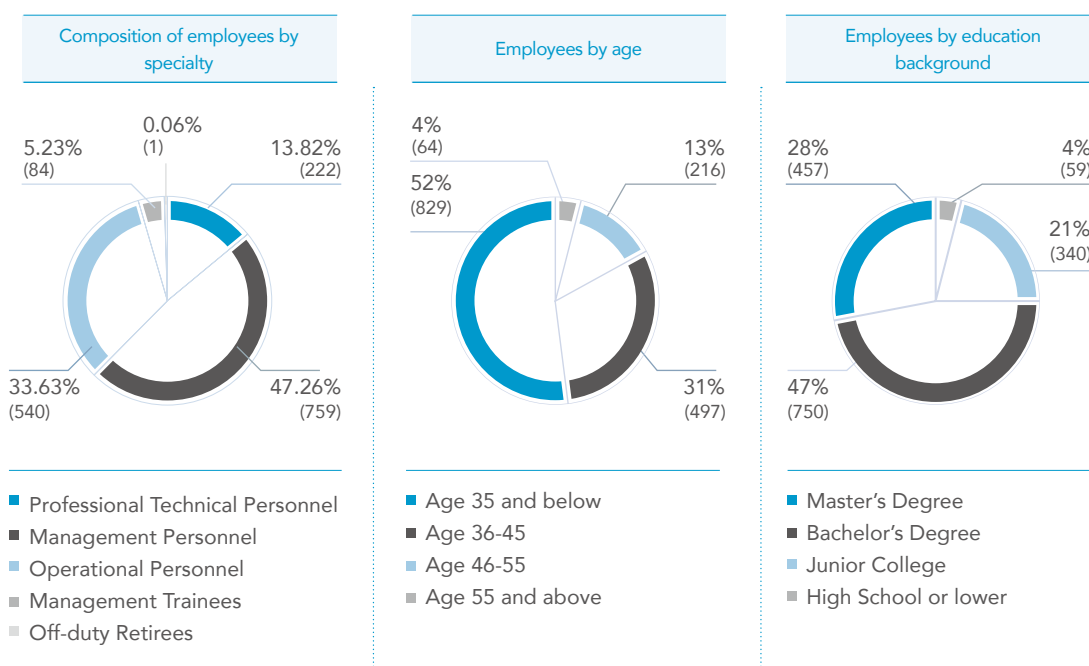
Supporting employees' growth

The diversified development of employees is of great significance to BCIA in building a large international transport hub. To this end, BCIA champions the diversified development of employees and develops the corresponding training system and the explicit career development path to help employees improve their professional competence and professionalism, laying a solid foundation for the realization of employees' dreams.

Diversified integration

Adhering to the concepts of equality, diversity and inclusion in terms of talent employment, we are committed to providing each employee with a fair and just career development platform. By the end of 2018, there had been 1,606 employees at BCIA, including 495 female employees (30.8%) and 54 ethnic minority employees. The labor contract signing rate of BCIA reached 100% in 2018.

Distribution of BCIA employees in 2018



Staff Turnover		Number of Employees Who Leave a Workforce and are Replaced	Rate in 2018
Region	Northwest China	0	0.0%
	Northeast China	1	0.1%
	Northern China	14	0.9%
	Eastern China	6	0.4%
	Southern China	1	0.1%
	Central China	4	0.2%
	Southwest China	2	0.1%
	In total	28	1.8%
Gender	Male	22	1.4%
	Female	6	0.4%
Age	Age 35 and below	22	1.4%
	Age 46-55	1	0.1%
	Age 36-45	5	0.3%
	Age 56 and above	0	0.0%
In total		28	1.8%

Employee training

In strict accordance with the Labor Contract Law, we have formulated a comprehensive training system. In 2018, we implemented the "Shallow Sea Navigation Plan", "Blue Sea Pilot Plan" and "Deep Sea Leadership Program" to provide targeted vocational training to all levels of employees and enhance their professional competence. In particular, five training programs, including the orientation training camp, the collaborative decision-making innovation training, and the skills training for primary-level positions, were selected in the Civil Aviation Science and Education Innovation Achievement Exhibition. By the end of 2018, the training investment had been RMB 10.2 million for 16,509 participants in 139,468 hours, which means the average training time for one employee reached 86.9 hours. All employees of BCIA participated in training in 2018.



10.2

Training investment in 2018: RMB
(million)



139,468

Training hours



16,509

Trainees



86.9

Average training hours per employee

Shallow Sea Navigation Plan

For assistants and new recruits, we organized activities such as the orientation training camp and the vocational skills training in an effort to help them accomplish role change in the workplace.

Blue Sea Pilot Plan

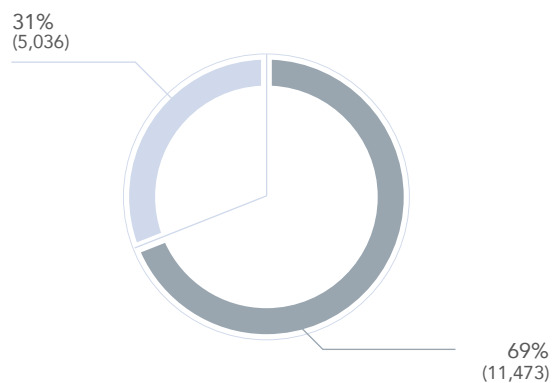
For newly hired business managers and supervisors, we organized primary-level leadership training camps to enhance the team's leadership and scientific management capability.

Deep Sea Leadership Program

For middle management and backbone business managers, we provided the Workshop on Transformation & Innovation and Excellent Management with Tsinghua University, the training of macroeconomic and state-owned enterprise reform with China Executive Leadership Academy Pudong, and other trainings.

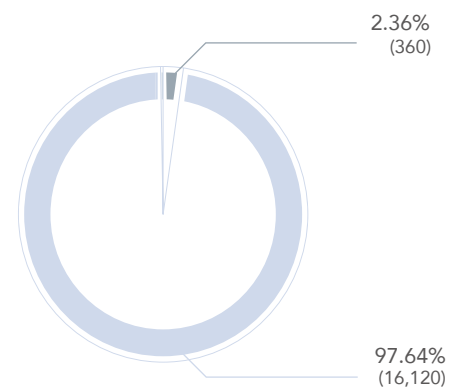
Employee training scheme of BCIA

Employee training by gender



- Female Participants (person)
- Male Participants (person)

Employee training by specialty



- Middle and High Management Participants (person)
- Primary-level Employee Participants (person)

Case

Let young Chinese dare to dream, and work courageously and diligently to realize their dreams.

As a basic guarantee for the continuous development of a company, new employees are also regarded as the key to train young talents by BCIA. In 2018, the Company held trainings of new employees such as “I have an appointment with the future” and Orientation Training Camp, so that the new young employees can be both a dream catcher and a dream realizer, and create a new civil aviation history with sweat and wisdom.



In August 2018, BCIA held the 2013 opening box and 2018 sealing ceremony themed “I have an appointment with the future”, guiding batches of young people to complete the gorgeous transition from campus to the workplace.

On August 6, 2018, the 8th Orientation Training Camp was officially launched to help new recruits accomplish the role change from students to employees.



Career development

We attach great importance to the career development of each employee and guarantee smooth promotion channels. In 2018, we successively revised the Regulations on the Management of Middle Management Selection and Appointment and the Regulations on the Annual Assessment of Middle Management, and further echoed the superior unit's principle of official selection and evaluation. By the end of 2018, a total of 116 employees had been selected for official appointment, including 33 business managers, 60 supervisors (including 9 supervisors in the flight area management department), 22 intermediate operational technicians and one senior technician.

Jointly building a warm family of BCIA

Reacting to China's cultural slogan of “in the same country and in the same family”, we pay close attention to the protection of employees' rights and interests, and actively provide assistance for every employee including “special” employees, such as female employees, disabled employees and disadvantaged employees, striving to help solve problems, perform actual deeds and seek more benefits for employees. We are committed to building a happy family at BCIA, where employees join the Company with dreams, retire with glories, share joys and sorrows, help each other, and achieve happiness and health”.

Case

The “big family” of BCIA warms the “small family” of employees

At BCIA, we actively promote the “five caring actions”. We always regard employees’ affairs as the Company’s affairs, help employees balance life and work, solve pressing difficulties of employees, and truly connect “employees’ happiness” with “corporate development”. As a result, employees’ sense of belonging to and pride for the Company has been continuously enhanced, further rooting the “family culture” into the minds of BCIA employees.



On the occasion of Qixi Festival (Chinese Valentine’s Day) in 2018, BCIA hosted the silver wedding anniversary for 65 pairs of couples with the theme of “BCIA’s Happy Silver Wedding Couples”. At the same time, several young employees of BCIA got married with the blessings and best wishes of BCIA employees present in the ceremony.

In July 2018, BCIA launched the 1st summer custody class for employees’ children. Together with every new mother or father, we took care of their children - the future of the motherland - in such a way, which truly eliminates employees’ concerns in this regard.



In June 2018, BCIA hosted the BCIA Art Exchange and Children’s Day theme activities. Nearly 300 employee families gathered together to spend an unforgettable Children’s Day in 2018.

In October 2018, BCIA organized the 2018 BCIA Joyful Sports Competition. More than 600 employees and their families participated in the joyful sports event, and enjoyed themselves in the activity.



Sharing a Promising Future

BCIA firmly believes that every step of development is inseparable from social support. To this end, BCIA pays close attention to social development, actively responds to social needs, and practically guarantees the smooth implementation of major events. We actively promote traditional Chinese culture to the whole world and participate in volunteer activities of public welfare to help make the world better.

Guaranteeing the major events

For years, BCIA has taken the initiative to fulfill its responsibilities and missions in the era and ensured the smooth plane arrival and departure for the country's major events. In 2018, BCIA successfully accomplished several major tasks such as guaranteeing aviation transport service for National People's Congress (NPC) and Chinese People's Political Consultative Conference (CPPCC), also referred to as the "two sessions", Beijing Summit of the Forum on China-Africa Cooperation (FOCAC), and the Spring Festival, etc., contributing to a harmonious society.

Case

Guaranteeing aviation transport service during the Spring Festival to enable each traveler to get home earlier

In order to ensure the smooth and orderly operation of the Airport, BCIA has newly installed self-service luggage check-in equipment and has taken several measures such as the WeChat program of BCIA Temporary Luggage Storage Service for Airport Security Check, striving to improve passengers' travel experience with smart S&T means. During the Spring Festival of 2018, BCIA guaranteed a total of 67,000 flights and transported 10.98 million passengers, with an increase of 0.27% and 1.2% year on year respectively.



6,7000

Flights guaranteed

0.27

Year-on-year
increase rate (%)



10.98

Passengers
transported (million)

1.2

Year-on-year
increase rate(%)



BCIA secures every traveler, journey to home with considerate service.

Carrying forward traditional culture

The airport of a city is a business card of the city. As “China’s No.1 Gateway”, BCIA set up the Cultural Gateway Planning Management Committee in 2018. Through a series of cultural and art forms, BCIA spared no effort to build the cultural brand of “honoring courtesy of BCIA”. Various forms of arts are applied to tell the stories of China and disseminate the Chinese culture.

Case

Inheriting the Chinese quintessence

To further inherit the traditional culture and manifest cultural confidence, BCIA launched a series of cultural activities themed “honoring courtesy of BCIA” during Dragon Boat Festival, Mid-autumn Festival, Double Ninth (Chongyang) Festival, etc., which integrated the traditional Chinese culture with passengers’ travel experience to carry forward the virtues of the Chinese nation.



On January 28, 2018, BCIA launched the theme event of “Spring Festival Arts Carnival at BCIA”, covering artistic performances of folk music, water sleeve dance, Peking Opera ballet and lion dance, as well as interactive experience activities such as dough sculpturing, Chinese knot weaving and paper rolling. Through these activities, BCIA welcomed the Lunar New Year of 2019 with rich holiday atmosphere.

In March 2018, BCIA launched the Peking Opera flash event at Terminal 3, and performed two classic plays - the heavenly maids scatter blossoms (Tian Nv San Hua) and the Drunken Beauty (Gui Fei Zui Jiu) to display the Chinese quintessence to the whole world.



In October 2018, BCIA organized a cultural event themed “caring for and respecting the elderly” on the Double Ninth (Chongyang) Festival (Seniors’ Day). After the performance, the kids from BCIA Preschool Education Center gave their own hand-made Chongyang Cakes and greeting cards, etc. to the passengers with their best wishes, enabling the culture and love continue to pass on.

Launching volunteer service

BCIA has been always adhered to the spirit of volunteerism and constantly improved the public welfare brand of "Four Seasons Care", contributing to a more harmonious and better society. In 2018, BCIA invested RMB 100,000 in public welfare projects and 675 employee volunteers provided service for 1,777 hours.



100

invested in public welfare projects(thousand)



675

Voluntary service activities (person-time)



1,777

Voluntary service (hour)

Case

Sending love and care to the elderly on seniors care season

In January 2018, the Youth Volunteers Association of BCIA organized a volunteer activity with the theme of "Warm Winter Care Season" and donated 252 pieces of clothing and books. The donated materials were selected, classified, disinfected, packaged and distributed to relevant regions through BCIA's partner public welfare platforms, showing BCIA's love and care to local residents and realizing a "warm" winter for them.



The volunteers of BCIA are setting up the donation platform.

BCIA employees are actively donating gifts in kind.



Case

Sending love and care to the elderly on seniors care season

In January 2018, BCIA organized the voluntary service activity for senior people at the elderly care station of Jinsong West Community, Chaoyang District, Beijing; nearly 40 young volunteers participated in the voluntary service. They visited the elderly, chatted with them, and cared for their physical health and living conditions; together with the elderly, they made dumplings, appreciated the non-tangible cultural heritage - Chinese Snuff Bottle, and watched artistic performances of Chinese Allegro, harmonica and solo singing, etc.



40

Volunteers of BCIA participated in the voluntary service activity nearly



Volunteers from BCIA spend a pleasant day with the elderly.

Case

Sunshine care season: Sending blessings to passengers during the Spring Festival Transportation

In order to meet the needs for primary-level passenger transportation during the Spring Festival, from February 1 to February 14, 2018, the "Red Vest" Volunteer Team of BCIA provided consultation help and quick check guidance at the airport's eight frontier inspection stations and bypassing channels of the three terminal buildings. The voluntary service was themed "visiting primary-level employees and guaranteeing passengers' smooth journey to home through 'Warm Winter Campaign'". With collective efforts of BCIA volunteers, in March 2018, the "Red Vest" Volunteer Team of BCIA was awarded the outstanding volunteer team with its great contributions in "Warm Winter Campaign" during the Spring Festival by the Youth Volunteers Guidance Center of the Central Committee of the Communist Young League and the Volunteer Secretariat of Chinese Young Volunteers Association.



BCIA wins the certificate of the outstanding volunteer team with its great contributions in "Warm Winter Campaign" during the Spring Festival.



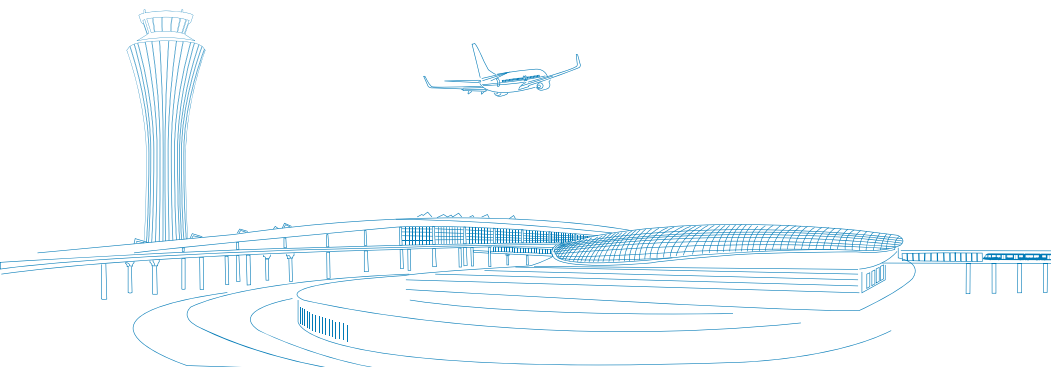
One BCIA volunteer is providing road guide service for passengers.

Outlook for 2019

In the past year, BCIA has lived up to its mission. With great perseverance, determination and responsibility, we worked together with stakeholders to jointly fulfill social responsibilities in a wholehearted way, adding a glorious chapter to the history of "China's No. 1 Gateway" and contributing much to building a large-scale international transport hub.

In the new era of great opportunities, BCIA will figure out the situation and seize the opportunities to comprehensively benchmark itself against the practices of a safe airport, green airport, smart airport and human-oriented airport. We will study the connotations of "high quality, high efficiency, high satisfaction" and strictly control hidden hazards. We will improve the expansion of the safety system, consolidate the construction of "three basics", stick to the bottomline of safety, and build a role model of a "safe airport", so as to ensure travel safety at any time; responding to the national call of green construction, we will re-explore ways to promote energy conservation and emission reduction, protect ecological diversity, and set up a role model of "green airport", so as to jointly build and share a green homeland; we will optimize the organizational structure of information management, promote the application of S&T achievements, and comprehensively improve passengers' travel experience, striving to set up a role model of "smart airport" to share the new mode of smart and convenient travel; we will wholeheartedly serve passengers, practically protect employees' rights and interests, solve the pressing difficulties of the community, and set up a role model of "human-oriented airport", so as to pass on positive energy of social civilization.

In the future, we will continue to take "promoting Chinese services and building an international transport hub" as our responsibility, firmly keep our mission in mind, speed up the pace of fulfilling our commitments to stakeholders, and stick to the safety bottom line, laying a solid foundation for the development of the safe airport; we will implement the requirements of environmental protection, accelerate the pace of green airport construction; we will strengthen top-level design and give play to the leading role of the smart airport; besides, we will provide wholehearted services and endeavor to achieve passengers' high satisfaction for the human-oriented airport, presenting a better image of China to the whole world.





Honors



1.BCIA was awarded the "Outstanding Enterprise Award for the Service Industry of China in 2017" by China Association for Quality Promotion".



4.BCIA won the honor of Advanced Unit of Civil Aviation System during the National Work Safety Month in 2018



2.BCIA received the honor of "Model Civilized Unit in Beijing" from the Office of Beijing Municipal Committee for the Construction of Spiritual Civilization and was awarded as the "'Learning from Leifeng' Volunteer Service Demonstration Station in Beijing".



5.BCIA was awarded as the "Unit with Honest Service Commitments" by Beijing Consumer Association.



3.BCIA won international awards such as second place in "Awards of Best Airports in Asia Pacific Region" and "the World's Second Best Airport with 40 Million of Passenger Turnover and above" issued by Airport Council International (ACI).





6.BCIA received the honor of Climate Leader Enterprise from Energy Foundation China.



8.BCIA won the honor of "Advanced Organization in the 8th Beijing Ethnic Union Advancement" by the Municipal Party Committee and the Municipal Government of Beijing.



7.BCIA was awarded the "March Eight Red-Flag Group in Beijing" jointly by Beijing Women's Federation, Beijing Federation of Trade Unions and Beijing Municipal Human Resources and Social Security Bureau.



9.BCIA won the honor of winner institution in the national "Safety and Health (Ankang) Cup" competition.



Key Performance Indicators

Indicator Name	2016	2017	2018
Passenger Throughout (10,000 persons/times)	9439	9579	10098
ACI Airport Service Quality (5 points)	4.98	4.98	4.99
Passenger Complaint Response Rate (%)	100	100	100
Flight Punctuality Rate (%)	76.92	68.05	80.04
Total Greenhouse Gas Emissions (Ton) ¹	285482.00	277968.68	—
Greenhouse Gas (Carbon Dioxide) Emissions (ton) ²	285481.98	277968.66	132479.87
Greenhouse Gas (Carbon Dioxide) Emissions Per Capital (ton/10,000 persons)	30.24	29.02	13.12
Comprehensive Energy Consumption (ton of standard coal equivalent)	119710.5	105117.49	95958.56
Power Consumption (KWH)	239381417	231625760.6	230029417.7
Gasoline Consumption (ton)	183.58	172.71	192.1
Diesel Consumption (ton)	214.74	241.91	177.04
Water Consumption (ton)	1904327	1882987	1888654
Comprehensive Energy Consumption Per Capita (ton of standard coal equivalent/10,000 persons)	12.68	10.97	9.50
Power Consumption Per Capita (KWH/10,000 persons)	25360.89	24180.58	22779.02
Gasoline Consumption Per Capita (kilogram/10,000 persons)	19.45	18.00	19.02
Diesel Consumption Per Capita (kilogram/10,000 persons)	22.75	25.25	17.53
On-the-job Employees (person)	1623	1605	1606
Minority Employees (person)	90	83	54
Labor Contract Signing Rate (%)	100	100	100
Total Training Hours (hour)	68166	8815.75	139468
Total Investment in Employee Trainings (RMB 10,000)	567	700	1020
Percentage of Employees Who Are Protected by Collective Bargaining Agreement (%)	100	100	100
Voluntary Service Activities (person/time)	15330	18375	675

Note 1, 2: BCIA is strictly in accordance with the requirements of the Beijing Municipal Commission of Development and Reform to measure the carbon dioxide emissions generated by the power and other energy consumption of the Company. The accounting caliber and data has changed significantly compared with the past year in 2018.

HK-ESG Index

HK-ESG	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	26–30	
A1.1 The types of emissions and respective emissions data.	Included	30, 58	
A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Included Partially	58	According to the national carbon emission verification methods, the Company's Greenhouse gas emissions including carbon dioxide that comes from power consumption (GPU excluded, merchants included), purchased heat, and diesel and gasoline burning. Other emissions are very little
A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Included	30	
A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Included	30	
A1.5 Description of measures to mitigate emissions and results achieved.	Included	27–29	
A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Included	30	
A2: Use of Resources			
Policies on the efficient use of resources, including energy, water and other raw materials.	Included	27–29	
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	58	
A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Included	29, 58	
A2.3 Description of energy use efficiency initiatives and results achieved.	Included	27–29, 58	
A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Included	29	
A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	N/A		The company does not engage in the use of packaging for manufactured goods, so it is not applicable
A3: The Environment and Natural Resources			
General Disclosure : Policies on minimising the issuer's significant impact on the environment and natural resources.	Included	26–31	
A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Included	26–31	

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

44-49

B1.1 Total workforce by gender, employment type, age group and geographical region.

Included

46

B1.2 Employee turnover rate by gender, age group and geographical region.

Included

46

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

45

B2.1 Number and rate of work-related fatalities.

Included

45

B2.2 Lost days due to work injury.

Included

45

B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.

Included

45

B3: Development and Training

General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.

Included

47-48

B3.1 The percentage of employees trained by gender and employee category(e.g. senior management, middle management).

Included

47

B3.2 The average training hours completed per employee by gender and employee category.

Included

47

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

44

B4.1 Description of measures to review employment practices to avoid child and forced labour.

Included

44

B4.2 Description of steps taken to eliminate such practices when discovered.

Included

44

No illegal employment in 2018

B5: Supply Chain Management			
General Disclosure: Policies on managing environmental and social risks of the supply chain.	Included	15	
B5.1 Number of suppliers by geographical region.	Included	15	
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	15	
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 Partially	32-37, 4	In 2018, BCIA did not incur any cases of non-compliance in relation to labelling, as the labelling matters are not applicable
B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A		The company does not engage in the produce of goods, so it is not applicable
B6.2 Number of products and service related complaints received and how they are dealt with.	Included	42, 58	
B6.3 Description of practices relating to observing and protecting intellectual property rights.	Included	13	
B6.4 Description of quality assurance process and recall procedures.	N/A		The company does not engage in the produce of goods, so it is not applicable
B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	Included	22	
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	13	
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.	Included	13	
B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Included	13	
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	50-53	
B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Included	50-53	
B8.2 Resources contributed (e.g. money or time) to the focus area.	Included	50-53	

Reader Feedback

Dear reader:

Thank you for reading BCIA's 2018 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?

☐ Excellent ☐ Good ☐ Poor

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

