



2019

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 2019. We hope to present, via this report, our CSR ideas and practices and communicate with stakeholders in an honest and transparent way, so as to promote our sustainable development.



Reference

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



Reporting Period

The reporting period spans the calendar year from January 1, 2019 to December 31, 2019, and also includes some contents and data that predates the stated reporting period.



Reporting Cycle

This annual report is the 9th CSR report published by BCIA consecutively.



Reporting Scope

The main reporter 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 Sustainability Standards Board (GSSB). It also refers to the requirements of the UN 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 the Stock Exchange of Hong Kong Ltd.



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 a paper version or have any suggestions, please contact us.

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Message from the Chairman





The year 2019 marked the 70th anniversary of the founding of the People's Republic of China as well as the establishment of the civil aviation industry of the PRC and the uprising of two aviation companies. It was also an extraordinary year in BCIA's history.

On September 25, President Xi Jinping announced the official opening of the Beijing Daxing International Airport (BDIA), and made important instructions on building a world-class aviation hub, a safe, green, smart and human-oriented airport, and giving full play to the strategic role of civil aviation. Earnestly following the guidance of President Xi's instructions, We advanced the strategy of the dual hub and moved towards a benchmark of a safe, green, smart and human-oriented airport, and tried our utmost to strengthen weak links in development. While successfully completing transport support tasks for major events, such as the Belt and Road Forum for International Cooperation, the International Horticultural Exhibition 2019 Beijing, the Conference on the Dialogue of Asian Civilizations, and the celebration of the 70th Anniversary of the Founding of the People's Republic of China, BCIA once again transported over 100 million passengers in one year.

Over the past year, we promoted the strategy of "dual hubs" across the board. Implementing President Xi's strategic plan of "building a world-class aviation hub", we clarified the BCIA's positioning from that of the Beijing Daxing International Airport with respective focus on quality and quantity, to strengthen the coordination of the two airports and leverage the advantages of centralized management, in an effort to build the only large-scale world-class international hub featuring "one city, two airports" and the passenger turnover of 100 million. Moreover, together with Tianjin Binhai International Airport and Shijiazhuang Zhengding International Airport, we focused on our respective development roles to build a world-class airport cluster featuring "division of labor and cooperation, complementary advantages, air-rail combined transport and coordinated development".

Over the past year, we spared no efforts to become a benchmark of a safe, green, smart and human-oriented airport. Closely following the guiding principle of the Civil Aviation Administration of China's vital instructions on building "a safe, green, smart and human-oriented airport", we ensured the safe airport by comprehensively removing long-term potential dangers, enhancing the safety capability of the runways, and utilizing the smart passenger security check system. Thus, we achieved an overall stable and controllable safe operation. To keep the green airport as our basic feature, we significantly cut pollution emissions, increased green travels, and comprehensively planned airport green landscape to achieve "resource conservation, environmental friendliness, low-carbon operation and green development". In addition, we acted on the requirement of "a smart airport is the basic quality", through applying new technologies in an all-round way, such as the full application of RFID technology, the full setting of high-efficiency security check passages, the full coverage of smart parking system, and the full layout of sci-tech security system. These smart technologies facilitated the improvement of operation quality. We also kept the human-oriented airport as our basic function by greatly improving the flight regularity, effectively shortening the passengers' average time waiting for security check, and actively optimizing the service, so that the Chinese service famous for its sincerity could be popularized everywhere.

Over the past year, we tried our utmost to strengthen weak links in development. Following the "problem-oriented" principle, we aimed for "upgrading the national gateway". Tremendous efforts were made to increase the operation efficiency, and improve the "Operation Management Committee" mechanism. We promoted the second smooth road construction of the west runway, installed a runway foreign matter detection system, and equipped three runway exit taxiways with "no entry" indicator lights; we strove to balance the support capacity through renovating the main on-site passage of Terminal 2 domestic security check, expanding Terminal 2 flight operation support resources, and renovating Terminal 2 luggage system. We also made efforts to improve the overall transportation by overhauling of freight roads, planning a new comprehensive transportation hub for the eastern and western districts, and proposing the line R4 connect to the BCIA.

Looking ahead, the new era calls for fresh drivers, and the new blueprint demonstrates fresh vitality. We will adhere to the underlying principle of striving for progress while maintaining stability and focus on the overall goal of quality and efficiency improvement to build the BCIA into a world-class large-scale international hub airport.

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

Liu Xuesong



Milestones of BCIA

January

On January 22, BCIA to achieve complete coverage of domestic "paperless" travel, innovation combined with biological recognition technology to build "air mail tunnels +" products such as many advantages to act as "paperless" convenient travel demonstration unit, was awarded by the international air transport association (IATA) issued by the "2018 best support the airport check-in outside" award.

February

Between February 4 and 10, the Spring Festival holidays, BCIA ensured smooth and orderly operation, guaranteeing a total of 11,321 flights and transporting 1.9899 million passengers, with an increase of 0.37% and 4.99% year on year respectively.

March

On March 22, BCIA signed a strategic cooperation framework agreement with the Palace Museum on further consolidating the integration of cultural results to unleash the brand value of "China's No. 1 Gateway"

April

Between April 23 and May 16, BCIA successfully completed transport support tasks for major events, such as the 2nd Belt and Road Forum for International Cooperation, the Conference on Dialogue of Asian Civilizations and the International Horticultural Exhibition 2019.

May

On May 13, BCIA supported the successful completion of the first test flight of passenger planes of Beijing Daxing International Airport.

June

On June 5, BCIA and the UN Environment Programme (UNEP) signed the *Memorandum of Understanding on Strategic Cooperation*. This is the third cooperation agreement in green development reached by the two parties.



July

On July 10, the remote stand passenger boarding bridge was put into service in the eastern area of BCIA. This is the first remote stand boarding facility in China, which greatly improves the travel experience of passengers.

August

From August 28 to 29, BCIA participated in the 14th Beijing Incentive, Business Travel & Marketings Expo (IBTM China), and held discussions with representatives of 38 travel agents on promoting the development of Beijing's inbound tourism market, and continued to strengthen the promotion of the 144-hour transit visa-free policy.

September

From September 21 to 24, BCIA attended the 25th World Airline Development Conference, and jointly introduced Beijing aviation market with Daxing Airport, implementing the group's "dual hub" strategy with practical actions of joint marketing.

October

Between September 27 and October 2, BCIA successfully completed the transport support task for the 70th anniversary of the founding of the People's Republic of China.

November

On November 5 and 6, BCIA sponsored the 7th Beijing Global Friend Airports CEO Forum themed "embrace openness and cooperation, lead the future".

December

On December 31, the passenger turnover of BCIA once again exceeded 100 million.

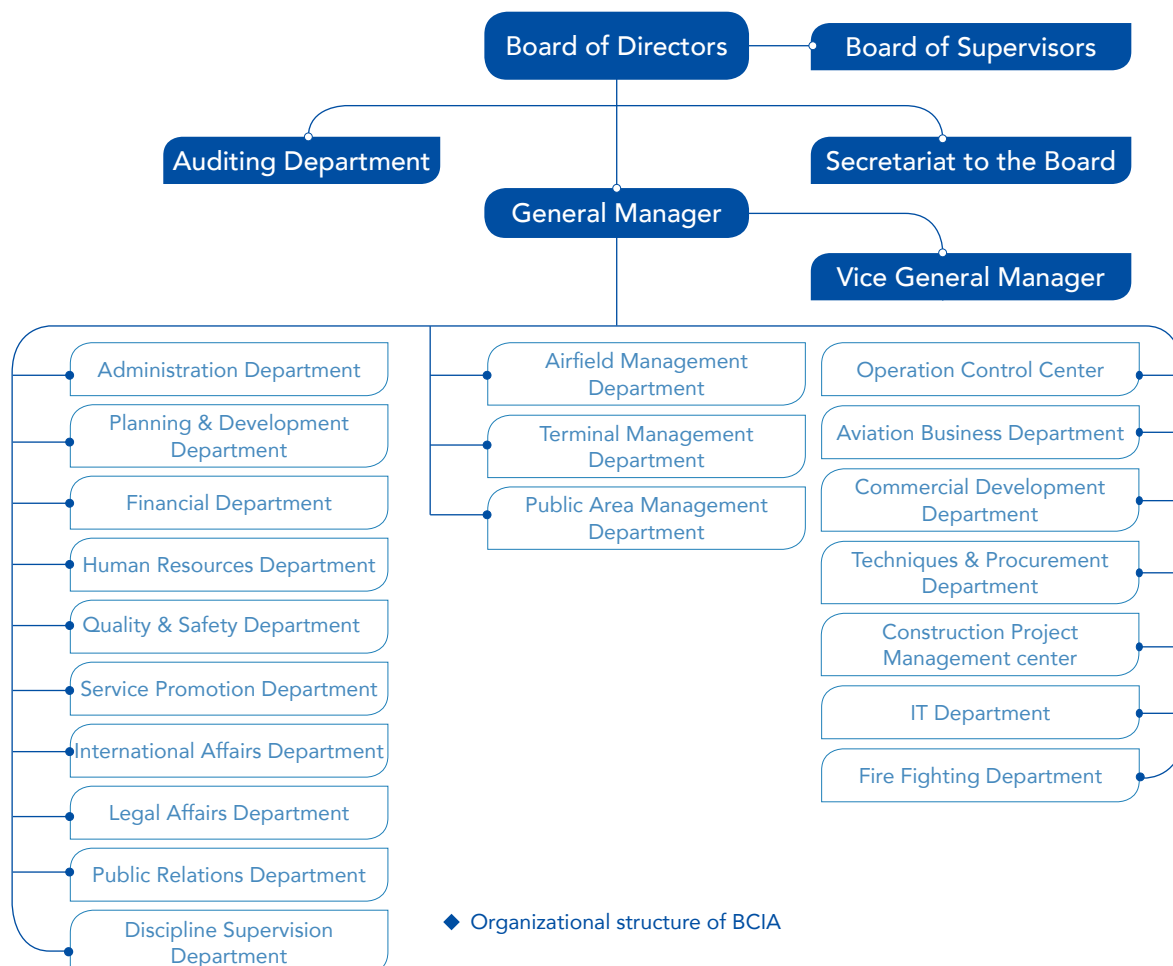


About Us

Beijing Capital International Airport (BCIA) was built in 1958 and has carried out multiple large-scale expansion and reconstruction projects since 1965. Today, BCIA has become the first and only airport in the Asia-Pacific region that simultaneously operates three terminals, three runways, and two towers, and is making its way to rank among the super-large airports in the world.

As the core node of Europe, Asia and North America, BCIA possesses an advantageous geographical location, a simple and convenient transfer procedure and a highly effective collaboration mechanism, making it the most convenient aviation hub connecting Asian, European and American aviation markets. As the increasingly improved international airline network comes into being, BCIA is becoming one of the busiest airports in the world and ranks second in terms of passenger throughput.

Beijing Capital International Airport Company Limited was incorporated in Beijing on October 15, 1999 and is responsible for the management of Beijing Capital International Airport. It owns and manages the aeronautical operations and certain ancillary commercial businesses at Beijing Capital International Airport. By the end of 2019, there were 93 airlines operating commercial flights at BCIA, 31 of which were domestic airlines (including airlines from Hong Kong, Macao and Taiwan) and 62 of which were foreign airlines. BCIA is now connected to 294 domestic destinations and 133 international destinations in 65 countries and regions.

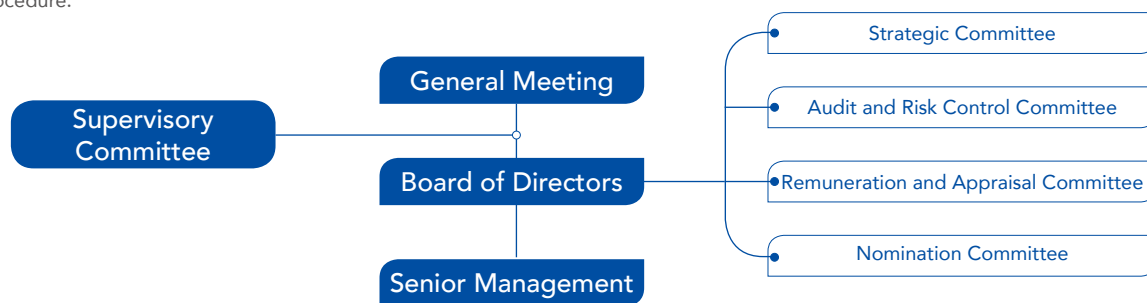




Corporate governance

In strict compliance 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, BCIA 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. This framework helps protect the rights and interests of shareholders, improve the standardization and effectiveness of corporate governance.

In 2019, the Company held 3 shareholders' meetings, 10 board meetings and 1 meeting of board of supervisors, and deliberated and approved 24 proposals, including the Company's regular reports and important matters. The meetings of Shareholders' Meeting, Board of Directors, Board of Supervisors shall be held in strict accordance with the relevant management system and rules of procedure.



◆ Governance structure of BCIA

Anti-corruption

BCIA strictly abides by laws and regulations such as the *Company Law of the People's Republic of China*, *Criminal Law*, *Criminal Procedure Law*, *Anti-Money Laundering Law*, and *Regulation on the Punishment of Civil Servants of Administrative Organs*. We continue to improve systems by revising the *Management Regulations on Discipline Supervision* and the *Management Measures for Complaint Letters and Visits for Discipline Supervision*. We have created seven new work mechanisms for requesting and reporting, feedback and clarification, prevention, investigation and punishing false accusations, etc. In 2019, we strengthened anti-corruption publicity and education by issuing 12 sessions of "National Gate Fresh Breeze" themed education columns. To raise employees' integrity awareness, we organized anti-corruption knowledge quizzes with 690 participants. We organized CPC members in the management team to visit education centers on full and strict governance over the Party, conducted the Integrity Class for new employees, and selected demonstration units of integrity culture. In a word, we consolidated the integrity culture at primary levels through institutional guarantee, supervision and education.

In 2019, BCIA carried out anti-corruption education and training for 2,001 employees. Special inspections on violations of hospitality and illegal acceptance of gifts in cash or in kind were conducted, and no violations of corruption, extortion, fraud or money laundering occurred at BCIA.

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, conducted IPR management on our smart legal management platform, fended off IPR risks, and intensified efforts for IPR protection.

Risk prevention

With strengthened compliance management, we have fully guarded against and control risks, and conducted audits of company-level management systems, major business decisions, and various contracts to ensure 100% legal compliance. We carry out special governance for bidding and reporting, and supervise and investigate practices such as "the use of precious and specialty products or other special resources for private gain" and "the unauthorized use of preferential air tickets". In 2019, we completed the preparation of the *BCIA Risk Management Report 2019*.

Party building

We have always exercised full and strict governance over the Party, enhanced political supervision, and regarded studying and implementing Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era as the overarching political task. We resolutely uphold General Secretary Xi Jinping's core position on the CPC Central Committee and in the whole Party and uphold the authority of the CPC Central Committee and its centralized and unified leadership, to implement 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 2019, BCIA launched a campaign on the theme of "staying true to our founding mission", organized 20 Mini Party lessons and carried out special trainings including the Hongqiqu Dream and Faith Class, the Renmin University of China Party Affairs Class, and the Youth Party School.



Social Responsibility Management

Social responsibility management has become an important driving force for sustainable corporate development. BCIA incorporates social responsibility into corporate strategy, management and operation, continuously strengthens social responsibility management, and enhances social responsibility fulfillment capabilities. At the same time, we have established diverse communication mechanisms and channels to better understand the needs and feedback of stakeholders, share our business performance with them, and achieve continuous improvement of social responsibility management.

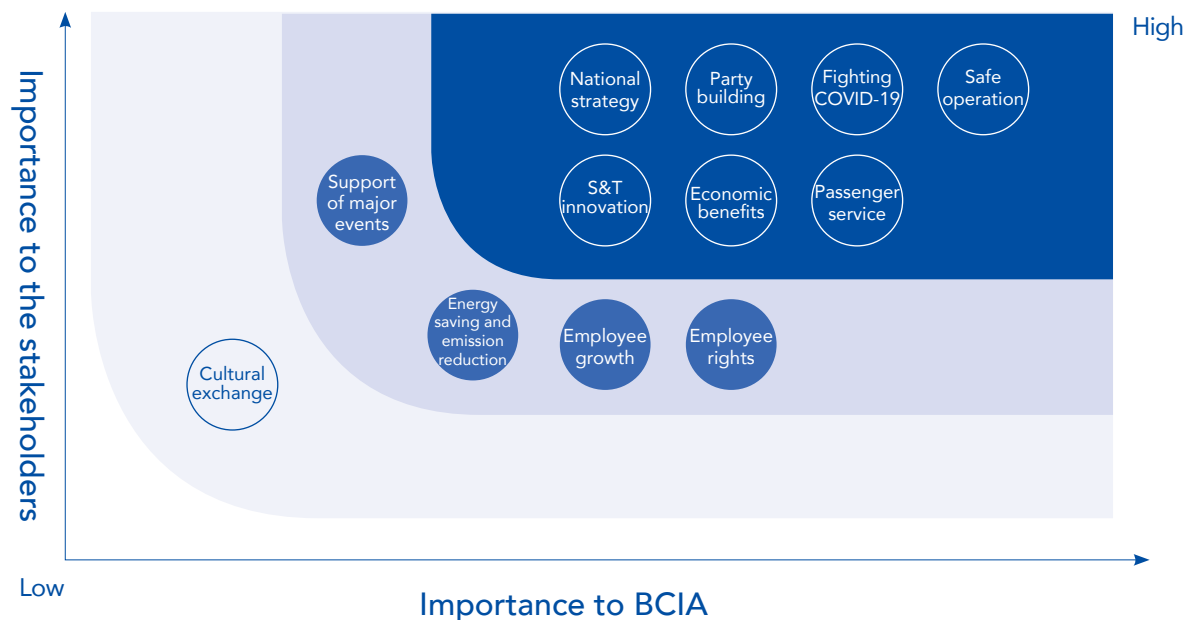
Sustainability philosophy

Endeavoring to build a safe, green, smart and human-oriented airport, BCIA makes great efforts to improve our business development and management, and actively faces the current social challenges in the economy, environment and community. Our efforts lay a solid foundation for building a world-class large-scale international hub. We also work with stakeholders to create more comprehensive values and achieve sustainable development.



Identification of material issues

After analyzing domestic and overseas social responsibility standards and national and local government policies, sorting out the development patterns of civil aviation industry, and benchmarking against aviation companies with outstanding social responsibility performance, we have identified the following material topics based on our corporate development strategy and actual operation status, which earned the concern of both BCIA and our stakeholders. According to our materiality issues matrix, we push forward with social responsibility work in a targeted manner.





Stakeholder communication

Stakeholder engagement and communication form the basis for BCIA's sustainable development. Through diversified communication mechanisms and 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	Method of communication
 The government and regulatory authorities (Beijing Municipal Government, CAAC, Air Traffic Management Bureau, etc.)	<ul style="list-style-type: none"> • Safety support • Passenger service • Financial performance • Environmental responsibility • Staff's rights and interests • Public welfare 	<ul style="list-style-type: none"> • Special report • Research and visit • Project cooperation • Work conference • Statistical statement
 Passengers	<ul style="list-style-type: none"> • Safety support • Quality service 	<ul style="list-style-type: none"> • Passenger service • Satisfaction survey • Online service
 Investors	<ul style="list-style-type: none"> • Information disclosure • Corporate governance • Financial performance • Guarantee of investors' rights and interests 	<ul style="list-style-type: none"> • Internal control system improvement • Regular announcements and reports • Meetings of Shareholders' Meeting, Board of Directors, Board of Supervisors
 The environment	<ul style="list-style-type: none"> • Climate change • Ecological protection 	<ul style="list-style-type: none"> • Pollution prevention • Energy conservation and emission reduction • Recycling the water • Green Office
 Employees	<ul style="list-style-type: none"> • Staff's rights and interests • Career development • Compensation and welfare • Democratic communication 	<ul style="list-style-type: none"> • Workers representatives conference • Trade union • Suggestions, mailboxes and We-Chat of BCIA • Staff Service Center
 Airlines and airport-based organizations	<ul style="list-style-type: none"> • Safety support • Passenger service • Common development 	<ul style="list-style-type: none"> • Communication mechanisms including BCIA Passenger Service Promotion Committee • Conference and communications • Activities to check and solve service problems
 Suppliers	<ul style="list-style-type: none"> • Corporate reputation • Financial performance • Sunshine purchase 	<ul style="list-style-type: none"> • Business negotiation • Contracts and agreements • Training and technology exchange meeting
 Financial institutions	<ul style="list-style-type: none"> • Corporate reputation • Financial performance 	<ul style="list-style-type: none"> • Contract negotiation • Business exchange meeting
 Communities	<ul style="list-style-type: none"> • Volunteer service • Social public welfare • Community development 	<ul style="list-style-type: none"> • Guarantee of major activities • Charity activities • Volunteer activities
 Counterparts	<ul style="list-style-type: none"> • Exchange and cooperation • Industrial development 	<ul style="list-style-type: none"> • Forum and conference • Exchange and learning • Industrial alliance

01

Building an International Hub

CHAPTER ONE



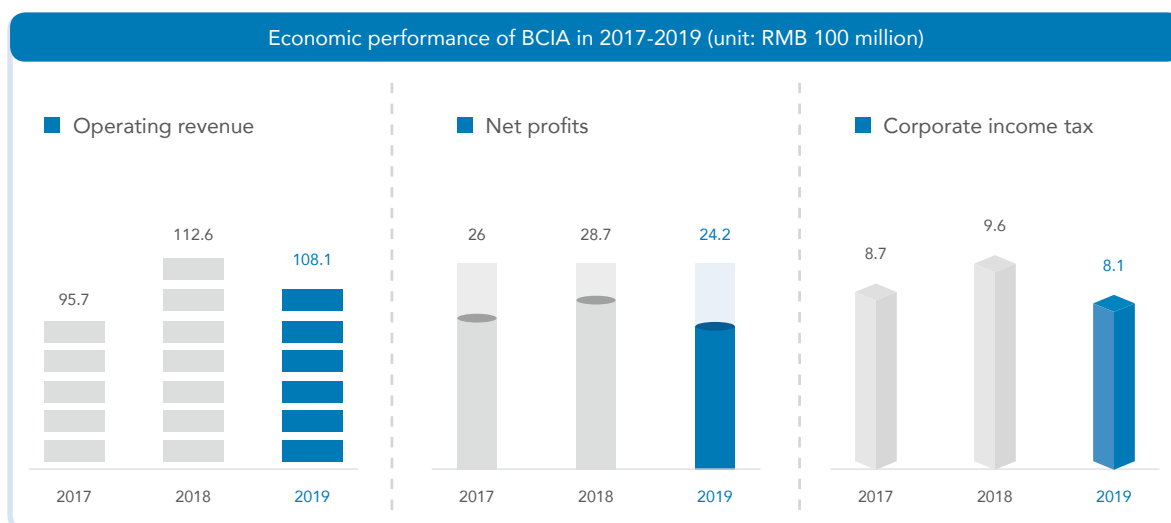


As “China’s No.1 Gateway”, BCIA focuses on high-quality development, pays attention to value creation, and continuously improves business strategies to fully guarantee the rights and interests of investors. We continue to optimize our routes and flights to accelerate the building of an international aviation hub. We also join hands with industry peers and supply chain partners to achieve further industry development and create a future of sustainable development.



Protection of Investors' Interests

BCIA constantly improves business capabilities, ensures stable operation, and consolidates investor confidence, striving to create greater economic value for investors. In 2019, BCIA's operational revenue reached RMB 10.81 billion, with a net profit of RMB 2.419 billion and corporate income tax of RMB 810 million.



Route Network Optimization

BCIA has optimized the international route network and expanded the international aviation market, adding three new routes to Oslo, Nice and Sihanoukville and increasing flights to Phnom Penh, Singapore and London. We have continued to expand the range of through flights to achieve full coverage of base airlines in the main routes of BCIA. We have cooperated with Air China to add 24 international destinations in 11 countries that can be reached by through flights and facilitated Hainan Airlines (HNA) in opening 8 domestic intermediate stops for through flights to Calgary. In addition, BCIA has promoted the Civil Aviation Administration of China (CAAC) to issue a universal policy for through flights on August 13, making it clear for the first time that foreign airlines can apply to operate through flights.





Promotion of Industry Development

BCIA continues to cooperate with international organizations such as the International Civil Aviation Organization (ICAO), the Airports Council International (ACI), and the UNEP, actively participates in international industry conferences for industry communication, resource complementarity and mutual benefits and win-win results, and by doing so, contributes to the healthy development of the global airport industry with joint efforts.



Exchanges and cooperation

In 2019, BCIA continued to deepen communication and cooperation with industry peers to promote the prosperity of the industry. In September, we participated in the 25th World Route Development Forum together with Beijing Daxing International Airport to jointly promote the aviation market in Beijing. On November 13th, we formally established sister airport relationship with Istanbul Airport for friendly exchange and cooperation in such areas as hub construction, airport operation, business management, employees training and marketing, to continue to expand the Beijing-Istanbul aviation market.



◆ The Beijing – Edinburgh Sister Airport Photo Exhibition held at BCIA to present the city image of Edinburgh





Experience sharing

BCIA pursues shared development and pays attention to driving the common development of the industry. We have held the Beijing Global Friend Airports CEO Forum for many years, which serves as a platform for the dialogue and exchange between China's airport industry and international counterparts.



The 7th Beijing Global Friend Airports CEO Forum

On November 5, nearly 300 delegates participated in the 7th Beijing Global Friend Airports CEO Forum on the theme of "embrace openness and cooperation, lead the future" organized by BCIA. At the forum, participants had communication and discussion on building safe, green, smart and human-oriented airports, promoted friendly cooperation of airports, and provided suggestions for the development of the global airport industry.



◆ The opening ceremony of the 7th Beijing Global Friend Airports CEO Forum



Dual hub development

In 2019, BCIA took a series of measures to carry out in-depth exchanges with Beijing Daxing International Airport to achieve mutual complementarity, joint development and shared benefits. We went all out to facilitate the smooth operation of Beijing Daxing International Airport in order to promote the dual hub development of Beijing.



BCIA facilitating the opening of Beijing Daxing International Airport

In 2019, BCIA provided multi-faceted support for Beijing Daxing International Airport, including management experience, equipment and facilities, and human resources, to ensure the latter was put into operation on schedule. We have sent 73 outstanding employees to Beijing Daxing International Airport to provide special services and sector-based support or take temporary posts at key positions, making great contributions to the operation of Beijing Daxing International Airport.



Supply Chain Management

BCIA strictly abides by the *Procurement Management Regulations of Beijing Capital International Airport Co., Ltd.* and follows the principle of "prioritizing efficiency and quality and saving cost". We continuously standardize the procurement process and methods, carry out strict access audit, development control and quantitative assessment of suppliers, and entrust professional department to conduct spot checks of the procurement process, striving to improve the procurement risk prevention and control capabilities. While following the principle of selecting the best and satisfying the demand, we also factor in energy conservation and environmental protection during the selection of suppliers for the purpose of sustainable development. In 2019, BCIA launched the special management of complaints in the bidding and procurement process to strengthen risk control at the source.



Supplier access

BCIA conducts supplier surveys via various channels, and reviews the qualifications, business scope, performance, and sample applicability of new suppliers.



Supplier evaluation

To better incentivize suppliers to provide quality services, BCIA evaluates suppliers regularly and advocates the idea of survival of the fittest. We evaluate and score suppliers every year, implement differentiated supplier management based on the scores, and establish a supplier blacklist system.

By the end of 2019

443

service suppliers



117

construction suppliers



1

advertising agency



02

Building a Safe Airport

CHAPTER TWO





Safety is the bottom line of BCIA. We keep strengthening safety management, ensuring safe operation, and fostering a safety culture. With increasingly improved efficiency and quality of security work, we have consolidated the basis for building a safe airport.



Safety Management

Safety is the foundation for enterprises. We strictly abide by relevant laws and regulations such as the *Law of the People's Republic of China on Work Safety* as well as relevant rules and norms of civil aviation industry, and boost safety management efficiency and quality with improved system and capacity, ensuring safety at every link.



Improved safety system guarantee

We have revised the *Safety Management System of Relevant Parties* and the *General Safety Policy*, set classified, level-to-level management requirements for relevant parties clearly, and standardized the safety management of relevant parties of the Company. We have refined the “three foundations” evaluation standard of the team, applied it to the safety committee, and integrated it into the five-star team assessments to deepen the activities of “three innovations for three foundations, four implementations for safety management” in an innovative way.



Addressing hidden dangers of facilities and equipment

In January 2019, BCIA released the *BCIA Facilities and Equipment Life Cycle Management System* (hereinafter referred to as the “system”), which offers all-round management for facilities and equipment ranging from planning, design, type selection, purchase, acceptance, installation and debugging, to use, maintenance, inspection, repair, renovation, and then to dismantling and scrapping, and establishes a scientific management model to ensure the availability and reliability of facilities and equipment. The system guarantees the building a safe airport and promotes the building of a model airport.



Consolidated safety responsibility

We have deconstructed the “four bottom lines” of airport safety and split up indicators among employees at different posts. We have deepened the responsibility puzzle and grid work mechanism, and promoted the “bottom line indicator handshake” with important stakeholders, fulfilling safety responsibility to the fullest.



Strengthened safety risk management

We have revised the hidden dangers management procedures, and benchmarked against and implemented the correlation analysis requirements of hidden risks. We have collaborated with various departments to carry out special actions for sorting inventory hidden dangers, which enhanced the awareness of hidden danger investigation and treatment of personnel at all levels. We have effectively eradicated 21 hidden hazards listed by the CAAC, completely eliminating such safety hazards as insufficient stands and covered water cannons in the terminal.



21



hidden dangers listed by the CAAC rectified

15



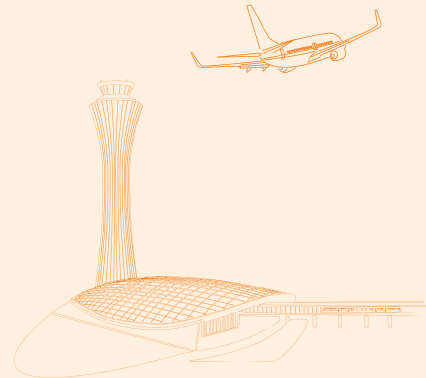
major safety dangers rectified

985



benchmarking our work against standards

185

carrying out industry safety inspection
with problems discovered and resolved

Safe Operation

Safety is the lifeline of people working in civil aviation industry. BCIA implements the spirit of the Party Central Committee and the Civil Aviation Administration, and firmly maintains the airport's "Four bottom lines", which is aviation security, operation safety, fire safety and public security, so as to guarantee harmonious and safe airport operation.



Aviation security

We have actively implemented the "safe civil aviation" work plan, and cooperated with public security, security and other units to revise the *Aviation Security Program (Seventh Edition)*. We have continued to study anti-terrorism measures in terminals to improve the anti-terrorism and explosion-proof capabilities. Following the MH/T 7003-2017, we have invested RMB 480 million to complete 52 benchmarking and rectification projects on schedule. Besides, we have organized more than 50 security tests, which effectively enhanced our aviation security awareness and capabilities.

4.8 million



total investment of rectification project

more than 50 times



security tests



◆ Joint emergency field training with the Special Police of China



Operation safety

To ensure operation safety, BCIA has set up a three-level review system, doubled efforts in equipment overhaul and replacement, and continued to improve the security system. The eastern area of BCIA has realized independent operation and fully controls independent operational risks with 34 risk control and management measures put in place. We have completed projects such as the renovation of the apron control areas and the introduction of air control system and equipment in the western area of BCIA, and installed the FOD detection system along the eastern runway to improve foreign object management and control.



The first domestic runway FOD detection system put into service at BCIA

On April 1, 2019, BCIA officially launched the FOD detection system project along runways in the eastern area, marking the settlement of the country's first runway detection system at BCIA. Foreign object debris (FOD) detection system can shorten the time of runway checks done by human, offer 24/7 runway monitoring, and report the results to operators and control personnel in a timely manner, which provides more time for determining FOD hazard level and facilitates decision-making to ensure the safe operation of the runway.



◆ FOD detection system installation site



Fire safety

We attach great importance to airport fire safety. We strengthen fire safety supervision, carry out fire training, drills, and organize fire training and publicity activities to continuously strengthen our fire safety awareness and enhance fire safety capabilities.



Strengthened supervision

- We supervise fire safety, conduct hidden danger investigation, and organize special fire safety inspections.
- We carry out fire safety evaluation and conduct comprehensive examinations on airport fire safety, to effectively improve fire safety management.



Capacity advancement

- We use trainer aircraft to carry out field exercises for aircraft fire fighting and rescue.
- We use the upgraded real fire training system for firefighting training to enhance our combat capabilities from both psychological and technical aspects.



Training and publicity

- We launched the fire safety entry training for employees in the airport area, completing the training and hands-on assessment of 16,000 participants throughout the year.
- We continue to carry out Fire-fighting Carnival and Firefighting Games, to build up fire safety awareness, knowledge and skills.



100%



the rate of emergency rescue support throughout the year

100%



the rate of service guarantee throughout the year



◆ Fire brigade contest



BCIA successfully held the 4th Firefighting Carnival

On May 25, 2019, BCIA successfully held the 4th Firefighting Carnival with more than 500 participants from families of 200 employees of our subsidiaries. A total of 14 activities such as “fire hazard discovery”, “simulated evacuation & escape” and “simulated firefighting using fire extinguisher” were set up that allowed participants to learn by doing in an entertaining way and improved participants’ firefighting capabilities. The event laid a good foundation for creating a fire safety culture and building a fire safety community.



◆ Families of the Company's employees participated in the “Fire Fighting Carnival”





Information security

BCIA has formed a network security and information leading group, revised 8 management systems, and initially established an evaluation mechanism. We have investigated hidden dangers in network security and strengthened the protection of more than 300 servers and more than 5,000 terminal devices. We have carried out eight network security drills and rectified problems of 11 systems to ensure stable and controllable network security.



Emergency drills

BCIA continues to improve emergency management. We have issued the *BCIA Emergency Rescue Guidelines* and organized 6 field trainings and over 30 operational risk drills, in order to further enhance our emergency rescue capability.



◆ Emergency drills for handling dangerous objects in aircrafts



BCIA organized emergency rescue drills for 2019

In order to test the emergency rescue and handling capabilities of the airport, BCIA organized a drill on the theme of leaking hazardous material during air transport on April 18. The exercise was carried out in 7 simulated scenarios to help identify blind spots and weaknesses in the overall handling process, which effectively improved the emergency management and rescue capabilities of the BCIA.





Safety Culture

BCIA carries out safety training and publicity, creates a safety culture, condenses and disseminates the idea of safety culture for employees and stakeholders, to build a safety culture community and jointly promote safety culture development at BCIA.



Safety culture development

BCIA has completed the assessment of safety culture development and shared the results with all member companies. We have organized 7 safety trainings and published 49 articles on safety knowledge to jointly improve the safety management with member companies.



Safety culture activities

BCIA has launched brand activities such as the "national gateway heroes" and "what would you do", during which 166 model employees were awarded. Drawing from the management expertise of Daya Bay Nuclear Power Plant, BCIA has organized the "praise for safe behavior", "behavior observer" and other safety culture activities, with a total of 460 praise cards issued.



BCIA held activities of selecting "National gateway heroes"

In order to better create the safety culture atmosphere and promote the construction of the safety culture of BCIA, in May 2019, we organized "National gateway heroes" selection activities, from four aspects of risk prevention, safety responsibility, safety culture, and safety technology innovation, focusing on front-line employees, instilling safety awareness and safety behaviors into employees to promote workers take the initiative to achieve safe production and create an airport safety culture.



BCIA launched safety production publicity and consultation day

In June 2019, Capital Airport launched a safety production publicity and consultation day activity on the theme of "preventing risks, removing hidden dangers, and curbing accidents". At the event site, passengers were aired with civil aviation safety publicity videos such as "Notices on Prohibited Items" and "Instructions on Security Inspection" and distributed aviation safety knowledge brochure, focusing on introducing aviation safety knowledge to passengers such as safety production laws, clearance protection requirements, lithium battery transportation regulations, etc. to raise public safety awareness.



03

Building a Green Airport

CHAPTER THREE





BCIA pools the strengths of all parties to build a green national gateway and pursues resource conservation, environmental friendliness, efficient operation and green development. We have integrated green development into corporate management, operation and development, with a commitment to building a green airport that values the balance between the environment and development.



Structure of energy resources

BCIA continues to strengthen the management and recycling of energy resources, through improving the efficiency of the use of energy resources with more efficient energy management strategies and more advanced technology, with a commitment to tackling climate change.



Energy management

Highly efficient energy management holds the key to optimize the efficiency of energy use. BCIA has adopted the sub-metering methods of energy consumption that provides strong support for lean energy management. We have benchmarked against national and industry energy management standards, conducted energy system audits, and continued to tap energy-saving potential and reduce energy consumption and pollution by carrying out special energy management training.

In 2019, as the only transportation service enterprise shortlisted in Climate Leader Plants Program, BCIA became the first in the industry to receive the honor of “Climate Leader Enterprise” from Energy Foundation China.



Tips

“Climate Leader Enterprise” is a project initiated by Energy Foundation China, which aims to recognize enterprises that have made outstanding contributions to mitigating climate change, saving energy, reducing emissions, and fulfilling social responsibilities, study and promote their best practices, enable all enterprises, industries and the whole society to learn from their successful experience, accelerate industry transformation and upgrading, and promote the joint exploration of the green development model, so as to contribute to the ecological conservation of China. The project was officially launched on October 30, 2017, and has attracted the attention and participation of many enterprises since then.



BCIA included in the list of “Energy Efficiency Best Practices” in China’s industrial sector

To promote advanced energy-saving technologies and practices and increase energy efficiency, the National Development and Reform Commission (NDRC) initiated the selection of China’s Energy Efficiency Best Practices and Best Available Technologies (TOP TENS) according to the *Evaluation Methods and Selection Guidelines for Top Ten Energy Efficiency Best Practices and Best Available Technologies* issued by the International Partnership for Energy Efficiency Cooperation (IPEEC). In 2019, BCIA’s energy management practice was included in the list of Energy Efficiency Best Practices alongside with other nine enterprises in the industrial sector of China. BCIA was the only transportation service enterprise among about 60 shortlisted enterprises to win the honor, setting a good example for promoting energy saving practices in the civil aviation field.



Water recycling

BCIA strictly abides by laws and policies such as the *Water Pollution Prevention and Control Law of the People’s Republic of China* and the *Environmental Quality Standard for Surface Water*, minimizes the negative impact of production activities on water resources, and strengthens the recycling and harmless treatment of sewage and wastewater. In 2019, BCIA completed the construction of the environmentally friendly hut and rainwater recycling demonstration project at Xihu Park to promote water recycling, and there was no issue in sourcing water that is fit for purpose.



Figures in 2019

263,700 tons

reclaimed water consumption in public areas

9,949 tons

water conservation in public areas

2.1601 million tons

water consumption of BCIA

21.59 kilograms

water consumption per capita

Energy Conservation and Emission Reduction

Strengthening energy conservation and emission reduction is an important part of the civil aviation industry to deal with climate change and achieve sustainable development. BCIA strictly abides by the relevant laws and regulations such as the *Law of the people's Republic of China on Prevention and Control of Air pollution*, the *Regulations of Beijing Municipality on Atmospheric Pollution Prevention and Control*, and the *Integrated Emission Standard of Air Pollutants*, with more advanced technology and equipment, to reduce energy use and carbon emissions.



Carbon emission management

We always bear in mind the green concept throughout the whole process of airport operation, by acting on the *Environmental Management Provisions and Carbon Management Provisions*, to effectively carry out carbon emission management in accordance with the company's emission reduction targets.

Figures in 2019

353,024.06 tons

greenhouse gas (carbon dioxide) emissions

19,464.65 tons

compared with 2018, reduction in greenhouse gas (Carbon dioxide) emissions

5.23%

compared with 2018, a decrease of

918.99 tons

carbon dioxide emissions resulting from burning gasoline and diesel fuel

152,966.21 tons

emissions from purchased electricity

199,138.86 tons

emissions from purchased heat



Energy conservation through technological transformation

In 2019, BCIA successfully implemented the No. 1 parking lot and the near-field photovoltaic power generation projects, and applied the integrated solution of solar, storage and EV Charging, becoming a model of the industry. We transformed LED lighting, charging facilities and other technologies to reduce the overall energy consumption.

Figures in 2019

12



installing new air conditioners

18



400HZ power sources

600,000 kWh



the GTC daylighting belt photovoltaic power generation project generating about

2,000



replacing LED navigation lights in the flight area



Oil conservation through low-carbon measures

In 2019, BCIA optimized the ground power sources and supporting facilities for aircrafts in the flight area, and promoted the use of auxiliary power unit (APU). APU was used in all contact stands at Terminal 3 throughout the year, reducing aircraft fuel consumption by approximately 37,342.67 tons. We also introduced new energy vehicles (NEVs) and fully installed exhaust purification devices on diesel vehicles to reduce greenhouse gas emissions and contribute to green development.

- We formulated technical standards and operation and management regulations for electric vehicles and charging facilities, and formed systematic methods for introducing, operating and managing NEVs.
- We put forward a rectification plan for non-road machinery emissions, installed exhaust purification devices for all diesel vehicles, and established a mechanism for regular exhaust detection.
- We completed the overall planning of charging facilities, and increased and transformed charging piles and power access in the flight area.
- We built and put into operation a charging facility monitoring platform, effectively improving the safe operation of electric vehicles and charging facilities.

By the end of 2019

100%



utilization rate of APU replacement facility at Terminal 3 throughout the year

37,342.67 tons



the reduction of Aircraft fuel consumption

2,161



newly installing the exhaust purification devices for civil licensed vehicles/equipment

420



electric vehicles in service in the flight area



Pollution Prevention and Control

Responding to the national call to fight against pollution, we adopt effective measures for sewage treatment, dust and noise prevention and control, and waste disposal, to minimize the impact on the environment.



Waste disposal

BCIA has carried out garbage sorting in the work area with the 5S management method. We have strictly controlled the collection, transportation and treatment of solid waste, incinerate non-hazardous waste, and cooperated with qualified enterprises of hazardous waste treatment to collect hazardous waste, realizing harmless treatment for the environment.

Figures in 2019

47,450 tons



recycled waste

more than **599.54** tons

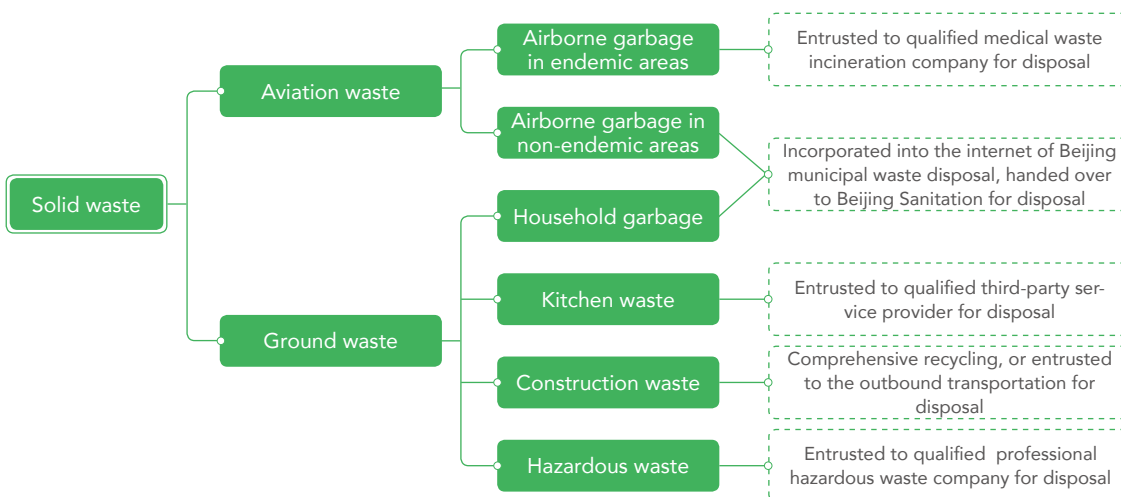


incinerated waste from flights passing through epidemic-stricken areas



Building a green airport: garbage sorting at BCIA

BCIA is committed to achieving green development and promotes garbage sorting. In 2019, BCIA initially formed a garbage sorting and treatment system, built a centralized solid waste transfer station, and worked with qualified solid waste disposal enterprises based on the type of waste, realizing the harmless treatment of wastes and providing support for the building of a green airport.





Sewage treatment

BCIA has completed surveys of green areas in public areas and the main sewage pipeline network and sewage wells in the western area, and transformed the sludge room at the purification station to prevent the sludge from falling to the ground and eliminate environmental risks. We have cooperated with the Environmental Protection Bureau of Chaoyang District to investigate and urge the designated sewage discharge units in the upstream of the river to make rectifications, and continued to carry out sewage inspection along rivers and lakes to protect water quality.

Figures in 2019

7.5004 million tons

sewage disposal

10,454.17 tons

sludge

1,890 tons

reduction of Chemical Oxygen Demand (COD) emissions

260 tons

ammonia nitrogen emissions



Noise prevention

BCIA has actively enriched the function of the noise system software by adding carbon emission calculation and analysis modules to provide reference for aircraft emission reduction, conducted mobile monitoring of sensitive stations, and implemented the 24-hour monitoring of noise and aircraft operation. By the end of 2019, 23 noise monitoring stations had been established, including 21 fixed monitoring stations and two mobile monitoring stations.



Fume treatment

BCIA has continued to optimize fume purification and treatment capabilities and reduced fume emissions. We have completed the carpet inspection on the status of fume purifiers and greasy traps of catering outlets, conducted third-party inspections of all fume purifiers and water outlets of catering outlets and terminal buildings, and upgraded fume purification devices to meet higher standards. In 2019, we replaced fume purifiers of 51 catering outlets in our terminal buildings.

Green Development

We drive green development with green management, and promote the systematic, standardized, institutionalized and normalized environmental management, in order to deliver tangible results.



Improving environmental management

BCIA has actively implemented environmental protection requirements. We have incorporated the building of a role model of green airport into our "1-3-3-4" overall work plan, and formulated the *Implementation Plan of Building BCIA into a Green Airport* that guides the overall construction of a green airport. We have set up an environmental management responsibility system and continued to assess our environmental protection work to meet certain standards. Besides, we have put in place an internal self-examination mechanism for ecological governance to push forward with the green transformation and upgrading of BCIA across the board.

We have formed a leading group that is fully responsible for coordinating, advancing, supervising and implementing the work on air pollution control. Guided by the Green Airport Checklist of 87 key tasks in three categories, we have fought against air pollution with the management departments of the flight area, public areas, and terminal buildings as the main battlefield.



Conducting environmental inspection

In 2019, BCIA introduced the *Special Inspection Work Plan of the Beijing Capital International Airport on Ecological Environmental Protection Management*, and set up four special inspection teams: "Fight to Keep Our Skies Blue" "Fight to Keep Our Waters Clear" "Fight to Keep Our Soil Clean" and "Environmental Protection Review and Emergency Plan". Through cross inspection, we launched comprehensive special self-inspection to fulfill responsibility and promote rectification, in an effort to win the war against air pollution.

Green Cooperation and Publicity

BCIA advocates green office, saves energy and protects the environment during corporate development and operation, and cooperates with multiple parties in promoting the idea of environmental protection, organizing public welfare activities and enhancing environmental awareness, in an effort to build a beautiful home together with our stakeholders.



BCIA and UNEP sign a Memorandum of Understanding on Strategic Cooperation again

On June 5, 2019, BCIA and UNEP signed the *Memorandum of Understanding on Strategic Cooperation*, marking the third time for the two parties to reach an agreement on green development cooperation. The two sides will further expand cooperation in environmental protection, and share new ideas, new initiatives, and practices and experience in resource conservation, environmental protection, new technology application and climate change response, to jointly promote green and sustainable development.



◆ BCIA and UNEP sign a Memorandum of Understanding on Strategic Cooperation again



◆ BCIA and UNEP organize the themed activity of Reduction, Reuse and Recycling



◆ BCIA and UNEP organize the themed activity of Beat Air Pollution

04

Building a Smart Airport

CHAPTER FOUR



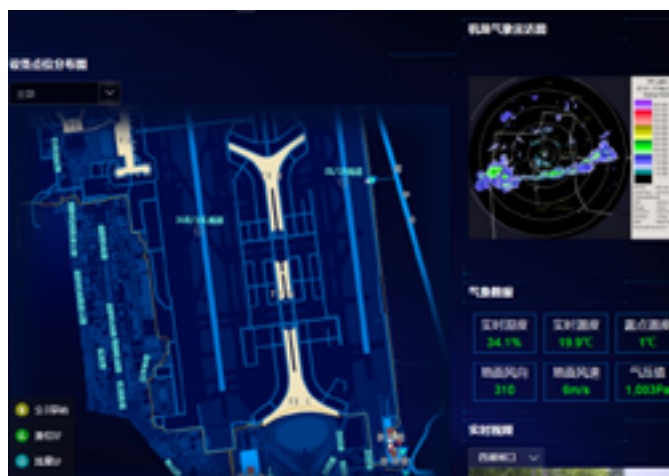


BCIA has developed a data resource management system to promote data sharing, formulated a list of key projects for smart airport construction, and established a project tracking and evaluation mechanism. We have finished preparing the information security planning scheme and implementation roadmap, established information security standards, and issued Internet access management standards to ensure effective information security protection. With several smart projects under implementation in the fields of smart security, smart operation, smart services, smart business, and smart management, BCIA is committed to creating convenient and pleasant travel experience for passengers.



Smart Operation

BCIA A-CDM has formed a set of synergized operation and decision-making system based on the data interaction of various players in the civil aviation industry. In 2019, BCIA launched the second phase of the smart management system of production and operation, realized whole-process digital management of Beijing Aviation Ground Service Co., Ltd. (BGS), and improved the A-CDM system to enable data sharing with the CAAC, Sichuan Airlines, Shenzhen Airlines, etc. We developed a video panoramic stitching system in the eastern area for better apron control efficiency and safety margin, built a flood prediction model, and yielded initial results in smart flood control. Such moves have effectively improved the coordinated command and management of air traffic control, airports, airlines and other units.



◆ The testing operation of BCIA's smart flood control system

Smart Systems for Safety

BCIA regards "active safety" as the purpose of guaranteeing safety with smart systems. The implementation of multiple smart projects such as the smart safety management system, FOD monitoring system, and smart image recognition system plays an important role in ensuring operational safety in the civil aviation industry. In 2019, the "three foundations" team's compliance demonstration platform was promoted for wider application; the "1-2-1" smart safety management system was put into use across the board to achieve real-time monitoring of safety status and was recognized by the CAAC as a demonstration project for building a safe, green, smart and human-oriented airport being a four-characteristic airport; and six high-efficiency security check passages were put into operation on a large scale, each performing security check for 376 people per hour.



◆ The video surveillance system



Smart Services

BCIA has improved whole-process self-service, and, on the basis of realizing paperless boarding of all domestic flights, has successfully started paperless boarding services for Air China's international flights from Beijing to Melbourne and from Beijing to Sydney, and HNA's international flights from Beijing to Bangkok. With the help of AI face recognition technology, we offer personal guide services and automatic security clearance service in domestic departure & arrivals areas of all three terminals and in four self-service passages for international flights at Terminal 3. It only takes 3 or 4 seconds for passengers to complete security check. BCIA is the first domestic airport to provide self-parking services with 132 parking spots. We have built two remote stand boarding bridges, No. 806 and No. 455, and rolled out unclaimed baggage inquiry services, providing a more convenient and efficient travel experience for passengers.

BCIA launches the whole-process face recognition boarding plan

- ◆ Face recognition security clearance: Face recognition devices have been launched in Terminal 1, 2 and 3 to automatically compare passengers' faces with their ID card photos at the security checkpoint. It only takes less than one second, or one-tenth of the time needed to verify the identity of the passenger manually.
- ◆ Face recognition boarding: Passengers can board the plane either via face recognition at the counter or via the self-service boarding gate, instead of showing printed or electronic boarding pass again, which greatly improves the efficiency of boarding.

Smart Business

BCIA has built a targeted marketing system to realize full verification, targeted marketing and membership management, improved the unified e-payment system with six online and offline payment methods added for parking, and upgraded the smart catering system to provide smart catering services including online food ordering for delivery and online restaurants. We provide data analysis as reference for catering outlets and endow passengers with convenience and personalized business service experience based on their portraits.



◆ The smart catering system



Smart Management

BCIA has doubled efforts to promote scientific and technological innovation, strengthened refined and digital management with smart methods, and built a smart asset management platform and a smart Party building information system, improving the management efficiency.



Smart asset management

BCIA has established a smart asset management platform that creates electronic "IDs" and documents for assets, and piloted digital maintenance and management of IT assets and fire trucks.



◆ BCIA's smart asset management platform



Smart Party building

In consideration of the actual situation of primary-level Party building, BCIA has 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 BCIA's Party affairs. In 2019, we completed the second phase of smart Party building, and launched such functions as Party membership dues payment via WeChat for all employees, scoring of star branches, and mobilization.



◆ BCIA's smart Party building platform



Scientific and technological innovation

In order to fully implement the strategy of building China into a strong civil aviation powerhouse and the requirements of the "four-characteristic airport", and to achieve BCIA's goal of building a world-class airport management company, we persist in carrying out sci-tech innovation projects to enhance the ability of independent innovation, and promoting the commercialization of sci-tech research achievements, thus, laying a solid foundation for building a smart airport.



In 2019, the performance of BCIA on intellectual property rights

8

software copyrights



2

patents



2

utility model patents



more than 10

papers



BCIA works with Huawei to build a smart airport

On June 18, BCIA signed a strategic cooperation agreement with Huawei Technologies Co., Ltd. and the China Civil Aviation Science Popularization Foundation (CCASPF) in Beijing. The three parties will cooperate in such areas as the top level design and building of a smart airport, application and demonstration of S&T innovation achievements, standard setting, and talent training, making joint contribution to build a smart airport.



05

Building a Human-oriented Airport

CHAPTER FIVE





BCIA has always adhered to the “people-oriented” and “culture-led” concepts. Centering on the construction of a human-oriented airport, we provide wholehearted services to achieve high passenger satisfaction; we focus on employees’ concerns to enhance their sense of happiness; we give full play to our professional strengths in co-operation with other airports to promote the sustainable development of the society.



Improved Passenger Service

With the mission of “meeting passengers’ demand for pleasant flights”, BCIA strives to deliver service of “high quality, high efficiency and high satisfaction”. We aim to provide more comfortable and convenient travel experience from perspectives of flight punctuality and optimized service.



Flight punctuality

Flight punctuality is the key to the competitiveness of an airport. We have taken a series of measures to improve flight punctuality, such as policy support, dynamic adjustment and coordinated operation.



Measures to improve flight punctuality



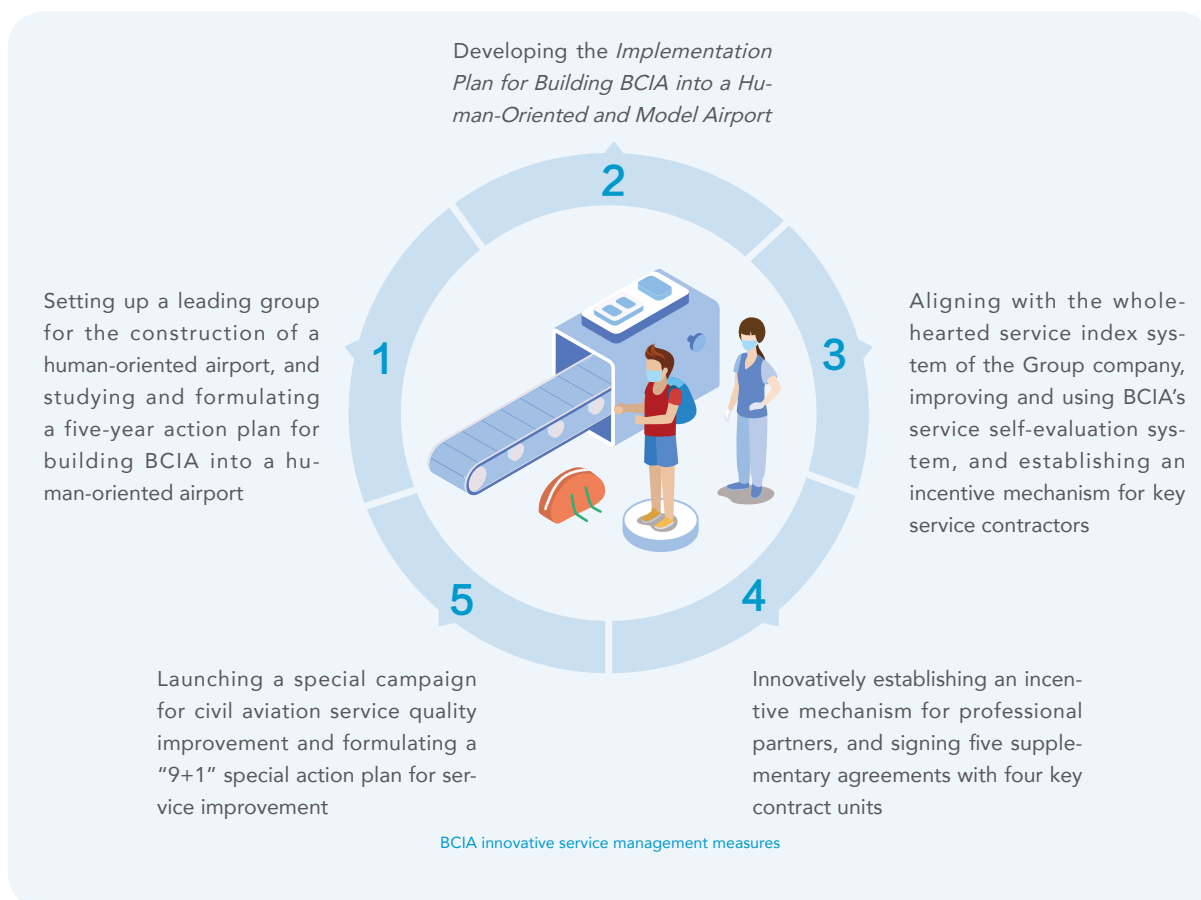
Service quality

We have always provided wholehearted service. We overcome weaknesses, innovate in service experience and foster service models, so as to optimize our service management system. Meanwhile, focusing on the key services, we take effective measures to improve service standards and service quality. In 2019, our ACI passenger satisfaction scored 4.99.



Innovating in service management

Centering on passengers, we develop new service management methods and improve service management systems to plan service development, striving to become a new benchmark of human-oriented airports.



Practicing service commitment

We stick to our original aspiration of "civil aviation works for people". We strive to become passengers' "happy harbor" through more targeted and warmer services.

» Convenient arrival and departure

- We have introduced E-ticket on airport shuttles and robotic parking in No. 3 Parking Garage (GTC). Non-cash parking payment was up to 70%.
- We have enhanced transfer operation resources to establish joint inspection points for T3-E international transfer passengers, saving passengers' customs clearance time.
- We have set up an intelligent taxi management system to further standardize car-hailing service and improve passenger travel experience.



» Enjoyable shopping experience

- We have built a frequent flyer member system, with over 3.24 million members.
- We ensure every restaurant at the airport has the same quality and price as those in the same city, and welcome social supervision.
- We strive for 100% retail coverage, with 149 retailers officially announced to the public.

» Wholehearted airport services

- We have introduced self-boarding service via face recognition at three terminals of BCIA, thus realizing “paperless” flight service. The self-boarding rate reached 84.84%.
- We have put newly-renovated toilets into use, with doors remaining 15 degrees open to show vacancy and enough space for 28-inch luggage.
- We have upgraded existing sockets according to passengers’ actual needs and installed over 60 charging docks, so as to improve charging service.



» “Business card” of Beijing

- We have promoted cultural events featuring “honoring courtesy of BCIA” to build a service brand with characteristics of BCIA.
- Giving full play to our social network, we have held theme events such as “Touching BCIA” to honor wholehearted services, integrating honor with the development of our services.



BCIA won the “China Service Practice Case” award

On May 31, the case of “Wi-Fi Service Improvement for Passengers” submitted by BICA won the “China Service Practice Case” award at the 2019 China International Fair for Trade in Services. In order to provide human-oriented, convenient and intelligent Wi-Fi experience, we have designed and set up self-built Wi-Fi for passengers, based on the characteristics of the three terminals of BCIA. This self-built Wi-Fi solved all the problems such as difficult connection, frequent disconnection and slow Wi-Fi, receiving positive feedback from all the passengers.



BCIA built and pilot ran the first jet bridge for remote stands in China

BCIA built and pilot ran the first jet bridge for remote stands in China on July 10, in order to improve passenger experience at remote stands in bad weather. With escalators and side-attached lifting platforms for the disable, the jet bridge was equipped with an inverter air conditioner system and was compatible with planes in categories of C, D and E. This jet bridge protected passengers from any safety risks when boarding out on the apron, saved boarding time and eliminated inconvenience of boarding stairs to passengers with special needs, thus greatly improving passenger travel experience.





Safeguarding passengers' rights and interests

We have constantly improved our passenger complaints management system. We have implemented standards to handle service complaints received from the national hotline 12326 and carried out special training on complaint management, so as to solve passengers' complaints rapidly and successfully. Meanwhile, we have actively self-checked the security of our information system, conducted risk evaluation and strictly controlled the use of passengers' personal information, ensuring passengers' information security.

Employee Development

Employees are the foundation of our development. Therefore, we make every effort to protect employees' legitimate rights and interests, focus on their growth and value, care for their life and health, so that every employee could develop with the Company in their happy life.

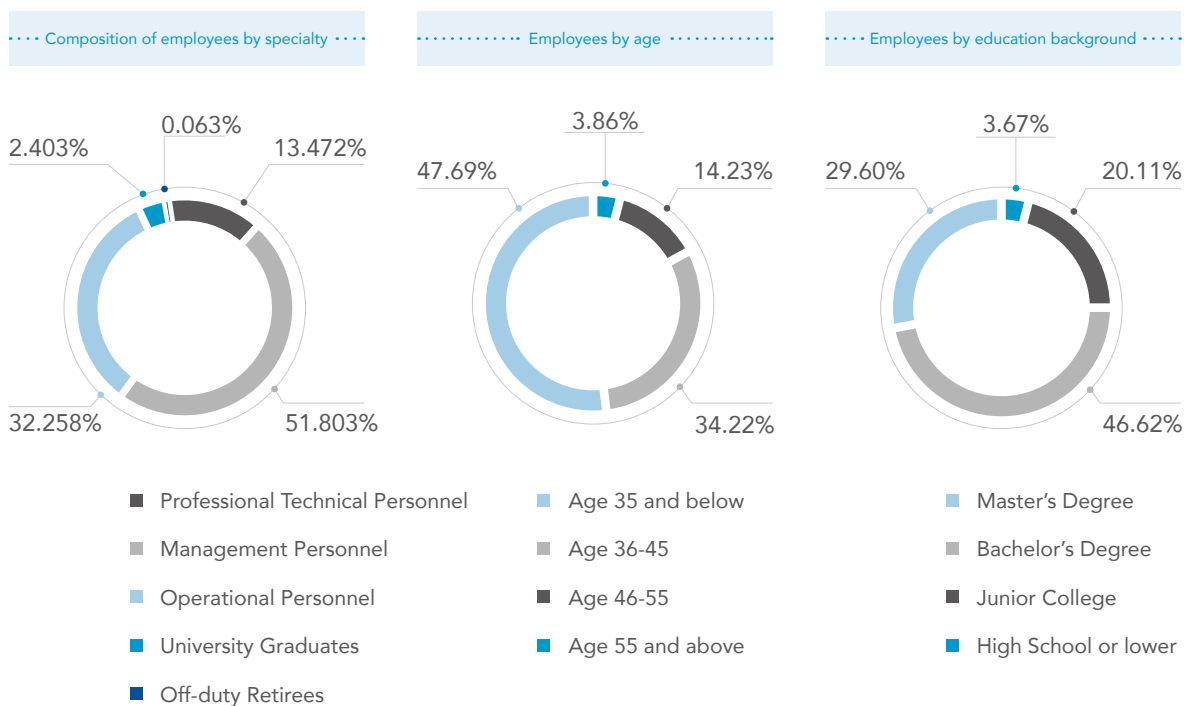


Employee rights and interests

We sign labor contracts with all the employees and build harmonious employment relations. We ensure employees' life quality through our improved compensation and benefits system. We communicate with our employees to understand and meet their needs, so that employees could gain a stronger sense of belonging, fulfillment and happiness.

Equal employment

Adhering to the principles of openness, equality, competitiveness and merit-based selection, we are committed to building a diversified team and providing every employee with fair career opportunities regardless of gender, ethnicity, race, religion and age. We are strongly against any forms of discrimination and child labor. Forced labor is forbidden and every employee has signed the labor contract with us in accordance with the *Labor Law* and the *Labor Contract Law*. Meanwhile, we standardize employees' behavior according to *Regulations on Employee Violation of Rules*, in order to avoid any violation of rules and regulations. In 2019, there had been 1,581 employees at BCIA, including 500 female employees (32%) and 78 ethnic minority employees. The labor contract signing rate of BCIA reached 100%. There were no part-time workers and no cases of child labor or forced labor.





Type	Number of Employees	Rate (%)
Region	Northwest China	0
	Northeast China	0
	Northern China	90
	Eastern China	0
	Southern China	0
	Central China	0
	Southwest China	0
Gender	Male	77
	Female	13
Age	Age 35 and below	37
	Age 36-45	27
	Age 46-55	7
	Age 56 and above	19
In total		90

◆ Staff Turnover in 2019^(*)

Compensation and benefits

We insist on equal pay for equal work, and offer fair and competitive salary. In 2019, we implemented the effective incentive method of the salary system optimization plan. We guaranteed statutory holidays and statutory working hours, so that employees could have a good rest and were motivated to get back to work. The coverage rate of the five social insurances and one housing fund reached 100% in 2019.

Democratic management and communication

Strictly abiding by the *Provisions on the Democratic Management of Enterprises* and other national laws and regulations, we encourage employees to voice their suggestions to engage in and contribute to enterprise management. We unblock communication channels with employees through our magazine *National Gateway*, Workers' Congress and visits of Chairman of Labor Union, protecting employees' rights and interests, and promoting our harmonious development. In 2019, we organized two Workers' Congresses.



Employee growth

BCIA attaches great importance to our employees' growth. We continue to improve employees' professional skills through targeted training programs, and unblock the path for employees' career development to help them realize their dreams.

Employee training

To meet employees' needs for competence development, we have implemented a training system for employees at different levels and carried out such training programs as training class by China Executive Leadership Academy Pudong, the orientation training camp, training for new recruits and graduates. We have also organized international exchanges and training with airports in Finland, Germany and Thailand, so as to support employees' growth.

* Note: employees who resign and retire or are dismissed are also counted in the staff turnover rate.



RMB **7.6707** million

training investment

124,558 hours

training hours

16,743 person-time

trainees

82 hours

average training hours per employee

(By the end of 2019)



The Company organized training on management case development in 2019

On May 17, the Company invited external experts to give training on management case development featuring “the Design and Writing of Corporate Cases”. Experts expounded on the concept of case design, essential elements of good cases, and “six steps” for case development, laying a solid foundation for the Company’s case development. 52 employees from different departments participated in this training.



The Company successfully held the 9th Orientation Training Camp

On August 16, the 9th Orientation Training Camp officially concluded. 38 new recruits were registered in this training camp. The drill programs such as march, capture fist and splitting board by hand were included in the training. New employees also learned the Company’s key management and businesses, and participated in various enlightening activities such as learning session themed “Remain True to Our Original Aspiration and Keep Our Mission Firmly in Mind”, team competence improvement and Party building. This successful training camp taught employees the importance of team spirit and discipline, and improved their professionalism, helping them to accomplish the role change from students to employees.



◆ New recruits training



Career development

BCIA has built a career development platform to provide positions suitable for every employee. We continue to improve the management system and have revised the *Regulations on the Management of Middle Management Selection and Appointment*, *Regulations on the Annual Assessment of Middle Management* and *Management Staff Management Manual*. We also promote job rotation to support employees’ growth. In 2019, 17 middle management employees rotated jobs in the Company, with a rotation rate of 28.3%. A total of 97 employees were selected for official appointment, including 33 business managers, 47 supervisors (including 6 supervisors in the flight area management department), and 17 assistants.

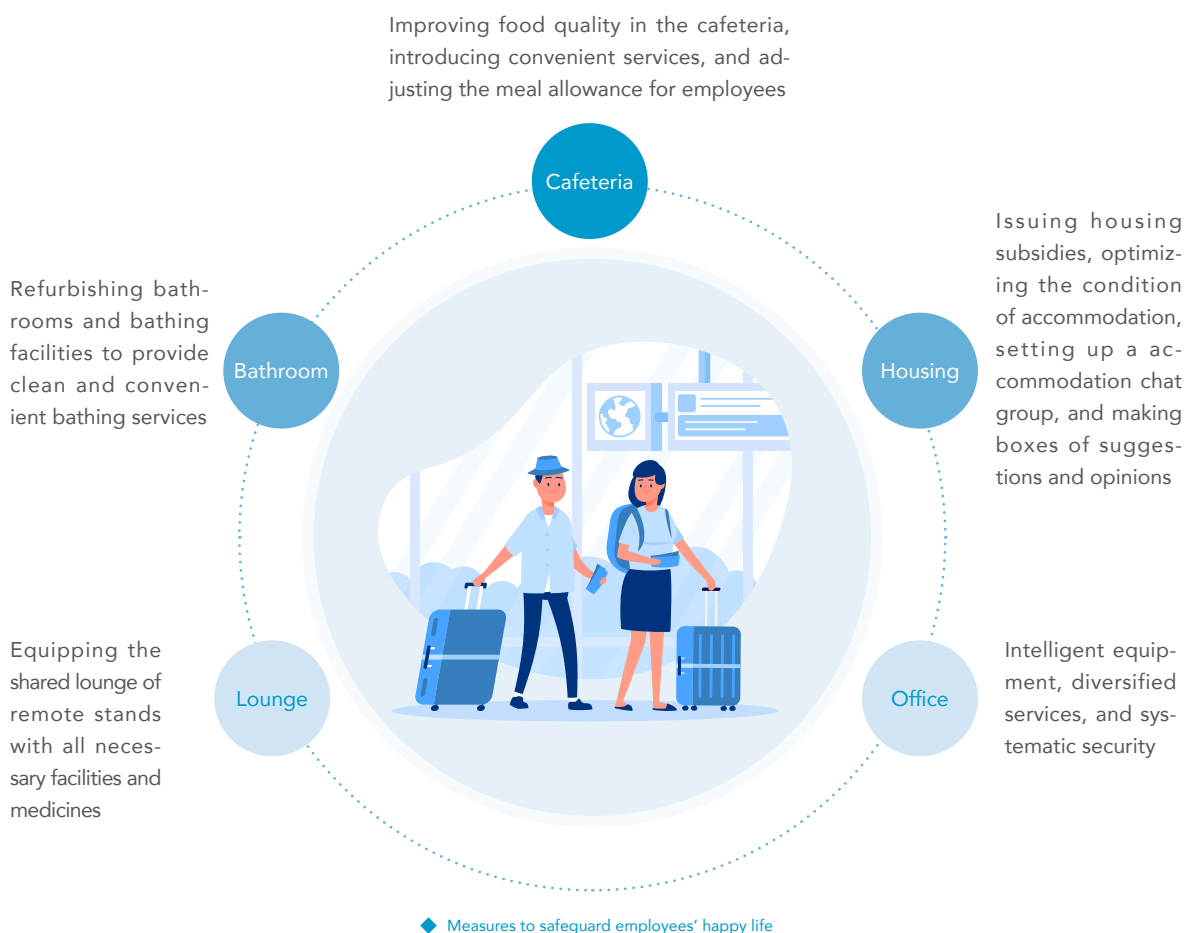


Employee care

The Company has formulated BCIA “Employee Happiness in a Human-oriented Airport” Special Action Plan to implement a series of warmhearted measures, striving to help solve problems, perform actual deeds and seek more benefits for employees. We pay close attention to employees with special needs such as disadvantaged employees and female employees. We also organize diversified recreational activities for employees to enjoy their happy life after work.

Safeguarding happy life

Employees’ needs are our concerns. Focusing on “rest, food, transport, accommodation and work”, we have coordinated with relevant departments to improve facilities such as shared lounge, canteen and bathroom. This “warm harbor” enables employees to concentrate on their work.



Diversified culture and sports activities

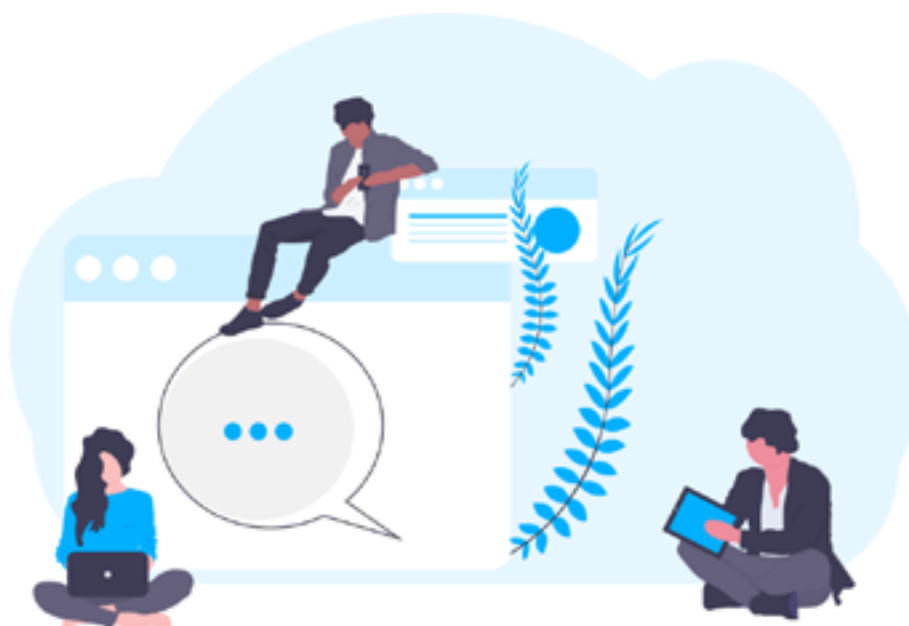
We organize diversified activities every year, such as tea party, spring outing, fun games and singing competition. In order to cater for employees’ interests and hobbies, we have run interest workshops for employees to show their talent. Employees have achieved balanced work and life from these activities, and are more motivated and united.



◆ Handcraft workshop-DIY wooden bracelets



◆ Embroidery workshops



Caring for physical and mental health

We have constantly improved the *Occupational Health and Safety Management System* and risk control measures. A comfortable and safe working environment is always guaranteed. The Company has also optimized occupational health check plan and paid various insurances for employees, improving employees' capabilities of responding to health risks. In 2019, employees were provided with major illnesses insurance of RMB 500,000, the accidental injury insurance of RMB 200,000 and the insurance of RMB 500,000 for death from illness.

0



the number of deaths due to work

158



work days lost due to work injuries

(As of the end of 2019)



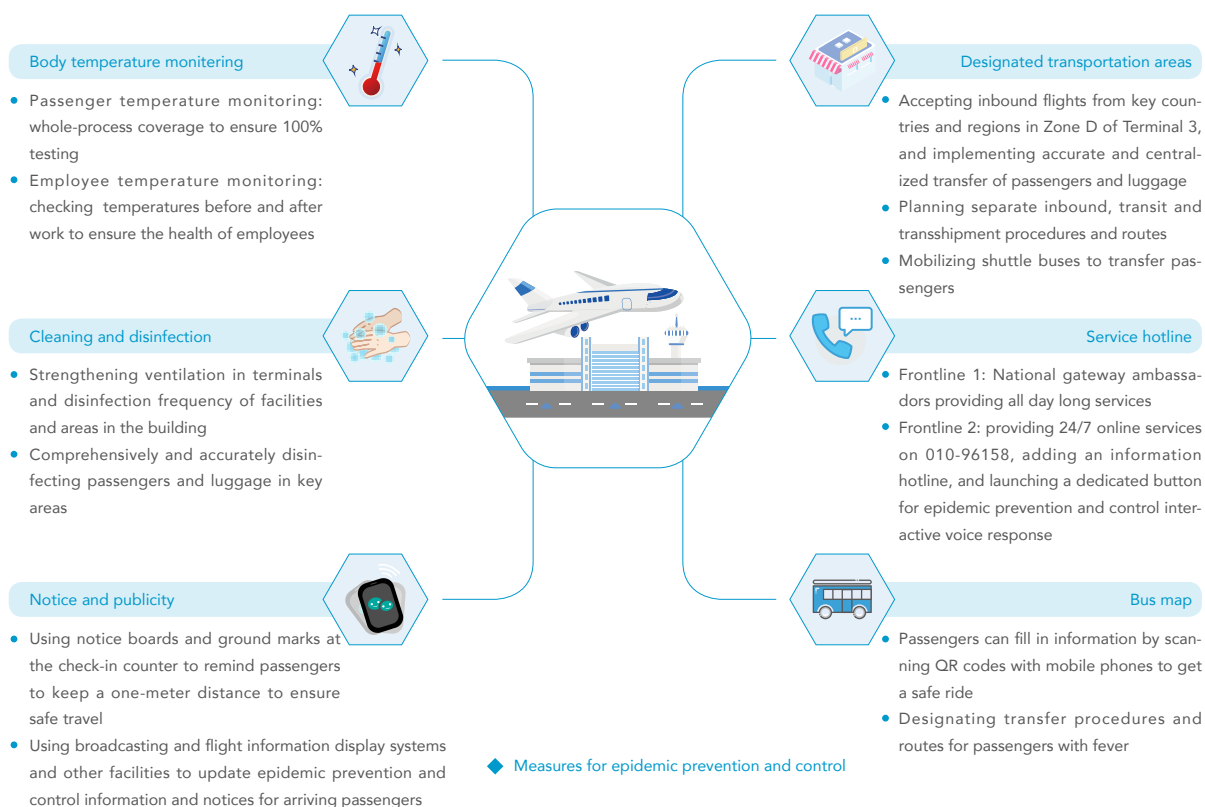
Social Contribution

BCIA repays to the society by sharing development fruits. As a key gateway, we have made efforts to contain the COVID-19 and protect people's life. We fulfill our missions and responsibilities as "China's No.1 Gateway" and ensure aviation transport service for major events. We build ourselves as a "cultural gateway" to promote traditional Chinese culture and participate in volunteer activities to promote the harmonious development of the society.



COVID-19 response

We fully support the fight against the pandemic nationwide. A leading group for COVID-19 prevention and control was established for comprehensive coordination in BCIA, so as to guarantee safe, smooth and efficient transport service for medical supplies and passengers. As frontline fighters in the battle against COVID-19, we have implemented various pandemic prevention and control measures to practically safeguard our country.



BCIA welcomed heroes back with the highest courtesy

On April 6, 2020, BCIA welcomed four medical teams back home with a "water salute". These four medical teams were from Beijing Hospital, Peking University First Hospital, Peking University People's Hospital, Peking University Third Hospital, and successfully accomplished their tasks of aiding Hubei amid COVID-19 pandemic.



◆ Three water arches welcomed national medical teams



Major event support

BCIA has taken the initiative to fulfill its responsibilities and given full play to its advantages to serve the national strategy. In 2019, BCIA successfully accomplished major tasks and practiced political responsibilities, such as guaranteeing aviation transport service for The Second Belt and Road Forum for International Cooperation, Conference on Dialogue of Asian Civilizations, The International Horticultural Exhibition 2019 Beijing, and the 70th anniversary of the founding of the People's Republic of China.



BCIA spared no effort to provide safe travel service during the Spring Festival

From January 21 to March 1, BCIA formulated *BCIA 2019 Transport Plan for the Spring Festival*. The Company investigated key areas and eliminated all potential safety hazards, so as to provide safe transport service for passengers. During the Spring Festival of 2019, BCIA guaranteed a total of 67,304 flights and transported 11.5135 million passengers.

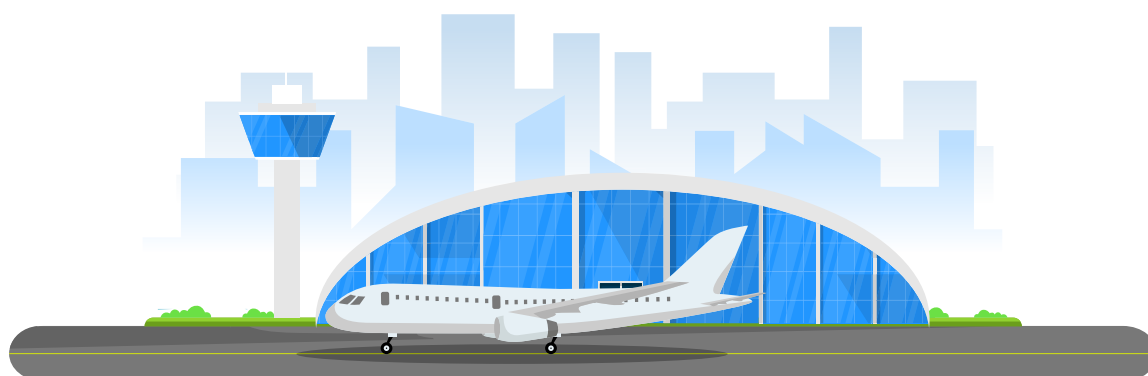


◆ BCIA during the Spring Festival



Traditional culture promotion

BCIA has constantly carried out a series of cultural activities themed “honoring courtesy of BCIA” and built a cultural brand of “100 Flowers Hidden Deep”. Ten large-scale live events were held throughout the year. These cultural exhibition and brand platforms have met passengers’ needs for a beautiful life, building a new benchmark for wholehearted service in China.





BCIA officially signed *Strategic Cooperation Framework Agreement* with The Palace Museum

On March 22, BCIA officially signed *Strategic Cooperation Framework Agreement* with The Palace Museum. Both parties will deepen cooperation in areas such as digital gallery, cultural exhibition, promotion of culturally creative products and talent exchanges, so that billions of passengers from home and abroad could experience our cultural taste and humanism from our construction of a “human-oriented airport”.



BCIA organized an experience event themed “Intangible Cultural Heritage Exhibition at BCIA”

BCIA organized an experience event themed “Intangible Cultural Heritage Exhibition at BCIA” from July 23 to 26, inviting intangible cultural heritage inheritors to teach crafts and show traditional Chinese culture. This event provided unforgettable travel experience for passengers and supported the construction of a human-oriented airport, strengthening cultural confidence.



◆ Passengers experienced China's intangible cultural heritage



Volunteer service

BICA continues to improve volunteer service management mechanisms and encourages employees to participate in volunteer service and public welfare activities, thus carrying forward the spirit of volunteerism and contributing to a harmonious, beautiful and friendly society.

450



employee volunteers of BCIA

1,185 hours



voluntary service

(In 2019)



Winter clothes donation

On January 14, the Youth Volunteers Association of BCIA organized a clothing donation with the theme of “Warm Winter Care Season”. The donated clothing was selected, classified, disinfected, packaged and distributed to relevant regions through BCIA's partner platforms, showing BICA's love to the society and “warming” the winter.





BCIA organized an event themed "Public Participation in Clearance Safety"

On April 18, over 200 students and teachers of grade three from Beijing Chaoyang No.2 Experimental Primary School participated in the theme event of "Little Guard of Clearance Protection-Public Participation in Clearance Safety", organized by BCIA and Beijing Municipal Commerce Bureau. We introduced clearance and its coverage, and the importance of clearance management through cases and Q&A. Thanks to this event, more residents started to know clearance protection, which was important to foster safety culture and safeguard clearance together.



◆ Our employees interacted with students in the theme event of "Public Participation in Clearance Safety"



BCIA carried out youth volunteer service in the 2nd Simulated Passenger Drill

On August 2, the Youth League Committee of BCIA worked with the Youth League Committee of Shunyi District and Beijing Youth Federation to provide volunteer service for the 2nd Simulated Passenger Drill at Beijing Daxing International Airport. According to the drill plan, volunteers were available at terminals' specified locations, handing out drill supplies to passengers.

"This event is an opportunity for us to implement the requirements of the campaign on the theme of 'staying true to our founding mission', including remaining true to the original aspiration, fulfilling mission, finding gaps and focusing on implementation. The officials of the Youth League Committee and members of Beijing Youth Federation took the initiative to solve problems and were deeply moved by aviation workers' original aspiration of 'civil aviation works for people'. We are more determined to serve the development of enterprises and local areas."

——The officials of the Youth League Committee and members of Beijing Youth Federation



◆ Youth volunteers in the 2nd Simulated Passenger Drill





Key Performance Indicators

Indicator Name	2017	2018	2019
Passenger Throughout (10,000 passengers)	9,579	10,098	10,001
ACI Airport Service Quality (5 points)	4.98	4.99	4.99
Passenger Complaint Re- sponse Rate (%)	100	100	100
Flight Punctuality Rate (%)	68.05	80.04	81.44
Total Greenhouse Gas Emis- sions (Ton)	277,968.68	-	-
Greenhouse Gas (Carbon Dioxide) Emissions (ton) ¹	277,968.66	132,479.87	353,024.06
Greenhouse Gas (Carbon Di- oxide) Emissions Per Capita (ton/10,000 persons) ²	29.02	13.12	35.30
Comprehensive Energy Con- sumption (TCE)	105,117.49	95,958.56	93,032.74
Power Consumption (kWh)	231,625,760.6	230,029,417.7	250,723,169.2
Gasoline Consumption (ton)	172.71	192.10	180.37
Diesel Consumption (ton)	241.91	177.04	126.42
Water Consumption (ton)	1,882,987	1,888,654	2,160,100

Note 1, 2: BCIA is strictly in accordance with the requirements of the Greenhouse gas Emission accounting methods and Reporting Guidelines for Chinese civil aviation enterprises 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 2019.




Indicator Name	2017	2018	2019
Comprehensive Energy Consumption Per Capita (ton of standard coal equivalent/10,000 persons)	10.97	9.50	9.30
Power Consumption Per Capita (kWh/10,000 persons)	24,180.58	22,779.02	25,069.56
Gasoline Consumption Per Capita (kilogram/10,000 persons)	18.00	19.02	18.04
Diesel Consumption Per Capita (kilogram/10,000 persons)	25.25	17.53	12.64
On-the-job Employees (person)	1,605	1,606	1,581
Minority Employees (person)	83	54	78
Labor Contract Signing Rate (%)	100	100	100
Total Training Hours (hour)	8,815.75	139,468	124,558
Total Investment in Employee Trainings (RMB 10,000)	700	1,020	767.07
Percentage of Employees Who Are Protected by Collective Bargaining Agreement (%)	100	100	100
Voluntary Service Activities (person/time)	18375	675	450

Honors



BCIA was awarded as "2018 Best Support Airport for Off-site Check-in" by the International Air Transport Association.



BCIA won the award of Best Environment and Ambience, Best Customer Service and Best Infrastructure and Facilitation that serve more than 40 million passengers a year by Airports Council International (ACI).

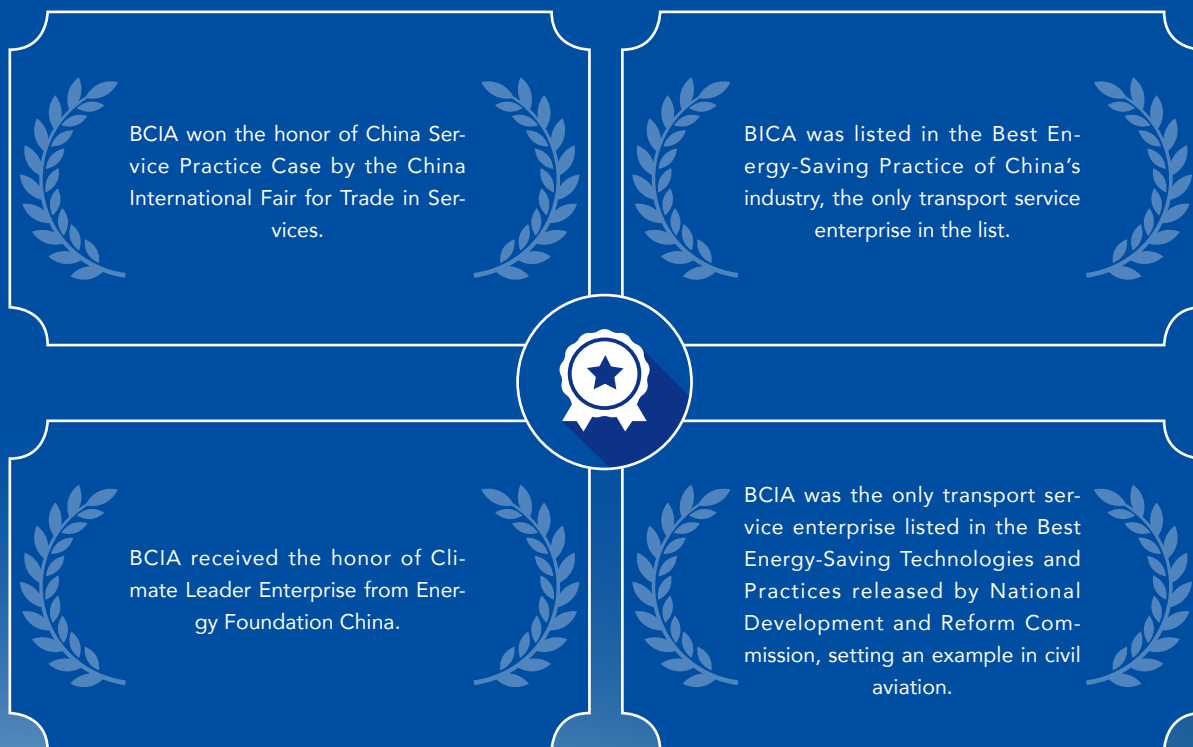


BCIA was granted the awards of Five Star Service Quality and the 2018 China Outstanding Enterprise for Service Quality Improvement by China Association for Quality Promotion.



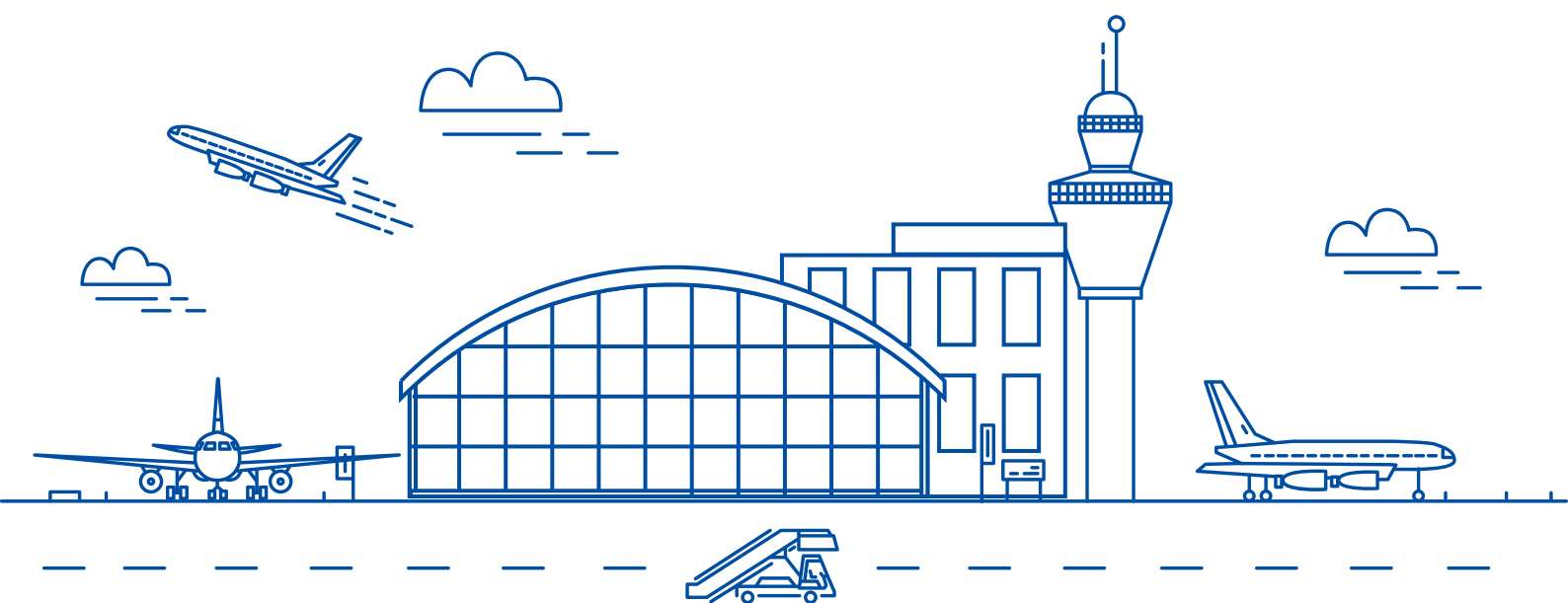
BCIA was awarded as the 2018 Top enterprise in the Service Commitment Activity by Beijing Consumer Association.







Outlook





In the past year, BCIA has adhered to the ideal of “development for our people” and earnestly implemented the strategic plan of building a strong civil aviation powerhouse. Focusing on high-quality development, we strive to build ourselves as a model of a safe, green, smart and human-oriented airport, creating a splendid chapter of safe and efficient civil aviation with all the passengers and our dedicated employees.

The year 2020 marks the end of the building of a moderately prosperous society in all respects and the implementation of the 13th Five-Year Plan. It is a decisive year for securing a victory in the three critical battles against potential risk, poverty, and pollution. New opportunities and challenges are waiting ahead in the new journey. Under the guiding principle of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, we will continue to promote the building of a safe, green, smart and human-oriented airport, developing into a world-class large-scale international hub.

We will stick to “zero tolerance of potential safety hazards” and the bottom lines of air defense safety, operation safety, fire safety and public security, promote the

construction of “three basics” and integrate safety into operation, setting up a role model of a “safe airport”. Regarding the full lifecycle of airport construction and operation as the main axis, we will implement the driving elements of “energy conservation, environmental friendliness, efficient operation and green development”, building a model of green airports; we will promote the construction of “airport groups smart cloud platform”, “smart operation service system of regional airport groups” and “vertically integrated smart business service system of airport groups”, setting up a benchmark of smart airport. Sticking to the “people-oriented” and “culture-guided” concepts, we will continue to improve flight punctuality, elevate service quality, build a cultural airport and enhance employees’ sense of happiness, building a model of human-oriented airports.

In the future, we will continue to take “promoting Chinese services and building an international transport hub” as our responsibility. Guided by the corporate spirit of “responsibility, dedication, unity and commitment to mission”, we will make every endeavor to forge ahead through all the difficulties and promote high-quality development of BCIA.



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	29-34	
A1.1 The types of emissions and respective emissions data.	Included	30,55	
A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Included Partially	30,55	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	32	
A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Included	32	
A1.5 Description of measures to mitigate emissions and results achieved.	Included	30-34	
A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Included	32	
A2: Use of Resources			
General Disclosure:Policies on the efficient use of resources, including energy, water and other raw materials.	Included	29-31,34	
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	55	
A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Included	30,55	
A2.3 Description of energy use efficiency initiatives and results achieved.	Included	31,55-56	
A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Included	29-30,34	
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	29-34	
A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Included	29-34	

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	46-50	
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	47	

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	49-50	
B2.1 Number and rate of work-related fatalities.	Included	50	
B2.2 Lost days due to work injury.	Included	50	
B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	Included	50	

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	48	
B3.2 The average training hours completed per employee by gender and employee category.	Included	48	

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	46	
B4.1 Description of measures to review employment practices to avoid child and forced labour.	Included	46	
B4.2 Description of steps taken to eliminate such practices when discovered.	Included	46	No illegal employment in 2019



B5: Supply Chain Management			
General Disclosure: Policies on managing environmental and social risks of the supply chain.	Included	18	
B5.1 Number of suppliers by geographical region.	Included	18	
B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Included	18	
B6: Product Responsibility			
General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Included Partially	37-40	In 2019, BCIA did not record any cases of non-compliance in relation to labelling, as matters relating to labelling are not applicable due to the nature of the Company's business
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 production of goods, so it is not applicable
B6.2 Number of products and service related complaints received and how they are dealt with.	Included	46,55	
B6.3 Description of practices relating to observing and protecting intellectual property rights.	Included	10	
B6.4 Description of quality assurance process and recall procedures.	N/A		The Company does not engage in the production of goods, so it is not applicable
B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	Included	25	
B7: Anti-corruption			
General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Included	10	
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	10	
B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Included	10	
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	51-54	
B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Included	51-54	
B8.2 Resources contributed (e.g. money or time) to the focus area.	Included	51-54	



Reader Feedback

Dear reader:

Thank you for reading BCIA's 2019 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?

☐ Good ☐ Average ☐ Poor

How do you rate BCIA's CSR management system?

☐ Good ☐ Average ☐ Poor ☐ Have no idea

How do you rate BCIA's safety protection measures?

☐ Good ☐ Average ☐ Poor ☐ Have no idea

How do you rate BCIA's environmental protection performance?

☐ Good ☐ Average ☐ Poor ☐ Have no idea

How do you rate BCIA's regional influence?

☐ Good ☐ Average ☐ Poor ☐ Have no idea

What else do you want to say to BCIA?

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

☐ Good ☐ Average ☐ Poor ☐ Have no idea

How do you rate BCIA's financial performance?

☐ Good ☐ Average ☐ Poor ☐ Have no idea

How do you rate BCIA's passenger service?

☐ Good ☐ Average ☐ Poor ☐ Have no idea

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

☐ Good ☐ Average ☐ Poor ☐ Have no idea

