BCIA

Beijing Capital International Airport Co., Ltd.

2020 Environmental, Social and Governance Report

✈ **CONTENTS**

LET'S JOIN HANDS TO BULID A GREEN GATEWAY

About the Report

This report reflects the practice and performance of Beijing Capital International Airport Co., Ltd. in fulfilling its Environmental, Social and Governance ("ESG") work in 2020. We hope to present, via this report, our ESG ideas and practices and communicate with stakeholders in an honest and transparent way, continuing to promote our sustainable development.

Reference

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

Reporting Period

The reporting period spans the calendar year from 1 January 2020 to 31 December 2020, and also includes contents and data that predates the stated reporting period.

Reporting Scope

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

Reporting Cycle

This is an annual report, and is the tenth ESG report published by BCIA consecutively.

Compilation Principles

The report is prepared according to the principle of *GRI Sustainability Reporting Standards* (GRI Standards) issued by the Global Sustainability Board (GSSB). It also refers to the Sustainable Development Goals (SDGs) of the United Nations, the *ISO 26000: Social Responsibility Guide* of International Organization for Standardization (ISO), and *Appendix 27 Environmental, Social and Governance Reporting Guide* to the main board listing rules of the Stock Exchange of Hong Kong (HKEX-ESG).

Response to the Four Principles of HKEX-ESG

Materiality: To prepare the report, the Company has assessed the materiality of the issues to determine the details of the disclosure in the report and the content of each issue. The process and results of the assessment of major issues are presented in the chapter for sustainability of the report.

Quantitative: The report discloses quantitative data in the environmental and social fields to show the performance of the indicators.

Balance: The Company is committed to objective and impartial information disclosure. The content of the report is from the Company's internal management documents, statistics and publicly disclosed information, as well as public media reports, without improper modification.

Consistency: Unless otherwise specified, the data disclosed in the report is collected under the unified information collection process and working mechanism established by the Company to ensure that the data of different years is comparable.

Version and Access to this Report

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

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

http://www.bcia.com.cn/shzr.html

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

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About Us

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By the end of 2020, the airlines that have regularly operated commercial flights at Beijing Capital International Airport (Airlines)

28

Domestic airlines (including Hong Kong, Macao, and Taiwan)(Airlines)

60

Foreign airlines (Airlines)

Beijing Capital International Airport (BCIA) was completed in 1958. Since the large-scale reconstruction, expansion and hardware upgrade in 1965, BCIA has become one of the largest airports in the world. It is the first and the only airport in the Asia-Pacific region with three terminals, three runways, and two air traffic control towers operating simultaneously. Currently, BCIA mainly runs and manages aeronautical and some non-aeronautical businesses at the airport.

With its unique geographical location, convenient and fast transfer procedures, and efficient collaboration, Beijing Capital International Airport has become the most convenient aviation hub connecting three major aviation markets including Asia, Europe, and North America. With the improvement of the international airline network, Beijing Capital International Airport has become one of the busiest airports in the world.

By the end of 2020, 88 airlines have regularly operated commercial flights at Beijing Capital International Airport, including 28 domestic airlines (including Hong Kong, Macao, and Taiwan) and 60 foreign airlines. The airport is open to air traffic to 147 destinations in 26 countries and regions, including 121 domestic (including Hong Kong, Macao, and Taiwan) destinations and 26 international destinations.

Organizational structure of BCIA

Corporate Governance

We are well aware that good corporate governance is an important precondition for enhancing corporate sustainability and values and protecting shareholders' rights and interests. The Company strictly complies with the *Company Law of the People's Republic of China*, *Rules Governing the Listing of Securities* of the Stock Exchange of Hong Kong, and other relevant laws and regulations, constantly improves corporate governance system, and has established a modern corporate governance framework, which consists of Shareholders' Meeting, Board of Directors, Board of Supervisors, and the management. In 2020, the Company continued to insist on good and stable governance culture, improved corporate governance, and achieved efficient management and regulated operations.

In 2020, the Company held two Shareholders' Meeting, 19 meetings of the Board of Directors, and two meetings of the Board of Supervisors. The organization and convening of the Shareholders' Meetings and meetings of the Board of Directors and the Board of Supervisors strictly abides by relevant management systems and rules of procedure.

2

In 2020, the Company held Shareholders' Meetings (Times)

19

Meetings of the Board of Directors (Times)

2

Meetings of the Board of Supervisors (Times)

Governance structure of BCIA

1555

During the reporting period, the Company carried out anti-corruption education and training for (Trainees)

2.5

Average hours of anti-corruption training per trainee (Hours)

Anti-corruption

The Company strictly abides by laws and regulations such as the *Company Law of the People's Republic of China*, the *Criminal Law of the People's Republic of China*, the *Criminal Procedure Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China*, and *Regulation on the Punishment of Civil Servants of Administrative Organs*. We have established a Discipline Supervision Department, which is fully responsible for supervising internal discipline. Besides strictly implementing the Company's Management Regulations on Relations Between the Party and the General Public and Management Regulations on Discipline Supervision, we have established and implemented several management rules, including the *Implementation Measures for the Essence of Eight-Point Decision on Improving Party and Government Conduct* and the *Detailed Implementation Rules for the Primary Responsibilities and Supervision Responsibilities for Improving the Party's Style of Work and Upholding Integrity*. We have also established an anti-corruption system and continuously enhance the pertinence and effectiveness of the supervision to ensure the integrity and efficiency of the Company's operations.

In 2020, after refining and breaking down the *List of Supervision Responsibilities Performed by Commissions for Discipline Inspection of Member Companies of the Group Companies*, we issued the *List of Key Tasks of Discipline Supervision of the Company*, which listed out 26 tasks. The Communist Party of China (CPC) Committee of the Company organized a seminar on strict governance of the Party. The seminar analyzed the anti-corruption situation and promote integrity, put forward requirements on improving work style, strengthening discipline, and anti-corruption awareness, by encouraging the collaboration of personal and supervision responsibilities. Throughout the year, the Company focused on key areas and key phases to strengthen supervision. Two levels of Commissions for Discipline Inspection organized 1,721 parallel processes in supervisions on procurement, construction, investment and leasing, and 108 supervisions on human resources and responded to 237 inquiries related to integrity. In addition, we actively perform special inspections. For issues such as "keeping private cars with public funds" and excessive official reception, we have carried out special rectification campaigns and self-inspection and supervision. To facilitate the implementation of the "Integrity Project" campaign, we conducted a follow-up audit on whole "Making China's Skies Blue Again" project and the reconstruction of the West Runway.

The Company insists on continuously strengthening an integrity culture from the source and preventing corruption from the employee level. In 2020, we actively carried out anti-corruption awareness education. Throughout the year, we published and distributed 12 issues of *Clean BCIA*, and released eight special editions of *Clean BCIA*. We have established a regulations, disciplines, and laws violation database to serves as warnings and education for employees. Under the requirements for COVID-19 prevention and control, we fully launched online anti-corruption awareness and education programs such as the Online Party Course on Integrity and the Party Course on Anti-corruption to ensure that integrity education was not interrupted. In addition, we started signing the Integrity Commitment Letter with new employees for the first time and started the special training of "First Step, Right Step at Workplace" to ensure new employees are fully educated on anti-corruption.

During the reporting period, the Company carried out anti-corruption education and training for 1,555 trainees, with an average of 2.5 hours of anti-corruption training per trainee. In 2020, no accident of corruption, blackmail, fraud or money laundering was reported at BCIA.

Risk-prevention

Following the internal control protocol, the Company has established a risk management and reporting system and carried out legal risk prevention and internal control and guiding. We identify targeted major risks, collect risk data, and evaluate the level of risk. We hasten the establishment and implementation of the risk management system and the establishment to cover the operation and management of the company. We conduct annual assessments of the Company's major business risks. We update and revise the internal control protocol, the legal risk prevention manual, and the risk control checklist. We issued internal control diagnostic reports and risk management reports. We have also upgraded and improved some risk control measures. In this way, we continue to build a multi-dimensional and all-around risk management system.

In 2020, we fully established a smart legal management platform, centralized management information of the Company's major businesses such as system management and contract management, and formed a big data collection and early warning system for the Company's legal affairs. In addition, we further revised the Contract Management Regulations and improved the pre-approval procedures of contract modifications and termination, thus comprehensively improving the Company's risk control and prevention capabilities. Facing the COVID-19 pandemic, we quickly adapt to laws and regulations related to pandemic control and prevention. Following the *Convention on International Civil Aviation* and the *International Health Regulations*, we issued 14 legal announcements with 25 documents to ensure that the entire Company can prevent and control the pandemic scientifically. During the reporting period, the Company achieved 100% compliance with legal reviews of company-level management systems, major business decisions, and contracts.

14

Issued legal announcements (Times)

25

Legal documents covered and analyzed (Documents)

100%

During the reporting period, the Company achieved compliance with legal reviews of company-level management systems, major business decisions, and contracts

1

National-level advanced group/individual (Group/Individual)

14

Civil Aviation Administration Level (Persons)

34

Group Company level (Persons)

18

In 2020, BCIA newly obtained software copyrights (Copyrights)

3

Newly obtained utility model patents (Patents)

3

Newly obtained appearance patents (Patents)

Party Building

The Company follows and implements the essence of important instructions from General Secretary Xi Jinping and the decisions and deployment of the CPC Central Committee. We emphasized learning and understanding the guiding principles of the 19th National Congress of the CPC and Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era and implement the *Rules of Procedure of the Party Committee*. We continue to improve the supporting system for Party organizations to participate in making major decisions and promote deep integration of Party building, production and operation to provide strong support for the healthy and stable development of the Company. In 2020, to achieve targeted and effective learning, the Company organized the Party committee theoretical Learning Center Group and provided 31 learning sessions of online Party courses. In addition, we continued to promote the importance of political studies and built ideology, theory, and learning platforms of the Company. We revised *BCIA Home* and published 35 feature reports such as the "Party History in the Red Map" and "Reviewing Classics." We organized classes for studying and implementing Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, for middle-level management and above.

The Company was awarded the title of National Role Model Institution in four consecutive years. The Company's Chinese Communist Youth League Committee was awarded the National May-4th Red Flag Youth League Committee. At the Company's units at all levels, there was one individual at the national level, 14 at the level of the Civil Aviation Administration of China, and 34 at the Group Company level.

IPR Protection

The Company greatly focuses on the importance of the protection of its intellectual property rights (IPR) and respects the other IPR. We strictly abide by the *Trademark Law of the People's Republic of China* and the *Patent Law of the Peoples Republic of China*. Internally, we have developed policies and systems regarding IPR protection and established an IPR protection mechanism. We rely on the smart legal management platform to carry out IPR management, prevent IPR risks, and enhance IPR protection, to comprehensively protect the Company's legal rights and interests such as trademarks, domain names, and copyrights. In 2020, BCIA newly obtained 18 software copyrights, with 53 accumulated; obtained 3 utility model patents, with 22 accumulated; obtained 3 appearance patents, and with 9 accumulated.

Social Responsibility Management

The Company adheres to the core concept of sustainable development. We constantly improve and regulate our social responsibility management system and integrate it into our regular operations and the process of decision-making, comprehensively enhancing the Company's ability to fulfill social responsibility. Furthermore, we pay attention to the appeals of stakeholders. We regularly identify and work on key issues and actively respond to the appeals form stakeholders through diversified communication channels that we have established to achieve win-win sustainable development.

Sustainability Philosophy

The Company's commitment to sustainable development is to build a "four-characteristics (safe, green, smart, and people-oriented airport)" airport with serves as a "World-class Large-scale International Hub." We insist on comprehensively improving our business development and management sustainably. While ensuring the steady development of our business, we actively respond to environmental and community challenges. With the sustainability philosophy as our cornerstone, we collaborate with all stakeholders to provide strong assistance for national strategies, local development, passengers, and airlines, create comprehensive values, and achieve economic, environmental, and social development.

Serving National Strategy

Serving Local Development

Serving Airlines

Serving Passengers

Safe Airport

Green Airport

Smart Airport

People-oriented Airport

World-class Large-scale International Hub

Identification of Material Issues

The Company has identified and selected 15 major issues related to itself according to the disclosure requirements in the HKEX-ESG and based on the development characteristics of the civil aviation industry and its own business model as well as national policies and ESG disclosure trends in the industry. The task was completed through various forms of communication and exchanges with stakeholders and the process of "demand identification, prioritization, and multi-party review."

BCIA's Matrix of Materiality 2020

Importance to the Stakeholders

- Safe operation
- Passenger service ● ● Combating COVID-19
- Economic benefits
- Anti-corruption
- Employees' rights and interests ● National strategies
- Discharge management ● Party building
- Technological innovation ● Risk management
- Resource use
- Voluntary activities
- Cultural exchange
- ● Support of major events

Low

Importance to the Company's Sustainable Development

High		Medium		Low	
1	Safe operation	5	Economic benefits	15	Discharge management
2	Combating COVID-19	6	Party building		
3	Passenger service	7	National strategies		
4	Anti-corruption	8	Technological innovation		
		9	Risk management		
		10	Employees' rights and interests		
		11	Resource use		
		12	Voluntary activities		
		13	Support of major events		
		14	Cultural exchange		

Stakeholder Communication

The Company attaches great importance to the expectations and appeals of stakeholders. Through an efficient and diversified stakeholder communication and feedback mechanism, we actively listen to the expectations and appeals of stakeholders to the Company and make targeted response. Furthermore, we promote the continuous improvement of corporate social responsibility management and comprehensively enhance the Company's corporate social responsibility performance.

Stakeholder	Expectation and appeal	Communication method
Government and regulatory authorities (Beijing Municipal Government, Civil Aviation Administration of China, Air Traffic Management Bureau, etc.)	• Safety support • Passenger service • Financial performance • Environmental responsibility • Staff's rights and interests • Public welfare	• Special report • Research and visit • Project cooperation • Work conference • Statistical statement
Passengers	• Safety support • Service quality	• Passenger service • Satisfaction survey • Online service
Investors	• Information disclosure • Corporate governance • Financial performance • Investors' rights and interests guarantee	• Internal control system improvement • Regular announcements and reports • General meetings of stockholders and conferences of the board of directors and the board of supervisors
Employees	• Staff's rights and interests • Career development • Compensation and welfare	• Democratic communication • Workers representatives conference • Trade union • Suggestions, mailboxes and WeChat of BCIA • Staff Service Center
Airlines and airport-based organizations	• Safety support • Passenger service • Common development	• Communication mechanisms including BCIA Passenger Service Promotion Committee • Conference and communications • Activities to check and solve service problems
Suppliers	• Corporate reputation • Finance performance • Sunshine purchase	• Business negotiation • Contracts and agreements • Training and technology exchange meeting
Financial institutions	• Corporate reputation • Finance performance	• Contract negotiation • Business exchange meeting
Community	• Volunteering • Public welfare • Community development	• Support of major events • Charity activities • Volunteer activities
Counterparts	• Exchange and cooperation • Industrial development	• Forum and conference • Exchange and learning • Alliance

01

Building an International Hub

As the "China's No. 1 Gateway" BCIA undertakes the great mission of leading high-quality development, creating high value, and supply high-level support in the aviation industry. Over the years, we have cooperated with our partners on different levels in the value chain, insisted on perfecting business strategies, and accelerated the construction of an international aviation hub. By ensuring the health and safety of the people, we cooperate with our peers in the industry and partners in the supply chain to perform domestic and overseas aviation business in an orderly manner, opening a new era and push forward to the high-quality and sustainable development of BCIA.

◉ Ensuring Investors Communication

◉ Combating COVID-19

◉ Promote Industry Development

◉ Supply Chain Management

Ensuring Investors Communication

Communication to investors is extremely important to BCIA. We insist on open and honest communication with our shareholders. The Secretariat of the Board of Directors handles such communications, which includes replying to inquiries from investors and analysts, arranging investors' research on the Company, summarize securities analysts' suggestions on the Company's operation, and updating operation and financial information on the Company's website. We have set up multiple channels, including investment banking (online/offline) summits and conference calls for inquiries, to maintain adequate and reasonable information disclosure to investors, providing the capital market a better understanding of the Company.

In 2020, facing the massive impact of COVID-19 on the industry, BCIA maintained close communication with investors. We supplied first-hand information on the impact of the pandemic on the Company's operations, airline transitions, and the future capital investment plan of the company and ensured prompt and transparent information disclosure. In this way, we provided dedicated support for investors to form basic judgments on the Company's operating conditions and profit expectations.

Count of investor communication — **Communication method** — **Communication content** — **ESG-related business communication**

Count of investor communication	Communication method	Communication content	ESG-related business communication
94	Online investment banking summit	Interim performance disclosure	Staffing structure of the Board of Directors
	Offline investment banking summit	Annual performance report	Related party transaction pricing
	Conference call	Disclosure of business trends	Pollution prevention
	Shareholders' Meeting	Disclosure of operational data	
	Investors' site visit		
	Exchanges on suggestions for operation		
	Presentation of data on the official website		
	The mail system for investor relations		

Combating COVID-19

In 2020, the world faced the impact of COVID-19. BCIA reacted quickly and studied the situation, developed plans, and took actions, focusing on winning the battle against the pandemic. We have achieved the "three zeros" in pandemic control and prevention: zero error in pandemic control and prevention for passengers, zero infection among employees, and zero complaints about emergency transportation.

At the beginning of the pandemic, BCIA responded to the national emergency plan for pandemic prevention and control and collated laws and regulations concerning pandemic prevention and control in a timely manner. According to the *Convention on International Civil Aviation* and the *International Health Regulations*, we promptly issued the *Alert on the COVID-19 Prevention and Control at Airports*, the *Legal Guideline on Pandemic Prevention and Control*, the *Guideline on Responding to Legal Issues Concerning Contract Performance During Pandemic Prevention and Control*, the *Analysis of the Policy of Rent Reduction and Exemption*, and the *Interpretation of Legal Issues Concerning the Entry of International Flights at the Designated First Entry Point*. These documents facilitated the Company's lawful and orderly implementation of pandemic prevention and control.

During the pandemic, BICA organized 14 Party member (youth) teams to the frontline of the battle against the pandemic in the first place. After that, we took a variety of measures to support flight operations, including establishing a special area for international incoming flights and adopting the principles of "three equal's, three reinforced's, and four fixed's" to manage cargo goods. We provided support for a total of 9,371 flights carrying pandemic prevention and control personnel and supplies.

"Three **Zeros**"

BCIA focused on winning the battle against the pandemic and have achieved the "three zeros" in pandemic control and prevention

9,371

Provided support for flights carrying pandemic prevention and control personnel and supplies (Flights)

Case — **Guarding the aviation pass and establishing a special area for incoming flights in 72 hours**

In March 2020, to further prevent inbound COVID-19 cases and achieve precise diversion, BCIA transformed the T3-D for domestic flights into a special area for incoming flights from key pandemic-hit regions and countries. Under the principles of "fastest, most straightforward, minimum impact, and closed-loop management," BCIA quickly formed a Party member (youth) team in less than 48 hours. The team resolved problems such as limited space, route setting, and strict security requirements, and realized the overall adjustment of building functions, full coverage of basic functions, and setting of the whole process for the support area. In the end, we achieved planning and decision-making within 12 hours, site clearance and construction start within 24 hours, precise implementation within 48 hours, and official launch within 72 hours.

Anti-pandemic workers carrying out pandemic prevention and control at T3-D

The first Party member (youth) team dispatched to the frontline of the battle against COVID-19

Case   BCIA welcoming the returning Beijing Medical Team with triple water salute

On April 6, 2020, the national medical aid team to Hubei returned to Beijing. BCIA welcomed the heroes with triple water salute, the highest etiquette in the aviation industry.

BCIA welcoming the returning Beijing Medical Team with triple water salute

100%

Entrances and exits of employees' dormitories and office buildings were equipped with body temperature checkpoints

2.19

Employees and contractors to take COVID-19 NAT (Ten thousand persons)

100%

Issues rectified rate

During the pandemic, BCIA maintained a strict defense in the logistics department and built a strong barrier for pandemic control and prevention. The Company placed pandemic control and prevention measures according to relevant guidelines with the principle of "all scenarios, the entire process, and full coverage." All entrances and exits of employees' dormitories and office buildings were equipped with body temperature checkpoints. We strictly implemented environmental disinfection and improved the quarantine management system for employees with a fever. With the principle of "making nucleic acid testing (NAT) compulsory among all key groups," we urged all employees and contractors (21,900) to take COVID-19 NAT and organized T3-D supported employees and employees associated with the pandemic-hit regions to take NAT regularly. We organized 978 employees and service providers to be vaccinated to reduce the risk of transmission. We optimized the seating arrangement of conference rooms and intensified the initiative of merging conferences to reduce personal contact. We regularly supervise and inspect pandemic control and prevention. We conducted 37 inspections on eight key locations including the service building and the terminal building and rectified 140 issues.

Promote Industry Development

BCIA values close communication with industry partners. We have set up exchanges and interaction channels with industry associations. We have long-term cooperation with the International Civil Aviation Organization, Airports Council International, United Nations Environment Programme, and other organizations. We also advocate resource complementarity, mutual benefit, and win-win results at international industry conferences. In this way, we provide support for the sustainable and high-quality development of the global airport industry. In 2020, due to the impact of COVID-19, most offline international exchange activities were canceled. To cope with that, the Company built a cloud platform for external exchanges and continue exchange activities through online channels.

BCIA has actively exchanged with domestic and foreign peers, associations, and government organizations, and takes part in the preparation of industry policies and regulations. In 2020, we led the preparation of the industry's first *Group Standards for Civil Aviation Service Quality* to provide effective guidance for improving passenger service quality. We are also involved in national pilots and innovation projects. In 2020, we collaborated with organizations related to road transportation, civil aviation, ground-air communications, passenger, airport group operations, and integrated transportation hubs to establish a Strategic Alliance of Civil Aviation Airport Associations for Technological Innovation in the aviation industry and cooperated with different civil aviation organization in different areas.

Case   Supporting the improvement of the legal system with advantages in industry research

In 2020, BCIA actively responded to competent national departments' needs for legislative recommendations and participated in the improvement of the existing law and regulation system for civil aviation. The Legal Affairs Department of the Company put forward 16 legislative recommendations on two laws, one local regulation, and one departmental regulation, including the *Wetland Conservation Law of the People's Republic of China* and the *Frontier Health and Quarantine Law of the People's Republic of China*, and ten recommendations for amendment of the *Management Regulations of China Civil Airports Association on Industry Mediation*.

In addition, we focus on industry needs and carry out a number of research projects on industry basic laws in accordance with our schedule. They include the legislative investigation and demonstration for the *Airport Law*; the "Research on the Dual Legal Attributes of Airport Administrations," a project of legal analysis of and recommendations to airport administrations; and the "Research on the Legal Nature of Clearance Management Behaviors," the demonstration for the administrative authority of administrations.

16

Put forward legislative recommendations (Items)

10

Recommendations for amendment of the Management Regulations of China Civil Airports Association on Industry Mediation (Items)

Case   Promoting the scientific and technological progress of CCAA and leading the intelligent development of civil aviation associations

In 2020, BCIA participated in the association standardization of China Civil Airports Association (CCAA). The Information Technology Department of the Company led Shenzhen Airport, Guangzhou Airport, China West Airport Group, and Kunming Airport to apply for a project titled "Service Standards for Information Service Network Platforms for Airport Passengers," which has been approved. The project aims to promote airport members' efficient connection to the mobile Internet and jointly build and share the big data of passenger services, comprehensively improving the quality of airport services in the industry. BCIA also applied a project titled "Service Standards for the Operation and Maintenance of ELV Systems in Civil Aviation Airports" with Guangzhou Airport. This project will improve the quality, optimize costs, strengthen the efficiency, and reduce risks for IT services.

Supply Chain Management

BCIA always serves "efficiency first, quality prioritized, and cost-saving" as important principles for the supply chain management. In terms of management standards, in strict accordance with the *BCIA Procurement Management Regulations*, we have built a two-way assessment system of quantitative management and professional spot checks. We have thoroughly implemented the supplier regulations in areas including evaluation, development and control, and qualification assessment, effectively improving our procurement risk control and prevention. During the supplier's evaluation process, based on the "selecting the best and ensuring supply," principle, BCIA evaluates energy conservation and environmental protection as factors for qualified suppliers. In the selection process, we actively consider and evaluate such non-financial factors, aiming to work with our value chain partners to be a part of the sustainable development of the aviation industry. In 2020, the Company continued to improve the whistleblowing system for bidding and procurement and relevant special governance programs to effectively strengthen risk management and control capabilities from the source.

35

In 2020, the Company had domestic suppliers (Suppliers)

Supplier admission

The Company assesses suppliers' qualifications through multiple channels and examines information in multiple aspects such as the supplier's operations, performance, and sample applicability. In 2020, the Company had 35 domestic suppliers.

Supplier evaluation

Apart from strictly implementing the supplier evaluation standards, we perform regular inspections and evaluations on current suppliers to ensure their quality and renew with suppliers among the best. We perform an annual evaluations on our partnered suppliers and have different management approaches on our suppliers based on the scoring system. The Company continues to establish long-term partnerships with well-performing suppliers and promptly eliminates suppliers that violate regulations. In addition, we plan to establish an environmental, social, and governance evaluation system to promote environmental protection and awareness to our suppliers, and participate together on the sustainable development journey.

BCIA's Standards for Supplier Admission

01 — With a good business reputation and a sound financial and accounting system and able to provide annual audit reports audited by professional institutions in the specified period

02 — A non-consortium that meets national laws and regulations and relevant industry regulations

03 — Registered in accordance with the *Company Law of the People's Republic of China*, with an independent legal status and a valid business license

04 — Able to produce social security payment records for three consecutive months in the specified period

05 — Able to produce a tax payment certificate for three consecutive months in the specified period, or relevant certificates issued by the taxation authority

06 — Able to provide letters of commitment of being subject to no administrative penalties due to liability in safety accidents for three years and a good tax credit rating

Supplier Types and Number in 2020

17
55
188

■ Service provider   ■ Construction supplier   ■ Advertising operator

02

Building a Safe Airport

Safety is the priority of the civil aviation industry and is the most important responsibility of BCIA. BCIA strictly adheres to the "safety first" policy and firmly strengthens its policy guidance for work safety. We strive to build a safe airport by consolidating safety management, ensuring safe operations, promoting a safety culture, and building a solid baseline for safety management development.

◉ Safety Management

◉ Safe Operation

◉ Safety Culture

Safety Management

BCIA continues to improve its safety management capabilities to ensure safety for every passenger. We strictly abide by the *Work Safety Law of the People's Republic of China* and other relevant laws and regulations and important codes and standards for the civil aviation industry. We work with partners in the value chain to continuously improve and develop the safety management system. We have developed the *Implementation Plan for Building a Safe Airport* and the "four baselines" indicators and explored ways to improve the safety management system.

Regulations on and responsibilities of safety management

According to the *Safety Management System for Stakeholders* and the *General Safety Provisions*, BCIA identifies the characteristics of stakeholders' safety management and sets up requirements to strengthen the chain of safety responsibility of stakeholders. We clarify and standardize the safety responsibilities between the external entities and internal departments of the company to jointly improve the level of BCIA's safety management. The Company has assigned the safety responsibilities to each department and detailed the safety indicator setting and management methods for the management level of quality and safety departments, indicator management departments, and other related departments. When defining the responsibilities of important stakeholders in the safety responsibilities chain, the Company thoroughly implements the *Implementation Measures of BCIA for the Management of Safety Accountability Network* and continues to systematically clarify the safety responsibility. We comprehensively issued lists of safety responsibilities of all parties and assign safety responsibilities to the "last centimeter."

In 2020, BCIA saw further improvement in the development and implementation of its safety management system The Company carries out self-audit on all aspects following the *Audit Checklist for Aviation Security of Civil Transport Airports (for Trial Implementation)*, which involved 174 audit items. We clarified the aviation security and safety management responsibilities in the cargo area and reached an agreement with the cargo office. We also passed the "Safe Civil Aviation" development assessment of CAAC North China Bureau.

Identification and management of safety risks

6

The Information Technology Department improved the six major responsibility networks of service providers

7

Imposed penalties on contractors (Times)

The Company continues to improve the *Management Procedure of BCIA for Safety Hazards*. To investigate and deal with hidden dangers, we propose full coverage, highlighting focuses, addressing symptoms and root causes, and seeking the truth, working attitude. We assign responsibilities to all safety production factors including personnel, aircraft, facilities, and equipment, to better encourage each member to identify and deal with safety hazards.

In 2020, BCIA's operation departments carried out risk detection and hidden danger investigation and elimination , which effectively protect BCIA's from safety risks and promoted the implementation of a safety responsibilities system. The Construction Project Management Center promoted standardized inspections, professional capability building, centralized management, and intelligent methods to ensure the work safety of all stakeholders. The Airfield Management Department issued high-risk warnings to key units and carried out special inspections, and issued 1,358 violations. The Information Technology Department improved the six major responsibility networks of service providers and imposed seven penalties on contractors.

Safe Operation

Safety is the foundation of airlines. BCIA thoroughly implements the guiding principles of the Central Government's important instructions in CAAC's work on safety and implements the "0-4-3-3-3" safe work direction on the corporation. We focus on the Company's "1-3-3-4" work direction and "1-2-3-4" core tasks to build a foundation for the development of aviation security, operation safety, fire safety, and public security of the airport, and strive to build an airport environment with safe operations and rigorous support.

Aviation security

BCIA strictly follows the *National Civil Aviation Safety and Security Program*, the *National Civil Aviation Safety and Security Training Program*, and the *National Civil Aviation Safety and Security Quality Control Plan*. We implement the "Safe Civil Aviation" initiative. Working in conjunction with the CAAC North China Bureau, we revised the *BCIA Aviation Safety and Security Program (Seventh Edition)* to improve the guiding policy for airport aviation security and push forward the efficient implementation of laws, regulations, rules, and standardize aviation security. The Company launched special rectifications on air safety and security and arranged special funds to complete 15 rectifications, 37 "blindsides" investigations for eliminating hidden dangers, and more performed than 2,000 regular aviation security tests. We completed the rectification and improvement in the most practical way with the most stringent standards.

15

Arranged special funds to complete rectifications (Items)

37

"Blindsides" investigations for eliminating hidden dangers (Items)

For anti-terrorism and anti-riot, the Company issued a *BCIA Action Guide for Emergency of Dangerous Goods brochure* based on dangerous goods transportation and distributed them to information desks, baggage packing areas, check-in counters, and security inspection checkpoints in the terminal building. The brochure is designed to raise awareness of dangerous goods of the staffs and provide education on the proper way to deal with dangerous goods during emergencies. The Company's expertise and control capabilities in aviation security management have been greatly improved with high-quality support provided by the Company's Aviation Security Department.

Completion of registered rectification projects

Count of regular aviation security tests (Tests)

100%

Over **2,000**

Operation safety

BCIA guarantees operation safety by establishing an aviation security system, strengthening risk control procedures, and continuously improving the accountability system.

Building the aviation security management system (SeMS)

The Company launched the development of SeMS with the requirements in relevant CAAC documents. We developed the *BCIA Management Regulations for Aviation Security and BCIA SeMS Manual*. We also made systematic plans for organizational support for aviation security management, set up goals for aviation security management, provide aviation security support, implement aviation security operations in controlled areas, implement aviation security operations in non-controlled areas, provide training on emergency response, ensure effective sharing of information and communication, ensure security quality control, and develop dangerous goods transportation management.

Strengthening risk management and control procedures

For potential safety hazards and risks that may occur during operations, the Company revised its hazard management procedures in 2020. We broke through the conventional hazard assessment methods and institutionalized the requirements of "assessing the risk level based on the most serious consequence" and promoted the rectification of hidden hazards with the "three no's" principle. We also revised our risk management procedures, improved our risk assessment standards, by assessing risk levels based on the most serious consequence, and broke down the responsibilities of the management.

Continuing to improve the accountability system

We cooperated with the initiative of CAAC and the Cooperate Company to develop "four-characteristics airports" and revised the "Safe Airport" operation plan. We have established an auditing system dividing personnel into three-level I (department heads, primary-level teams, and responsible positions) to ensure that personnel at all levels clearly and diligently perform their safety management and control duties.

Case   Monitoring the status of the runway in real time with implanted sensors and "holters"

On August 25, 2020, BCIA started the overhaul project of the west runway pavement. This project was the first in China to introduce distributed optical fibers, water film thickness sensors, infrared thermal imaging cameras, and laser wheel tracers on airport runways. The above four sensing devices will make a safety early warning and monitoring platform after the comprehensive maintenance of the west runway. Among them, the distributed optical fibers can monitor the load condition of the aircraft in real time and the disturbance of the aircraft to the pavement and analyze the operation status of the pavement with the collected data. These runway sensors or "holters" can accurately calculate the torsional shear force when rutting occurs, the critical point of pavement damage, and other indicators, and provide scientific data for runway maintenance and safety inspection. This will help the staff to monitor the health and performance of the runway in real time and in an all-round way to ensure the safety of runway operations.

A temperature sensor installed on a paver

Fire safety

In 2020, BCIA fully implemented the plan of fire safety management, more emphasizing the importance of fire safety control and management. On top of ensuring stable and orderly COVID-19 pandemic control and prevention, we adopted "overall planning and combined prevention and elimination (of risks)" as our work policy and strengthen the supervision and management and the integrated development of office platforms, fully implement the work idea in practice. We also carried out comprehensive drills and public education activities to consolidate the awareness of fire safety and improve our fire safety capabilities.

100%

Guarantee rate of emergency fire rescue

Strengthening supervision and management

With the joint efforts of the Terminal Management Department and the Public Area Management Department, we have pushed forward the rectification of issues found in fire safety assessment and risk management and control work, effectively improving our fire safety management. In 2020, the BCIA Fire Brigade focused on performing special fire safety inspections on the west runway during its construction and T1 during the replacement of its roof system.

Integration of office platforms

The BCIA Fire Brigade relies on the Fire Protection Committee office platform to systematically for fire safety management. Leveraging the BCIA Fire Protection Committee office platform, we organize all units to carry out training on electric vehicles safety management and emergency response, setting the groundwork for regular safety inspections and fire emergency response. In 2020, the Fire Protection Committee office organized quarterly subcommittees meetings on fire protection and established a long-term communication and coordination mechanism with all units. Particularly for eclectic vehicles safety management, we have issued eclectic vehicles and charging station fire safety management regulations and at the airport.

Case　　**The Safe BCIA-2020 comprehensive emergency rescue drill**

In November 2020, BCIA launched the Safe BCIA-2020 comprehensive emergency rescue drill. This drill simulated an unexpected incident during passenger boarding on an outbound flight at a remote position, including distress scenarios such as fire on the aircraft. The fire department of BCIA carried out timely and effective response. The scene setting of this drill was complex with a wide coverage. It combined several types of emergencies such as response to sabotage, medical rescue, aircraft fire extinguishing, and dangerous goods disposal, which made it a simulation that covered all types of elements in an all-round manner.

The Safe BCIA-2020 comprehensive emergency rescue drill

Case　　**The BCIA 119 Fire Prevention Publicity Month**

On November 9, 2020, the Company launched the BCIA 119 Fire Prevention Publicity Month. The campaign covered drills of the fire prevention plan, anti-terrorism and antiriot training, quizzes on theoretical knowledge, and exhibition and broadcasting of cultural and creative works. Its forms included cartoons, short videos, photography, calligraphy, and handicrafts. The campaign was designed to further spread the knowledge on fire safety and anti-terrorism and antiriot, lay a solid foundation for safety, increase safety awareness, and enhance aviation security capabilities.

An activity in the 119 Fire Prevention Publicity Month

Information security

Under the guidance of the cybersecurity and information technology leading group, BCIA revised four management systems in 2020, providing an implementation basis for the code for information system construction and hierarchical protection management in the assessment mechanism. For hidden cybersecurity risks, we carried out risk investigation and system reinforcement for 2,591 servers and 657 terminals. We carried out 125 network security drills, ensuring the stable operation and reliable management of our online platforms.

Safety Culture

BCIA always regards safety culture development as the most fundamental part of safety assurance. We attach great importance to safety training and raising awareness for the Company's employees and other stakeholders and work hard to encourage them to establish a safety concept, understand safety risks, and implement safety measures. In this way, we can build a safety culture together.

Promoting safety culture

In 2020, BCIA closely followed CAAC's *Four Characteristics Airport Development Guidelines* and the advanced development concept of a "safe, green, smart, and people-oriented" airport and carried out the promotion of safety culture. We continued to push forward the assessment of our safety culture, share results and data within the Company and among our partners, and work with multiple parties to improve our safety management capabilities.

The Company promotes its safety measures through "hard and soft methods." We carry out online and offline activities through multiple channels and from multiple perspectives. Externally, we hold simple and easy-to-understand safety awareness activities; and internally, we carry out campaigns such as the work safety month and the safety education day.

| Case | Online-platform-enabled promotion of safety culture |

On June 1, 2020, BCIA's Weibo account created the tag of #Safety in Urban Airports# and promoted and publicized the campaign with a series of short videos. This move attracted the attention of a large number of Internet users on various new media platforms. In addition, BCIA launched some vivid passenger roles and posted quizzes on safety knowledge closely related to passenger travel twice a day. In these interesting activities, we promptly introduced the inspection regulations and fire safety knowledge to Internet users.

On June 16, under the theme of "Eliminating Hidden Dangers and Strengthening Safety Defense" and according to requirements for pandemic prevention and control, BCIA used its Weibo account to launch the innovative online promotion event of the National Work Safety Publicity and Consultation Day. The event deployed new media to promote safety clause in a more popular form. On the Consultation Day, BCIA shared aviation safety, fire safety, and clearance safety with the public on its Weibo account. We also invited delegates from BCIA Security Company and BCIA's Airfield Management Department and Fire Brigade, who responded to nearly 200 comments from the public.

National Work Safety Publicity and Consultation Day

BCIA maps out the plan to promote safety culture for the next three to five years based on the achievements of the Company's Safety Culture 2.5. To further encourage employees, business partners, and customers to enhance the awareness of "active safety" and the active implementation of the safety concept, BCIA carried out a series of awareness campaigns based on safety models.

| Case | Power of Models: Exemplary figures of safety assurance of BCIA |

In July 2020, to comprehensively promote operational cultural exchanges and business integration, BCIA launched the Cooperative Operation Culture Month campaign with the theme of "Expanding Business and Promoting Integration for Common Progress." Since the launch of the event, after the selection, comprehensive assess, and evaluation of member companies, we selected five exemplary teams and ten role models. These employees were from frontline positions and involved in many key aspects of BCIA's flight operation assurance.

Cooperative Operation Culture Month

| Case | The optimized BCIA Heroes and Safety Hand-shoot |

In 2020, BCIA creatively optimized some safety campaigns and achieved better publicity effects. In the BCIA Heroes campaign, we organized member companies of the Safety Committee to recommend and select 236 exemplary individuals and issued 560 safety reward cards. Throughout the year, the "Safety Hand-shoot" campaign received 1,193 valid reports on safety issues and pushed 182 safety promotion posts, effectively promoting the formation of awareness and behaviors of "active safety."

236
We organized member companies of the Safety Committee to recommend and select exemplary individuals (Employees)

560
Issued safety reward cards (Cards)

1,193
Effective issues reported by "Safety Hand-shoot" campaign throughout the year (Items)

182
Pushed safety promotion posts (Articles)

03

Green Airport

Adhering to the development concept of "Uniting Multi-stakeholders to Build a Green Airport", BCIA actively undertakes environmental responsibilities, continuously strengthens management ability, improves energy efficiency, and integrates "Sustainability, Environmental Protection and Low Carbon" into all of our daily operations. We are committed to creating an "energy-saving, environmentally friendly, high efficiency and sustainable" airport.

◉ Improving the Green Development Systems

◉ Promoting Energy Conservation and Consumption Reduction

◉ Enhancing Pollution Prevention and Waste Control

◉ Expanding Green Cooperation

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Improving the Green Development Systems   Promoting Energy Conservation and Consumption Reduction   Enhancing Pollution Prevention and Waste Control   Expanding Green Cooperation

Improving the Green Development Systems

17

In 2020, we held conferences on fighting against air pollution (Times)

In compliance with relevant laws and regulations in the PRC such as the *Environmental Protection Law of the People's Republic of China*, and the *Environmental Impact Assessment Law of the People's Republic of China*, BCIA has created and implemented a series of specific regulations on environmental management such as the *BCIA Environmentally Sustainable Airport Construction and Implementation Plan*, and the *BCIA Environmental and Ecological Protection Inspection Plan*. In 2020, the Company launched an environmental management optimization project with a third-party organization to complete the revision of our environmental management documents, and carried out research to digitalize our environmental management system to develop a good foundation for the Company to establish and improve the environmental management system to better undertake the responsibility to protect the environment.

In 2020, the Company completed the 14th five-year special plan for green development, summarized the implementation of the 13th five-year plan for green development, clarified the overall approach, development goals and key tasks for the future and provided directions for building a "resource-saving, environmentally friendly, highly efficient" environmentally sustainable airport. We actively coordinate with all member companies and functional departments to further improve our working plans and systems, to ensure the Blue Sky Protection Campaigns are implemented effectively. In 2020, we held a total of 17 conferences on fighting against air pollution and solve several environment-related issues.

Promoting Energy Conservation and Consumption Reduction

In compliance with the *Law of the People's Republic of China on Energy Conservation*, the *Water Law of the People's Republic of China* and other laws and regulations, BCIA has developed and implemented the *Carbon Emission Management Regulation* and other internal policies, and actively explored various energy-saving and consumption reduction measures. To build a resource-saving green operation, we have been constantly improving our resource utilization efficiency and reducing our energy and resource consumption in our daily operation through energy-saving technological upgrading and optimizing the energy management system.

Energy Utilization

In 2020, BCIA introduced the AEMS system in the terminal building to centralize the monitoring of information, the management and the control of lighting, air conditioning, heating, cooling and other information, to achieve a refined, standardized and digital energy management system. In order to find and deal with abnormal energy consumption, we actively promote the sub-metering technology in the flight area and terminal building, and strengthen the construction of energy-metering infrastructure for detailed analysis of energy consumption.

The Company continued the replacement of energy-saving lighting and the elimination of high energy-consuming electric motors. Throughout the year, 3,028 sets of airfield navigation lights and 1,260 sets of high-pole lamps were replaced, and 107 sets of high energy-consuming electric motors were upgraded.

To ensure the efficiency of aircraft operation, we highly promoted the use of APU alternative devices, completed several APU replacement projects on ground power units, external air conditioners and aircrafts supporting equipment in the flight area, achieved 100% coverage of contact berths (129 projects), and 62% of remote berths (122 projects). We reached 100% usage by signing a usage agreement with all airlines based on the principle of "Use up the Upgraded Facilities as Much as Possible". We continued to upgrade the A-CDM system to further consolidate our existing data, improve data collection and processing capabilities and enhance the integrity, accuracy and effectiveness of data. Moreover, 15 functions, such as delay cause determination, flight arrangement and "de-icing" related operations, were added to further improve the efficiency of resource utilization and airport operation.

We are actively exploring and expanding the application of renewable energy systems. Throughout the year, we completed a series of renewable energy application projects, including the optical storage and charging sheds in the flight area, a optical storage and charging integration project in the West Lake, and the construction of a GTC dome roof solar panels. Because of the greatly improved renewable energy system, our annual renewable power output is expected to exceed 210,000 KWH. We introduced new energy vehicles (NEVs) and equipment in our operations by setting up 457 air-side charging piles and 196 land-side charging piles respectively and adding 563 NEVs this year to a total of 975 NEVs, accountable for 28.7% of all vehicles.

457

Setting up air-side charging piles (Sets)

196

Land-side charging piles (Sets)

584

NEVs added by this year (Sets)

996

Total NEVs (Sets)

29.3%

Percentage of NEVs

Energy Consumption and Greenhouse Gas Emissions of BCIA in 2020

Indicators	Unit	Amount
Purchased Power	kW•h	190,474,991.3
Gasoline Consumption	ton	149.99
Diesel Consumption	ton	151.03
Comprehensive Energy Consumption	ton of standard coal equivalent	83,073.3
Greenhouse Gas (Carbon Dioxide) Emissions	ton	354,676.96
Comprehensive Energy Consumption Per Capita	ton of standard coal equivalent/10,000 persons	24.07
Greenhouse Gas (Carbon Dioxide) Emissions Per Capita	ton/10,000 persons	102.77

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Improving the Green Development Systems   Promoting Energy Conservation and Consumption Reduction   Enhancing Pollution Prevention and Waste Control   Expanding Green Cooperation

Water Resources Management

BCIA continues to strengthen water management in operation through various measures including reclaimed water recycling, reclaimed water irrigation and water-saving technological upgrading. We are exploring measures for waste water recycling and harmless treatment, so as to improve the efficiency of water utilization in an all-round way.

In 2020, BCIA has accomplished the Special Plan for Sponge Airport. We have formulated a scientific annual total runoff control objective, and built the sponge system based on the four aspects of water ecosystem, water environment, water security and water resources by creating a drainage system with source-reducing, process-controlling and end-regulating functions, so as to effectively reduce the discharge runoff as well as to control both point and non-point source pollution.In 2020, there was no issue for BCIA in sourcing water that is fit for purpose.

Water Consumption of BCIA in 2020

ton

1013942 — Municipal Water Consumption

261741.24 — Reclaimed Water Consumption

1275683.24 — Total Water Consumption

ton/10,000 persons

369.65 — Water Consumption Intensity

Enhancing Pollution Prevention and Waste Control

Actively responding to the country's call to fight against and prevent pollution, BCIA identifies the sources of wastes generated in operation and reduces pollutants through waste disposal, sewage treatment, noise prevention and other measures.

Waste Disposal

Based on the current waste disposal in our operation, BCIA developed and launched *the BCIA garbage classification plan (Beta Version)* to further clarify the waste classification guideline. The implementation of the plan includes standardizing the types of trash cans and their signs in terminal buildings, parking lots, office buildings and other areas, and improving garbage transportation and disposal contracts, to establish a standardized, collaborative and efficient garbage classification system. We classify and dispose of non-hazardous waste, while cooperating with qualified hazardous waste treatment institutions to collect the hazardous waste, to strive to achieve the harmless treatment of all kinds of wastes.

The Company actively conducts publicity and education activities on garbage classification. We advocate and guide garbage classification through various channels and media, such as organizing the award-winning "garbage classification for green development" quiz, distributing relevant printed materials, to educate employees about garbage classification.

Waste Production of BCIA in 2020

ton

154.46 — Total Hazardous Waste

7300 — Total Aviation Waste

742.8 — Total Pandemic-related Waste

588.2 — Total COVID-19-related Waste

kg/10,000 persons

Hazardous Waste Intensity — 44.76

ton/10,000 persons

Aviation Waste Intensity — 2.12

Solid Waste Disposal Process of BCIA

Solid Waste			
Air-side Waste	Air-side Waste in Pandemic-affected Area	Entrust a qualified medical waste treatment company with disposal	
	Air-side Waste in Non-pandemic Area	Hand over to the environmental sanitation department for disposal according to Beijing municipal waste treatment system	
Land-side Waste	Household Waste		
	Kitchen Waste	Entrust a qualified third party with disposal	
	Construction waste	Recycle for reusing, and transport the unusable parts for disposal	
	Hazardous Waste	Entrust a qualified professional hazardous waste treatment company with disposal	

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Improving the Green
Development Systems
Promoting Energy
Conservation and
Consumption Reduction
Enhancing Pollution Prevention
and Waste Control
Expanding Green
Cooperation

Sewage Treatment

In 2020, BCIA carried out a series of special rectifications on the sewage treatment system, review the regional sewage discharge situation, and improved the sewage pipeline diagram, to standardize the rainwater and sewage treatment system of BCIA. In terms of terminal sewage, we started preliminary research on transformation and reached preliminary solutions. Meanwhile, we also focus on the inspection of rainwater pipelines, resolved the non-compliance of rainwater pipeline that discharge into small and medium-sized rivers, and investigated the mixture of rainwater and sewage pipelines. In order to prohibit the illegal discharge of sewage, we increased the frequency of investigation and hired professional institutions to carry out water quality inspection regularly, and implemented on-site investigation and field check along the upstream area. As for the purification system of our airports, we insisted on monitoring the water quality at the purification outlet, and regularly carried out the water quality testing on key drain outlets at the upstream, the east lake and the west lake, to maintain the standard of water quality.

Sewage Treatment of BCIA in 2020

617.71

Sewage Treatment
(10,000 tons)

22

By the end of 2020, the company has set up noise monitoring stations

20

Fixed stations

2

Mobile stations

Noise Prevention

The Company fully launched the automatic noise monitoring system to implement 24-hour aircraft noise monitoring around BCIA and submitted regular reports. We optimized the real-time monitoring flight information system to improve the accuracy and reliability of the data. By the end of 2020, 22 noise monitoring stations have been set up, including 20 fixed stations and 2 mobile stations.

Fume Treatment

The Company strictly controls the daily catering fumes. We established and improved our management system to control catering pollutants in the terminal buildings, and developed and issued five regulations including the *Regulations on the Management of Catering Fumes in the Terminal Buildings* and the *Regulations on the Management of Sewage Treatment in the Terminal Buildings.* We have set up a long-term monitoring system and established a handbook for daily operation, inspection and supervision of catering fumes and sewage in terminal buildings to promote improvement through inspections, and to consolidate the achievements of the Blue Sky Protection Campaign.

Expanding Green Cooperation

In order to promote ecological protection and sustainable development, while upholding the concept of Low Carbon Emission and Green Development, we actively cooperate with all stakeholders to promote the transformation of environmental protection through public welfare activities. In June and September, 2020, in response to the biodiversity theme of World Environment Day, BCIA launched the "Protecting Nature without Hesitation" and "Protecting Marine Biodiversity" campaigns together with the United Nations Environment Programme in the terminal building, to fulfill our social responsibilities, enhance public awareness of environmental protection and contribute to the beautiful vision of "building a community of shared future for mankind".

04

Smart Airport

BCIA has always been following the mission to "fulfilling the needs for civil aviation" to "Build a World-class Large-scale International Hub". BCIA is actively exploring the way to build a smart airport in the five areas, namely "intelligent management, smart operation, smart safety systems, intelligent services and business intelligence; and we are exploring the path of digital transformation to achieve collaborative efficiency, intelligent innovation and development sharing.

◉ Smart Management

◉ Smart Operation

◉ Smart Safety Systems

◉ Smart Services

◉ Smart Business

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- Smart Management
- Smart Operation
- Smart Safety Systems
- Smart Services
- Smart Business

Smart Management

BCIA's Achievements in S&T Innovation in 2020

5

Declared group S&T projects

5

Approved group S&T projects

BCIA adheres to the goal of "building a four-characteristic airport" and uses a variety of methods to carry out intelligent management of the Company's assets and technological innovation.

Upholding the "technological empowerment, intelligent assistance" principle, BCIA encourages conducting S&T research projects, establishes a system to improves our S&T innovation, and vigorously promotes the application of S&T achievements, to provide strong technological support to construct a "four-characteristic airport".

In 2020, the Company revised the *Civil Aviation Key Laboratory Recognition and Management Guideline* and issued the *Intelligent Operation Management System of Key Laboratories at Civil Aviation Airports,* and the *Innovation Studios Management Guideline.* Based on the support of key laboratories and innovation studios, we created a "1+2+N" innovation system with BCIA projects as the core, and established and improved our innovation recognition system.

The Company's key laboratories make full use of external resources, and cooperate with universities and companies including Beijing Jiaotong University, Civil Aviation University of China and Huawei Technologies to explore the integration of production, education and research, to support their development. Through "five small" innovation which includes small invention, small creation, small renovation, small design and small suggestion, the construction studio in the construction project management center carried out the *Research on Digitalizing Construction Technologies for Paving Large Airport Runways,* making our west runway the most advanced "intelligent" runway in China. The Plough Innovation Studio in our flight area management department proposed two new pavement construction technologies and applied for two utility model patents. In 2020, a total of 3 innovation studios were awarded the national civil aviation model studios (highly-skilled talents), and 2 innovation studios were awarded the BCIA model studios (highly-skilled talents).

Case   **Joint laboratory for the integration of production, teaching and research**

In 2020, following the goal of "powerful win-win cooperation and demand-oriented transformation" as well as the principle of improving scientific research abilities, BCIA continued to carry out cooperation with others on the basis of the achievements we achieved in 2019. Together with our strategic partner Huawei Technologies, we have built a joint laboratory to explore the innovation mechanism for integrating production, teaching and research for the construction of smart airport, to realize common development with our complementary advantages.

Case   **Smart asset management**

In 2020, together with our suppliers, BCIA has built our SuperDXP Enterprise Asset Management (EAM) system, covering airport energy management including water supply, power supply, gas, HVAC, etc. Through the cooperation with SGS-CSTC Standards Technical Services, we carried out BCIA Environmental Management Upgrading Project to revise our environmental management papers, and further improved the ability of intelligent maintenance and operation of energy and environmental asset management.

Smart Operation

In 2020, BCIA continued to upgrade the A-CDM system by adding 15 new functions, optimizing 61 functions, and further enhancing data sharing with CAAC, Air Traffic Management Bureau of China Civil Aviation and other airlines. The average time of inbound and outbound flights were shortened by 0.5 and 1.5 minutes respectively. In September, we officially launched the intelligent aircraft stand allocation system that integrated the existing east wing and west wing systems, optimizing our aircraft stand allocation system and for the first time achieved fully automated aircraft stand allocation.

Intelligent parking distribution system of BCIA

Smart Safety Systems

We are promoting the full implementation of our safety management systems in three areas: safety procedure, safety decision-making and safety management. As of 2020, the "1-2-1" smart safety management system has been fully adopted by BCIA, covering 24 production and operation systems and achieved e-management on more than 500 inspection items from 7 departments, achieving the integration of sharing of security information and management standards. We have started the trial use of the FOD detection system on the east runway. Throughout the year, the FOD detection system detected 426 foreign objects. On the west runway, distribution optical fiber, infrared thermographic cameras and other sensing equipment were installed, to support warning detection and safety monitoring platform that ensure the operation safety of the runway.

Smart Services

Information accuracy, attentive services and a smooth travel experience are the keys to constructing a smart airport. BCIA continues to focus on paying attention to passenger travel details, and works with our partners to implement digital operations to improve the quality of our services as well as expedite travel procedures for passengers.

In 2020, we established a BPM baggage-handling information system to track real-time baggage, to reduce the risk and possibility of baggage handling error, and make the baggage handling error rate close to zero. In cooperation with several airlines, we launched the RFID baggage-tracking system, which has tracked 9,000 flights and 250,000 pieces of baggage, with a recognition rate of 95%. In order to promote the efficiency of passenger security screening, we also take a step further to installing millimeter-wave security equipment and upgrading of our security screening checkpoints.

Baggage-tracking system in BCIA

Case   "Airport in Hand (Youxiang+)" mini APP to promote travel experience

In September 2020, BCIA launched the "Airport in Hand (Youxiang+)" mini APP to provide one-stop innovative services for passengers, including meal ordering, airport bus, baggage express, check-in seat selection, VIP service, free Wi-Fi, etc. Based on the features of BCIA, the mini APP also provides information about 5 places which are popular on the Internet, promoting the passengers' travel experience by digital technologies.

"Airport in Hand (Youxiang+)" mini APP

Case   Facial-recognition system to create paperless boarding experience

In response to CAAC's *Notice on Upgrading "Paperless" Services of Civil Aviation*, BCIA further promoted the application of biological facial-recognition system, to optimize paperless boarding services. At the international level, we have built international self-service zones composed of 60 self-service check-in devices and 30 self-service baggage check-in devices. The efficiency of a single flight has been improved by 30% compared with the manual handling mode, and the self-service check-in rate has reached 85.1%. In terms of domestic level, a total of 81 boarding gates in inspection bypassing channels and terminal buildings have realized the full coverage of facial-recognition self-service boarding service. About 150 flights have enjoyed the convenience of "face ID boarding", which greatly reduced the boarding time of passengers.

"Face ID boarding" at boarding gate

Smart Business

In order to facilitate post-pandemic work resumption, we partnered up with professional companies and merchants and launched several online and offline commercial marketing activities to promote "Enjoy Shopping, Joyful Airport". Our precision marketing system and big data platform enabled us to identify and target our frequent travelers, and provide them with personalized coupons to improve travel experience and boost non-airline revenue.

Frequent customer membership system

05

People-oriented Airport

BCIA always adheres to the "people-centered" concept. Through active exploration and investment in improving passenger services, promoting employee development and responding to social needs, BCIA is committed to further enhance passenger's sense of happiness and employee's sense of belonging, fulfill our responsibilities, and set up a new model of "people-oriented airport".

◉ Improving Passenger Services

◉ Promoting Employee Development

◉ Giving Back to the Society

Improving Passenger Services

BCIA always adheres to the principle of "prioritizing the demands of passengers". On top of ensuring flight punctuality, we continue to consolidate the foundation and innovate our service management strategies. We are striving to fulfill our commitment, to create a leading service brand that is recognized by the passenger.

Ensuring Flight Punctuality

Ensuring flight punctuality is at the core of our service. Coordinating with multiple parties, we have established a highly effective solution for abnormalities and emergencies, to ensure flight punctuality and continuously improve the flight punctuality rate.

Case   Early efficient de-icing deployment in the face of snowy and icy weather

On November 21, 2020, Beijing ushered in the first winter snow. BCIA deployed spare staff, arranged snow removing vehicles, and reserved de-icing fluid and snow-melting agent in advance, and maintained communication with our crews. Together with Shenzhen Airlines and Sichuan Airlines, we carried out de-icing work at designated areas and aircrafts, improved de-icing efficiency of aircrafts, and ensured the safe and smooth travel experience of passenger.

De-icing in the airport of BCIA

Improving Service Quality

In order to further implement the "wholehearted service" concept and continuously improve our service quality, we have carried out various service brand building programs in 2020 to consolidate the service management foundation and innovate the service management strategies, to provide high-quality services for our passengers.

Innovating Service Management

Based on the innovation of service management, we improve both internal and external services, and set up a new model as a "people-oriented airport".

Improving the existing performance appraisal system internally, we reduced the number of indicators and increased the weight of service-related indicators by 0.6%, to improve the overall service quality.

We compiled a new *BCIA Passenger Complaints and Injuries Handling Handbook* to refine the handling procedure and standards of complaints, to further ensure the quality of passenger services.

In response to CAAC's call for the "wholehearted services", we developed the *BCIA Self-evaluation System of Service Quality,* and applied it to our evaluation of passenger satisfaction system. The system covers more than 220 detailed indicators from front end to back end, to reflect our service quality comprehensively, scientifically and objectively. More than 11,000 passengers' evaluation data has been collected to improve our service.

Fulfilling Service Commitments

Efficient Airport

In order to optimize the operation of supporting resources, in September we achieved independent operation of apron control, and maintained efficient operation of aircraft and trailer, to improve the safety and efficiency of the airport operation.

We established standards for operation resources allocation, clarified standards for ground support equipment control, upgraded on-site supporting facilities, and added 184 charging piles, increasing the vehicle-to-pile ratio from 3.2:1 to 2.1:1, to improve resource allocation.

Warm Airport

We improved our front-line service standards, refined the standards and carried out training for key personnel that serving elder and visually impaired and hearing-impaired passengers. During the pandemic, we provided innovative services such as "one meter away from you for your safety", "extension of time to collect temporarily stored belongings at security checkpoint", and "contactless services", to create a safe service branding.

To improve barrier-free services, we have designed the *Common Sign Language for Airport* class, carried out trainings across various staff levels on serving visually impaired and hearing-impaired passengers, and provided services such as signboards, courtesy counters, green channels and courtesy seating areas for passengers with special needs, to improve the travel experience of special needs passengers.

Case   **Improving barrier-free standards to create service platforms for special passenger**

In 2020, based on the exchanges and discussions with the China Disabled Persons' Federation, senior citizens associations and other institutions, we developed the *BCIA Standards for Special Needs Passenger Services— Elderly Passenger Services, Visually impaired Passenger Services and Hearing-impaired Passenger Services.* Based on the above standards, we developed the *BCIA Plan for Special Needs Passenger Services* to implement barrier-free services, completed the *Common Sign Language for Airport* courses, and carried out training for all the staff members on key service posts, to create a new special needs passenger service.

Moreover, in order to provide a safe and smooth travel experience for special needs passengers, in 2020, we set up 9 new remote boarding bridges fully equipped with handicapped-user-friendly ramps and elevators, upgraded 23 restrooms in terminal buildings with 3 gender-neutral restrooms with handicapped-user-friendly facilities including safety handrails and emergency call buttons and other facilities in restrooms. We checked and refitted the blind path, barrier-free signs, handicapped-user-friendly parking space and other facilities, provided services such as signboards, courtesy counters and green channels for passengers with special needs. Besides, our new courtesy seating areas are equipped with a series of services including accompanying, wheelchair mobility assistance, winter clothing temporary storage, free electro mobile, etc.

Cultural Airport

Complying with pandemic prevention and control guidelines, we held the "Children in BCIA" painting exhibition". Passengers can enjoy a cultural journey through both online and offline exhibition.

The "Flying against Dangerous" photography, calligraphy and painting exhibition was held to vividly show passengers the new image, new responsibility and new actions of our staff members to fight against the pandemic.

Case   **"Seven Branches out of One Tree"—BCIA won CAAC's annual demonstration project of four-characteristic airport construction**

In 2020, BCIA has further implemented the wholehearted services concept and continuously improved service quality. Based on our construction model of "Seven Branches out of One Tree", we promoted the construction of a people-oriented airport from seven areas, including wholehearted services, flight punctuality, convenient arrival and departure, courtesy accompanying, joyful shopping, city introduction and employee happiness. The "Seven Branches out of One Tree" people-oriented airport construction model of BCIA was selected as the model project of the four-characteristic airport by CAAC in 2020.

Safeguarding Rights and Interests of Customers

We take passengers' opinions seriously and strictly abide by the *Service Management Regulations*, *Procedures for Passenger Complaints (Injury) Compensation* and other related regulations. We have compiled the *Guidelines for Complaints (Injury) Handling*, launched 10 service training courses such as "Handling Complaints Timely and Transferring Complaints into Business", and continuously carried out training for service management personnel and complaint handling personnel. In order to improve the efficiency of handling emergencies, we fully authorize the front-line staff when handling accidents. We have optimized the complaint management system and to ensure complaints are handled timely and properly. Moreover, we regularly review our classic complaint cases during internal training, strengthening emergency responses

of our staff. In 2020, the Company received 41 customer complaints, with a processing rate of 100%. Our ACI customer satisfaction score has reached the full mark (5 points), ranking 7th around the world. In addition, we value our passengers' privacy and strictly implemented the relevant regulations to protect passenger information, and carried out risk assessments regularly to ensure passenger information is secured.

100%

Customer complaints processing rate

Promoting Employee Development

High-quality staff is the foundation of our business, BCIA adheres to the people-oriented principle, fully protects the rights and interests of employees, provides sufficient space for their career development, and always pays attention to their physical and mental health to create an energetic and warm airport.

Protecting Employees' Rights and Interests

In compliance with the *Labor Contract Law of the People's Republic of China* and other laws and regulations, BCIA signs labor contracts with all employees. We have developed and improved the salary performance management system and provided efficient feedback channels for employees' suggestions, to effectively protect their quality of life and basic rights and interests.

Equal Employment

1563

As of 2020, we have a total of (Employees)

BCIA adheres to equality and the merit-oriented talent selection principles, including openness, equality, competition and meritocracy. In strict compliance with the *Labor Law of the People's Republic of China, Labor Contract Law of the People's Republic of China* and other relevant laws and regulations, we forbid discrimination due to religion, gender, nationality, ethnicity, age, disability, or marital status, etc., and prevent forced labor and child labor in all forms. As of 2020, we have a total of 1,563 employees, including 496 female employees, accounting for 31.7% and 81 ethnic minority employees. With a 100 % contract-signing rate, there is no child labor and forced labor in BCIA.

Composition of BCIA employees by specialty at all levels in 2020

791 — Management Personnel
214 — Professional Technical Personnel
518 — Operational Personnel
40 — Management Trainees

- Management Personnel 791 — 51%
- Professional Technical Personnel 214 — 14%
- Operational Personnel 518 — 33%
- Management Trainees 40 — 2%

Composition of BCIA employees by age

694 — 35 and below
568 — 36-45
241 — 46-55
60 — 56 and above

- 35 and below 694 — 44%
- 36-45 568 — 36%
- 46-55 241 — 16%
- 56 and above 60 — 4%

Composition of BCIA employees by education background

53 — High School or Lower
308 — Junior College
734 — Bachelor
468 — Master or Higher

- High School or Lower 53 — 3%
- Junior College 308 — 20%
- Bachelor 734 — 47%
- Master or Higher 468 — 30%

In 2020, our turnover rate of employees is 5.5%, and the specific categories are as follows:

By Gender (%)

Male 4.22%
Female 1.28%

By Age (%)

1.21%
2.24%
0.38%
1.66%

- 35 and below
- 36-45
- 46-55
- 56 and above

Democratic Management and Communication

In strict compliance with the *Provisions on the Democratic Management of Enterprises* and other relevant national laws and regulations, we established and improved various communication channels between superiors and subordinates. On April 29, 2020, the Company held the Second Session of the Fourth Workers' Congress. On September 3, we reviewed the *BCIA Safety Reward and Punishment System, Regulations on Welfare Management, Regulations on Salary Management, Measures for the Trade Union's Revenue and Expenditure Management* on the Third Session of the Forth Workers' Congress, to protect the employees' right to know and ensure democratic management. In addition, in 2020, BCIA held 11 meetings of the trade union committee to make democratic decisions on important issues such as the use of trade union funds, award and honor presentations, etc.

Based on the above, the Company carefully reviewed the administrative work related to various departments and grassroots employees. We introduced the *Measures for the Administrative Services for Front Line Staff* through brainstorming and innovation. In order to provide a smooth and efficient feedback channel for employees' suggestions, we went to the grassroots departments to understand employees' demands, problems and concerns via onsite visits.

Employees' Growth

BCIA adheres to the cultivation principles of all-round, all staff and sustainable development. Through the all-staff training system and lifelong education program, we are continuously improving the personal skills and professionalism of our employees, and helping them to establish a clear career path to discover their value.

Employee Training

¥ 334.7

Annual Training Investment (RMB 10,000)

1557

Trainees (Person-time)

76367

Training Hours (Hours)

We have been committed to the integration of the Company's value and the employees' value. We have developed a comprehensive multi-level training system and training programs based on the need of our employees. In 2020, all in-service employees of BCIA participated in the training, our annual training budget has reached RMB 3.347 million , covering 1,557 employees, totaling 76,367 hours.

Employee training hours by post and level

Senior Management	Middle Management	Primary-level employee
33	36	49

On August 14 2020, the Company conducted a centralized training for 40 new employees. The training enabled new employees to understand the overall business of the Company and their posts as soon as possible through business learning and ability improvement training. According to the requirements of pandemic prevention and control, the training camp introduced online learning and practical learning, and designed an "Inverted Classroom" with the theme of "Four-characteristic Airport", to provide a platform for new employees to express themselves and improve the training outcomes. During the training, the Temporary Party Branch of the training camp spontaneously organized team-building and Party-building activities, which enhanced the training vitality, promoted peer communication and improved the team morale.

Training for new employees—the "Inverted Classroom"

Career Development

9

In 2020, the rotational middle-level managers in the Company (person/time)

13.3%

Rotation rate

BCIA greatly focuses on the importance to employees' career development and continuously optimizes the Company's promotion system and regulations on official management. In order to further improve our management system and enhance the applicability and effectiveness, we developed the *Regulations on the Assessment of Middle Management in Office, Regulations on the Supervision of Officials, Measures for Posts Management (Beta Version), Regulations on Temporary Training of Managers, and the Regulations on the Selection and Promotion of Operational Personnel.* In 2020, there were 9 rotational middle-level managers in the Company, with a rotation rate of 13.3%.

Case   Improving practical skills through training and competition

In July 2020, BCIA carried out the "Safety and Health (Ankang) Cup" competition with the theme of "Strengthening Awareness, Checking Hidden Dangers, Promoting Development, Ensuring Safety and Health" to thoroughly check hidden dangers. We carried out a three-month military training to practice the concept of wholehearted services. In addition, we formulated the *Plan for 2020 Staff Competition* including professional skills training, scenario demonstration, knowledge competition, etc., to effectively improve the skills of employees and strengthen our three basic services.

"Safety and Health (Ankang) Cup" of BCIA's security companies

Caring for Employees

Adhering to the people-oriented concept, the Company has formulated a series of measures to ensure the physical and mental health of employees and solve their problems.

Safeguarding Happiness

BCIA is committed to tackle the problems and concerns of employees. In a cost-efficient manner, we implemented a number of practical measures to assist our employees:

Clothing — expanding the preferential range of laundry concessions

Food — upgrading canteen to ensure the hygiene and safety of food, "'Clear Your Plate' Campaign" bonus points for gifts activities, further expanding the using scope of meal cards

Accommodation — adding shoe washers in our airport apartments

Transportation — snow-cleaning services for vehicles, introducing flight ticket-ordering platforms operated by third parties

Case   Heart-warming stations for employees to improve resting environment

BCIA continues to improve the working and resting environment for front-line staff. In 2020, the Company has built 10 new heart-warming stations, and subsidized more than RMB 100,000 for more than 20 stations and small groups of grass-roots trade unions. We improved the facilities of the heart-warming stations to enhance the services and functions. We have decorated and renovated two rest rooms of our fire department, added facilities such as refrigerators, televisions, microwave ovens and coffee machines, and greatly improved the environment for spare staff.

Case   Optimizing the operation of the Staff Home and carrying out activities flexibly

In the face of the pandemic, BCIA optimized the operation of the Staff Home, and transformed various activities into online ones by organizing 315 online activities, courses and lectures such as pandemic prevention knowledge quiz, and activists related to traditional Chinese medicine, psychology and fitness, with a total of 8,763 participants. Moreover, we innovated communication forms with employees by modifying our WeChat official account, promoting activities and 23 courses via the popular form of Vlog, with 7,197 view counts. We also designed a "Love of Family" logo for our trade union and two sets of memes based on the BCIA trade union mascot. Greatly welcomed by our staff, the memes has achieved 1,479 times of downloading and 32,327 times of using.

Case   Providing support and sympathy for employees in difficulties

BCIA always cares for the employees who are in difficulties and their families by providing support and sympathy. In 2020, the Company visited 21 employees who were in difficulties, 17 sick and hospitalized employees and 2 families of our deceased employees and subsidized them with RMB 88,000, RMB 16,481.03 and RMB 10,000 respectively. In addition, we also visited 27 families of our gone members with a total of RMB 54,000 sympathy expense.

BCIA leaders and their teams   visiting representatives of employees in difficulties

0 Employees

Death due to work-related factors

28 days

Absence due to work-related injury

Caring for Physical and Mental Health

BCIA continues to optimize the office environment and developed relevant risk prevention and control measures to ensure the physical and mental health of employees. During the pandemic, based on the principle of "All Scene, Whole Process, Full Coverage", BCIA created the *COVID-19 Pandemic Prevention and Control Manual for Employees,* sixth edition, and issued 18 notices on pandemic prevention and control, to build a strong prevention and control awareness with all staff members.

Giving Back to the Society

Adhering to the concept of giving back to society and serving the local people, BCIA is actively making contributions and fulfilling our responsibilities. While maintaining a high standard operation, we are also devoted to fighting the pandemic, organizing major activities, promoting traditional culture and voluntary activities, and fulfilling our national responsibilities as "China's No.1 Gateway".

Upholding Traditional Culture

Based on the "Honoring Courtesy of BCIA" and "Ten New Scenes of BCIA" service culture, we have launched various innovative display modes such as combining on-line show with off-line exhibition to promote the excellent traditional Chinese culture and Beijing characteristic culture.

Case   BCIA online cultural exhibition

In order to better meet the needs of passengers for cultural experience and national scenic tourism, BCIA has made full use of online platforms by launching the "Courtesy BCIA Sightseeing" and "BCIA Online Cultural Tour" sections in BCIA's mini APP and APP. We have put the cultural landscape and cultural exhibition halls in and near our terminal buildings on the online platforms, formed a "Courtesy BCIA Sightseeing" according to different terminal buildings and the process of arrival and departures, so that passengers can enjoy the cultural landscape of BCIA at home.

Case   BCIA Gallery—one of the Ten New Scenes of BCIA

Through the cooperation with Beijing Museum of Culture and History, we held an 82-meter-long cultural exhibition in the terminal building, displaying a series of art works of "Beijing Charm". Based on the Summer Palace, Beihai Park, the Fragrant Hills and the Great Wall, which have the most historical and cultural characteristics of Beijing, this group of works depicts the scenery of Beijing in the four seasons, such as "Beauty of the Summer Palace in the Spring", "King Wha Island in the Summer", "The Charm of the Fragrant Hills in the Autumn" and "Winter Snow on the Great Wall". The gallery creates a pleasant tourism experience for passengers to enjoy the beautiful scenery of Beijing in the four seasons and savor the Charm of Chinese culture.

BCIA Gallery

Launching Volunteer Services

BCIA always encourages employees to actively participate in various public welfare activities, so as to fulfill our social responsibilities and make contributions to social progress.

Case **"Warm Winter Care Season" clothing donation campaign** ✈

On January 14, 2020, the Youth Volunteers Association of BCIA organized the annual "Warm Winter Care Season" clothing donation campaign. A total of 182 items of clothing were donated by various companies stationed at BCIA. The donated resources will be sent to relevant areas by our transportation partners after selection, classification, disinfection and packaging.

Clothing donation campaign

Case **"Caring for Children Season" assisting students and donating books campaign** ✈

On May 6 2020, the Youth Volunteers Association of BCIA, together with the Company's general branches of the Youth League, carried out the "Caring for Children Season" to provide assistance for students and donate books in response the Company's *Notice on Carrying Out the 2020 Donations under the Hope Project of 'Holding Hopes and Realizing Dreams'"*. A total of 138 books were collected and transported to the Qira County of Hotan City in Xinjiang Province after classification and disinfection, and also brought warm to the children there.

Book donation campaign

Key Performance Indicators

	2018	2019	2020
Passenger Throughout (10,000 person/time)	10098	10001	3451
ACI Airport Service Quality (5 points)	4.99	4.99	5.00
Passenger Complaint Response Rate (%)	100	100	100
Flight Punctuality Rate (%)	80.04	81.44	87.32
Total Greenhouse Gas Emissions (tons of CO_2 equivalent)[1]	/	/	/
Greenhouse Gas (Carbon Dioxide) Emissions (ton)	132479.87	353024.06	354676.96
Greenhouse Gas (Carbon Dioxide) Emissions Per Capita (ton/10,000 persons)	13.12	35.30	102.77
Comprehensive Energy Consumption (ton of standard coal equivalent)	95958.56	93032.74	83073.3
Power Consumption (kW·h)	230029417.7	250723169.2	190474991.29
Gasoline Consumption (ton)	192.10	180.37	149.99
Diesel Consumption (ton)	177.04	126.42	151.03
Water Consumption (ton)	1888654	2160100	1275683.24
Comprehensive Energy Consumption Per Capita (ton of standard coal equivalent/10,000 persons)	9.50	9.30	24.07
Power Consumption Per Capita (kW·h /10,000 persons)	22779.02	25069.56	55194.14
Gasoline Consumption Per Capita (kilogram/10,000 persons)	19.02	18.04	43.46
Diesel Consumption Per Capita (kilogram/10,000 persons)	17.53	12.64	43.76
On-the-job Employees (person)	1606	1581	1563
Minority Employees (person)	54	78	81
Labor Contract Signing Rate (%)	100	100	100
Total Training Hours (hour)	139468	124558	76367
Total Investment in Employee Trainings (RMB 10,000)	1020	767.07	334.7
Percentage of Employees Who Are Protected by Collective Bargaining Agreement (%)	100	100	100
Voluntary Service Activities (person/time)[2]	675	450	/

[1] 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.

[2] BCIA did not arrange voluntary service activities in 2020 due to the COVID-19 pandemic.

Honors

On April 28, 2020, the Youth League Committee of BCIA was awarded as "May 4th Red Flag Youth League Committee".

On March 18, 2020, BCIA won the honor of "Off-Airport Check-in Best Supporting Airport Award in 2019" by the International Air Transport Association (IATA).

On January 4, 2020, under the guidance of SASAC News Center, Sina Weibo held the "More Than Flying ·2020 Air Traffic V Influence Summit" at the Sina headquarters building in Beijing. BCIA was awarded "The Most Influential Airport of Sina Weibo in 2019" and won the title for three consecutive years.

On May 9, 2020, the Company won the honor of "Excellent Organizer of the Beijing 'Safety and Health (Ankang) Cup" Competition in 2019".

On March 9, 2020 (Montreal time), BCIA was awarded "The Best Airport Awards by Facilities and Amenities" in the "more than 40 million passengers" category in 2019 by Airports Council International (ACI). As the first Asian airport to join the ACI passenger service quality survey, BCIA has been committed to providing excellent services for customers all over the world, and has won "The Best Airport Awards" for the 11th time and ACI-related awards for 13 consecutive years.

In March 2020, BCIA was awarded the title of "Advanced Unit with Honest Service Commitments in 2019" by Beijing Consumer Association. Since 2017, the Company has won the title for four consecutive years.

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HK-ESG Index

HK-ESG	Page(s)	Explanatory Notes
Environmental		
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A1.1 The types of emissions and respective emissions data.	34	
A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	58	According to the national carbon emission verification methods, the Company's Greenhouse gas emissions including carbon dioxide that comes from power consumption (GPU excluded, merchants included), purchased heat, and diesel and gasoline burning. Other emissions are very little
A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	34	
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A3: The Environment and Natural Resources		
General Disclosure: Policies on minimising the issuer's significant impact on the environment and natural resources.	31-33	
A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	31-33	
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HK-ESG	Page(s)	Explanatory Notes
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B3: Development and Training		
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B4: Labour Standards		
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B4.1 Description of measures to review employment practices to avoid child and forced labour.	49	
B4.2 Description of steps taken to eliminate such practices when discovered.	49	No illegal employment in 2020
B5: Supply Chain Management		
General Disclosure: Policies on managing environmental and social risks of the supply chain.	17-18	
B5.1 Number of suppliers by geographical region.	17-18	
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B6.1 Percentage of total products sold or shipped sub-ject to recalls for safety and health reasons.		The Company does not engage in the production of goods, so it is not applicable
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B6.4 Description of quality assurance process and recall procedures.	-	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.	26	
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.	5	
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.	5	
B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	5	
B8: Community Investment		
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B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	56-57	
B8.2 Resources contributed (e.g. money or time) to the focus area.	56-57	

Reader Feedback

Dear reader:

Thank you for reading BCIA's 2020 Environmental, Social and Governance 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 ESG of BCIA?

Excellent   Good   Poor

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

Excellent   Good   Poor   Not clear

How do you rate BCIA's CSR management system?

Excellent   Good   Poor   Not clear

How do you rate BCIA's financial performance?

Excellent   Good   Poor   Not clear

How do you rate BCIA's safety protection measures?

Excellent   Good   Poor   Not clear

How do you rate BCIA's passenger service?

Excellent   Good   Poor   Not clear

How do you rate BCIA's environmental protection performance?

Excellent   Good   Poor   Not clear

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

Excellent   Good   Poor   Not clear

More suggestions for BCIA's work on environmental, social and governance are welcomed.

BCIA

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