



中國外運股份有限公司
SINOTRANS LIMITED

Stock Code: 0598HK 601598SH

CUSTOMERS' SUCCESS
OUR ACHIEVEMENT

Social Responsibility and
Environmental, Social and Governance Report

2021



SINOTRANS

About the Report

The Report is the eighth Social Responsibility i.e./or Environmental, Social and Governance Report (the “CSR & ESG Report” or “Report”) published by Sinotrans Limited (the “Company”, together with its subsidiaries, collectively the “Group”, “Sinotrans”, “we” or “us”). The Report summarizes the strategy, practice and effectiveness of Sinotrans in respect of issues related to environment, society and governance in 2021, with a view to show that the Group adheres to the enterprise mission statement of “create value for customers, create opportunities for employees, create returns for shareholders and create benefits for society” and is devoted to fulfilling its corporate social responsibility while adhering to sustainable development.

◎ Reporting Scope

The Report covers the period from 1 January 2021 to 31 December 2021 (the “Reporting Period”) and certain content may reasonably be extended. The contents disclosed in the Report are the same as those in the Group’s 2021 Annual Report. However, due to the principle of materiality and the validity of information collection, the staff training materials and the environmental information do not cover overseas entities.

◎ Basis of Preparation

The Report has been prepared in accordance with the principles and benchmarks of the Environmental, Social and Governance Reporting Guide as set out in Appendix 27 to the Rules Governing the Listing of Securities (hereinafter referred to as the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (hereinafter referred to the “Stock Exchange”) and the Consultation Conclusions on the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, as well as the Self-regulatory Guidelines of Listed Companies on the Shanghai Stock Exchange No. 1 – Standard Operation (《上海證券交易所上市公司自律監管指引第1號—規範運作》) issued by the Shanghai Stock Exchange (the “SSE”). The following basic principles are adopted during the preparation of the Report:

Materiality principle: The Group carries out a materiality assessment by consulting with stakeholders about their concerns and expectations in terms of the Group’s sustainable development every year. The Report must cover issues of relevance and importance to the Group’s operations and stakeholders.

Quantitative principle: Where applicable, key performance indicators should be quantifiable and disclosed, with targets to reduce individual impact, so that the benefits of environmental, social and governance policies and management systems can be assessed and verified, ensuring that stakeholders have a better understanding of the Group’s environmental, social and governance performance.

Balance principle: The Report aims to present the Group’s environmental, social and governance performance in an unbiased manner so as to provide an accurate and objective assessment to stakeholders.

Consistency principle: The Report should use consistent disclosure statistical methods to enable future meaningful comparisons of environmental, social and governance data. The Report should disclose changes in statistical methods (if any) or any other relevant factors affecting meaningful comparisons.

◎ Data and Information

The data and information contained in the Report include publicly available information, internal data collection and statistics of the Group, stakeholder surveys, etc. The financial information in the Report is consistent with the information in the Group’s 2021 Annual Report. If there is any discrepancy of data, the Annual Report shall prevail. Unless otherwise stated, all currency amounts involved in the Report are presented in RMB.

The Report is published in PDF version in Simplified Chinese, Traditional Chinese and English, and can be downloaded from the website of Sinotrans (<http://www.sinotrans.com>). In case of any discrepancy, the Chinese version shall prevail.

◎ Accountability Assurance

The Report was approved by the Board of Directors of the Company (the “Board”) on 29 March 2022 after confirmed by the management of the Company. The Board of the Company is fully aware of its responsibility for the authenticity of the Report and assumes full responsibility for the Group’s environmental, social and governance strategy and reporting. The Board of the Company and all directors thereof guarantee that the information contained in the Report does not contain any false representations, misleading statements or material omissions.

◎ Information and Feedback

If you have any comments or suggestions about this Report, please contact the Company by the following means.

Address: Capital Operation Department of Sinotrans, 10th Floor, Sinotrans Building Tower B, Building 10, No.5 Anding Road, Chaoyang District, Beijing Postal code: 100029

Tel: 8610 5229 5721

Email: ir@sinotrans.com

SINOTRANS

CONTENTS

<u>About the Report</u>	01	<u>Environmental Topics</u>	18
<u>About the Group</u>	03	Emission	20
<u>Board Statement</u>	05	Consumption of resources	20
<u>Environmental, Social and Governance Framework</u>	06	Environment and natural resources	21
Responsibility framework	06	Climate change	21
Listened to the opinions of all parties	07	<u>Society Topics</u>	23
Materiality assessment	08	Employee development and care	23
<u>Management and Operational Topics</u>	09	Compliant recruitment	23
Innovative development	09	Training and development	25
Operation safety	11	Remuneration and benefits	27
Risk management and compliance operation	13	Rights protection and care	28
Clean practice	14	Harmonious community	30
Serving customers	15	Responsibility undertaking	30
Supply chain management	17	Charitable activities	32
		Poverty alleviation	33
		Promoting industrial progress	34
		<u>Appendix: Content Index</u>	35

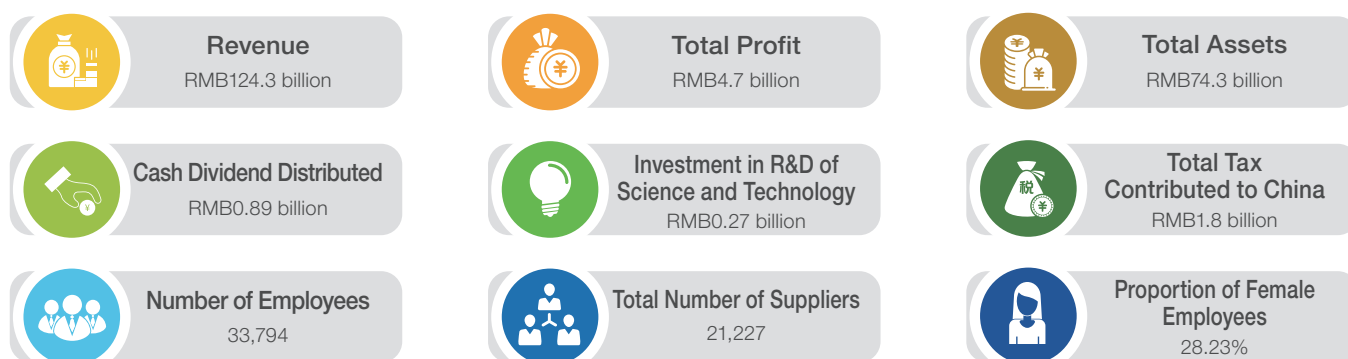
About the Group

Sinotrans was incorporated on 20 November 2002, listed on the Hong Kong Stock Exchange on 13 February 2003 (0598.HK) and listed on the Shanghai Stock Exchange on 18 January 2019 (601598.SH). Sinotrans is the subsidiary and unitary logistics platform and brand of China Merchants Group Limited ("China Merchants").

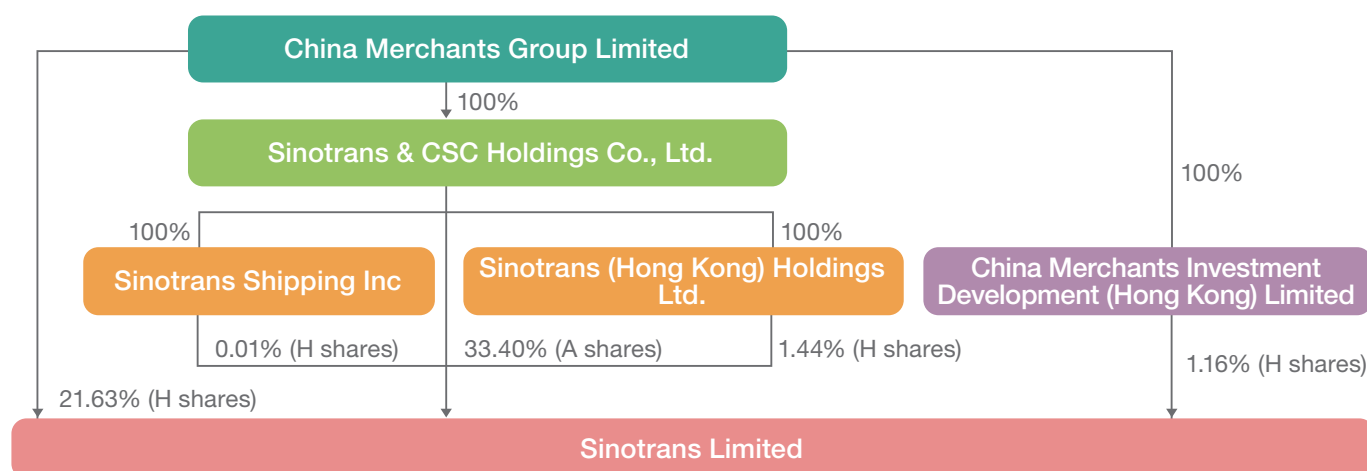
With the vision of building a world-class intelligent logistics platform enterprise, Sinotrans focuses on customer needs and deep-seated commercial pressures and challenges, and continues to create commercial value and social value with the best solutions and services. Sinotrans has formed three business segments, namely logistics, forwarding and related business and e-commerce business, to provide end-to-end full supply chain solutions and services for customers. According to the list released by Armstrong & Associates, Inc. in 2020, the freight forwarding service of Sinotrans ranked third in the world, and the global third-party logistics ranked seventh in the world.

Sinotrans adheres to sustainable development to promote the harmonious development of enterprise, society and environment. We have always believed that active social responsibility is an essential quality of a good enterprise. It is not only the external requirements to meet economic and social development trends, but also the internal needs to enhance the sustainable development of enterprises. Over the past year, we have further improved the environmental, social and governance structure led by the Board, and integrated it into our daily operations and management.

During or as of the end of the Reporting Period:



As at 31 December 2021, the total issued share capital of the Company was 7,400,803,875 shares, including 5,255,916,875 A shares and 2,144,887,000 H shares. China Merchants, the actual controller of the Company aggregately holds approximately 57.64% of the issued share capital of the Company. The specific shareholding structure chart is as follows:



Note: Sinotrans Shipping Limited, H shareholder holding 1.16% shares of the Company, has been renamed as China Merchants Investment Development (Hong Kong) Limited. Sinotrans & CSC Holdings Co., Ltd. no longer held any equity interest in China Merchants Investment Development (Hong Kong), and China Merchants Group Limited, the actual controller, indirectly holds 100% equity interest in China Merchants Investment Development (Hong Kong) through other subsidiaries.

During the Reporting Period, the Company strictly abided by the Company Law, the Securities Law, the Code of Corporate Governance for Listed Companies in China, as well as the requirements on corporate governance by the SSE and SEHK, and adopted the principles and provisions of the Corporate Governance Code as set out in Appendix 14 of the SEHK Listing Rules as our code on corporate governance, so as to strengthen and improve corporate governance constantly. For details, please refer to Corporate Governance section in the 2021 Annual Report of the Company.

In 2021, while strengthening good corporate governance, we focused on enhancing the interaction and communication with shareholders, investors, communities, employees and other parties:



Information disclosure

In accordance with regulatory provisions including the listing rules in listing places, adhering to the principle of combining statutory disclosure and voluntary disclosure, we highlighted the key points based on investor needs and the actual situation of the Company, so as to continuously improve the transparency of information disclosure and the quality of information disclosure by the Company. In addition, we improved the Administration Policies on Information Disclosure, and conducted online and offline communication and training on insider trading, listing compliance matters and code of conduct of controlling shareholder, to further enhance the awareness of listing compliance of the Company, its directors, supervisors, senior management, controlling shareholders and employees, and effectively ensure the truthfulness, accuracy, completeness and timeliness of information disclosure. In 2021, we disclosed 122 documents on the Shanghai Stock Exchange and 222 documents in both Chinese and English on the Hong Kong Stock Exchange, and were rated Class A in the 2020-2021 information disclosure evaluation by the Shanghai Stock Exchange.



Investor relations

We further strengthened value dissemination, and enhanced the recognition and transparency of the capital market. We accepted more than 170 interviews throughout the year, held 2020 annual result briefing and 2021 interim result briefing, and improved the attention of the capital market to the Company through result roadshows (online and on-site), annual conferences of investment banks, investor reception day and other multiple ways and channels. Meanwhile, we strengthened information transmission internally by building a two-way bridge of communication between investors and the Company's management, sent key issues that investors were concerned about to the management and relevant departments on monthly basis, and put forward suggestions for management improvement as a way to establish a channel for feeding back capital market opinions to the Company. The Company won the New Fortune "Best IR of HK - Listed Company" in 2020-2021, which showed that investor relations management of Sinotrans had been highly recognized by the capital market.



Brand management

Our "14th Five Year" Brand Management Plan (《“十四五”品牌管理规划》) clarified annual measures to be implemented for brand building; and we developed the "We Chat Official Account Unified Management Platform of Sinotrans Limited". Moreover, we communicated and cooperated with CCTV, The Paper and other media for the coverage of the assistance in vaccine transportation to Macau and Djibouti, as well as in the Tokyo Olympics and Winter Olympics, which fully reflected our ability and responsibility to ensure the security and stability of the supply chain.



Culture construction

We know well that corporate culture is the soul of an enterprise and an inexhaustible driving force for the development of an enterprise. We carried out in-depth publicity of the corporate culture, the participation rate of online evaluation about cultural recognition reached 100%, and selected corporate culture trainers and candidates for the "spark team" in corporate culture building. We established the first batch of 5 corporate culture demonstration bases, and also conducted the application and empowerment event of "corporate culture + operation reshaping" which was piloted by the CoE ("Center of Excellence") project to promote the "unity of knowledge and action" in corporate culture.

Board Statement

Dear stakeholders,

In today's new development pattern, logistics is a basic, strategic and leading industry that supports the development of the national economy. The high-quality development of logistics is an important part of high-quality economic development and an indispensable force for driving high-quality economic development. Sinotrans is an enterprise that shares the same destiny with the motherland and develops together with the times. It is also a market-oriented leader in integrated logistics with global presence, with listed A shares and H shares. With the vision of "becoming a world-class intelligent logistics platform enterprise", it actively implements the national strategy of "building up modern logistics enterprises with international competitiveness", adheres to the concept of green, low-carbon and sustainable development, and earnestly fulfills social responsibilities to create greater value for the country, customers, investors, employees and the society.

In 2021, we set clear and definite vision and goals of middle and long term sustainable development in addressing climate change and the use of energy resources to progress toward carbon neutrality in 2060, and also set emission reduction and energy saving goals and strategies. We have established a three-level ESG governance structure, namely "governance level - management level - executive level". As the highest decision-making body, the Board was fully responsible for evaluating and supervising the environmental, social and governance operations of the Company, including regular inspections of environmental, social and governance issues that might affect the business or operation of the Group and be concerned by stakeholders, taking material issues as identified into consideration, and reviewing reports covering annual ESG management and practice progress in strict accordance with governance procedures. We set up an ESG Committee, which is responsible for promoting ESG work plans and achieving the goals. The general manager of the Company serves as the chairman and convener of the Committee; the Company's deputy general manager in charge of safety and environmental protection and the secretary of the Board serve as vice chairmen; and other management and head of functional departments as committee members. We established an environmental, social and governance management mechanism that was coordinated by multiple functional departments, and established a designated contact mechanism in each department. In addition, the Group clarified that the Board of the Company has the highest responsibility for strategies and reports of environmental, social and governance, incorporated environmental, social and governance-related issues into the management process of the Company's internal control, and identified key risk control content of environmental, social and governance, subject to confirmation by the Board, and formulated management policies and strategies of environmental, social and governance.

In 2022, focusing on the national carbon peaking and carbon neutrality strategies, the Company will launch a special plan for green logistics. We have set up a special working group for the carbon peaking and carbon neutrality project at the beginning of this year, and plan to formulate the carbon peaking action plan of Sinotrans, and release the map of carbon peaking and carbon neutrality by the end of this year so as to integrate the concept of green and low carbon into the operation and management of the enterprise and the daily work and life of employees, apply the carbon peaking and carbon neutrality technologies to the field of logistics, and incorporate the carbon peaking and carbon neutrality goals into the overall development of the enterprise.

In the future, the Group will, as always, strictly abide by the environmental, social and governance requirements, improve the target setting and evaluation mechanism of the environmental, social and governance, and optimize internal management, information collection and report disclosure to improve the level of the Company's environmental, social and governance. The Board will continue to review and monitor the Group's environmental, social and corporate governance performance, and provide stakeholders with reliable, consistent and comparable environmental, social and governance reports, and work together for a better future.



Environmental, Social and Governance Framework

In 2021, in accordance with the disclosure guidelines of the Hong Kong Stock Exchange on ESG reporting, we have established and improved the governance structure of ESG under the leadership of the Board, and clearly integrated the concept of ESG into the Company's development strategy to promote the Company's economic development, social equity and environmental sustainability.

Responsibility framework

Establishing a complete ESG management structure is a significant step for the Group to implement ESG management practices, so as to cover all aspects and the whole process of operation and management with ESG. The Group has established a three-level ESG governance structure, namely "governance level – management level – executive level". The Board of the Company is the decision-making authority for ESG issues, and its main duties include monitoring, reviewing and making decisions on the Company's ESG strategies and objectives, as well as reviewing ESG material issues and risk identification results, etc. The management of the Company conducted pre-review on ESG issues that the Board are concerned about, and discussed and made decisions on ESG material issues, and its main duties include identifying material issues and risks of ESG, coordinating and promoting the implementation of the ESG annual work plan. We set up ESG Committee, with the general manager of the Company as chairman and convener, deputy general manager in charge of safety and environmental protection work of the Company and the secretary of the Board as vice chairmen, and other management and head of functional departments of the headquarters as members, and its main responsibilities include implementing ESG goals and regularly monitoring and discussing the implementation of ESG goals, etc. Technically, the ESG Committee holds a regular meeting every six months to hear the implementation of ESG goals of relevant departments.

The Board's short-term approach mainly focuses on the alignment and compliance with the new amendments of the ESG Reporting Guide, announced by the Hong Kong Stock Exchange in late 2019 and became effective from July 2020 onwards. During the Reporting Period, based on the latest regulatory requirements, benchmarking and internal ESG management, we evaluated the Company's ESG governance, information management and goal setting, climate change response and supply chain management, established the ESG Management Regulations of the Company and formulated the ESG Management Evaluation and Improvement Suggestions Report of the Company. The above-mentioned regulation and report have been discussed and approved by the Board, in which, the target lists on environmental protection, supply chain management, emergency management and anti-corruption have been reviewed by the Board and are considered as important targets of the Group.



Listened to the Opinions of all Parties

The Company maintained ongoing dialogue and engages with stakeholders, including regulators, shareholders, employees, customers, partners, media, community and the public, etc., to understand their expectations and address their concerns over the environmental, social and governance issues. The Group collected views from stakeholders through a range of channels such as meetings, interviews, internal discussions, surveys and feedbacks. The Board will identify and assess the environmental, social and governance issues related to the development of the Company, which are of the most significance.



Stakeholder	Expectation and requirement	Methods and channels	Company response
Regulators	<ul style="list-style-type: none"> Operate safely Abide by laws Compliant Operation 	<ul style="list-style-type: none"> Formulate policies Information submission Daily communication High-level meeting 	<ul style="list-style-type: none"> Operate and pay taxes in compliance with laws Strictly abide by various laws and regulations Carefully study the policy documents and actively cooperate with the regulatory authorities Promote the use of clean energy and vigorously advocate energy-saving technological transformation
Shareholders	<ul style="list-style-type: none"> Profit level Cash dividend Information disclosure Corporate governance 	<ul style="list-style-type: none"> General meeting Company announcement Periodic reports Roadshow and reverse roadshow Shanghai Stock Exchange E-interactive Conference and teleconference 	<ul style="list-style-type: none"> Continuously improve the Company's profitability Maintain cash dividend policy Increase the Company's information disclosure efforts Continuously improve corporate governance in compliance with policies, regulations and market opinions
Employees	<ul style="list-style-type: none"> Remuneration and benefits Health and safety Career development Education and training 	<ul style="list-style-type: none"> Employee representative Employee communication Labor contract Life care 	<ul style="list-style-type: none"> Improve the remuneration performance system and employee protection system Implement equity incentive plan Provide good working conditions and environment Provide opportunities for long-term career development Enrich training methods and improve training quality
Customers	<ul style="list-style-type: none"> Quality service Reasonable price 	<ul style="list-style-type: none"> Service guarantee Product supply Contract signing Customer service Company website 	<ul style="list-style-type: none"> Apply scientific adjustment and control to ensure the stability and security of services Provide quality, customized products and services Establish convenient and agile sales network
Partners	<ul style="list-style-type: none"> Open tender Fairness and justice Honesty 	<ul style="list-style-type: none"> Contract and agreement Service quality Cooperative development Joint development 	<ul style="list-style-type: none"> Open, fair and equitable tender process Strictly execute contracts and agreements
Media	<ul style="list-style-type: none"> Transparent information 	<ul style="list-style-type: none"> Report release Multi-channel disclosure 	<ul style="list-style-type: none"> Regularly disclose social responsibility information and major events of public concern
Community and Public	<ul style="list-style-type: none"> Harmonious community Charitable activities 	<ul style="list-style-type: none"> Co-construction Promotional activity Community Building 	<ul style="list-style-type: none"> Participate in the construction of a harmonious community Carry out charitable activities Drive economic development in the operating region

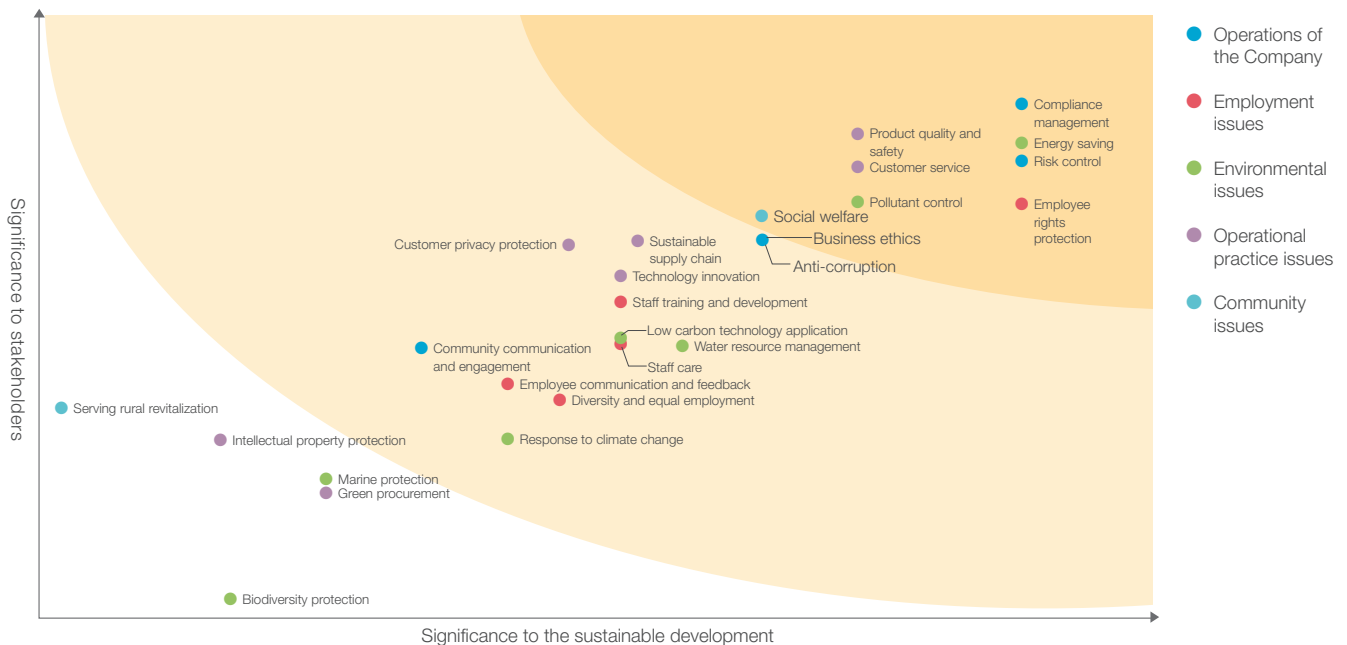
Materiality assessment



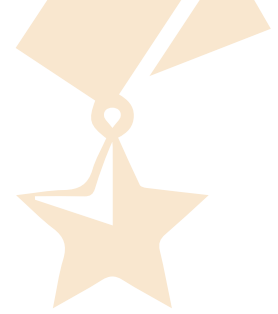
In order to deeply and objectively understand ESG issues that stakeholders are concerned about, during the Reporting Period, we carried out the identification and materiality assessment of ESG issues of the Group. With reference to the reporting standards of international and listed places and benchmarking peer companies, a total of 26 ESG material issues has been sorted out.

To fully understand the stakeholders' levels of attention to the above topics, we conducted a detailed materiality assessment survey. This assessment follows five steps including identifying stakeholder clusters to be included, establishment of issue database, material issue questionnaire survey, material issue questionnaire analysis, and confirmation of results in respect of material issues. Save for senior management of the Company, a total of 10 stakeholder clusters in three categories of employees, communities and value chains participated in the assessment. We set two dimensions including the influence on sustainable development and on stakeholders' decision-making and assessment, and ranked the issues from the two dimensions of "Materiality for sustainable development of the Company" and "Materiality for stakeholders" to obtain ESG material issue matrix and list, and finally identified a total of 8 material issues (including compliance management, energy saving, risk management and control, product quality and safety, employee rights protection, customer service, pollutant control and social welfare). These material issues will be the focus of the Report, and the Group will attach great importance to its operation and management to improve continuously.

2021 ESG Material Issues Matrix of the Company



Management and Operational Topics

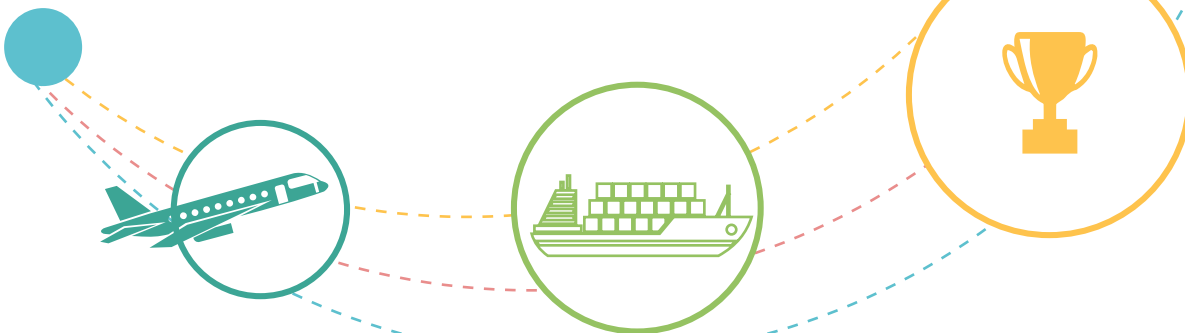


Innovative development

Sinotrans, with constant efforts in the large-scale application of “scenario+technology” and “customer+technology”, has released a number of “Series Smart” and “Series Digital” products and solutions. **“Series Smart products”** place special emphasis on promoting the efficiency improvement of “AI+RPA” solutions for direct major customers and sharing centers. The industry digital intelligent solution with visual recognition as the core is popularized and applied in FMCG (Fast Moving Consumer Goods) industry, automobile and other industries, achieving a 30% improvement in the efficiency of receiving and delivering goods; The AI+RPA+EDI solution supports the automatic processing of over thousands of documents in five categories, and opens up all the upstream and downstream links of the whole supply chain. In 2021, the processing capacity exceeded 15.8 million orders, the operating efficiency increased by 300% on average, and the operation error-free rate remained at 100%. The innovative group container packing algorithm realizes the optimal stowage of orders and goods, and the intelligent container inspection system can quickly and accurately locate all kinds of container damage, with the accuracy of container damage measurement reaching over 99%, offering general and convenient container inspection services for customers including shipping companies. **“Series Digital products”**, from the perspective of supply chain management, create benchmark products such as logistics control tower and whole-process visualization, and strive to improve service ability and service level for customers. The Digital Series Logistics Control Tower Project won the “Annual Supply Chain Transformation Model Award” in the 2021 “Dingge Award” Digital Transformation Pioneer List, which, from the perspective of supply chain management, interprets the closed-loop concept of “seeing clearly, managing well, being analyzable and optimizable”, and especially plays an important role in incidents and emergency response. As of the end of the Reporting Period, the members of the research and development team of the Company increased to 696. The Company declared 104 new invention patents, and 214 software copyrights, 73 authorized patents on a cumulative basis, and received 19 awards for innovation granted by the government on a cumulative basis at all levels (above the provincial and ministerial level) and organizations in the industry.

In order to enhance the core competitiveness, Sinotrans continues to enhance scientific and technological research and development, strengthen the connectivity and cooperation with leading companies in cutting-edge technologies, scientific research institutes and innovation incubation platforms to track the trend of and reserve cutting-edge technologies. In addition, Sinotrans pays attention to intellectual property protection and patent declaration. During the Reporting Period, we had 29 authorized patents, 29 software copyrights, and 17 declared patents.

On 2 November 2021, **the logistics control tower project of Sinotrans won the “Annual Supply Chain Transformation Model Award (年度供應鏈轉型典範獎)” on the Digital Transformation Pioneer List (數字化轉型先鋒榜) of 2021 “Digital Transformation Awards (鼎革獎)”**, which is jointly sponsored by the Chinese version of Harvard Business Review and SAP Corporate. The award academically supported by the Institute for Global Industry of Tsinghua University, with an aim to explore excellent cases of digital transformation and light the innovation path to digital transformation for Chinese enterprises. According to the comments of the industry-university-research expert judges invited by the “Digital Transformation Awards”, logistics control tower of Sinotrans interprets the closed-loop concept of “visual, manageable, analyzable, and optimisable” from the perspective of the supply chain. The vivid cases of different industries and the embodiment of quantitative value moved the expert judges of the on-site investigation and were recognized by the judging panel of the “Digital Transformation Awards”. At present, the logistics control tower of Sinotrans has achieved cross-level, cross-section and cross-project sharing and interaction at the data integration and application. As an important starting point for internal operation, management and control, the control tower enables the management of the operation system in a systematical, precise and integrated way. As an important digital tool to reduce cost and enhance efficiency, the control tower helps continuously improve operation indicators and comprehensively optimize the operation system. As a digital product serving professional logistics, the control tower helps customers of Sinotrans improve the efficiency of integrated supply chain management, continuously enhance their capabilities to fulfill logistics contracts, and improve customer service experience.



In the future, we will continue to build an innovation system in which business is driven by technological innovation, model innovation and ecological innovation, establish an innovative fault tolerance mechanism and an innovative management mechanism; carry out research on cutting-edge applications and strategies in the logistics industry, and deepen the integration of cutting-edge technologies and logistics scenarios to create and deeply promote R&D products and realize productization; and focus on training R&D, operation and maintenance teams, achieve independent and controllable core capabilities, offer a variety of industry solutions and promote the results, and improve the intellectual property system.

In 2021, we also made phased breakthroughs in the innovation of the following technical fields:

01

**Smart · Container
Inspection System**
[Visual
Recognition +
Container Yard]

Technical features

By virtue of industrial-grade 2D vision + 3D laser sensor scanning imaging and machine vision deep learning algorithm, it rapidly and accurately locates container damage, and enables quantitative measurement of damage degree for various container damages, with the accuracy of locating and measurement being over 99%, and inspects 1 container in 1 minute. Benefiting from the rich operation scenarios of Sinotrans, the algorithm has been tested by more than six-digit samples of container damage.

Business value

It is currently the leading smart container inspection system in the domestic logistics industry, which can effectively speed up the efficiency of container inspection, reduce the workload of container inspectors by 10%, and provide general, convenient container inspection services for customers including shipping companies. It is able to significantly reduce the turnaround time of empty containers, and shorten the circulation cycle of empty containers so as to help customers optimize their business models, and thereby increase customer stickiness. The technology was officially launched in the pilot yard in January 2021. As of the end of December, the number of containers processed exceeded 53,000 TEU. It will be promoted internal and external the Group in the future.

02

**Smart · Tire
Industry Visual
Sorting Solutions**
[Visual
Recognition +
Warehousing]

Technical features

Through visual recognition technology, a combination of software and hardware sensing equipment is developed to realize comprehensive identification and review of tire DOT (production batch), OE (dynamic balance) point, tread line and barcode.

Business value

The Company is the only logistics company in China that applies visual recognition technology to provide customers in the tire industry with integrated solutions such as in-warehouse quality inspection. This solution realizes an integrated outbound and loading production line covering fully automatic tire identification, picking, cleaning, and truck loading to effectively improve the operation efficiency and accuracy, and save a lot of space in the temporary storage area for tire outbound operations. The technology was developed in November 2021, and was officially launched at the Michelin logistics center in Shenyang in January 2022. The outbound loading time was shortened from 120 minutes/truck to 80 minutes/truck, and the outbound efficiency was increased by more than 30%. The outbound capacity was changed from the original manual operation to a single assembly line, with an outbound efficiency of 960 pieces/hour and a recognition rate of over 99%. The solution is an important innovation in the tire logistics industry and has been highly recognized by industry customers. The Company will promote it to other tire customers in the future, and plans to connect the warehousing, transportation and order systems to further enhance the integrated logistics service capabilities and strengthen the Company's core competitiveness.

03

**Smart · Hazardous
Chemical Gas
Monitoring Sensor**
[Internet of Things
+ Warehousing]

Technical features

Based on the new MEMS semiconductor gas sensor array method, it enables the composite monitoring of a variety of toxic and harmful gases, low-concentration flammable gases and temperature and humidity. It uses the latest Narrow Band Internet of Thing ("NB-IoT") wireless communication technology to achieve wireless transmission, real-time notification, platform statistics and other functions.

Business value

We are the first in China to successfully develop a composite gas monitoring sensor, which can replace a variety of traditional single gas detectors, significantly reduce the cost of equipment use, and solve the problem that traditional electrochemical sensors cannot accurately test toxic and harmful gases and flammable gases in trace environments to ensure security of warehouses, especially those storing hazardous chemicals. The equipment was officially launched in May 2021 and has been put into use in 15 chemical logistics warehouses of the Company. It is used to monitor the gas and temperature and humidity in the warehouses to further improve the safety management efficiency of the Company and enhance the trust of customers such as Covestro and BASF.

04

**Smart ·
Autonomous
Driving**
[Autonomous
Driving +
Transportation]

Technical features

Based on L4 level (highly autonomous driving) autonomous driving technology and Sinotrans' highway trunk line logistics business, we start the demonstration operation project of autonomous-driving truck long-distance trunk line transportation and distribution.

Business value

Sinotrans is the first to conduct long-distance pilot projects for high-level unmanned trucking of cargo transportation. The Company signed an agreement with a technology company in December 2021 to establish a joint venture to jointly build a mixed-capacity freight service provider with intelligent driving as the mainstay and other driving modes as a supplement so as to provide more safe, stable, and efficient technology-driven capacity services and freight solutions with lower cost. In August 2021, the two parties launched a demonstration operation project of autonomous-driving truck, and verified the commercial application scenario of the first long-distance autonomous-driving trunk line in China; by the end of 2021, the punctuality rate of delivery tasks performed by the autonomous-driving trucks was 100%; the total mileage of heavy-duty transportation exceeded 45,000 kilometers; and the verified autonomous driving mileage on high-speed roads achieved 35,000 kilometers with the automatic driving rate of the line reaching 96%. After the establishment of the joint venture, it will initially deploy a fleet of more than 100 intelligent heavy trucks, and will continue to expand the scale to build a leading intelligent-driving heavy-duty truck fleet in China.



Operation safety

Sinotrans thoroughly implemented the safety concept of “people first, life first”, comprehensively promoted the implementation of the “three-in-one” strategy of security and safety by law, technology and talents, strove to provide the society with safe and high-quality services and products, provided safe and good environment for the public, and created healthy and safe working conditions for employees. Sinotrans is engaged in integrated logistics business, which does not involve major safety hazards or occupational hazards. For special businesses such as chemical logistics business, Sinotrans has formulated environmental and occupational health and safety management regulations to ensure continuous improvement of the safe working environment of employees.

During the Reporting Period, we further strengthened the safety management system, and improved the safety management organizational structure and safety management system. Continued efforts were made to promote the safety production informatization, improve the ability to respond to safety incidents, and effectively carry out online and offline safety culture promotion and training as a way to strongly guarantee the advancement of corporate strategies. No production safety accident occurred throughout the year.

According to the Charter of Safety Production Committee of the Company (《公司安全生產委員會章程》), in 2021, we organized a total of 8 meetings of the safety committee, and Mr. Song Rong, the general manager of the Company, convened and presided over the meetings. The topics of the meetings mainly included learning about the spirit of safety and environmental protection work from superiors, regularly summarizing the work on production safety, analyzing the safety situation, researching and deploying medium and long-term development plans for production safety, deploying production safety tasks, reviewing and approving plans of the safety production system.

During the Reporting Period, we mainly carried out the following work:

01

formulated the Regulations on the Safety Management of Large-Scale Machinery in Ports of the Company (《公司港口大型機械安全管理規定》), revised the Implementation Measures for Production Safety Risk Classified Management and Control and Hidden Hazard Screening and Governance of the Company (《公司安全生產風險分級管控與隱患排查治理實施辦法》), and the Comprehensive Emergency Plan for Production Safety Accidents of the Company (《公司生產安全事故綜合應急預案》) to further improve the safety management system.

02

adjusted and improved the deliberation mechanism of the safety committee and its office, and added the head of the safety committees of the first-class companies to be members of the safety committee of Sinotrans, established a meeting system for all members of the office of the safety committee to further strengthen the organization and leadership of safety production.

03

deepened the implementation of safety production responsibility for all employees, signed safety production responsibility letters with all secondary subsidiaries, and according to the safety production category of each company, clarified assessment standards and incentive measures to promote the deep integration of safety management, production and operation.

04

continued to advance the safety production informatization, completed the building of an integrated safety production information platform of Sinotrans, which has been promoted and tested in Sinotrans Central China, Sinotrans chemical logistics, and Sinotrans cold chain to significantly enhance the ability of real-time monitoring, early warning and prediction of safety risks, and effectively improve the level of “intrinsic safety”.

05

carried out “Safety Production Month”, “Safety Warning Education Day”, “Fire Protection Publicity Day” and other activities, regularly organized and participated in various safety training, exchanges and emergency drills, such as the 3rd National Emergency Management Legal Knowledge Contest, and won the outstanding organization award in the Contest.



Case: Carrying out Safety Warning Education Day Activities

SINOTRANS

Case: The Company Organized integrated fire emergency drill simultaneously in Beijing and Qingdao

On 15 June 2021, the Company organized the 2021 integrated fire emergency drill simultaneously in Beijing and Qingdao. The integrated drill consisted of two parts: the tabletop exercise of emergency command center of Sinotrans and the warehouse fire emergency exercise. Mr. Song Rong, the general manager of the Company, deployed and watched the exercise at the Beijing headquarters.

The on-site drill mainly simulated a fire caused by electrical equipment failure in a warehouse of a logistics distribution center. The relevant subsidiaries quickly initiated the emergency response procedures and carried out an emergency rescue which was coordinated by multiple departments, including fire reporting, command and dispatch, alert evacuation, personnel rescue, and material rescue. Front-line employees used fire extinguishers, fire hydrants, and cooperated with fire trucks to put out fires.

The drill was an integrated test of the capability Sinotrans to command fire emergency rescue and organize on-site handling such as emergency rescue, medical rescue, personnel evacuation, and collaborative linkage. Such efforts achieved the purpose of connecting the superior and subordinate in emergency rescue, familiarizing with responsibilities and testing the scientificity and operability of the plans.



According to the focus and circumstance of current emergency management, we have set a goal: By 2025, the secondary companies of the Group will conduct emergency drills at least 1-2 times a year, and require partners above designated size to establish an emergency management system.



Risk management and compliance operation

In 2021, Sinotrans aimed to build a six-in-one risk control pattern of “risk management, internal control, law, compliance, auditing, and accountability”, with each functional line supporting each other. The work was advanced with main measures including consolidating the foundation of system building, strengthening supervision and management, and actively responding to risk events. From the work results of the year, the management and control of risk events were refined and the timeliness continued to improve; the risk losses of major cases were effectively controlled; the intensity and quality of supervision, inspection and accountability were continuously enhanced; and the risk was stably controlled as a whole. Due to such efforts, no new major incidents occurred throughout the year. The capability to legally manage the enterprise and the level of risk prevention and control of the Company were further improved.

During the Reporting Period, we mainly carried out the following work:



The basic work of the management system was continuously consolidated, and the coverage of the system was extended in depth

- The Risk Event Management Regulations (《風險事件管理規定》) were updated and released at the headquarters level. Meanwhile, 59 risk management systems and 11 internal control systems were added or revised at the subsidiary company level.
- We further extended the compliance management system to the last-level companies. This year, we completed the compliance system building and acceptance for 417 third- and fourth-level subsidiaries in the Group, and the coverage of compliance management system to the grass-roots units was basically completed.
- Contract management tools were used to improve the risk management and control of economic activities and steadily promote the construction of standard contract system. In the whole year, 10 new standard contracts were made, and 570 standard contracts at headquarters and secondary company level were issued, which basically covered the main business and regular management activities. Also, the legal review mechanism of major business activities was optimized to 100% coverage of major business activities.



The level of informatization and refinement was raised, and work innovation was boosted

- The technology department and the business management department of the headquarters were coordinated to disable risky countries and regions in the Company's business and settlement system, form a blocking mechanism for high compliant risk businesses, and eradicate potential risks of sanctions and control.
- The docking between the business middle platform and the risk business screening module was realized, and the early warning information of sensitive fields of business data was automatically sent to prompt verification and risk investigation.



The supervision and inspection efforts are mounting and the quality keeps improving, and work innovation was boosted

- In 2021, the internal audit covered 325 subsidiaries, with an internal audit coverage rate of about 37%.
- Cross-evaluation of internal control was carried out, and 70 units in the Group were selected as pilots, which improved the independence and quality of evaluation.
- Collaboration with functional departments of the headquarters was strengthened, and their awareness of the first line of defense was enhanced, and the inspection and implementation of 120 headquarters regulations were statistically tracked.



We strengthened cultural development, and consolidated risk awareness and the concepts of rule of law

- We organized and held working seminars to conduct in-depth discussions on issues such as key and difficult points in risk management system building, root cause analysis of risk events, promotion of internal audit coordination, and detailed case management, and reached consensus and clarified the next step.
- We developed a series of courses on Analysis and Sharing of Risk Cases (《風險案例解析與分享》) and Case Analysis of Typical Risk Management (《典型風險管理案例分析》), conducted risk analysis on risk events involving risks in multiple business links, and published them Group-wide through internal study platform.
- Various means were adopted to conduct compliance culture education activities and create a culture atmosphere of rule of law. The video was produced to popularize Xi Jinping's thought on rule of law; The theme publicity activity of “Good Life Accompanied by the Civil Code” and “Constitution Publicity Week” were launched. Via online and offline forms including online answering questions and making publicity boards, the popularization of law is carried out to enhance employees' awareness of law-abiding and compliance; A total of 47 subordinate companies at all levels were organized to undertake compliance culture education by virtue of videos and poster publicity.

Case: A Campaign was Launched to Publicize “The Eighth Five-Year Plan” for Law Popularization



Clean practice

Sinotrans strictly complied with national and local laws and regulations regarding the prevention of corruption, bribery, extortion, fraud and money laundering. It has formulated the Compliance Manual to regulate the compliance obligations and code of conduct of the Group and its employees in anti-money laundering, anti-corruption, etc. The Measures for the Compliance Management of Business Partners (《商業夥伴合規管理辦法》) have been formulated with focus on the ability of business partners to perform compliance obligations in compliant operations, anti-corruption, anti-bribery, and anti-money laundering. In 2021, the Group did not have any corruption lawsuits against the Company and its employees.

During the Reporting Period, we mainly carried out the following work:



(1) we established a coordination mechanism of Sinotrans to improve party conduct and combat corruption, formulated and issued the Coordination Measures to Improve Party Conduct and Combat Corruption (Trial) (《公司黨風廉政建設和反腐敗工作協同辦法(試行)》) to further improve the supervision system, and build a grand supervision system to combat corruption with integration of various supervision methods;



(2) we strengthened the prevention and control of integrity risks, and studied and formulated the 2021 work plan for integrity risk prevention and control of Sinotrans so as to provide an institutional basis and guarantee for prevention and control of integrity risks, and actively promoted the construction of overseas integrity risk prevention and control system, formulating the Interim Measures for Overseas Integrity Risk Prevention and Control (《海外廉潔風險防控工作暫行辦法》). Starting from December 2021, we carried out a six-week in-depth investigation on integrity risk prevention and control throughout the Group, and continuously increased efforts to prevent and curb corruption at the source.



(3) we formulated the Gap Analysis Report on Anti-corruption and Anti-commercial Bribery of the Company, which analyzed the policy requirements of anti-corruption and anti-commercial bribery of overseas subsidiaries of the Company in Africa and Southeast Asia through interviews and policy research, sorted out the anti-corruption and anti-commercial bribery work of the Company in local investment and business operation, and put forward suggestions on management improvement.

Case:

The Company carried out an activity of anti-corruption publicity and education month with the theme of "learning the Party's history, strengthening work style, obeying rules and abiding by discipline" in the Group. The main contents were: theory study, special lectures, theory Q&A, warning education, and publicity exhibition boards.



Theory study

Special lectures

Warning education

The Group strictly abides by the Supervision Law of the People's Republic of China (《中華人民共和國監察法》) and the Rules for the Supervision and Enforcement of Discipline by the Disciplinary Inspection Organs of the Communist Party of China (《中國共產黨紀律檢查機關監督執紀工作規則》) to keep the information such as whistleblowers and case-related materials confidential. According to the Regulations on Centralized and Unified Management of Issues and Clues of Disciplinary Committee and Supervision Department of the Company (《公司紀委監察部問題線索集中統一管理規定》) and Regulations on Disposal of Issues and Clues, Important Issues, and Case Reports of Disciplinary Committee and Supervision Department of the Company (《公司紀委監察部問題線索處置、重要問題線索和案件報告規定》) formulated by the Company, it is clarified that whistleblowers can report problems through the telephone number and mailbox for whistle-blowing issued by the Company. After receiving the report, the relevant departments should study and judge the clues of the problem in a timely manner, and deal with it according to the four methods of "conversation and letter inquiry, preliminary verification, temporary storage for investigation, and closure".

According to the current anti-corruption progress, we have set a goal: **by 2025, the coverage rate of anti-corruption training for managers at all levels of companies will reach 100%; the Integrity Commitment (《廉潔承諾書》) shall be signed with the winning bidders and procurement managers in the procurement bidding process; and the "compliance clause" shall be included in the purchase contracts.**

In the future, Sinotrans will vigorously strengthen and deepen integrity construction and work on combating corruption, effectively integrate supervision resources to focus on the source of corruption, prevent job-related crimes, and curb job-related corruption.

Serving customers

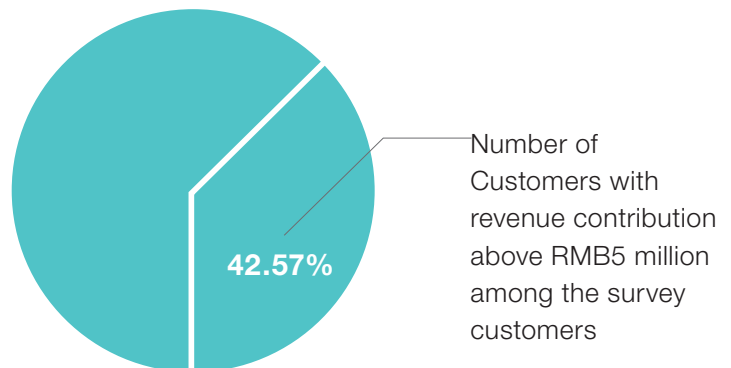
The Company adhered to the service concept of “achieving multi-dimensional customers and creating multi-dimensional value”, became the related party of the customers of our products, the customers of the platform and the ecosystem, and created multi-dimensional ecological value of points, lines, areas and bodies for the logistics industry. In addition, through digitalization means and tools, the Company continuously created new value for customers and enhanced the satisfaction and loyalty of customers.

Product Responsibility

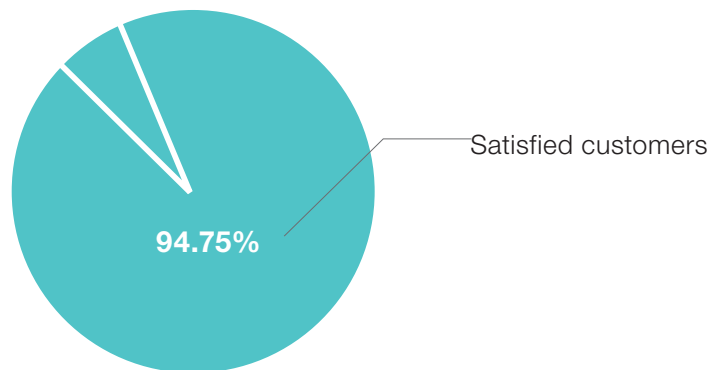
Based on the decades of customer relationships, the Company has commissioned independent survey agencies to conduct customer satisfaction surveys from time to time for consecutive years, and analyzed the deficiencies of products and services so as to improve service quality and promote product innovation. During the Reporting Period, the Group did not find any cases where products and services did not comply with relevant health and safety laws.



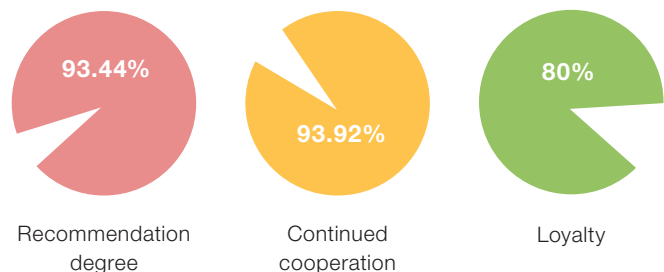
In the customer satisfaction survey in 2021, according to the adjustment of the Company's strategy, the survey questionnaire was updated and iterated; the survey on Sinotrans' products and services was added; and detailed improvement opinions and suggestions were produced. The survey covered customers of regional subsidiaries and specialized subsidiaries of the Company. Through quantitative survey and qualitative survey, email survey, message survey and telephone survey, a total of 2,133 feedback samples were collected. Among them, there were 908 customers with revenue contribution above RMB5 million, accounting for 42.57% of the collected feedback samples.



According to the survey results, the overall customer satisfaction in 2021 remained at a high level, and the composite scores of customer satisfaction evaluation was 92.09, with the satisfied customers accounting for 94.75%.



In 2021, the recommendation degree of customers was 93.44%, the degree of continued cooperation was 93.92%, and the loyalty analysis index – the net recommendation percentage was higher than 80%, indicating that Sinotrans is an enterprise with a large number of highly loyal customers.



In addition, we have always paid attention to customer service experience, continuously improved customer service quality and ability, and focused on cyclical improvement of customers. According to the results of customer satisfaction surveys, the Company requires all subsidiaries to carry out cyclical follow-up and rectify correspondingly for service improvements, and timely feedback the action plan to customers. In 2021, the Company also conducted follow-up surveys for customers who ticked low-scoring options in the 2020 customer satisfaction survey or raised complaints, and successfully recovered 88 samples. Customer satisfaction in return visits was greatly improved.



Digital management and confidentiality



◎ Digital management

- **At the institutional level**, we established and improved three information management regulations: the IT investment management measures, the implementation rules of IT procurement management and the network information security management measures of the Company, to further promote the rational allocation of resources, standardize procurement behavior and the construction and management of network information security;
- **at the digital basic operation platform level**, we continued to gather and optimize the cloud platform operation model with a multi-cloud structure (a hybrid cloud model of private cloud and public cloud), and built a unified operation, maintenance and management platform, which could monitor and operate the network of the Company's network nodes, standardize daily operations and data records, and initially realize closed-loop management of resources;
- **at the level of security assurance platform**, it gradually built a defense-in-depth technical pattern for network information security. All-weather and all-round network security situation awareness was realized through the automatic detection tool of network information assets, network security vulnerability scanning tool, database audit system and the deployment of a highly available network information security threat perception system, which improved the Company's overall network information security level;
- **at the level of business data**, being problem-oriented, we deepened data governance, and formulated the Business Data Management Specification (《業務數據管理規範》) and the Order Classification Framework (《訂單分類分類框架》) to optimize settlement management rules, and published monthly data verification reports to conduct special verification on customers, business projects, logistics resources as a way to improve the quality of data in a comprehensive way.

◎ Ensure data privacy and information security

- We strengthened confidentiality training and enhanced confidentiality awareness through various methods, including the education and training seminars on network information security, to provide all employees with knowledge training on network information security and data security so as to further improve the cybersecurity awareness of all employees and their ability to perceive cybersecurity risks and actively avoid them, and standardize employees' compliant use of business data;
- we organized the "Sinotrans Network Information Security Online Knowledge Contest (中國外運網絡信息安全線上知識競賽)", which attracted nearly 13,000 people of the whole company to once again improve the awareness of network information security of all employees; and
- we compiled the network security code (ten must and ten not), printed it out as promotional cards and distributed to all employees. The awareness of cybersecurity prevention, data security compliance, and personal data privacy protection was further improved.

◎ Daily confidential work

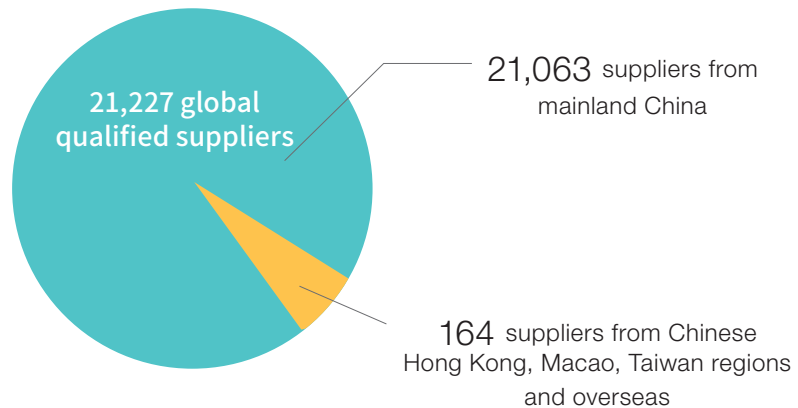
- The headquarters of the Company and all secondary units established the confidentiality committee and the confidentiality office of their own units, and the work responsibilities of the committee and the office were clarified;
- the working meetings and the educational training meetings on confidentiality were held, and senior experts were invited to conduct training on topics such as national secret protection, commercial secret protection, code of conduct for secret-related personnel, network data security and personal privacy protection from the perspective of improving confidentiality awareness and skills; and
- a variety of publicity and education activities were conducted on confidentiality, including organizing an online confidentiality knowledge contest to celebrate the 100th anniversary of the founding of the Communist Party of China so as to enhance the confidentiality awareness of all employees.

In 2021, we successfully completed the special campaign for network security, intercepted 12.8 million attacks of various types, banned a total of 220,000 high-risk IPs, handled 987 security intrusion incidents, checked 2,621 hosts, removed 428 malicious Trojans, repaired 397 terminal and server vulnerabilities, traced 42 IPs of the attackers. As a result, we realized 0 point loss in defense, and achieved a historic breakthrough in the traceability and countermeasure from "0" to "1". In addition, we completed the re-examination, reinforcement and rectification of the evaluation of classified protection of all three-level systems, and no major or above network information security incidents occurred throughout the year.



Supply chain management

Sinotrans adheres to a business philosophy of “integration, openness, synergy, and sharing”, always pursues high-quality, sustainable development, and continuously optimizes and adjusts supply chain security strategies in accordance with progress of the society and supply chains. As of the end of the Reporting Period, there were 21,227 global qualified suppliers in the Company’s supplier management system, including 21,063 suppliers from mainland China and 164 suppliers from Chinese Hong Kong, Macao, Taiwan regions and overseas.



In accordance with the requirements of the Board of Directors on the improvement of ESG management and the needs of business development, during the Reporting Period, we further revised the Management Measures for Suppliers of the Company (《公司供應商管理辦法》), including:

1

To improve the management process of full life cycle for suppliers, add a chapter on continuous optimization focusing on risk management and social responsibility clauses, adjust the management system and division of responsibilities, access methods and standards, dynamic quantitative assessment requirements based on business systems, classified and graded management, and supplier training and improvement.



2

To improve relevant management terms for supplier access, add supplier sourcing, and formulate supplier classification access standards based on the procurement catalog, adjust and improve the basic conditions for supplier access, revise the Classification and Access Standards for Suppliers (《供應商分類及准入標準》) for classified access according to the actual needs of the business, and refine the requirements for environment, safety, and quality system certification. For instance, engineering and construction highlights access conditions for safety qualifications; quality system certification is set for forklifts, shelves, and vehicles; and environmental impact assessment and other reports are required for warehouse and station resources according to business needs.



3

To add assessment requirements for suppliers in terms of ESG, which requires that each unit and suppliers should agree on ESG relevant terms in cooperation contracts, including but not limited to not violating national laws and regulations, not using toxic and hazardous facilities, and not employing child labor, etc., stipulate and supplement Sinotrans’s requirements and responsibilities for legal compliance, environmental protection and safety in a systematic way. In addition, for the contracting or leasing units of the Company’s business projects, sites, and equipment, we have required that suppliers shall have corresponding qualifications and environmental production conditions, and regularly supervise and inspect relevant parties to ensure legal compliance.



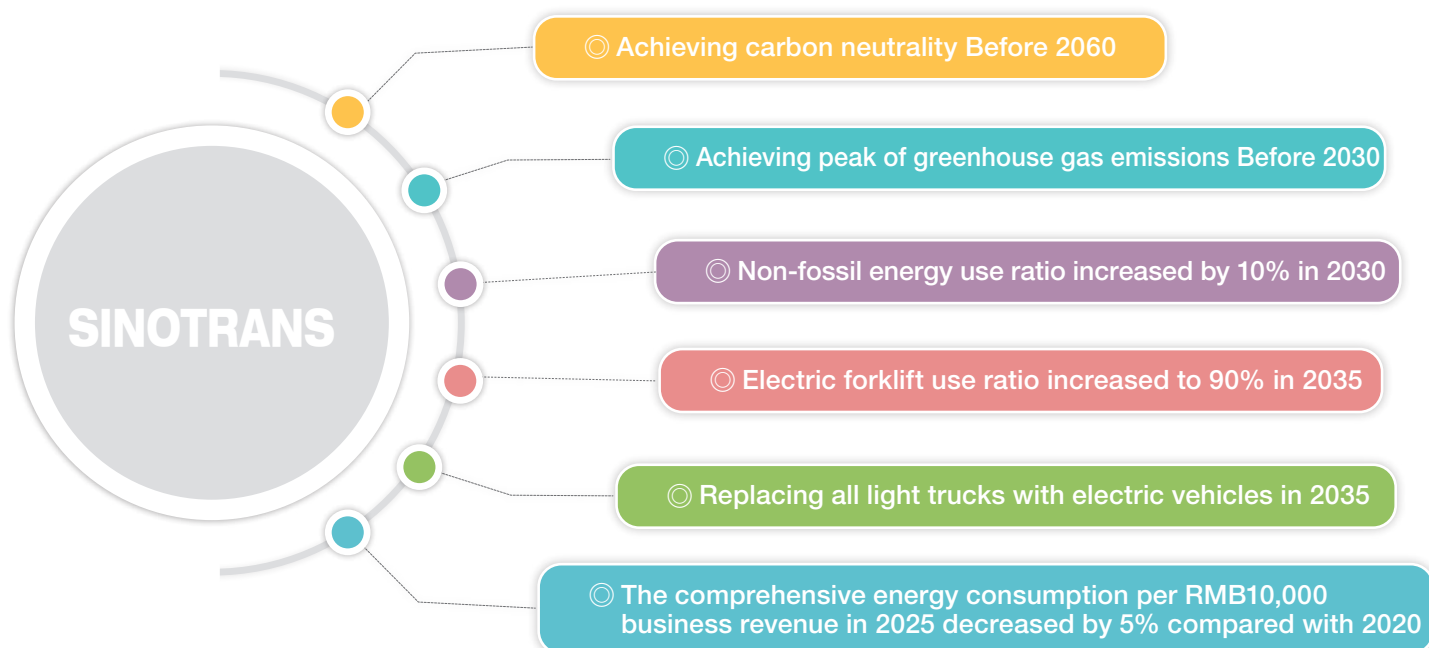
In the future, the procurement and supplier management of Sinotrans will continue to uphold the concept of “connection, collaboration, and sharing”. Sinotrans will build a procurement and supplier management system that is suitable for its development scale, focus on “compliance, efficiency, and effectiveness”, and build excellent procurement capabilities. It will maintain good supplier partnerships, and ensure that the Company continues to gain competitive advantages in procurement so as to enhance the market competitiveness.

Environmental Topics

Sinotrans strictly complied with laws and regulations related to air pollution, sewage discharge, energy consumption and waste disposal, and made pollutant discharges under strict control to avoid environmental pollution. At the same time, we deeply implemented the strategy of promoting green development by smart logistics, adhered to the path of ecological priority and green development, with strict control on ecological environmental risks, eliminated environmental pollution incidents, and strengthened energy conservation and emission reduction, vigorously promoting sustainable development.

During the Reporting Period, the Company has established a three-level energy conservation and emission reduction governance structure, namely "Board as the governing level - the leading group of energy conservation and emission reduction as the management level - all relevant departments and subsidiaries as the executive level", and published "Energy Conservation and Environmental Protection Management Regulations of Sinotrans Limited" (《中國外運股份有限公司節能環保管理規定》) and the "Comprehensive Emergency Response Plan for Urgent Environmental Incidents of Sinotrans Limited" (《中國外運股份有限公司突發環境事件應急預案》) and other regulations to promote the systematization, institutionalization and standardization of energy conservation and environmental protection. In 2021, the main emission and energy consumption indicators of the Group's operations were better than the corresponding period of last year (calculated on the same statistical calibres).

With the approval of the Board, we set the following medium- and long-term goals to address climate change and achieve energy conservation and emission reduction:



At the same time, the Company strengthened the publicity and training of energy conservation and environmental protection, including carrying out the Energy Conservation Publicity Week and Low-Carbon Day Activities, and distributed more than 5,000 copies of publicity materials; conducting 64 special training sessions on energy conservation, environmental protection and low carbon with 2,350 participants; advocating the Proposal of Practicing Strict Economy and Green Office in Sinotrans.



Case: Walking Activities carried out by the Subsidiaries to advocate Low-Carbon Travel and Green Travel





Emissions and energy consumption data of Sinotrans in the recent two years:

Main emissions	Emission (2021)	Emission (2020)	Year-on-year change in emission (2021/2020)	Intensity per RMB100 million revenue (2021)	Intensity per RMB100 million revenue (2020)	Percentage change in intensity per RMB100 million revenue (2021/2020)
Sulfur dioxide emission (ton)	9.77	99.88	-90.22%	0.01	0.12	-93.45%
Oxynitride emission (ton)	60.57	69.93	-13.38%	0.05	0.08	-39.09%
Total direct emission of greenhouse gas (carbon dioxide) (ton)	119,167.92	133,738.28	-10.89%	95.87	158.20	-39.40%
Total indirect emission of greenhouse gas (carbon dioxide) (ton)	130,904.00	-	-	105.31	-	-
General emission of waste (sewage) (ton)	1,644,724.05	-	-	1298.124743	-	-

★ Notes: (1) The above gas emission information is mainly due to emissions generated in the operation of the Group's transportation and warehousing business. (2) The emission of sulfur dioxide was 9.77 tons in 2021, due to the fact that the fuel oil used by the Group according to the requirements is all low sulfur fuel oil. (3) The Company has collected indirect emission data of greenhouse gas since 2021. In 2021, the indirect emission of greenhouse gas of the Group was 130,904 tons, mainly due to the emission of greenhouse gas caused by the use of purchased power and heat. Direct emissions (previously disclosed) were greenhouse gas emissions generated by the burning fossil energy such as coal, natural gas and oil, and industrial production processes. (4) Since 2021, the Group has counted sewage discharge, which mainly refers to the domestic sewage generated in the daily operation of the Group, and is mainly discharged to urban sewage treatment plant after treatment.

Energy consumption	Amount Generated (2021)	Amount Generated (2020)	Year-on-year change in amount generated (2021/2020)	Intensity per RMB100 million revenue (2021)	Intensity per RMB100 million revenue (2020)	Year-on-year change in intensity per RMB100 million revenue (2021/2020)
Total energy consumption (ton of standard coal)	80,708.00	84,896.00	-4.93%	64.93	100.42	-35.34%
Total electricity consumption (10,000 kilowatt hour)	16,551.54	14,211.90	16.46%	13.32	16.81	-20.79%
Total gasoline consumption (ton)	4,320.65	3,886.07	11.18%	3.48	4.60	-24.44%
Total diesel consumption (ton)	30,254.90	37,232.97	-18.74%	24.34	44.04	-44.73%
Total natural gas consumption (cubic meter)	4,724,229.01	4,626,997.92	2.10%	3,800.67	5473.34	-30.56%
Total coal consumption (ton of standard coal)	100.00	256.00	-60.94%	0.08	0.30	-73.18%
Water consumption (ton)	3,098,249.06	3,765,099.99	-17.71%	2,492.56	4453.79	-44.04%

★ Notes: (1) The above energy consumption is mainly the energy consumption used in the operation of the Group's transportation and warehousing business; (2) In 2021, the total coal consumption reduced by 61%, mainly due to the transformation of coal-fired boilers used by the Group into gas-fired boilers.

Emission

As a logistics service provider, most of energy consumed by Sinotrans in the operation was mainly in the field of road transport. Its main emissions are carbon dioxide, nitrogen oxide and sulfur dioxide, which are mainly discharged from the vehicles and ships in transportation. Sinotrans does not have industrial production activities, thus does not dump large quantity of hazardous or non-hazardous waste into water or into land during the operation. For this reason, Sinotrans has no specific information about hazardous or non-hazardous waste; nor has Sinotrans developed any relevant regulations. In addition, Sinotrans has no business involving product recycling. Sinotrans is not included in the List of Key Pollutant Discharging Units in Beijing City 2021 issued by the Beijing Municipal Ecology and Environmental Protection Bureau. In addition, as the Group does not consume large quantity of water and other raw materials during the operation, there is no problem that relates to water sources, and as the Group does no business involving large quantity of over-packaged products or services, it has no official information on product packaging materials.

Some subsidiaries of Sinotrans produced a small amount of sewage in the production and operation process, and to avoid environmental pollution, they set up treatment facilities such as sedimentation tanks and biochemical tanks, and regularly conducted facility maintenance and treatment results testing to ensure compliance with discharge. Furthermore, the Regulations on the Management of Hazardous Waste Disposal (《危險廢物處置管理規定》), the Measures on the Safety Management of Hazardous Chemicals (《危險化學品安全管理辦法》) and other regulations have been formulated, to prohibit the random discarding, stacking, and disposal of hazardous wastes and hazardous chemicals, and avoid environmental pollution caused by improper storage and disposal.

Consumption of resources

Sinotrans enhanced the efficiency of resource use and promoted high-quality sustainable development by strengthening daily management and control, optimizing processes, removing the old and deploying the new, improving technology, and integrating resources. During the Reporting Period, we reinforced our efforts to conserve energy and reduce emissions in the following four aspects:

01

Promote green development with intelligent logistics

Actively apply digital operation platform, namely Y2T, optimize loading, operation and scheduling modes, reduce the waste of transportation resources, and reduce the empty load rate; promote the digital and intelligent upgrading of logistics parks in Yangluo, Wuhan, and Zhapu, Jiaxing, and expand the intelligent green warehouse code in Jiangmen and Shanghe, install and apply intelligent logistics system, intelligent sorting and storage system, cold storage information management system and outage system, so as to improve operation and energy efficiency and reduce carbon emissions.

02

Continue to optimize the energy consumption structure

In 2021, we disposed of a total of 8 aged vessels, 229 fuel transport vehicles, 15 energy-intensive and high-emission front cranes, 24 aged government vehicles and business service vehicles, and 2 aged diesel generators, which greatly reduced energy costs and maintenance costs, and reduced pollutant emissions. In 2021, the Group purchased 15 natural gas carriers, 44 electric panel vans and 6 electric forklifts, carried out the transformation of 3 empty container cranes from oil to electricity, and newly purchased 70 transport vehicles with national VI emission standards, which further improved the proportion of non-fossil energy consumption.

03

Optimize the operation plan and control the key links

In terms of terminals and station businesses, strengthen communication, accurately grasp dynamics and information of customers, carry out scientific planning, stack goods in a reasonable and orderly manner, reduce repeated operations and reduce the rate of container turnover; in terms of warehouse businesses, continue to promote the transformation of energy-saving lamps, and steadily increase the use of LED lamps and solar lamps; in terms of cold chain businesses, carry out the transformation of ammonia to fluorine and the transformation of the cold supply reservoir and parallel refrigeration units to achieve the flexible start-up and shutdown of the refrigeration system according to the state of a single reservoir, and carry out the action of off-peak power consumption, reasonably adjust the start-up time of the refrigerator, so as to significantly reduce the energy consumption and use cost.

04

Practiced green office

In order to implement the concept of green development, the Company issued a proposal to all employees: be austere, conserve energy and protect environment, start from me, start from now, start from the side, start from small things, and start from a piece of paper. Please adhere to the principle of non-essential printing out the documents, non-essential color printing out the documents. If needed, as many pages of double-sided black and white printing as possible to the greatest extent to save paper and conserve energy and protect environment; strictly manage and control all kinds of meetings, improve the utilization rate of teleconference system and conference room; propagandize and guide: save energy as we can, turn off the lights when leaving, use ladder within three floors, and not forget where it comes from when you drink water, Clear Your Plate Campaign. We call on everyone to be the propagandist of energy conservation and environmental protection, the follower of low-carbon office, and the advocator of saving economy.

Environment and natural resources

The business nature of Sinotrans has no significant impact on the environment or natural resources (e.g. biodiversity). The Group will continuously reinforce the work of environmental protection and reduce any possible impact of business operations on the environment. The Group formulated identification and evaluation control procedures of environmental factors to ensure important environmental factors could receive necessary attention and effective control, so as to reduce adverse impacts on the environment. Furthermore, we also formulated the Comprehensive Emergency Plan for Environmental Emergency, which includes the classification of environmental emergencies, emergency organization system and responsibilities, early warning and information reporting, emergency response, information release, post-processing, emergency protection, plan management, etc.

The Group constantly follows the principle of protecting the environment and natural resources in the operation and actively takes various measures to reduce the emissions and energy consumption generated in daily operations and minimize the impact on the environment. For instance, when carrying out certain construction project such as the logistics center construction project, the Group will analyze, predict and evaluate the possible impact of the project implementation on the environment, put forward countermeasures and measures to prevent or reduce adverse environmental impacts, evaluate whether the production process and products meet the requirements of clean production, and evaluate the impact of the final pollutants discharged on the environment, etc., and submit an environmental impact assessment documents to the environmental authority as required by law. Other specific measures are described in sections of the emissions and use of resources. In addition, during the Reporting Period, there were no ecological environmental accidents of the Group.

Climate change

To actively respond to the national “14th Five Year” Plan and “dual carbon” goals, during the Reporting Period, on the one hand, we formulated and taken comprehensive risk response actions from the cognition enhancement of climate change to meet relevant compliance requirements; on the other hand, we organized subordinate companies to sort out business overview and process, analysed energy consumption structure and carbon emission status, summarized the energy consumption and carbon emission of existing vehicles and ships operated by each company in the system, formulated medium- and long-term development plans for green logistics based on actual conditions and accelerated the formation of green and low-carbon operation modes.

We identified and analyzed climate risks and opportunities that may affect operations from the perspectives of transition risk and physical risk, including policy risk, technical risk, market risk, legal and compliance risk and operational risk. The Company has formulated responding mechanism and implemented climate change actions combined with the actual business operations based on identifying the risks and opportunities of climate change.

Climate change policies are also an important part of climate change risk. The Company will maintain close cooperation with government, industry and research institutions to promote the capacity building and institutional innovation of China's logistics and transportation industry to response to climate change, and work with stakeholders to minimize risks, including actively participating in climate change relating seminars and responding to CDP questionnaires and setting rating and scoring targets.



The risk description and responses of the Group to identify climate change risks and opportunities are as follows:

Primary risk	Secondary risk	Risk description	Responses
Transition risk	Policy risk	With intensified global legislation on climate change, various countries at home and abroad have issued relevant policies and goals. China has always attached great importance to addressing climate change, vigorously implemented the concept of green development, firmly participated in and supported the multilateral process on climate change. In 2020, China confirmed that it will increase its contribution to national independent emission reduction, and strive to reach the carbon peak by 2030 and achieve carbon neutrality by 2060. With the tightening of relevant policies, pollutant emission standards will continue to be raised, and Sinotrans will also be subject to restrictions on greenhouse gas emissions. After the opening of the national carbon market, Sinotrans may also be included in the supervision of relevant agencies, and the carbon trading price may rise, which further affect internal environmental management and operating decision-making, operating costs of the Company.	<p>① Research and monitor existing and planned policies in the country or region where operation is located, strengthen communication with various regulatory authorities, analyse and give feedback in time, adjust risk management measures of the Company;</p> <p>② Actively respond to “dual carbon” goals, formulate carbon emission reduction goals and action plans for Sinotrans, establish a coordinated development model for ecological protection;</p> <p>③ Train carbon trading professionals and build carbon market compliance reserve.</p>
	Market risk	With the emphasis on climate change and environmental protection, there may be more and more customer asking for environmentally friendly logistics solutions. Our business may be effected in case of transition from “traditional” service to responsible/sustainable service.	<p>① Develop green logistics, further improve the intelligent operation system, improve business operation quality and efficiency, reduce operating energy consumption, optimize the transportation scheduling mode, adjust transport structure, realize the development of multi-modal transport and reduce greenhouse gas emissions. In this regard, Sinotrans has planned to carry out relevant activities, including increasing investment in green storage, using green materials, constructing logistics channel to match goods and capacity resources in a more efficient manner, decrease the empty driving rate to save energy;</p> <p>② Accelerate business transition and upgrading, strengthen business model innovation, foster new profit models.</p>
	Technical risk	At present, most of Sinotrans’ own ships and operating vehicles are heavy traction vehicles. If there is no system or new technology to replace traditional fuels, the Group may be affected by the rising price of fossil fuels and regulatory regulations, which are adverse to promoting the operation strategy of green logistics.	<p>① Carry out carbon verification at company level, eliminate vehicles and ships or equipment and facilities with high energy consumption and high emissions as soon as possible;</p> <p>② Pay more attention to energy saving and consumption reduction technology research to upgrade equipment or technology, apply new low-carbon and energy-saving technologies or facilities to improve energy efficiency, such as building green parks, replacing transport vehicles and energy-saving lamps;</p> <p>③ Increase the proportion of renewable energy (such as photovoltaic power, wind power, heat energy, biomass and hydrogen), replace new energy vehicles or facilities, reduce the use of fossil fuels such as gasoline and diesel vehicles, drive the development of green logistics and green transportation (such as building photovoltaic power generation equipment on the roof of warehouses, replacing forklifts and urban distribution vehicles with electric vehicles);</p> <p>④ Promote automation and digitization to address climate change and improve logistics and operational efficiency (such as developing green products, promoting energy conservation and emission reduction throughout the whole life cycle of product R&D and design, production and manufacturing, packaging and logistics).</p>
	Legal and compliance risks	As China attaches great importance to climate change and ecological environment, it may strengthen the protection of the ocean and issue certain relevant laws and regulations or restrictions, which may restrict or affect the Company's marine freight forwarding business and other operations to a certain extent and may result in some legal litigation risks.	<p>① Pay active attention to relevant national laws and regulations and strictly abide by them;</p> <p>② Promote the conservation of ocean and biodiversity, control and reduce pollutant emissions, and reduce compliance risks.</p>
Physical risk	Operational risk	Climate change may lead to drastic changes in precipitation patterns and weather patterns, resulting in frequent occurrence of extreme weather such as floods, rainstorms and typhoons, which will affect the infrastructure systems (such as electricity, water, transportation and communication) operated by the Company and the supply chain, and damage to equipment, facilities or buildings.	<p>① Regularly assess and test the impact of the Company's operating conditions, operating sites or equipment and facilities in extreme weather, make appropriate adjustments and deployments, strengthen prevention and control, and regularly update and maintain corresponding facilities and equipment;</p> <p>② Make emergency plans, strengthen flood control and other emergency disaster drills for employees and regularly train on relevant escape and self-rescue knowledge;</p> <p>③ Due to the specific nature of the transport industry, consider shifting the potential risk from climate change to the third party, i.e. buy insurances related to flood/storm.</p>

Society Topics

Sinotrans has always advocated a concept of people-oriented, and an employment orientation of “advancing the capable, rewarding the excellent, demoting the mediocre, and eliminating the inferior” to take responsibilities for the reformers and those responsible, and encourages employees to develop together with the enterprise. It actively fulfills social responsibilities and focuses on the harmonious development of business operations and communities.

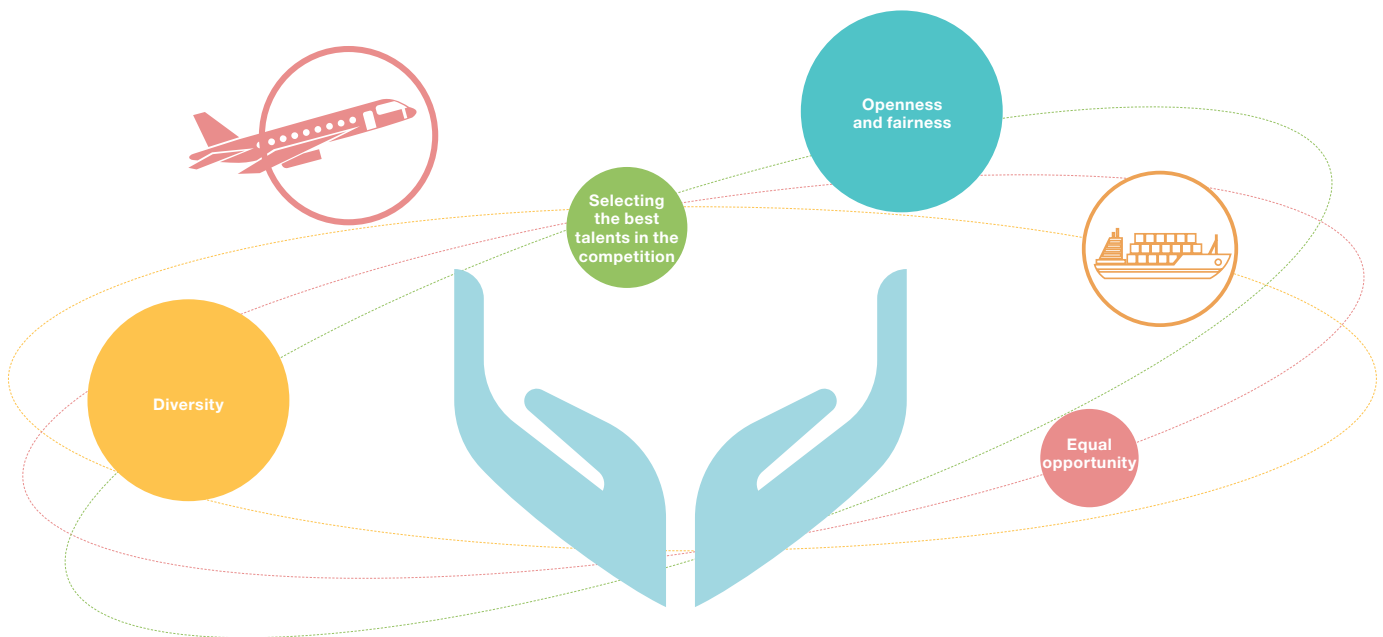
Employee development and care

The Group has strictly complied with the relevant laws and regulations on labor and personnel such as the Labor Law of the People's Republic of China (《中華人民共和國勞動法》), the Labor Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》), and the Regulations on the Implementation of the Labor Contract Law of the People's Republic of China (《中華人民共和國勞動合同法實施條例》). The Group has followed the principles of “openness, fairness, selecting the best talents in the competition”, and has formulated various regulations such as Headquarters Recruitment Management Measures of Sinotrans Limited (《中國外運股份有限公司總部招聘管理辦法》), Position and Career Development Management Measures of Sinotrans Limited (《中國外運股份有限公司職位與職業發展管理辦法》), the Labor Contracts Management Measures of Sinotrans Limited (《中國外運股份有限公司勞動合同管理辦法》), the Measures for the Administration of Working Hours, Attendance, and Vacations of Sinotrans Limited (《中國外運股份有限公司工作時間、考勤、請休假管理辦法》), the Guiding Opinions on Employee Rewards and Punishments Management (Interim) of Sinotrans Limited (《中國外運股份有限公司員工獎懲管理(暫行)指導意見》), and the Performance Management (Trial) Measures of the Sinotrans Limited (《中國外運股份有限公司績效管理(試行)辦法》), in relation to remuneration and dismissal, recruitment and promotion, working hours, leaves, equal opportunity, diversity, anti-discrimination and benefits and welfare, so as to achieve diversified and equal employment, and absolutely refuse labor discrimination and eliminate the use of child labor.

Compliant recruitment

Sinotrans has continued to build and optimize its recruitment management platform. The platform is constructed on the principle of “adhering to strategic orientation, building employer brand, sustaining business, strengthening talent quality, and supporting policy implementation”, and has achieved a five-in-one group recruitment management mode of “talent supply and selection, operational efficiency, recruitment experience, and system control”. Through the online recruitment management system, Sinotrans brings the whole process of recruitment functions online including recruitment management, job posting, candidate management, integrated talent assessment, interview management, and orientation management. The recruitment channel covers all scenarios including campus recruitment, social recruitment, internal recruitment, and high-end talent introduction. While achieving economies of scale and improving recruitment efficiency, it has also greatly optimized the recruitment experience of HR, employing departments and candidates. By connecting the recruitment management platform and the E-HR management system, the Company manages the recruitment in a unified way to strictly control the talent supply, and the quality of the source talents. Through the application of qualification standards in recruitment work, Sinotrans practices recruitment evaluation standards that are based on job sequence and employee ability to improve the standardization of personalized and diversified recruitment.

As at 31 December 2021, Sinotrans had a total of 33,794 employees, including 31,699 registered on-the-job employees. As at 31 December 2020, Sinotrans had a total of 34,628 employees, including 32,276 registered on-the-job employees and 5,092 newly enrolled employees. Among above mentioned, employees include contracted employees and employees in other employment forms (e.g. dispatched labor, part-time employees, etc.), and registered on-the-job employees refer to contracted on-the-job employees.



Employee data (as of 31 December 2021)			Number
By gender	Male	Persons in charge of company	736
		Persons in charge of department	2,240
		General employees	16,617
	Female	Persons in charge of company	132
		Persons in charge of department	1,139
		General employees	10,835
By region	Mainland China		28,782
	Hong Kong, Macao and Taiwan regions of China		320
	Overseas		2,597
By age group	30 and below		7,918
	31-40		13,118
	41-50		7,275
	51-60		3,373
	60 and above		15
By degree of education	Higher than graduate		14
	Graduate		1,490
	Bachelor		13,155
	Junior college and below		17,040
By management and staff	Directors (directors of headquarters)		11
	Managers (management and department heads of company and subordinate units)		4,236
	Employees		27,452
Other	Number of new employees (registered on-the-job employees) this year		2,961
	Number of employees with disabilities		69

During the Reporting Period, the employee turnover rate was 8.46% (10.40% in the same period last year). Majority of the resigning employees were of operational level (including drivers, warehouse keepers, dispatchers, system operators and customer service personnel), accounting for 69.6% of all resigning employees. The major reasons for their resignation included that the nature of their business operation was homogeneous, and intense competition in the industry led to high turnover of such employees. The overall turnover rate of the Company was lower than the industrial average, which was in line with the nature of the logistics industry.

2021 employee turnover figures		Number of resigning employees	Turnover ratio (%)
Total number of resigning employees		2,979	8.46
By gender	Male	1,723	7.94
	Female	1,256	9.29
By region	Mainland China	2,782	8.67
	Hong Kong, Macao and Taiwan regions of China	49	13.00
	Overseas	148	5.38
By age group	≤30	1,554	16.19
	30-40	1,103	7.65
	40-50	263	3.43
	≥50	59	1.66

★ Note: Turnover ratio = number of resigning employees during the Reporting Period/(number of employees at the end of the Reporting Period + total number of lost employees during the Reporting Period) * 100%. The total number of lost employees refers to the number of resigning and dismissed employees.

© Training and development

Sinotrans has accumulated rich management experience and work practices in the long-term talent management, and gradually formed a system of “(competition + capacity) * culture” to evaluate talent value. The evaluation system links company strategies with standardized thresholds, supports network-wide operations with a systematic mechanism, promotes management efficiency with digital means, and focuses on individual growth with refined operations. Sinotrans continuously integrates and optimizes value evaluation tools and methods, with focus on the cultural identity, achievement contribution and ability adaptation of talents, and applies value evaluation, personal performance evaluation and qualification evaluation to promote the system building of the Company’s talent value evaluation of entire sequences and at all levels.

In 2021, Sinotrans had the following highlights in talent management:



In terms of “competition”, it continued to promote the construction of a unified performance system, and improved the Individual Performance Management Measures of Sinotrans Limited (《中國外運股份有限公司個人績效管理辦法》) and the Manager Performance Management Measures (《高級管理人員績效管理辦法》) to promote the implementation and effectiveness of the performance of all employees, and ensure that employees of the whole system were evaluated.



In terms of “capacity”, we continued to optimize of the leadership mode and build a qualification system. The “one merit and four strengths” mode was applied to all aspects of the development of the management, and was deeply rooted in their minds. For qualifications, we formed the methodologies and tools to promote a standardized job qualification system, produced qualification standards and the Qualification Manual (《任職資格手冊》) for all sequences. We continued to implement talent inventory methods in the system, periodically checked the talent reserve, and formulated individual development plans to focus on individual growth.



In terms of “culture”, we continuously optimized the value mode, and applied it in depth to employee performance at headquarters and Group-wide employee recruitment to ensure that the cultural attributes of talent management work are adapted.

Data of employees trained in 2021		Number	Proportion (%)
Total number of employees trained		33,274	100
By employee category	Persons in charge of company	912	100
	Persons in charge of department	3,548	100
	General employees	28,814	100
By gender	Male	20,567	100
	Female	12,707	100

★ Note: the proportion of trainees is the proportion of employees who have participated in training (once or more) among the registered employees at all levels of the Company in the total number of employees at their respective levels. All employees have participated in the training in 2021, so the proportion was 100%.

Data of training hours in 2021		Hours
Total training hours		1,385,965
Average training hours of employees		41.65
Average training hours by employee category	Persons in charge of company	34.85
	Persons in charge of department	43.49
	General employees	46.67
Average training hours by gender	Male	47.48
	Female	34.97

Case 1

Holding the 2021 micro-course competition

In order to further enhance the internal learning atmosphere of the Company, build a learning organization, improve the coverage of learning platforms, help the accumulation, precipitation and inheritance of excellent knowledge, skills and experience, better implement strategies, empower the front-line business, and improve the work efficiency of employees, in 2021 the Company held a micro-course competition themed “implementing strategies, working together”. The competition focused on the development of a series of micro-courses in terms of form and content to make the content of such courses more systematic and structured. It was divided into 10 competition areas with no less than 120 micro-courses and no less than 40 series produced eventually, and at least 30 micro-course designers were certified.



© Champion Team of Micro Lesson Contest

© Runner-Up Team of Micro Lesson Contest



© Third Runner-Up Team of Micro Lesson Contest



Case 2

Organizing and implementing talent training projects in 2021 -- “North Star Plan”, “Planet Plan” and “Mercury Plan”



North Star Plan Training

“North Star Plan” phase 1 (training of middle management of headquarters and senior management of the lower-level units): For outstanding young cadres, screen and train a group of outstanding and potential management talent backup, and formulate the training plan according to the actual situation every year. A variety of training methods are adopted such as online courses, offline classrooms, on-the-job practice, and scenario simulation to conduct source training, follow-up training, and whole-process training at different levels and in all aspects.

“Planet Plan” (overseas talent training): Open for registration in the entire Group of Sinotrans and each branch and subsidiary may make recommendations. Candidates are shortlisted to participate in the training after signing the training agreement. The training mode includes registration screening, online courses, offline learning in three stages, and final report. Through the implementation of the project, gradually establish the training concept of “targeted training for empowerment” to further strengthen the building of overseas talent teams and improve the supply of overseas talents.



Mercury Plan Training

“Mercury Plan” phase 1 (training of management trainee): For management trainees who have graduated of the current year from colleges and universities, we adopt online, offline, interactive and practical learning methods to tap their personal potential with no less than one year so as to allow them to integrate into the unit faster, and ensure a stable start of their career. Such trainees also serve as the reserve force for the core positions of each module in the future to enhance the talent reserve for the Company’s long-term development.

◎ Remuneration and benefits

The remuneration system of Sinotrans is established to implement our strategies. The traditional 4P remuneration system of “paying according to the salary of the industry and market, the value of positions, the performance results of employees, and the ability of employees” has transitioned to the 4E remuneration system of “paying for key aspects of strategy implementation, building unique competitiveness, vision, cultivating talents, and effectiveness and productivity of employees”. According to job sequences and hierarchy characteristics, we have designed differentiated remuneration strategies and fixed-to-float ratios to further guarantee remunerations. Through the dual-channel and cross-level design, we open the salary ceiling for outstanding professionals, and change the situation of “not well-supported for the talent but the senior” that may be caused by the excessive overlap between levels in the past as a way to motivate outstanding employees to make progress. We strengthen the role of performance appraisal results in motivation, career development and ability improvement, design a single award for general managers based on strategic themes, and practice the concept of paying for fulfilling strategies.

The Group provides statutory benefits such as paid vacation and high temperature subsidies to all employees, as well as meal allowances and annual health examinations for employees. It actively promotes the employee care EAP program. The Group organized employees to participate in two mental health seminars during the Reporting Period, and purchased 7*24 hours of psychological counseling services and physiological counseling services for employees. In addition, Sinotrans regularly organizes the activity of corporate culture day, conducts annual honors and awards ceremony and various sports competitions, which are deeply loved and welcomed by employees, and help enhance team cohesion to motivate employees in work.

◎ Case 1

According to the resolutions of the extraordinary general meeting of the Company held on 24 January 2022 and the Board meeting held the next day, it was approved to implement the Share Option Incentive Scheme of Sinotrans Limited (Phase I) (《公司股票期權激勵計劃(第一期)》), and grant 73.9258 million share options to 186 incentive objects. The Share Option Incentive Scheme sets performance conditions for its effectiveness based on the growth of the Group's future performance targets, and links the individual performance appraisal results of the incentive objects to the effective ratio of the options, which further enhances the mechanism of sharing benefits and risks among shareholders, the Company and employees, fully mobilizes the enthusiasm of the incentive objects, and ensures the implementation of the strategies and sustainable development of the Company.

◎ Case 2

Beginning in 2020, we have selected companies with better operating conditions and the need to establish a medium- and long-term incentive plan among our subsidiaries as pilot units to implement the excess profit sharing incentive plan. Combined with the actual situation and business strategic planning of the Company, through reasonable medium and long-term target management, we set up layered sharing rules, and adopt a dynamic management mechanism for the list of incentive objects. We take personal performance as the threshold for entering the incentive list, quantitatively design allocation rules, and strengthen the concept of deferred cashing by batch to guide the core management personnel, business backbones and the enterprise to develop together in a long run, and realize the sustainable development of the Company. After the official launch of the incentive plan in 2021, the performance of related companies was improved significantly.





© Rights protection and care

Labor union

During the Reporting Period, the Company convened three employee representative meetings in total, and reviewed and approved the issues of employee supervisor candidates and the formulation of administrative punishment management measures (trial) to effectively protect the vital interests of employees and give full play to the role of supervising enterprise management.

In order to enrich the spare time life of employees and relieve their pressure in daily work, in 2021, the labor union of Sinotrans conducted employee care activities of “Welcoming New Year in Culture (文化迎新春)”, the employee health risk assessment activities of the “Healthy Sinotrans Guarded by AI (健康外運-AI守護)”, the office and home storage and arrangement sharing activities of “Complex to Simple (繁至簡 瑣至潔)”, red games, red song performances and a series of activities. In addition, in order to ensure that the employee care projects were implemented, 5 “employee homes” were built for grass-roots enterprises. In 2021, the Company visited more than 70 retirees, overseas employees and their families during the Spring Festival and Double Ninth Festival with heart and affection to put the Company’s care into practice.



Case 1: The Group launched theme activities to celebrate the 100th anniversary of the founding of the Party and the Party history knowledge contest

On 29 June 2021, in order to celebrate the 100th anniversary of the Communist Party of China, foster a strong atmosphere of Party history learning and education, and test the phased effectiveness in this regard, Sinotrans launched a theme activity to celebrate the 100th anniversary of the founding of the Party as well as a Party history knowledge contest. A total of over 240 party members and representatives of Sinotrans executives, heads of various departments in the headquarters and units in Beijing were present at the main venue, and all secondary units participated in the event in the video sub-venue. In the Party history knowledge contest, 12 teams competed fiercely. The atmosphere of the competition was tense and warm. All the team members were full of energy and cooperated tacitly, which fully demonstrated the excellent theoretical quality and good spirit of Sinotrans employees.



Case 2: Holding office and home storage and arrangement sharing sessions



On the occasion of the annual International Women’s Day on 8 March, the labor union of the Company prepared a special gift for everyone, namely the storage magic class of “reducing the complexity from the trivial to the clean”, and invited professional storage experts to explain storage tips and guide on the placement of items in office area on site, and the storage and arrangement of various seasonal clothes and cosmetics in home.

Employee communication

In accordance with the current working rules for engagement surveys, the Company conducts engagement surveys on a two-year cycle. According to the Group-wide sampling survey at the end of 2020, more than 16,000 questionnaires were distributed and nearly 10,000 valid questionnaires were recovered, covering 1/3 of employees. The Company prepared an engagement analysis report in early 2021 and reported the findings to management. The report analyzed from the four focuses, namely personnel-post matching, career development, work resources, corporate vision, and senior leadership, as well as two dimensions of engagement results and driving factors. The report showed the overall level of employee engagement and high-influencing factors in the headquarters and 12 subordinate companies. The research work provided a platform for employees to communicate and feed-back as a way to listen to their voices. It also could gain insight into the highlights or problems that need to be improved of the Company's current internal management so as to effectively support human resources decision-making and improve talent management.



Health and safety



Sinotrans strictly implements the policies of social security, medical insurance and work-related injury insurance in various places. In accordance with national and local requirements, the Company provides employees with benefits such as subsidies for high temperature and meals, and offers anti-pandemic subsidies for grass-roots employees who are fighting on the front lines to fully ensure the basic guarantees for such employees. During the Reporting Period, one employee of the Group died in work due to sudden heart disease during working hours, and the rate of work-related fatalities was 0.003% (the number and rate of work-related deaths in the previous two years were both 0). The number of working days lost due to work-related injuries was 2,253 days, and the number of work-related injuries was 67. The main reasons for work-related injuries were injuries during unloading, falls on the way to and from work, and traffic accidents.



In addition to the basic guarantees, supplementary commercial insurances such as employer liability insurance and accident insurance are purchased to protect our employees. The Company provides employees with health examinations every year, and formulates a mechanism of entry physical examination plus annual health examination, and prepares health files for employees to constantly pay attention to their physical health. In terms of safety and health training, in 2021 the Company carried out a number of safety and health training. Through the platform of "Yunzhihui", it set up a total of 36 related courses, including the production safety lectures in Sinotrans Safety Month, warehouse operation safety and fire protection training, and the Workplace Occupational Hygiene Management Regulations (《工作場所職業衛生管理規定》) of the National Health Commission. In 2021, a total of 9,145 participated in the study, and 30 special examinations such as monthly safety knowledge assessment, fire safety, and production safety were taken, and more than 50,000 people passed the examination.



During the Reporting Period, we continued to safeguard our employees against the pandemic, and implemented normalized measures for pandemic prevention and control, such as daily body temperature detection and environmental disinfection; strengthened pandemic prevention education for all employees, and raised awareness of self-prevention and control; and timely supervised and deployed measures for pandemic control to successfully deal with the outbreak at the headquarters. We efficiently organized and carried out nucleic acid testing for 856 people, and no one was infected in such emergency. During the special period, we strengthened the care for the returnees, and supplied sufficient anti-pandemic materials for each employee. We cared overseas employees and visited their families, and clearly understood the living conditions and actual difficulties of such employees and their domestic family members during the pandemic. We sorted out and prepared a "book of actual difficulties and problems of overseas employees during the pandemic", formulated solutions, and fully implemented under supervision. In 2021, Sinotrans had no infection in domestic outbreaks, and no clustered outbreaks overseas.

Harmonious community

During the Reporting Period, the Group, as always, actively participated in social activities and public welfare undertakings. It engaged in activities such as charitable donations and caring for the community, and actively assumed social responsibilities while strengthening and optimizing the core business.

◎ Responsibility undertaking

We always keep in mind the mission of a logistics national team, actively participate in the Belt and Road Initiative, guarantee large-scale national activities, and support pandemic prevention and control.

◎ Case 1

On 28 July 2021, there were frequent reports of good news from the Chinese delegation in the Tokyo Olympics. As a logistics service provider for national yachting team and national kayak team, Sinotrans provided all-round services including material distribution and event package delivery for Chinese rowing projects before the race, and our high-quality logistics services helped Chinese athletes compete in the Tokyo Olympics. In May 2021, we established a special working group with a number of internal companies, designated personnel to connect with all parties around the clock, and successfully completed the assembly in several domestic locations, domestic and foreign customs clearance, door-to-door transportation and other links. We delivered relevant competition equipment safely and on time, which provided a solid logistics guarantee for the players to immediately get in adaptive training, and helped the two teams prepare various materials before the competition.



◎ Case 2



On 12 November 2021, the X8059 train loading 50 40-foot containers departed from Shenyang East Railway Station as it whistled. The train left China through the Manzhouli port and headed to Duisburg station in Germany. This was the 5,000th China-Europe train operated by Sinotrans. On the same day, Sinotrans's China-Europe freight trains operating in Shenzhen, Changsha, Shilong, Xi'an, Deyang and other places held departure and pick-up ceremonies to celebrate that China-Europe freight trains operated by Sinotrans exceeded 5,000. It marked that with more than six years of unremitting efforts, the development of Sinotrans' China-Europe freight trains jumped to a new level and embarked on a new journey. Over the past six years, Sinotrans has actively implemented the Belt and Road Initiative, and gave full play to the role of a mainstay of the national team. Taking the advantage of China Merchants Group's resource, Sinotrans strengthened strategic cooperation with China State Railway Group Co., Ltd., and built an operation system for the networked, intensive and professional development of China-Europe freight trains. At present, the company has operated more than 5,300 China Europe trains in total, including 1,925 trains in 2021 and 222,200 TEUs (a year-on-year increase of 65%).

Case 3

In November 2021, the 24th Winter Olympic Games with the theme of “Together for a Shared Future” was about to start. The medical logistics team of Sinotrans had gone to the hospital in Zhangjiakou division of the Winter Olympics to conduct site surveys, and planned and customized the corresponding hoisting plans in advance and the entry route of machines to make every effort to ensure the transportation and placement of medical equipment for the Beijing Winter Olympics. Sinotrans worked with GE healthcare and other customers to provide faster, better medical services to athletes, coaches and officials from all over the world. We were well aware that serving the medical security for the Winter Olympics amid the pandemic was not only the needs of customers, but also an important barrier to protect the interests of the public.



Case 4



Vaccine Shipments from Beijing to Macao and Vaccine Shipments to Djibouti

During the Reporting Period, we adopted the method of full temperature control and cold chain to provide end-to-end full-link logistics services for China's vaccine assistance to Djibouti. We took 7 months to successfully deliver 1 million doses of COVID-19 vaccine to Macau through 4 batches, which played a positive role in effectively consolidating Macau's achievements in pandemic prevention and control and accelerating the restoration of its economic and social order. In addition, to actively respond to the Belt and Road Initiative, we joined hands with national medical enterprises such as United Imaging Medical and Neusoft Medical to go global, and successively deployed spare parts warehouses in the United Arab Emirates, Poland, Malaysia, Romania and other countries. We continued to follow up on the progress of customers in expanding international business, and strove to provide more spare parts warehouse services in Egypt, South Africa, Morocco, Australia, New Zealand, South Korea and other countries.

Case 5

In 2021, a heavy rainstorm occurred in Henan. We cooperated with the One Foundation to operate 10 disaster preparedness warehouses, dispatched 59 trains to transport a total of 43,512 disaster relief materials including disaster relief warm boxes and tents, totaling 1,125 cubic meters. Shanxi suffered the strongest autumn flood season. The disaster emergency delivery team we participated in urgently mobilized 13 transport vehicles from Xi'an, Foshan, Chengdu and other companies, and transported a total of 465 cubic meters of urgently needed materials, including 3,850 disaster relief boxes, 3,856 sanitary bags, and more than 77,000 pieces of clothing. When the pandemic broke out in Xi'an, we mobilized vehicle resources through coordinated efforts from various parties, and dispatched 40,000 masks and 4,600 warm pastes from Sichuan Southwest Company (四川西南公司) to Xi'an.



Sinotrans coordinated Relief Supplies together with the One Foundation

© Charitable activities

During the Reporting Period, Sinotrans established a volunteer service team to carry out immersive volunteer services to representatives of the Party branch of Anyuanli community through the “publicity + interaction” mode. As a liaison, Sinotrans served the 2nd United Nations Global Sustainable Transport Conference in 2021, which was highly affirmed by the Ministry of Transport and the community, and showed the culture of Sinotrans. In addition, the Company actively carried out social public welfare activities, including the “dream choir” left-behind children care project, “love in Sinotrans and walking together” charity donation, exceptional children care project, “youth basketball support program” in Angola, etc.

Case: Global Conference on Sustainable Transportation Volunteer Team of the Company in United Nations



Case 1: Sinotrans Northeast Co., Ltd. launched the “dream choir” activity for left-behind children

The project was launched in two lines: “dream choir sees the world” and “dream choir loves to sing”. Among them, “dream choir sees the world” invited children from mountain areas to walk out of the mountain and into the cities and office buildings where volunteers live and work so as to increase the opportunity to contact the outside world. At the same time, as left-behind children depend on the elderly all the year round, they rarely have the opportunity to visit and play in the city’s amusement attractions. The theme of “seeing the world” took children to well-known tourist attractions in Dalian to experience a happy childhood. The theme of “loving to sing” was carried out with a combination of teaching assistance and performance competition support. The volunteers of the Company run through the whole process, and while cultivating children’s musical literacy, they provided them with more performance and competition opportunities.



Case 2: Exceptional children care project of Jinling Branch of Sinotrans Eastern Company Limited

Volunteers are regularly arranged twice a year to give care and help, school supplies, and gifts to children with special needs through different themes and communication methods. To do this, we hope to help the children truly go into the society, and blend into society. We let the children interact and communicate with different volunteers in various themes, and communicate, feel, learn, and love life through different forms of activities, which have won unanimous praise from street hospitals and children’s parents.



© Poverty alleviation

2021 was the first year for the full implementation of the rural revitalization strategy. Taking the China Merchants Foundation as a professional unified public welfare platform, Sinotrans closely focuses on the rural revitalization strategy, and takes assistance measures of building a batch of strong team of talents and develop a batch of rural revitalization demonstration sites, and cultivating a batch of industrial clusters for regional development. Our goal is to stabilize organizations, services, and employment, and revitalize talents, industries, and governance. During the five-year transition period, we have maintained stable assistance policies and measures, and helped designated counties including Weining in Guizhou, Qichun in Hubei, and Yecheng in Xinjiang to consolidate the achievements of poverty alleviation and link them up with rural revitalization.

During the Reporting Period, Sinotrans donated RMB9 million through the China Merchants Foundation for rural revitalization projects in 2021, which was planned and implemented by the China Merchants Foundation. Meanwhile, the headquarters of the Company signed the Responsibility Letter of Consumption for Poverty Alleviation of Sinotrans (《中國外運消費扶貧責任書》) with its subordinate companies to actively expand the channels of consumption for poverty alleviation, including benefits for the labor union and cooperation with 27 agricultural public welfare products to customize products. The total consumption for poverty alleviation throughout the year exceeded RMB6.3 million.

In 2021, the projects for rural revitalization that Sinotrans participated in are as follows:

► Xinjiang Yecheng Basic Medical Improvement Project

The transportation in remote mountainous towns and relocation sites for poverty alleviation in Yecheng County is inconvenient, the overall medical service level in such areas is low, and the current medical facilities and equipment are not sufficient to meet the medical needs of the people. In order to ensure that people in remote villages and towns enjoy timely and convenient basic medical services and improve the operation capacity of township hospitals for emergency patients, we purchased 10 ambulances for 8 remote mountainous towns and relocation sites for poverty alleviation in Yecheng County.

► Xinjiang “Making Visit, Delivering Benefits and Gathering Morale (訪惠聚)” Village Assistance Project

We supported the construction of a two-story village-level clinic with an area of 225 square meters in Youleigunjiayi (8) Village, Tieti Township, Yecheng County, and purchased beds, electrocardiogram and blood routine examination equipment; and supported 9 and 10 Village, Boxireke Township to expand the walnut processing plants, including construction of new staff dormitories, staff homes, toilets and other ancillary facilities, and acquisition of related equipment, aiming to improve the quality of employment, which benefited more than 3,300 people.

► Comprehensive Community Development Project in Yongren County, Chuxiong Prefecture, Yunnan Province

The project continued to provide care and services to rural children in distress and disadvantaged groups, and promoted sustainable rural development by introducing and supporting professional social service organizations and improving the capabilities of grassroots cadres.

► Rural Revitalization Project in Qichun, Hubei

The personnel of the Company is stationed in Qichun as a deputy county magistrate to support the building of a beautiful rural demonstration site. (1) In terms of supporting facilities of demonstration sites, we built and improved auxiliary and supporting facilities and equipment for rural revitalization (including paving asphalt roads, building squares, laying two bridges, installing comprehensive control and monitoring equipment) to provide a solid foundation for industrial prosperity. (2) In terms of social services at the demonstration sites, we supported social work organizations in Qichun to cultivate and enhance the local awareness and strength of participating in public affairs, and mobilized villagers to extensively take part in rural civilization. The project included the training of grass-roots Party members and cadres, serving the people in need, and exchanging experience.

► Rural Revitalization (Community Capacity Building) Project in Weining, Guizhou

We supported Jinzhong Town in Weining to build an irrigation system from the perspective of community capacity building, and mobilized local villagers to participate in and improve self-management capabilities in the community so as to achieve sustainable operation and effective management. The project was organically combined with the industrial projects of Jinzhong Town. With specialized community work, such efforts encouraged villagers to set up management groups and jointly formulate management systems so as to achieve sustainable resource management and lay an organizational foundation for the development of industries.

In the future, Sinotrans will continue to closely focus on the national strategy of rural revitalization, give full play to the business advantages of Sinotrans, and actively participate in rural revitalization and consumer assistance to help build a rural revitalization brand.

◎ Promoting industrial progress

While focusing on the transformation and upgrading of its own business, Sinotrans lays emphasis on enhancing exchanges and cooperation with peer companies and universities to jointly explore integrated logistics solutions, and make progress together for win-win results.

◎ Case 1

On the morning of 20 March 2021, the 8th China Urban Logistics Conference (中國城市物流大會) and 2021 Science and Technology Logistics Conference (2021科技物流大會) co-sponsored by the urban logistics branch of China Communication and Transportation Association and the China Logistics Times was held in Beijing. Leaders from the Ministry of Transport, the National Development and Reform Commission and other departments, as well as the China Communications and Transportation Association, more than 30 related provinces and cities, as well as persons in charge of large central and state-owned enterprises, large logistics enterprises, and relevant leaders of research institutes attended the conference. At the conference, the Company delivered a keynote speech titled “interactive empowerment, integrative development, and jointly promoting the construction of a new development pattern”. Combined with the practice of Sinotrans, the Company exchanged views on the domestic and international circulation with focus on the interaction and integration of logistics and cities, and logistics and industries. As a specially invited enterprise representative, we shared the layout and ideas of Sinotrans’ air transport channels, railway channels and international trains.



SINOTRANS



◎ Case 2

On 25 April 2021, the award ceremony of the “Sinotrans Cup” 7th National College Students Logistics Design Competition, hosted by China Federation of Logistics and Purchasing and fully supported by Sinotrans, was held at Beijing Wuzi University. After 8 months of fierce competition, 90 outstanding teams finally stood out from more than 600 teams of more than 300 colleges and universities across the country. The Company introduced the history and practices of Sinotrans to the delegates, and sincerely invited young and promising students to devote to the promising logistics business and join Sinotrans, which keeps pace with the times, and strive for glorious achievements with dream and hard work!

Appendix: Content Index

This Report adopts indicators in the Environmental, Social and Governance Reporting Guide under the Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, aiming to provide an overview of Sinotrans' performance in sustainable development.

A. Environmental			
Level	Aspect number	"Comply or explain" Provisions	Location in the report
A1: Emissions	General Disclosure	Information on: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	P18, 20
	A1.1	The types of emissions and respective emissions data.	P19-20
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P19
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P20, The statistics are not available.
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P20, The statistics are not available.
	A1.5	Description of emissions target(s) set and steps taken to achieve them.	P18, 21-22
	A1.6	Description of how hazardous and non-hazardous wastes are handled and a description of reduction target(s) set and steps taken to achieve them.	P20
A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	P18, 20
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	P19
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P19
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	P18, 20-22
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	P19-20
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not available for the transportation industry
A3: The Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	P21
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P21-22
A4: Climate Change	General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	P21-22
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	P22



B. Social			
Level	Aspect number	"Comply or explain" Provisions	Location in the report
B1: Employment	General Disclosure	Information on: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	P23-29
	B1.1	Total workforce by gender, employment type, age group and geographical region.	P24
	B1.2	Employee turnover rate by gender, age group and geographical region.	P24
B2: Health and Safety	General Disclosure	Information on: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	P29
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	P29
	B2.2	Lost days due to work injury.	P29
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	P29
B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	P25-26
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P25
	B3.2	The average training hours completed per employee by gender and employee category.	P25
B4: Labour Standards	General Disclosure	Information on: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	P23
	B4.1	Description of measures to review employment practices to avoid child and forced labour.	P23
	B4.2	Description of steps taken to eliminate such practices when discovered.	There is no case on the use of child or forced labor received by the Group.
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	P17
	B5.1	Number of suppliers by geographical region.	P17
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	P17
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	P17
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	P17
B6: Product Responsibility	General Disclosure	Information on: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.	P15-16
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	Not available for the transportation industry
	B6.2	Number of products and service related complaints received and how they are dealt with.	P15
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	P9
	B6.4	Description of quality assurance process and recall procedures.	Not available for the transportation industry
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	P16
B7: Anti-Corruption	General Disclosure	Information on: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	P14
	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.	P14
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	P14
	B7.3	Description of anti-corruption training provided to directors and staff.	P14, 25
B8: Community Investment	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	P30, 33
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	P30-34
	B8.2	Resources contributed (e.g. money or time) to the focus area.	P30-34



中國外運股份有限公司
SINOTRANS LIMITED

Address: Sinotrans Building Tower B, Building 10,
No. 5 Anding Road, Chaoyang District, Beijing, China

Postcode: 100029

Fax: 8610 52296519

Email: ir@sinotrans.com

Company website: <http://www.sinotrans.com>