

股票代码 HK03399



广东交通集团



粤运交通  
Yueyun Transportation



YUEYUN TRANSPORTATION

# 2021

## ESG REPORT



广东粤运交通股份有限公司  
Guangdong Yueyun Transportation Company Limited

# Contents

01

Statement of the Board of Directors

02 About Us

05 Our 2021

07

Stable Operation and Striving  
to Be a World First-class Enterprise

08 Corporate Governance

10 ESG Management

13 Anti-corruption

13 Intellectual Property Right Management

14

Travel in a Low-carbon Way  
to Build a Green Home

15 Environmental Management

15 Resource Saving

16 Pollution Reduction and Emission Reduction

18 Green Footprint

20

Walk Hand in Hand  
to Build a Happy Society

21 Customer Service

26 Supply Chain Management

27 Diversified Cooperation

28 Employee Growth

33 Community Support

37

Appendix

38 Indices

40 FEEDBACK FORM

## About the Report

### Scope

This Report is the sixth Environmental, Social and Governance (ESG) Report published by Guangdong Yueyun Transportation Company Limited, containing its information and data mainly involving the social responsibility practice activities and various environmental, social and governance measures of the Company from Jan. 1, 2021 to Dec. 31, 2021. Subject to the continuity and comparison of the contents herein, some statements and data may retract to previous years as appropriate. This report covers the information and key performance of Guangdong Yueyun Transportation Company Limited and its holding subsidiaries on sustainable development.

### Compiling Standard

This Report is compiled with reference to related requirements stipulated in the *Guidance on Central Enterprises' Fulfillment of Social Responsibility* issued by the State-owned Assets Supervision and Administration Commission of the State Council, the *Guidelines for the Preparation of China's Corporate Social Responsibility Reports* issued by the Chinese Academy of Social Sciences and the *Environmental, Social and Governance Reporting Guide* (ESG Guide) Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, and the preparation of this Report abides by the requirements of the *GRI Guidelines and Standards for Sustainable Development Reports* (GRI Standards) issued by the Global Reporting Initiative.

### Selection of Contents

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

### Reference and Interpretation

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

### Publication Methods

This Report is published once a year in the manner of printed edition and online edition. The online edition is accessible on [www.gdyueyun.com](http://www.gdyueyun.com), the website of the Company and [www.hkex-news.hk](http://www.hkex-news.hk), the website of The Stock Exchange of Hong Kong Limited. This Report is prepared in both Chinese and English. In case of any discrepancy between these two versions, the Chinese version shall prevail.

# Statement of the Board of Directors

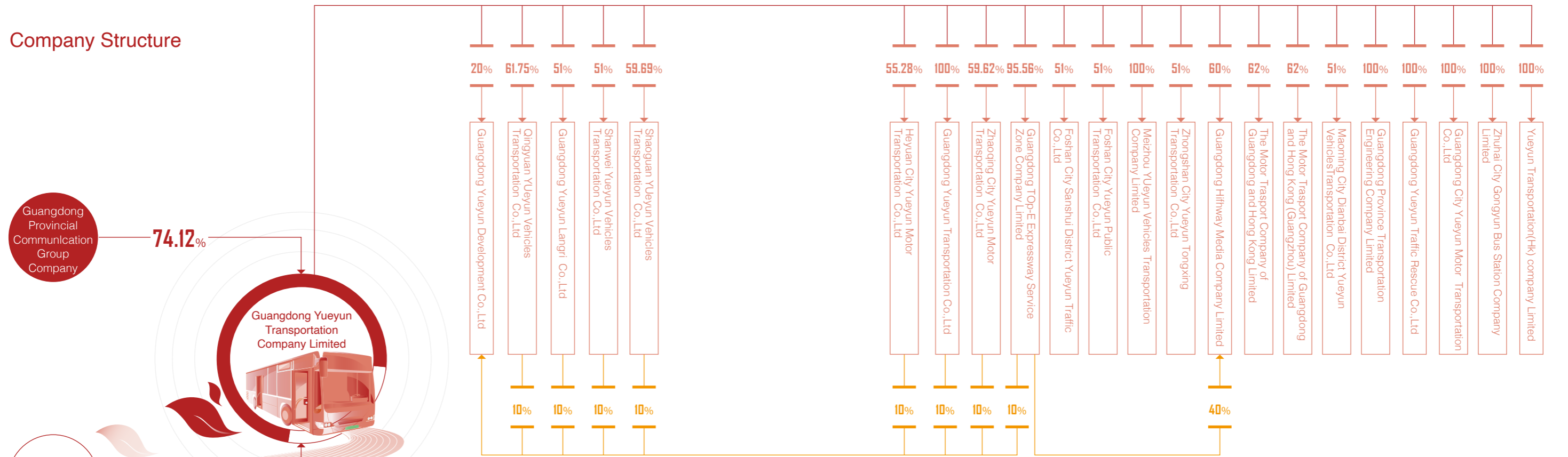
The Board of Directors of Yueyun Transportation undertakes to strictly abide by the disclosure requirements of the Environmental, Social and Governance Reporting Guide of the Hong Kong Stock Exchange. We regularly release environmental, social and governance reports, and monitor commitments and performance on key ESG issues. The Board of Directors reviewed the target setting and work plan of the Company's ESG core indicators, and clarified the Company's work goals in 2022 and 2025 in terms of energy conservation and consumption reduction, waste treatment, water utilization intensity, and carbon emission intensity. Meanwhile, through the preparation of the annual ESG management plan and confirmation of the responsible departments and time nodes, we will promote the optimization of ESG management systems, processes, responsibilities and so on, and continually improve the Company's ESG governance level.

# About Us

## Company Profile

Guangdong Yueyun Transportation Company Limited (abbreviated as "Yueyun Transport" ) and its subsidiaries (collectively, the "Group" ) are integrated transportation and logistics service providers. The Company was established in 1999 and became listed on the Main Board of The Stock Exchange of Hong Kong Limited (Stock code: 03399. HK) in 2005 . Currently, the total share capital of the Company is 799,847,800 shares, with approximately 74.12% being held by its controlling shareholder, Guangdong Provincial Communication Group Company Limited ( "GCGC" ), and approximately 25.88% being held by H shareholders. The Group is principally engaged in the travel services business which is categorized into: expressway service zones operation, energy business, retail business, merchant solicitation business, advertising business, road passenger transportation and auxiliary services, taiping interchange operation.

## Company Structure



• Note: The abbreviations of some subsidiaries involved in the Report are as follows •

Guangdong Top-E Expressway Service Area Co., Ltd. is abbreviated as "Top-E Company"	Qingyuan Yueyun Automobile Transportation Co., Ltd. is abbreviated as "Qingyuan Yueyun Company"
Zhaoqing Yueyun Automobile Transportation Co., Ltd. is abbreviated as "Zhaoqing Yueyun Company"	Shaoguan Yueyun Automobile Transportation Co., Ltd. is abbreviated as "Shaoguan Yueyun Company"
Guangdong Yueyun Langri Co., Ltd. is abbreviated as "Yueyun Langri Company"	Chaozhou Yueyun Automobile Transportation Co., Ltd. is abbreviated as "Chaozhou Yueyun Company"
Meizhou Yueyun Automobile Passenger Transportation Co., Ltd. is abbreviated as "Meizhou Yueyun Company"	Foshan Yueyun Public Traffic Co., Ltd. is abbreviated as "Foshan Yueyun Public Traffic Company"
Heyuan Yueyun Automobile Transportation Co., Ltd. is abbreviated as "Heyuan Yueyun Company"	Guangdong Yueyun Transportation Rescue Co., Ltd. is abbreviated as "Yueyun Rescue Company"

## Business Sector

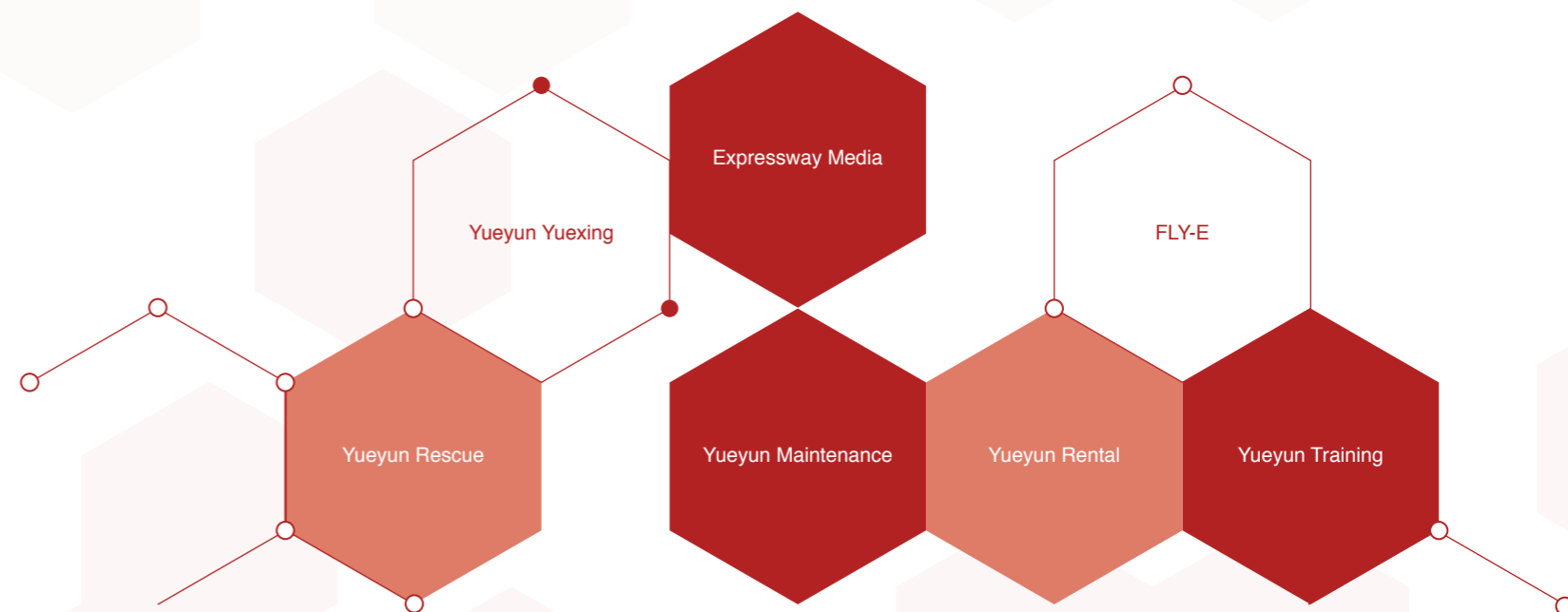
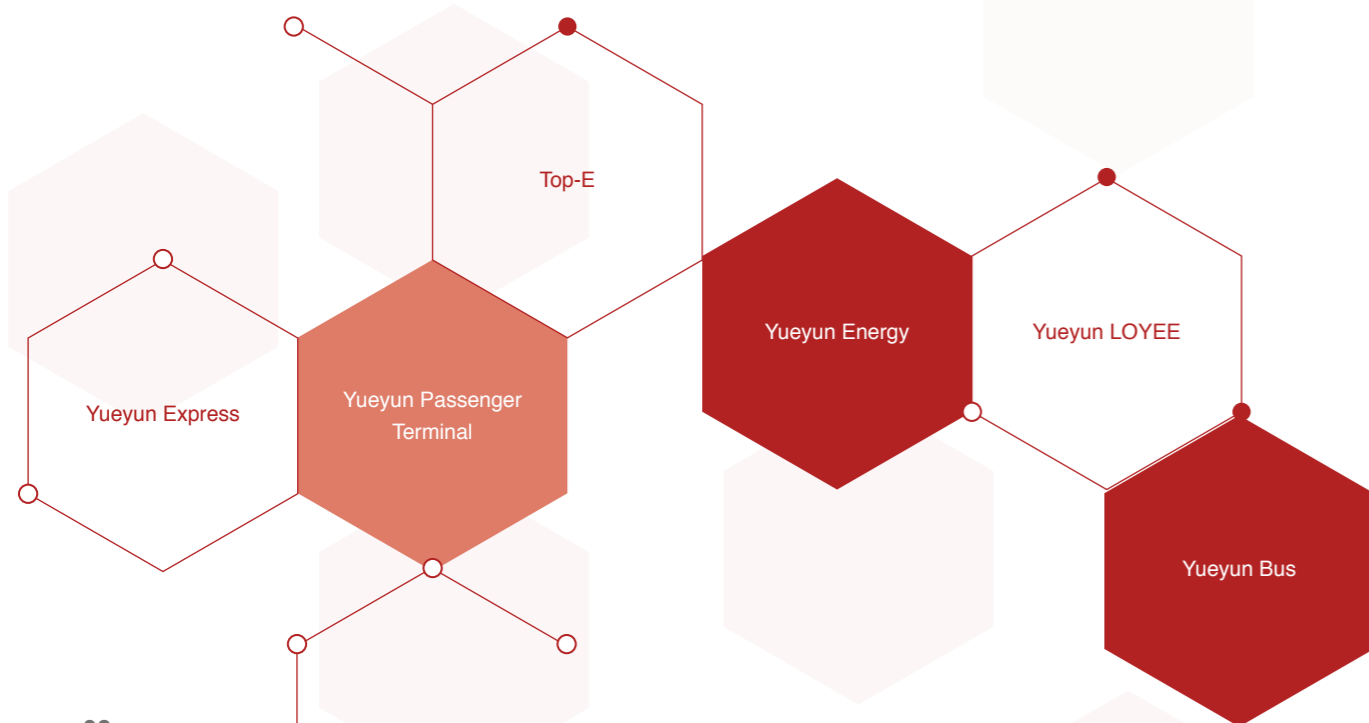


## Corporate Strategy

Utilise its advantages in transportation resources and closely focus on the needs of people for prime travelling, further operate the transportation resources and build up a uniform operation platform of travel services across province, and endeavour to become an integrated transportation service group at international level.



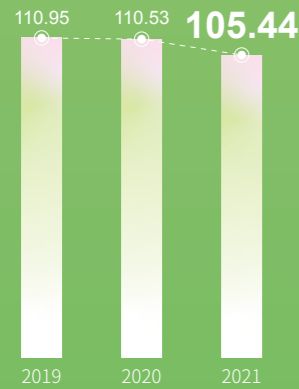
## Company Brand



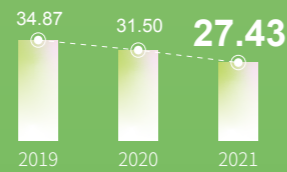
# Our 2021

## Operating Performance

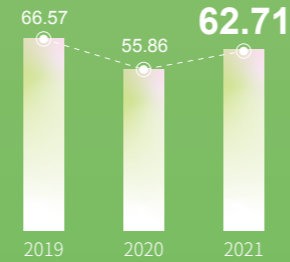
Total assets (100 million yuan)



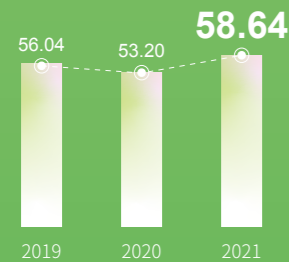
Net assets (100 million yuan)



Operating income (100 million yuan)



Operating cost (100 million yuan)



Total taxes (100 million yuan)



Net profit (100 million yuan)



## Responsibility and Honor



Issued

Market Institute of Guangdong Province

Guangdong Province Traffic Group Company Limited

Guangdong Administration for Market Regulation

GuangDong ITS Association

GuangDong ITS Association

Guangdong Provincial Party Committee and Guangdong Provincial SASAC

Honor

2020-2021 Member of Market Institute of Guangdong Province

Excellence Award of the Party History Knowledge Contest Themed on Glory in One Hundred Years and Country with Strong Transportation for Celebrating the 100th Anniversary of the Founding of the CPC

Guangdong Province Contract-abiding and Credit-keeping Enterprise for 18 consecutive years (2003-2020)

Yueyun Transportation's mobile travel intelligent monitoring data management platform won First Prize of Award for Excellent ITS Cases in Guangdong

Top Ten Members of GuangDong ITS Association in 2020

The party branch of Heyuan Yueyun Lvdu Public Traffic Co., Ltd. and that of Top-E (West Guangdong) won the honorary title of "Advanced Primary Party Organization" respectively

## Social Performance



Total duration of anti-corruption training of directors:

**7.5** days

Coverage of anti-corruption training of employees:

**73** person-times

Response rate of customer complaints:

**100** %

Social security coverage rate:

**100** %

Total number of suppliers in Guangdong Province:

**453**

Coverage of safety training:

**287,627** person-times

Labor contract signing rate:

**100** %

Charitable donations:

**354,500** yuan

Investment in rural vitalization:

**781,400** yuan

## Environmental Performance

Production and domestic water total:

**5,161,273.12** tons

Greenhouse gas emission:

**261,889.04** tons

Treatment rate of hazardous waste:

**100** %

Treatment rate of non-hazardous waste:

**100** %

## Stable Operation and Striving

# to Be a World First-class Enterprise

Yueyun Transportation strictly abides by various regulations to ensure the operation compliance of the enterprise, and has built a standard, efficient, scientific and systematic modern enterprise operation mechanism and an ESG management system to maintain the stable development of the enterprise.

- Corporate Governance
- ESG Management
- Anti-corruption
- Intellectual Property Right Management



## Corporate Governance

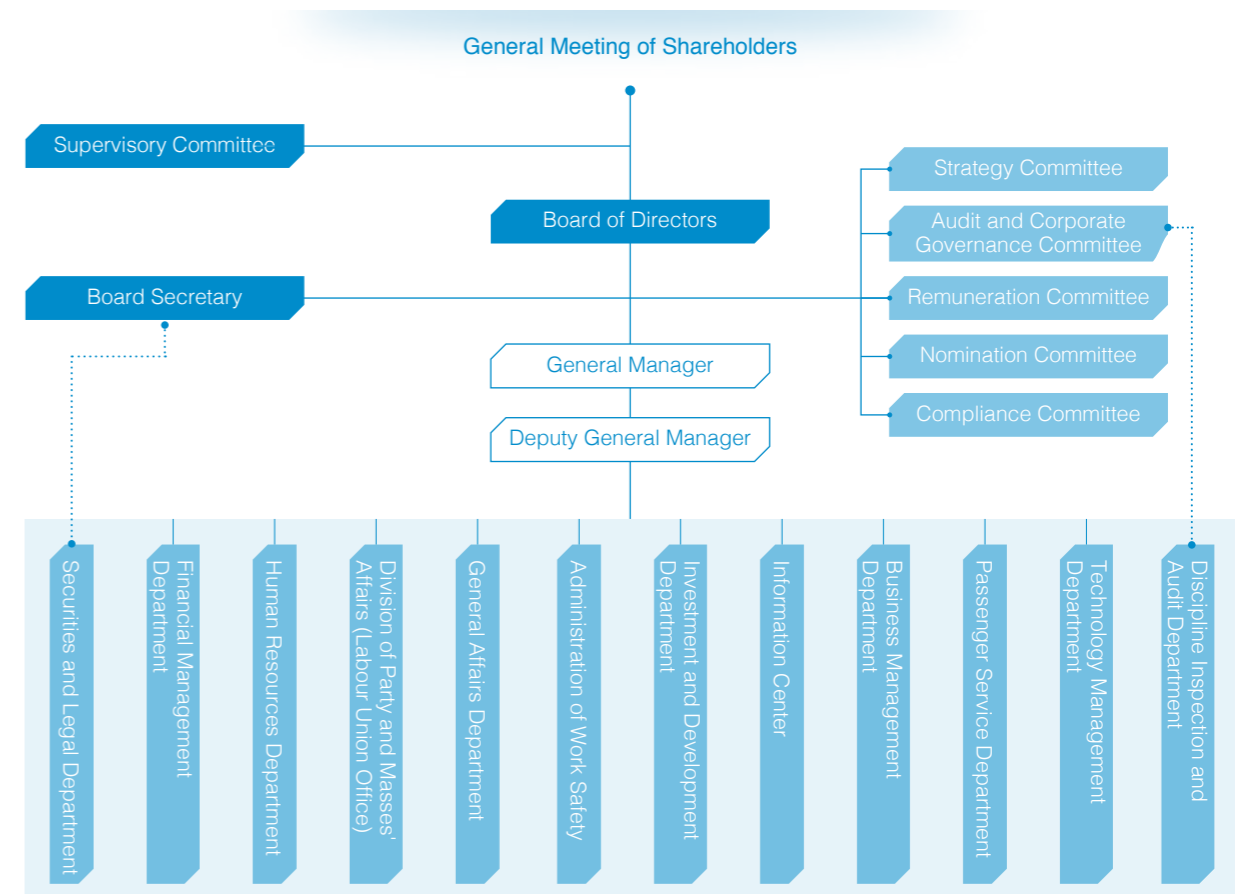
The Company constantly improves the internal governance mechanism, has set up a modern governance structure, and implements various management responsibilities through standardized, scientific and institutionalized management, to ensure the healthy and stable development of the enterprise.

### Governance Structure

The Company has established a scientific, standard, efficient and clear governance structure. The Board of Directors, as the decision-making body of the Company, is responsible for the general meeting of shareholders. The Board of Supervisors, as the supervisory body of the Company, conscientiously supervises the compliance of the performance of duties by directors and senior managers of the Company with a responsible attitude towards shareholders. The Management, as the executive body of the Company, is responsible for organizing the daily work of production and operation, implementing the resolutions of the Board of Directors and exercising the decision-making power of matters authorized by the Board of Directors, and regularly reporting on the production and operation and giving feedback on the implementation of resolutions to the Board of Directors.

In 2021, the Company convened

Shareholders' Meetings	Board Meetings	Board of Supervisors Meetings
<b>2</b>	<b>14</b>	<b>2</b>
Audit and Corporate Governance Committee Meetings	Remuneration Committee Meetings	the Nomination Committee Meeting
<b>3</b>	<b>2</b>	<b>1</b>



## Standardized Management

The Company constantly improves the risk management system, properly handles various legal affairs in operation and management activities, resolutely implements the integrity construction, and fully carries out internal control evaluation and risk management, to ensure the stable operation of the enterprise.

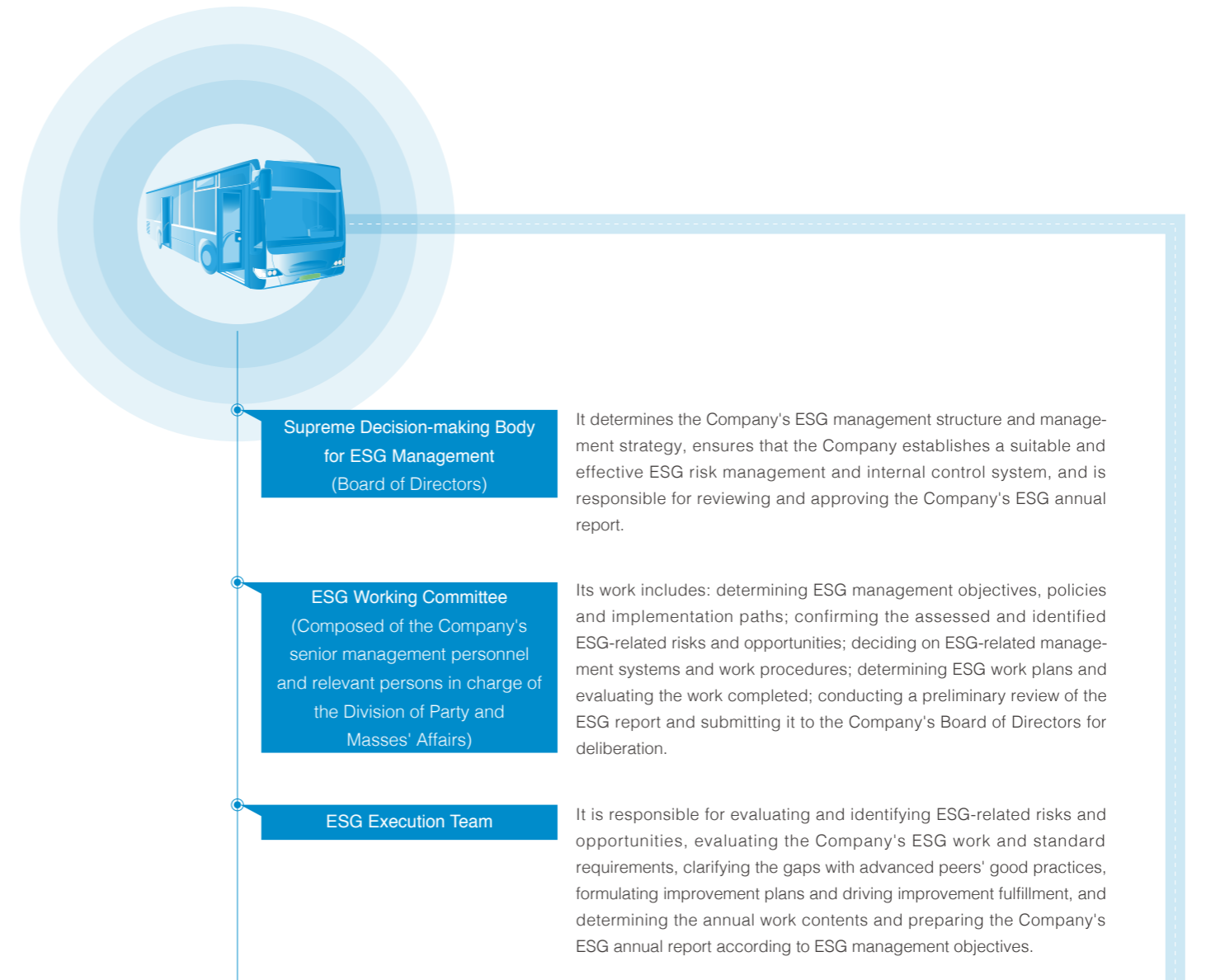


## ESG Management

With the sustainable development management system as an effective means, the Company actively promotes ESG management, responds to stakeholders' ESG requirements from multiple perspectives, and constantly practices corporate social responsibility.

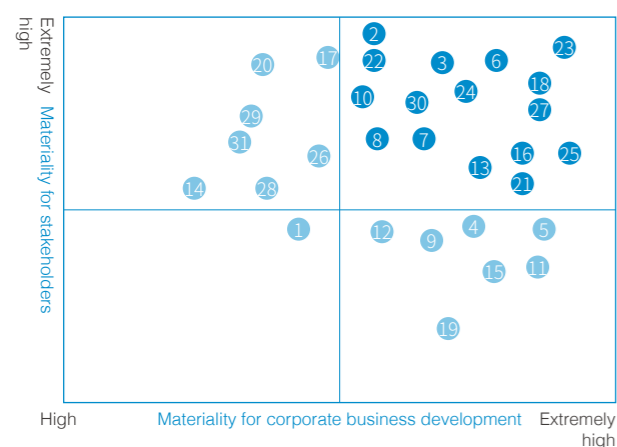
### ESG Governance Structure

The Company has established an ESG governance structure from top to bottom, constantly strengthened the Board's participation in corporate ESG governance, and set up an ESG working committee composed of the Company's senior management personnel and relevant persons in charge of the Division of Party and Masses' Affairs and an ESG execution team composed of executives, to effectively implement corporate responsibility practices.



## Identification of Material Issues

Based on the expectations of internal and external stakeholders, the scope of business and the background of global sustainable development, with reference to the industry experience, through questionnaires and related meetings with stakeholders, the Company fully identifies issues related to the enterprise's impact on economy, environment and society as well as stakeholders' evaluation and decision-making, and has formed an materiality assessment matrix, to guide the enterprise to promote ESG work in a targeted manner.



- |   |   |
|---|---|
| 1 Responsible Procurement                       | 17 Resource Utilization                             |
| 2 Service Area Operation                        | 18 Reduce Energy Consumption                        |
| 3 Toll Station Service                          | 19 Waste Discharge                                  |
| 4 Intelligent Service                           | 20 Sewage Treatment                                 |
| 5 Block Removal And Rescue Service              | 21 Build Green Service Areas                        |
| 6 Ensure Operation Safety                       | 22 Vehicle Exhaust Emission                         |
| 7 Assurance Of Customer Rights And Interests    | 23 Green Office                                     |
| 8 Information Disclosure                        | 24 Environmental Protection Publicity And Education |
| 9 Anti-corruption                               | 25 Assurance Of Employee Rights And Interests       |
| 10 Compliance                                   | 26 Employee Training And Career Development         |
| 11 Risk Control                                 | 27 Occupational Health And Safety                   |
| 12 Maintenance And Appreciation Of Assets Value | 28 Care For Employees In Terms Of Body And Mind     |
| 13 Reform And Transformation                    | 29 Fight The Epidemic Together                      |
| 14 Responsible Supply Chain                     | 30 Rural Revitalization                             |
| 15 Win-win Cooperation                          | 31 Public-Spirited                                  |
| 16 Energy Conservation                          |   |

## Prospects for Management by Objectives

In accordance with relevant policies such as the *Opinions of the CPC Central Committee and the State Council on Fully, Accurately and Comprehensively Implementing the New Development Concept to Achieve a Good Carbon Dioxide Peaking and Carbon Neutralizing Work and the Action Plan for Carbon Dioxide Peaking Before 2030*, combined with the latest ESG guide of the Hong Kong Stock Exchange and its own operating conditions, the Company has formulated the prospects for environmental indices for 2022 and 2025 in terms of pollution prevention, energy conservation and emission reduction. The Company's ESG Work Leading Group regularly reviews and supervises the progress of index management and reports to the Board of Directors.

Index Content	Prospects for Management by Objectives (2022, based on 2020)	Prospects for Management by Objectives (2025, based on 2020)
Resource Saving	Energy utilization intensity ↓ Decrease by <b>6%-10%</b> (decrease to <b>0.187-0.196</b> tons of standard coal/10,000 yuan operating income)	↓ Decrease by <b>20%</b> (decrease to <b>0.166</b> tons of standard coal/10,000 yuan operating income)
	Water utilization intensity ↓ Decrease by <b>15.18%</b> (decrease to <b>10.33-10.71</b> tons/10,000 yuan operating income)	↓ Decrease by <b>25%</b> (decrease to <b>9.45</b> tons/ 10,000 yuan operating income)
Exhaust Emission	Exhaust emission intensity ↓ Decrease by <b>3%-6%</b> (decrease to <b>0.000676-0.000697</b> tons/10,000 yuan operating income)	↓ Decrease by <b>15%</b> (decrease to <b>0.000611</b> tons/10,000 yuan operating income)
Carbon Emission	Carbon emission intensity ↓ Decrease by <b>15%-20%</b> (decrease to <b>0.496-0.527</b> tons/10,000 yuan operating income)	↓ Decrease by <b>30%</b> (decrease to <b>0.434</b> tons/10,000 yuan operating income)
Solid Waste Treatment	Treatment rate of hazardous waste <b>100%</b>	<b>100%</b>
	Treatment rate of non-hazardous waste <b>100%</b>	<b>100%</b>

## Stakeholder Communication and Participation

The participation of and communication with stakeholders is the foundation for the sustainable development of the enterprise. By expanding various channels and ways of dialogue with stakeholders, the Company actively identifies the expectations and demands of key stakeholders, and constantly promotes its continual improvement in ESG work.

Key Stakeholder	Expectations and Requirements	Communication Methods and Channels	Response and Practice
Government	<ul style="list-style-type: none"> <li>Legal and disciplinary compliance</li> <li>Operation compliance</li> </ul>	<ul style="list-style-type: none"> <li>Information submission</li> <li>Daily communication</li> <li>Senior executives' meeting</li> </ul>	<ul style="list-style-type: none"> <li>Operate in compliance with laws and regulations</li> <li>Pay taxes according to law</li> <li>Strictly abides by various regulations</li> </ul>
Shareholder	<ul style="list-style-type: none"> <li>Corporate governance</li> <li>Information disclosure</li> <li>Profitability</li> </ul>	<ul style="list-style-type: none"> <li>General meeting of shareholders</li> <li>Corporate announcements and periodical reports</li> <li>Investor relations conference and roadshow</li> </ul>	<ul style="list-style-type: none"> <li>Constantly improve corporate governance</li> <li>Increase corporate information disclosure</li> <li>Improve corporate profitability</li> </ul>
Employee	<ul style="list-style-type: none"> <li>Salary and welfare</li> <li>Safety and health</li> <li>Career development</li> <li>Education and training</li> </ul>	<ul style="list-style-type: none"> <li>Employees' representative</li> <li>Employee communication</li> <li>Labor contract</li> <li>Deep concern for life</li> </ul>	<ul style="list-style-type: none"> <li>Improve the performance-based pay system</li> <li>Improve the employee protection system</li> <li>Enrich the content of employee training</li> <li>Provide long-term development opportunities</li> </ul>
Customer	<ul style="list-style-type: none"> <li>Quality and safety</li> <li>Customer rights and interests</li> </ul>	<ul style="list-style-type: none"> <li>Contract signing</li> <li>Customer service</li> <li>Service assurance</li> </ul>	<ul style="list-style-type: none"> <li>Provide diversified and high-quality services</li> <li>Handle customer complaints</li> <li>Protect customer privacy</li> </ul>
Partner	<ul style="list-style-type: none"> <li>Fair and just</li> <li>Integrity management</li> <li>Industry development</li> </ul>	<ul style="list-style-type: none"> <li>Contractual agreement</li> <li>Cooperative development</li> <li>Industry communication</li> </ul>	<ul style="list-style-type: none"> <li>Invite bids in an open, fair and just manner</li> <li>Strictly implement contractual agreements</li> <li>Supplier training</li> </ul>
Environment	<ul style="list-style-type: none"> <li>Ecological protection</li> <li>Green industry</li> <li>Climate change</li> </ul>	<ul style="list-style-type: none"> <li>Information disclosure</li> <li>Environmental protection</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen energy conservation and consumption reduction</li> <li>Promote and apply new energy vehicles</li> <li>Use clean energy</li> </ul>
The public	<ul style="list-style-type: none"> <li>Community development</li> <li>Public welfare and charity</li> </ul>	<ul style="list-style-type: none"> <li>Community construction</li> <li>Publicity activity</li> </ul>	<ul style="list-style-type: none"> <li>Drive regional development</li> <li>Make charitable donations</li> </ul>



## Anti-corruption

The Company constantly improves the government integrity construction, implements the code for enterprise personnel integrity practice, strengthens the anti-corruption education, and builds the ideological defense line of not daring to corrupt, not being able to corrupt and not wanting to corrupt.



In 2021, the Company's

Total coverage of anti-corruption training for directors covered

**5** person-times

Total duration of anti-corruption training for employees was

**162** hours

Total duration of anti-corruption training for directors was

**7.5** days

Number of concluded legal cases regarding corrupt practices was

**0** case

Total coverage of anti-corruption training for employees was

**73** person-times

- Arrange, implement, inspect and assess Party conduct and government integrity construction together with various business operation and management work, to form a resultant force for combating corruption and upholding integrity.

- Implement the responsibility system for improving Party conduct and upholding government integrity, and sign the *Letter of Responsibility for Party Conduct and Government Integrity Construction* at various levels.

- Give full play to the leading group in the responsibility system for improving Party conduct and upholding government integrity, and sign the Letter of Integrity Practice Undertaking with the top leaders of the subordinate units, to further clarify "Ten Musts" and "Ten Don'ts".

- Implement Party conduct and government integrity construction inspections and assessments, carry out such inspections and assessments on 16 subordinate units, disclose the problems existing in each unit within the scope of the Company, share the highlights, and implement rectifications, to improve the overall work level of the Company during Party conduct and government integrity construction.

Implement Entity Responsibility

Deepen Integrity Education

Implement Assessment Mechanism

Strengthen Supervision And Management

- Deepen and strengthen the daily publicity and education, fix the eyes on the key nodes, convey the integrity and self-discipline requirements of superiors by meeting, WeChat and/or other ways, and continually rectify the problem of "four undesirable work styles".

- Carry out disciplinary education learning month activities themed on "learning party history, understanding thoughts, abiding by discipline and casting loyalty", and guide party members and cadres to enhance "Four Consciousnesses", strengthen "Four-Sphere Confidence" and achieve "Two Upholds".

- Carry out warning education of disciplinary violations within the system, and carry out positive and negative typical education by closely following the theme of the activities, to enhance the pertinence, effectiveness and appeal of education.

- Establish and improve the complaint reporting system and network, and implement all real-name reports and cue-specific anonymous reports.

- Actively explore the anti-corruption talk mode and mechanism, normalize the anti-corruption talk, and form a pattern of development in depth and breadth as well as complete coverage.

## Intellectual Property Right Management

The Company puts intellectual property rights management in an important position in corporate governance, and strictly implements the relevant requirements of intellectual property rights laws and regulations. The Company has registered and used the trademark "Yueyun Express" in many categories, standardizes the management of corporate trademark, based on the principle of "Advance Comprehensively, Carry Out Step by Step", gradually realizes the full-coverage legalization of office system software, and requires a partner, who needs to obtain the Company's trade secrets such as business data for the purpose of business cooperation, to sign the *Confidentiality Agreement*.

## Travel in a Low-carbon Way

## to Build a Green Home

Yueyun Transportation adheres to the green development concept, fully implements the strategic decision and deployment of "Carbon Dioxide Peaking" and "Carbon Neutralizing", promotes all-around, whole-region and entire-process ecological civilization construction for transportation, fully improves the green level of transportation infrastructure, equipment and organization, and builds scientific-layout, eco-friendly, low-carbon, intensive and efficient green transportation cities.

- Environmental Management
- Resource Saving
- Pollution Reduction and Emission Reduction
- Green Footprint



## Environmental Management

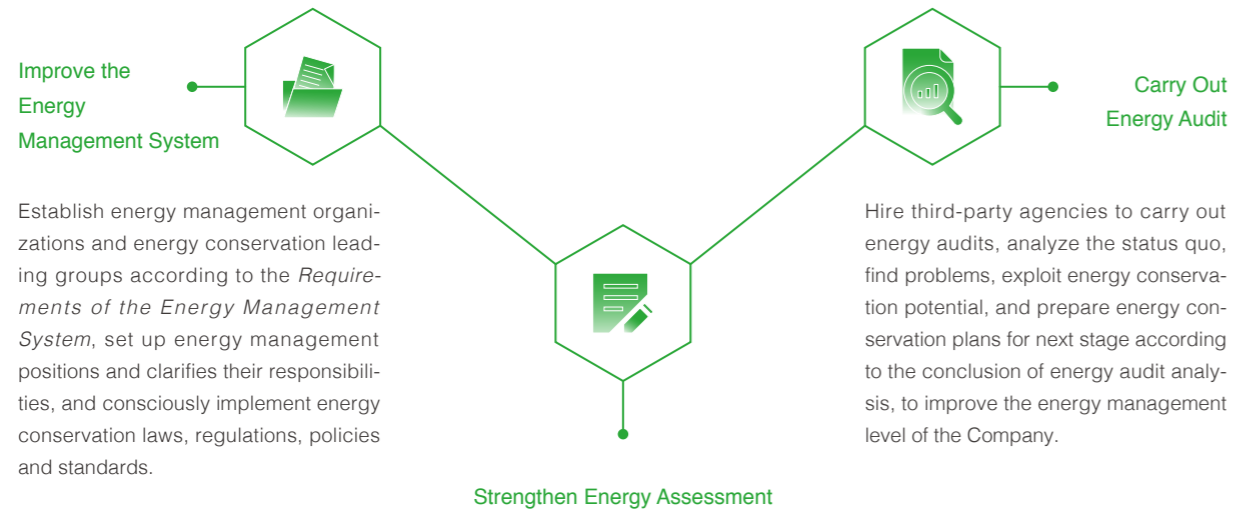
The Company strictly abides by such environmental laws and regulations as the *Environmental Protection Law* and the *Environmental Impact Assessment Law*, establishes and improves the environmental management system, fulfills the environmental protection responsibility, implements various control measures for environmental risks, continually strengthens the fundamental work of energy conservation and environmental protection, constantly improves the environmental management level, and accelerates the green transformation.

## Resource Saving

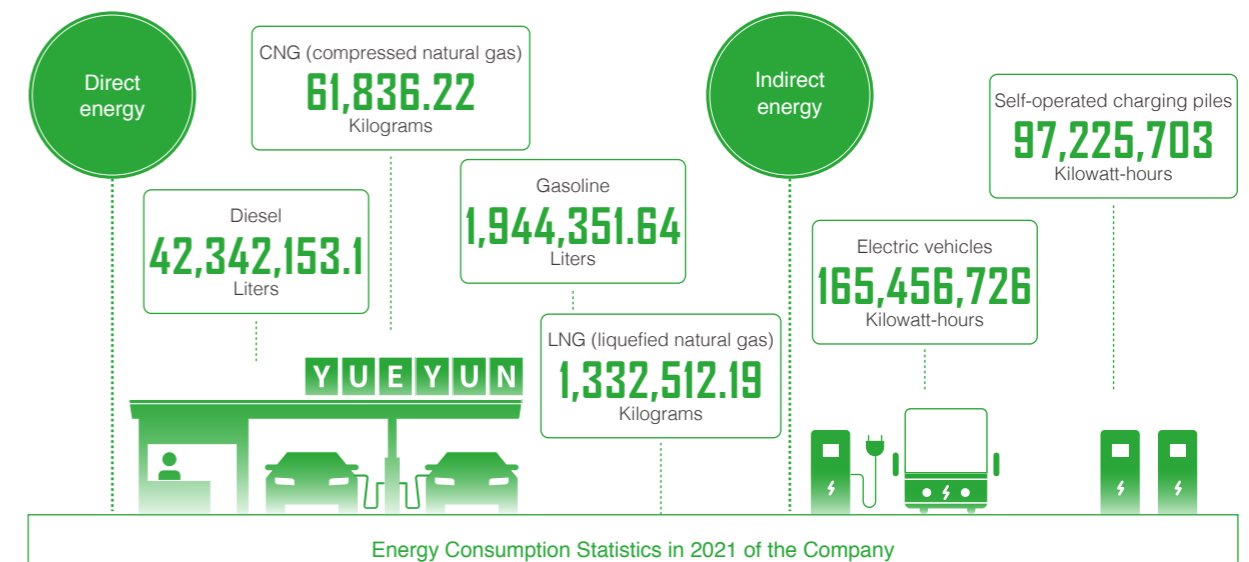
The Company vigorously develops a circular economy, promotes the implementation of "oil to electricity" and "gas to electricity" plans by means of technological transformation and new energy promotion, constantly optimizes the energy utilization structure, and strengthens the innovation and promotion of energy conservation technology, to promote the energy efficiency increase and energy consumption reduction.

## Energy Utilization

The Company continually strengthens the use of new technologies, new equipment, new processes, new materials, and new energy for energy conservation, optimizes and improves energy utilization efficiency, and accelerates the new energy construction of expressway service areas, to achieve energy conservation and environmental protection in the whole process of production and operation. In 2021, the Company had 5,042 new energy vehicles, of which there were 4,965 pure electric vehicles.



In 2021, we reduced diesel consumption by 523,840 liters, gasoline consumption by 23,812 liters, LNG consumption by 190,257 kilograms by timely updating vehicles and engines, and adopting new materials and new technologies.



## Water Resource Management

The Company actively takes water-saving and alternative measures, spares no efforts to reduce the loss and waste in the process of water use, sets goals and plans for water use intensity, improves water use efficiency with the aid of advanced technology and information technology, and vigorously promotes wastewater resource utilization, to achieve efficient and reasonable use of water resources. In 2021, total water consumption was 5,161,273.12 tons, and water use density per unit was 8.19 tons per 10,000 yuan.

## Pollution Reduction and Emission Reduction

The Company adheres to the path of green and low-carbon development, actively responds to the strategy of "Carbon Dioxide Peaking" and "Carbon Neutralizing", increases the R&D, application and promotion of technologies, enhances energy conservation and emission reduction, practices the mode of eco-environmental friendly development, promotes the benign cycle of enterprise and environment symbiotic development, and builds green transportation (low-carbon) cities.

## Waste Management

The Company has formulated the *Administrative Measures for the Disposal of Waste Operating Vehicles* and the *Administrative Measures for the Disposal of Waste Vehicle Materials* to standardize the waste management. The scrapped vehicles should be handed over to qualified motor vehicle recycling companies for disposal; the waste materials, which were generated in the process of vehicle repair and maintenance, cannot be repaired or used for other purposes and have been approved to be discarded, should be handed over to the purchaser, who meets the requirements of relevant government departments for recycling qualification management, for disposal.

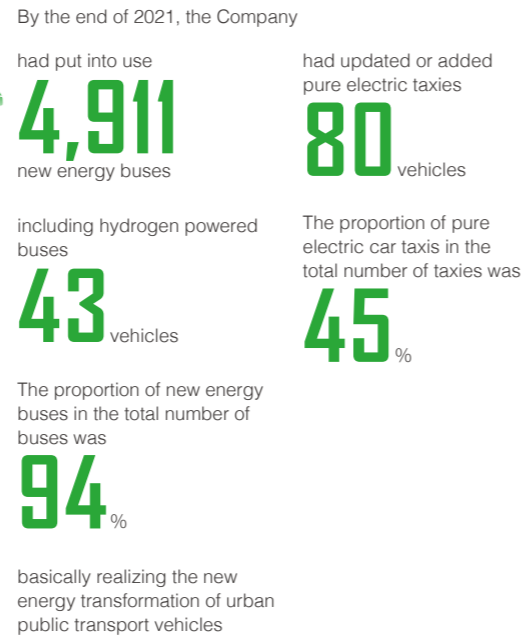
In 2021, the treatment rate of non-hazardous waste was 100%, with 966 vehicles eliminated (disposed), as well as 14,588 waste tires and 22,435 waste materials and accessories disposed; the treatment rate of hazardous waste was 100%, with 147,594 liters of waste lubricating oil and 2,721 batteries disposed.

## Wastewater Management

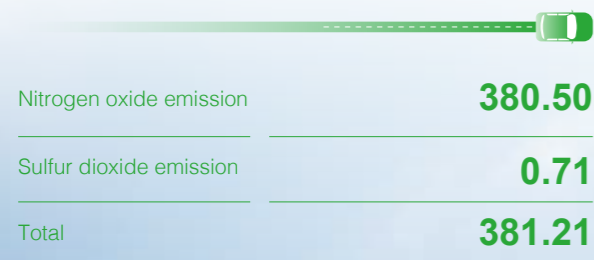
The Company has formulated related systems and specific measures for wastewater treatment and emission reduction according to the actual situation in strict accordance with the regulations, regularly carries out sewage treatment effectiveness testing, controls sewage discharge, and upgrades equipment sewage treatment efficiency through technical transformation. In 2021, 4,099,203.19 tons wastewater was discharged.

## Exhaust Gas Management

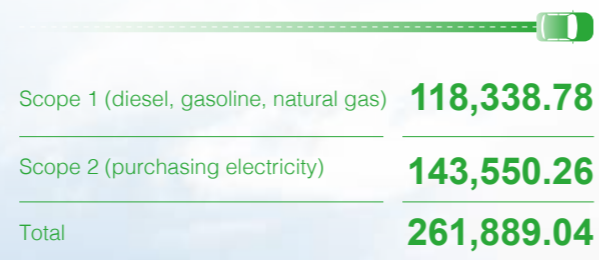
The Company strictly enforces the relevant regulations, policies and standards for air pollution prevention and control, implements integrated management of energy conservation and environmental protection, fully investigates the compliance of atmospheric pollutant discharge with the standard, improves the comprehensive treatment of air pollution, and rectifies related problems in time, to ensure that air pollutant discharge complies with the standard, and simultaneously promotes the use of new energy buses and pure electric vehicles, to reduce the impact of vehicle exhaust emission on the environment. By the end of 2021, the Company had built 72 charging stations and 654 charging piles (terminals).



### Exhaust emission (ton)



### Greenhouse gas emission (ton)



### Case

The first batch of hydrogen-powered buses will be put into operation, opening the "hydrogen" era of public transport

On Dec. 8, 2021, the first batch of 28 hydrogen-powered buses of Foshan Yueyun Public Traffic Company was put into operation on 4 lines including Line 117. These hydrogen-powered buses take hydrogen as the fuel and convert it into electric energy through electrochemical reaction for driving, featuring faster refueling and longer driving range, and arrange hydrogen energy storage in roof, avoiding hydrogen leakage accumulation and effectively prevent safety problems caused by impact, high temperature and/or high pressure such as explosion fire. In addition, the Company will set up a hydrogen powered vehicle operation working group, provide curriculum training for drivers and maintainers, and build hydrogen refueling stations, to escort the use and good use of hydrogen-powered buses and provide green, convenient, comfortable, civilized and high-quality travel services for citizens.



## Green Footprint

The Company pays attention to environmental development issues, actively addresses climate change, starts from itself and small things, strengthens green office, continually carries out green public welfare volunteer activities, advocates green transportation concept, undertakes social environment responsibility, and helps to build harmonious communities.



### Green Public Welfare

Relying on Top-E Company's Little Red Riding Hood Volunteer Service Team, the Company vigorously carries out voluntary service activities such as garbage classification knowledge competition, learning through playing on campus, coastline purification and tree planting, making confessions to earth with actions, guides the public to establish the concept of "lucid waters and lush mountains are invaluable assets" and "harmonious coexistence between human and nature" and join the great practice of "building an ecological civilization is a thousand-year plan for the sustainable development of the Chinese nation", sows the seeds of civilization, and practices "new power" in the new era.



### Green Office

The Company integrates the concept of environmental protection into daily work, vigorously advocates the employees to practice green and low-carbon office mode from the aspects such as water saving, electricity saving and energy saving, cultivates the employees' awareness of energy conservation and environmental protection, and creates a clean, neat and comfortable office environment.

**Case** Advocate the concept of environmental protection, and build green transportation cities

On Oct. 15, 2021, Chaozhou Yueyun Public Traffic Co., Ltd. held the "2021 Green Travel & Public Transport Week" campus publicity activities respectively at the bus stops near Chaozhou Jinshan Middle School, Baoshan Middle School, Chaozhou Vocational Technical School and Overseas Chinese Middle School. Through distributing "green travel and low-carbon happy life" leaflets, giving answers and freely delivering 5,000 Lingnan-Chaozhou IC cards to the teachers and students of these schools, the Company actively advocates "low-carbon life and green travel" concept, promotes the public's concept of green transportation and understanding of green public transportation, and strives to build civilized cities of green transportation.



**Case** Plant "hopeful trees", and protect the nature together

On the occasion of the 43rd national Arbor Day in March 2021, Shenyang-Haikou Expressway Dahuai Service Area, Xingning-Wuhua Expressway Hengpi Service Area and other service areas invited employees and their families to plant trees together for the purpose of enhancing employees' cohesion and environmental awareness through close-to-nature and parent-child activities. More than 2,000 saplings were planted in service areas, indicating that we practice the green development concept of "lucid waters and lush mountains are invaluable assets" and make every effort to create a clean, neat, warm and comfortable travel environment.



## Walk Hand in Hand

# to Build a Happy Society

Yueyun Transportation adheres to sharing the development achievements with the society, pays attention to the rights and interests of employees while constantly improving the service level, actively performs social responsibility, and gives full play to our advantages to boost the industry development, employee growth and people's wellbeing improvement.

- Customer Service
- Supply Chain Management
- Diversified Cooperation
- Employee Growth
- Community Support



## Customer Service

The Company attaches great importance to customer needs, actively creates a good customer relationship, seriously treats customer complaints and suggestions, properly handles relevant problems, and creates safe, convenient and comfortable travel service experience for customers.

## Guarantee Safety

The Company clarifies and adheres to "taking safety production risk prevention ability as the core competitiveness and lifeline", and solidly promotes the all-member responsibility system for safety production, to protect customer travel safety.



## Strengthen security control

- Promote the implementation of the all-member responsibility system for safety production, and sign the annual safety production responsibility letter.
- Improve the safety management responsibility system in all business areas, normalize the grid management of safety production in transportation enterprises, implement the leading group members' responsibility system for production safety step by step, and effectively monitor people and vehicles.
- Improve the safety system, and issue the *Measures for the Supervision and Administration of Safety Production*, the *Measures for the Safety Administration of Rural Passenger Transport and Urban-Rural Public Transportation* and the *Guidelines for the Safety in Use and Operation of Pure Electric Buses* of the Company.

Improve the institutional system

In-depth investigation and governance

- Organize the subordinate units to carry out the safety production risks identification and list preparation of 2021, and form the Company's safety production risks summary sheet.
- Organize the inspection of production safety, supervise the production safety work of the subordinate units, and notify the inspection results.
- Implement the special rectification requirements, promote and complete the "key tasks 2021" of the three-year campaign of the special rectification for safety production, and strengthen the control of safety risks of rural passenger transport and urban-rural public transportation from the source.

## Carry out special management

Combined with the actual development of gas stations, passenger transport and other key business areas, the Company effectively evaluates the safety risks existing in these business areas, and continually promotes the special security control, to ensure the safe operation of each business area.

### Gas station safety management

- Hire third-party agencies to evaluate the operation of the three-level safety management system of self-operated gas stations, and continuously optimize the safety management system of gas stations.

### Vehicle safety management

- Deepen the construction of the "four-in-one" intelligent monitoring system, and strengthen the monitoring and management of running status of vehicles and equipment.
- Coordinate with the compilation and issuance of Guidelines for the Classified Parking of Dangerous Goods Transport Vehicles in Expressway Service Areas in Guangdong Province, to resolve the safety risks of temporary parking of dangerous goods transport vehicles in expressway service areas.
- Carefully discuss and analyze various main assembly configurations of vehicles, and form the *Classification and Grading of Common Brands of Main Assembly Accessories*, to ensure good technical performance of vehicles.

### Traffic safety management

- Prepare the *Guidelines of Yueyun Transportation for the Risk Assessment and Safe Driving of Rural Passenger Transport and Urban-Rural Bus Lines*, to ensure that 629 rural passenger transport lines and 499 urban-rural bus lines have risk assessments, guidelines as well as road conditions and operation characteristics, and provide reliable reference for defensive driving.
- Provide driver and monitoring personnel supervision and assessment, driver mask recognition and other functions, strengthen the "four-in-one" intelligent monitoring management, and start from improving the plans, perfecting the system processes, strengthening training and supervision and other links, to provide the whole process management for driving safety.
- Make use of safety technology information management platform, video monitoring, on-site supervision and other means to solidly manage vehicle rescue business, ensure safe driving of rescuers, and supervise their behaviors.
- Explore new vehicle technologies, clarify the basic technical requirements for driving vehicles, and realize essential safety control of driving misoperation at the vehicle end.

- Organize professional skills training for monitoring personnel, establish an intelligent monitoring steering group, optimize and upgrade the monitoring system, and improve the platform stability.
- Issue the Notice on Further Strengthening the Implementation of Responsibilities and the Use Management of Intelligent Monitoring System.
- Carry out offline field visit supervisions, report monitoring data weekly, and issue a monitoring data analysis report monthly.
- Continually optimize the monitoring management mode of the subordinate units to improve the monitoring efficiency.
- Complete the field research on the intelligent monitoring mode and monitoring personnel team of the transportation units affiliated to the Company, and draft the research report.

Improve intelligent supervision

Carry out propaganda, education and training

- Organize and urge to participate in relevant compliance training, and carry out safety laws and regulations publicity, accident warning education and defensive driving education.
- Organized and carried out "Safety Production Month" and Safety Publicity in Southern Guangdong in 2021.
- Promote the safety culture construction by participating in the collection of publicity works and cases and organizing competitions.

Strengthen emergency management

- Complete the release, filing, publicizing and drilling of the Company's emergency plan for production safety accidents.
- Convene safety production work conferences and carry out internal management of safety production.

**Case** Yueyun Rescue Company escorted safe and smooth expressways

In February 2021, the second branch of Yueyun Rescue Company responded quickly to the danger of a cow falling from a transport vehicle on Meizhou-Dabu Expressway. The members of Guangde Station rushed to the scene immediately, operated a towing and lifting integrated wrecker to lift the cow back to the vehicle smoothly, and checked and reinforced the lock gates on both sides of the carriage. The rescue only took 10 minutes, effectively eliminating the occurrence of secondary accidents.



The rescuers were lifting the cow

**Case** Guangdong's first expressway service area fire rescue station was inaugurated in Hot Water Service Area

Vehicle traffic accidents and fire accidents often occur in the section of Guangdong-Jiangxi Expressway from Heyuan Puqian Town to Heping Shangling. Moreover, there are many additional problems such as shortage of fire water source, few entrances and exits, and difficult turning around of vehicles. On May 13, 2021, Heyuan Hot Water Service District Fire Rescue Station was officially inaugurated. The rescue station is equipped with 6 assigned fire fighters and 2 assigned fire trucks. The establishment of the rescue station effectively solves the problem of the long way and time for the rescuers to arrive at the scene of fire, greatly improves the efficiency of disaster relief and rescue support, and ensures the customer travel safety.



Souvenir photo for the inauguration of Hot Water Service District Fire Rescue Station

## Provide Quality Services

The Company adheres to the "customer-oriented" business philosophy, continually improves the service quality, provides customers with all-around high-quality services, and improves customer satisfaction and loyalty.

### Improve service quality



- Yueyun Transportation Dahuai Service Area won the great honor of "May 1 Labor Medal of Guangdong"
- Jiangmen-Luoding Expressway New Town Service Area was included into the list of "National Expressway Tourism Characteristic Service Areas" in the second appraisal

In 2021, the Company's

The total traffic of the customer service center was

**24.3**  
10 thousand

The cumulative processing of Yueyun work orders was with a year-on-year increase of

**1,791** cases **↑ 13.2** %

The gross call completing rate for telephone and online services was

**94.5** %

The work order handling rate reached

**95.3** %

The handling satisfaction rate reached

**99.9** %

### Seize the service quality firmly

- Undertake the customer service of Guangdong Provincial Online Ticketing Platform through customer service center, and connect the online customer service of multiple WeChat official accounts to the cloud customer service system of the customer service center, realizing the unified customer service operation.
- Increase the display of the Yueyun customer service hotline in Yueyun buses (non-TC mode), and further standardize the customer service.
- Do a good job in the return visit of passengers, collect opinions and suggestions to improve the service, and timely feedback and rectify the service quality problems of regional units.
- Focus on the actual needs of passengers, make use of the information technology to optimize the service process, and provide Yueyun Happy Travel with the online passenger lost and found function to meet customer needs.

### Innovative service methods

- Change the previous model of boarding and alighting at a station, and adopt the new mode of whole online ticketing as well as boarding and alighting at a request stop for the convenience of travelers.
- Set up the direct buses and special bus lines for students to return to school, and provide high-quality supporting services for students to return to school.
- Huanggang Yueyun Energy has enabled the new mode of "ETC non-inductive payment refueling" so that vehicle owners can pay for fuel without getting out of vehicles and enjoy efficient and convenient refueling service.

### Expand service contents

- To cater to the market demand of studying the party history for the 100th anniversary of the founding of the CPC, the Company has actively expanded travel services of red tourist attractions, and developed a total of 75 spots related to the red travel industry.
- Additional more than 20 million yuan have been invested in public service construction such as upgrading toilets, maintaining sewage facilities and increasing garbage sorting equipment, to improve the travel experience of the public.
- 6 service areas have been upgraded and transformed to provide plain and comfortable leisure relay stations and efficient refueling service for passengers driving on Yunfu-Maoming Expressway.

**Case** High-quality services bring comfortable travel

The two "driver's homes" in the Guangfo Zhao Expressway Planting Service Area (Guangxi direction) and the Yongguan Expressway Jinzao Service Area (Fujian direction) under the jurisdiction of Top-E Company were awarded the national 5A level in 2021. Since April 2018, Top-E Company has actively promoted the pilot construction of "driver's home", and has now fully built 10 "driver's homes" with practical functions, reasonable layout, convenience and speed (5A-level 4 seat, 4A-level 5 seat). "Driver's Home" adheres to the public welfare attribute, and is open 24 hours free of charge. The beautiful leisure environment and perfect on-site management have been recognized by long-distance truck drivers since it was put into operation. Continuously strengthen publicity and promotion, provide truck drivers with public services such as "Driver's Home" publicity and display, accurate push, evaluation and complaints, and trade union rights protection, and strengthen the tracking and monitoring of service quality. During the epidemic, volunteers also provided 3,000 "love epidemic prevention kits" for truck drivers free of charge to warmly escort truck drivers to travel safely.



The exterior scene of the newly built "driver's house" in the planting service area in 2021



The interior panorama of the newly built "driver's house" in the Jinzao service area in 2021

**Case** Taking students back to school in "point-to-point" mode

On the first day of the new semester in 2021, a campus-customized shuttle was officially put into operation for taking Dawang High-tech Zone's 3,000 students away from or back to school in "point-to-point" mode. In order to ensure that the students are taken away from or back to school smoothly, as early as a month ago, Zhaoqing Yueyun Company formed a special work team, carried out multiple surveys of each line, made optimal transportation plans and emergency plans, reassigned 58 sets of "Yueyun Express" with good performance to form the campus-customized shuttle, reassigned 118 skillful and experienced drivers, and established data files for vehicles and drivers according to the requirements of "one car, one file" and "special person, special shift", to ensure the safety of each child back to school.



Campus-customized shuttle

**Respond to customer demands**

In order to better respond to customer demands, the Company continually optimizes the customer complaint feedback and handling mechanism, and accepts customer complaints in real time with the aid of customer service center, service hotline, WeChat and other channels, to improve customer satisfaction.

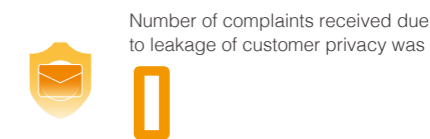
In 2021, the Company's



**Protect customer privacy**

The Company carries out self-inspection of compliance in strict accordance with the relevant laws and regulations such as the *Data Security Law* and the *Personal Information Protection Law*, and adjusts the ticketing procedure in time according to supporting documents such as the *Regulations on the Scope of Necessary Personal Information for Common Types of Mobile Internet Applications*, to effectively protect customer privacy.

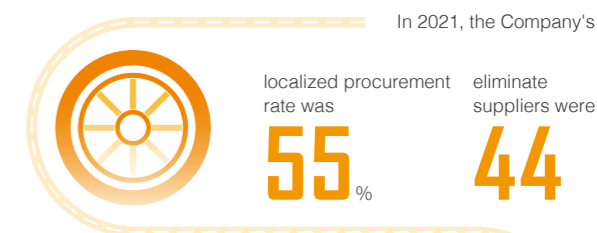
In 2021, the Company's



**Supply Chain Management**

The Company continuously improves the supply chain management system, promotes both supply and requisitioning parties to fulfill their social responsibility by establishing a sound system, and creates a benign development environment between the Company and our partners to achieve win-win cooperation.

In 2021, the Company's



suppliers of various types were



suppliers in Guangdong Province were



suppliers in other regions were



- Formulate the *Management Measures for Tendering and Bidding* and the *Management Measures for Non-Tendering Procurement* to clarify the qualification review of suppliers, the responsibilities of procurement agencies and the control of procurement processes, etc.
- Control procurement risks through the Procurement Management Department by reviewing the procurement materials of the procurement handling department, examining the standardization of the procurement procedures and the qualifications of suppliers, and encouraging suppliers to use environmentally friendly materials,
- Regularly carry out inspections of legal risks in the supply chain involved in procurement matters, formulate risk control measures and supervise the implementation of rectifications based on the risks identified.



- Determine qualified suppliers by tendering and bidding, and establish a corresponding qualified supplier database.
- Organize the evaluation of 20 suppliers, among which 16 suppliers are excellent and 2 suppliers are good.
- Strengthen contact and communication with suppliers in daily work to know the supply and demand of maintenance materials and the service of suppliers.

- Attach importance to supplier management and training, communicate with suppliers on technical and safety issues, and hold relevant platform system training, to improve the safety capacity and level of suppliers.

## Diversified Cooperation

The Company continually pays attention to diversified cooperation, innovates the methods of cooperation with partners, carries out communication and exchanges at various levels, actively promotes the industry development, and shares the development achievements.

### Case Improve the expressway rescue efficiency of the Company with the aid of the information management system

Yueyun Rescue Company has built a 5G+AI video surveillance rescue cloud service platform and a 5G+ video scheduling system together with Guangdong Mobile and China Mobile (Shanghai) Industrial Research Institute. Through the integration of call scheduling monitoring command center and expressway mobile rescue service platform, the identification accuracy of AI recognition system is continuously improved in the actual production process, and the information construction is strengthened, effectively improving the efficiency of road rescue. "Video Surveillance Intelligent Rescue Cloud Platform Project based on 5G+AI" won the second prize in the Special Competition for Intelligent Transportation of the Fourth "Blooming Cup" 5G Application Contest.



### Case Top-E Company reached a strategic cooperation with NIO

On November 22, 2021, Top-E Company signed a strategic cooperation agreement with NIO. The two parties will build 28 NIO second-generation battery swapping stations in service areas, which are expected to be put into operation by the end of 2022. The cooperation will accelerate the new energy construction of service areas, which is of great significance for accelerating the development of new energy vehicles and promoting the transportation structure, green transportation and green travel.



## Employee Growth

Through a harmonious working atmosphere, competitive salary and welfare, broad development space and sound training system, the Company cultivates and retains talents, helps talents realize their career development plans, and realizes the common development of the enterprise and employees.



In 2021, the Company's

There was **no** discrimination, child labor or forced labor in all employment links.

Physical examination rate was **71%**

At the end of this year, total number of employees was

**20,917**

Number of specially examined for occupational diseases was

**2,779**

Labor contract signing rate was

**100%**

Number of infected employees by occupational diseases was

**0**

Social insurance coverage rate was

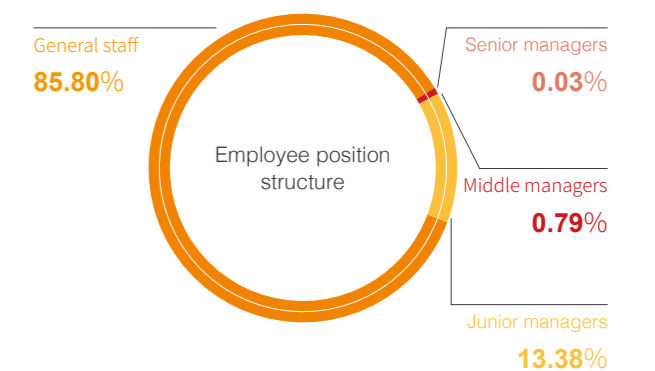
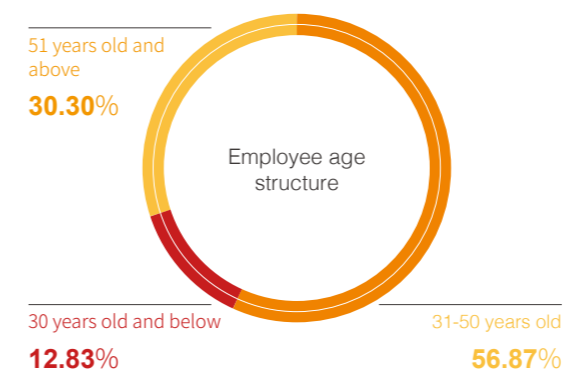
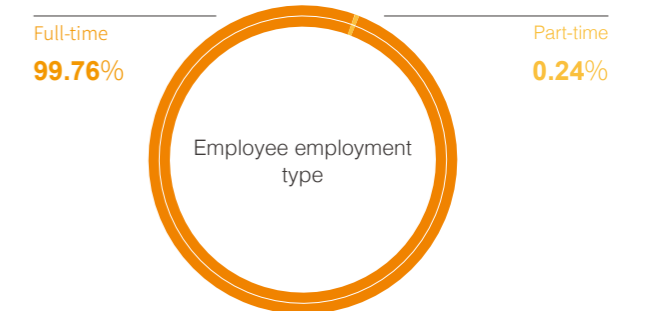
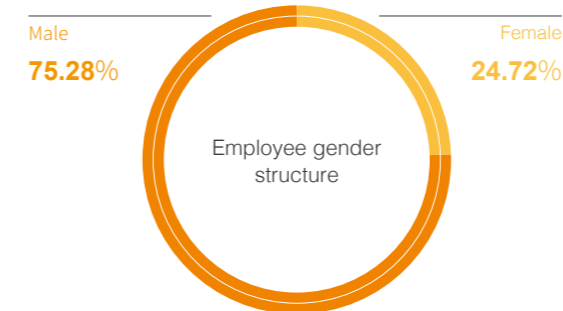
**100%**

Health and safety training was

**1,748,772** hours

## Assurance of Rights and Interests

The Company strictly abides by the *Company Law*, the *Labor Law* and other laws and regulations, gradually improves the human resources system and management system, fully assures the legitimate rights and interests of employees in such aspects as recruitment, promotion, salary & welfare, occupational health and democratic management, builds and develops harmonious and stable internal labor relations.





### Equal employment

- Establish and implement the open recruitment system, in accordance with the principles of openness, and carry out internal and external reasonable recruitment and employment of employees in an open, fair and just manner.
- Resolutely eliminate gender and racial discrimination, prevent child labor and forced labor, and ensure the rights and interests of female workers.
- Establish open and just channels for promotion, and improve and change the backup talent reserve and training system.

### Democratic management

- Convene workers' congress, and assure employees' right to know, participate and vote.

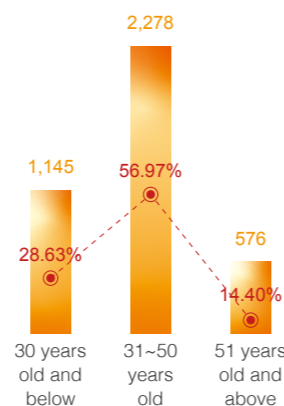
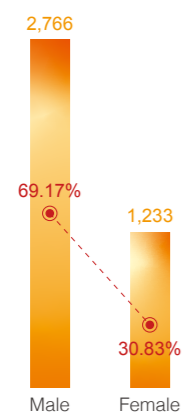
### Occupational health

- Improve occupational health and safety management system, strengthen occupational health control measures, and organize physical examination for employees.
- Regularly organize and carry out safety production training, and provide employees with professional guidance on health and safety

### Salary and welfare

- Establish supporting salary management system for all positions at all levels, and pay labor remuneration to employees on time and in full.
- Strictly implement the "four-in-one" (strategy, budget, assessment and salary) salary incentive and restraint mechanism, strengthen the application of assessment results, and realize the unification of incentive and restraint.
- Make salary income growth incline to front-line, core and key positions, so that all employees can share more dividends and sense of gain in the development of the enterprise.
- Provide allowance for high temperature according to national regulations, and ensure that employees enjoy the rights of national holidays, statutory holidays, and annual leave.

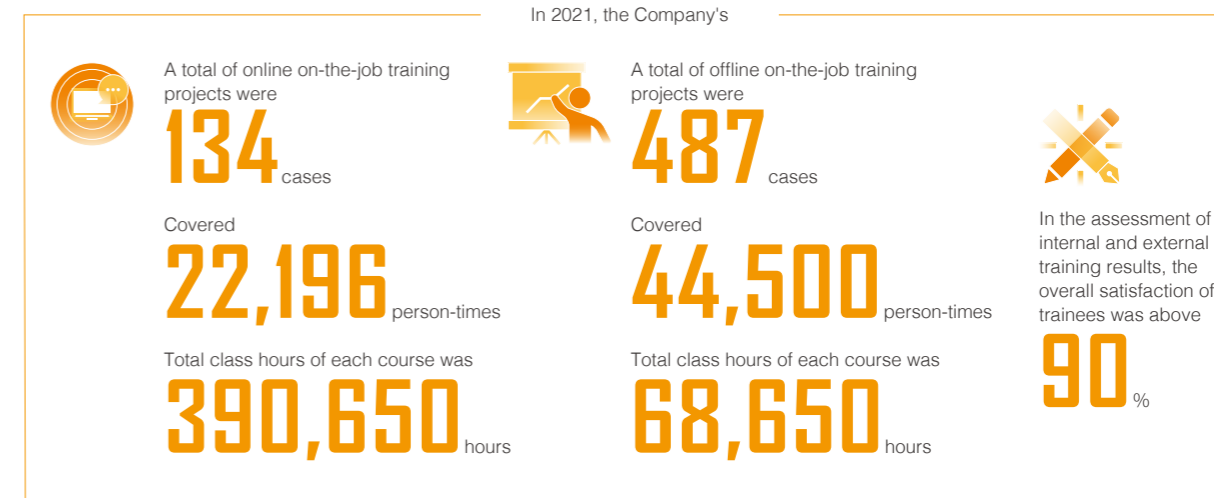
In 2021, the total number of employee turnover was 3,999, with 3,111 working days lost due to work-related injuries, without deaths due to work.



■ Number of employee turnover (person)    -●- Percentage (%)

## Career Development

The Company attaches great importance to the training of employees, provides diversified training for employees, actively builds a platform for career growth, and helps employees achieve self-improvement.



### Employee training

- Carry out all kinds of training such as special training, professional technical training and qualification certificate training in a diversified way in accordance with the *Training and Development Management Measures of Guangdong Yueyun Transportation Rescue Co., Ltd.*
- Organize a number of training and learning activities for senior management, middle management, general management and front-line production technicians, including independent internal training, outsourced internal training and going-out training.
- Make use of online vocational skills training platforms and various standardized online training platforms to carry out online skills training for employees for improving their professional skills and work abilities.
- Support employees to participate in vocational qualification examination and other relevant education training, assist employees to apply for various qualifications, and organize continuing education training for professionals.

### Talent selection

- Implement the *Rules for the Implementation of the Measures for the Administration of Middle Management of Guangdong Yueyun Transportation Company Limited (Competition for Positions)*, further broaden the selection and appointment scope and channels, and promote outstanding talents to stand out from the crowd.
- Strengthen the external director team construction, reinforce the multiple-level and multiple-position talent exercising and cultivating, improve the ability of young cadres to solve practical problems, and enhance the talent echelon construction.
- Do a good job in the selection and appointment of cadres, increase the exchange and rotation of cadres, and encourage middle-level cadres to practice in multiple positions.
- Continually strengthen performance communication and tracking, and optimize the incentive mechanism and human resource management system.
- Carry out "one report and two comments", analyze the personnel selection of Company, implement the masses' "right to know, participate, choose and supervise" in cadre selection and appointment, increase the public trust in cadre selection and appointment, and make the staff satisfied with the Company's cadre selection and appointment on the whole.

Training category	Average training time (hour)	Number of people covered by training (person)
Male	55	11,988
Female	48	3,535
Management personnel	76	2,445
General staff	52	13,086

**Case The Third "Yueyun Rescue Cup" Wrecker Operation Skills Competition**

Yueyun Rescue Company takes "Yueyun Rescue Cup" Wrecker Operation Skills Competition as an important part of the talent skills improvement system. 2021 is the third year the competition has been held. The third competition, themed on "to fulfill duties, innovative methods and improve skills", was divided into flat-plate wrecker (small vehicle group), towing and lifting integrated wrecker (large vehicle group), "ace of aces" and other events, reviewed the professional skills level of the front-line rescuers in the form of contest, and built a platform for the front-line rescuers to display their exquisite skills and learn from each other.



Contestants were competing in the "small vehicle group" event

## Employee Care

The Company adheres to the "people-oriented" concept, pays attention to the physical and psychological health of employees, and is committed to creating a healthy, safe and comfortable working and living environment for employees so that every employee can become a happy owner.

### Send love through heart-warming projects

- Ten "mini homes" have been built and put into operation to solve the pain spot of the rescuers' difficult preparation conditions and inconvenient eating and lodging and provide the rescuers with work and life security.

### Organize heart-warming sympathy activities

- 11 colorful activities for celebrating the Spring Festival in Guangdong were organized for employees on the front line during the spring transportation period, including distribution of Spring Festival sympathy gift parcels, distribution of "anti-epidemic kits", extra meals for employees on duty, "welcome to my home for New Year's Eve family dinner", "send blessing for New Year" and "skills competition".
- The 2021 "heart-warming" sympathy activities were carried out to convey the cordial greetings and care of Yueyun Transportation to difficult party members and employees in difficulties at the grass-roots as well as workers on the front line.
- The labor unions of the Company at all levels raised a total of 2,550,500 yuan, expressed sympathy to difficult and sick employees for 2,733 person-times, organized 6 love donations, and handled the employees' "secondary medical insurance for hospitalization".
- Combined with the festival elements, based on the living needs of employees, more than 900 Mid-Autumn Festival gift parcels were carefully prepared and then sent to employees' homes before the festival, to express best regards and wishes for the festival.
- The labor unions of the Company focused on the hard work of grass-roots employees during epidemic prevention and control during the hot summer season, expressed sympathy to front-line employees with 108,000 yuan, and distributed nearly 3,000 boxes of drinks for epidemic prevention.

- The "mini home" of Yueyun Rescue Company at the entrance of Shiyashan Tunnel of Guangkun Expressway



Yueyun Rescue Company distributed sympathy supplies to rescuers



Guo Junfa, Secretary of the Party Committee and Chairman of Yueyun Transportation, expressed condolences to the front-line employees



Tang Yinghai, party committee deputy secretary and general manager of Yueyun Transportation, expressed sympathy to Sanshui Yueyun's employees in difficulties



League lecture learning



Souvenir photo of viewing learning of party members and cadres of Chaozhou Yueyun Company

## Community Support

The Company actively participates in various social public welfare undertakings with a start from gratitude to giving back to the society with actions, and actively fulfills social responsibility by participating in epidemic prevention and control, volunteer service, charitable donation, voluntary blood donation and other activities, to make contribution to the construction of good communities.

## Epidemic Prevention and Control

The Company continues contribution to ensuring transportation during the epidemic, and carries out volunteer activities on the front line of epidemic prevention and control, for helping to win the battle against the epidemic.

**Participate in epidemic prevention and control**

- Provide "mobile vaccination vehicles" to be convenient for vaccination of community residents.
- Organize volunteers to go to the front line of prevention and control, and assist medical care personnel in nucleic acid testing.
- Undertake the emergency task of transporting key groups such as close contacts to designated places for isolation.

**Facilitate resumption of work and production**

- Improve service quality and ensure the travel safety in passenger terminals, operating vehicles and service areas.
- Implement normalized epidemic management and strengthen passenger health monitoring.
- Fully upgrade epidemic prevention and control, strengthen environmental hygiene improvement, and take prevention and control measures for employees, to create a safe, reassuring and comfortable operating environment.



Community residents were lining up in front of a mobile bus for COVID-19 vaccination



The volunteer carried a citizen on his back into the testing space



The person in charge of Shaoguan (Yueyun) East Station, was helping to carry medical supplies

## Rural Revitalization

The Company has innovatively explored a new mode of "party building + targeted poverty alleviation", and taken three major measures, namely "poverty alleviation through employment, poverty alleviation through assisted sales, and poverty alleviation through oriented back purchase", to help Qingyuan Lianshan and other areas get rid of poverty and become rich. With a deep exploration into new mode of "service area + rural revitalization" and "transportation + tourism", the Company has carried out characteristic transformation of rural service areas, and made cooperation with GAC in construction and operation of auto life motels integrating new vehicle sales, registration service, insurance agency and financial mortgage, to further support regional poverty alleviation and accelerate regional high-quality development.

In 2021, the Company's



### Case Help to solve the "last kilometer" travel problem of villagers

On Apr. 5, 2021, Zhaoqing Yueyun Company put 3 "village-town" rural passenger cars into operation, for helping to solve the difficulties of villagers in going out for "shopping at leisure" and "visiting relatives and friends" and the difficulties of students in remote villages in "going to school and going home". In order to let more folks know the travel way of "village-town" rural passenger transport, which "allows folks to get on the vehicles at their gates", Zhaoqing Yueyun Sihui Station has also actively set up points in local village and town party-masses service centers to introduce villagers the vehicle driving lines and shifts with enthusiasm, answer questions of villagers with patience and boost rural construction by practical actions.

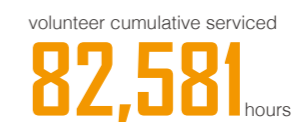
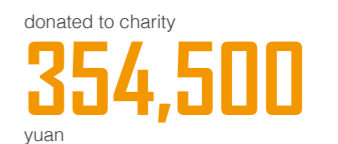
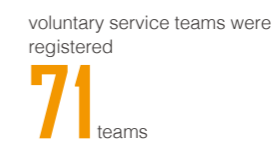


Village-town vehicles drove into Xi'an Village

## Volunteer Service

The Company keeps communities in the heart, actively fulfills corporate social responsibility, initiatively participates in various public welfare undertakings, solves difficulties for the people in need, and promotes the positive interaction between the Company and the society.

In 2021, the Company's



Transportation public welfare

Dedication of love

- We have organized "Yueyun Express sends Examinees with Love" for 10 consecutive years to escort examinees to the examination places.
- We set up volunteer service desks in service areas and public transport hubs, and additionally appoint volunteers, to provide passengers with volunteer services such as epidemic prevention and control knowledge, travel advice and guidance, and spring festival scroll presentation, and guide passengers to travel in a safe and orderly manner.
- Yueyun Transportation cooperates with local campuses to provide charter bus service for schools in spring, and appoints volunteers to follow up the logistics transport support service throughout the whole process.
- We provided free feeder transport service for the attendees of the 13th Airshow China.
- Carry out voluntary blood donation activities, practice "tangible benefits to masses" and contribute to public welfare.
- Carry out the party and league volunteer activities themed on "warm the heart with the sweet porridge on Laba Festival and dedicate love for warmth on Great Cold" in 16 service areas of Top-E Company, namely presenting "eight-treasure porridge" to passengers and expressing sympathy to households enjoying the five guarantees.
- Relying on "Driver's Home" in 10 service areas, carry out voluntary service activities themed on "care for lorry drivers" and distributed "epidemic prevention kits".

Case Successfully completed the task of connecting the attendees

On Oct. 3, 2021, the 13th Airshow China came to a successful conclusion. In order to facilitate the smooth holding of the Airshow, Yueyun Transportation reassigned 100 sets of "Yueyun Express" to form a special bus line for the Airshow during the October 1 to 3 public days of the Airshow, to provide free feeder transport service for the attendees of the Airshow and ensure their smooth admission and orderly evacuation. For the Airshow, Yueyun Transportation assigned more than 130 drivers and management personnel in total, transported the attendees for 20,000 person-times, and contributed to the complete success of the Airshow with high responsibility sense and high-quality service.



100 buses of the special line of Yueyun for Airshow China were ready to go

Case Yueyun Transportation provides examinees with intimate service

From June 7 to 9, 2021, during the college entrance examination of Guangdong students, Yueyun Transportation once again organized "Yueyun Express sends Examinees with Love" to escort examinees to the examination places. In addition, Yueyun Transportation also reassigned outstanding Chinese Communist Party and Communist Youth League members to form the "Youth Vanguard" for maintaining the traffic order around the examination sites together with local traffic police and schools. The volunteers of the Youth Vanguard prepared heatstroke prevention supplies such as mineral water, Ageratum-liquid and Medicated Oil, examination supplies such as sign pens, 2B pencils and erasers as well as epidemic prevention supplies such as disposable medical surgical masks, hand sanitizers and disinfecting wipes for examinees needing them without charge, indicating that Yueyun Transportation provides intimate service for examinees with practical actions to help examinees fight the examination.



Chaozhou Yueyun volunteers brought water to examinees, and wished them "success".



Party member volunteers were distributing brochures on safe travel and epidemic prevention and control



A volunteer was donating blood



Yueyun Express for sending examinees with love were ready to go in Yangchun Service Area

# Appendix

## List of Organizations Joined by Guangdong Yueyun Transportation Company Limited in 2021

No.	Organization Name	Member Level
1	China Road Transport Associations	Executive Member
2	Guangdong Road Transport Association	Standing Vice Chairman
3	Guangdong Provincial Transportation Association	Executive Member
4	Guangdong Association of Urban Public Transport	Rotating Chairman
5	Passenger Transportation Branch of Guangdong Road Transport Association	President
6	Guangdong Zhongdao Tourism Distribution Center Alliance	President
7	Accounting Society of Guangdong	Executive Member
8	Guangdong Association of Management Accountants	Member
9	Guangdong State-owned Financial Accounting Society	Member
10	Guangdong Provincial Expressway Development Association	Executive Member
11	Guangdong Trademark Association	Member
12	GuangDong ITS Association	Standing Vice Chairman
13	New Energy Vehicle Specialized Committee of Guangdong Road Transport Association	Vice Director
14	Guangdong Chain Operations Association	Vice Chairman
15	State-owned Enterprise Discipline Inspection and Supervision Society of Guangdong Province	Member
16	Guangdong Provincial Traffic Law Research Institute	Member
17	Market Institute of Guangdong Province	Member
18	State-owned Enterprise Counsel Association of Guangdong Province	Member
19	Vehicle Maintenance and Testing Branch of Guangdong Road Transport Association	Vice Chairman

# Indices

Scope	Index Content	Page No.
<b>A1: Emissions</b>		
General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to exhaust gas and greenhouse gas emissions, discharges into water and land, and generation of hazardous and nonhazardous waste.	p17
A1.1	Types of emissions and related emissions data.	p16-17
A1.2	Total greenhouse gas emissions (in tons) and (if applicable) density (e.g. per unit of production, per facility).	p17
A1.3	Total hazardous waste generated (in tons) and (if applicable) density (e.g. per unit of production, per facility).	p16
A1.4	Total non-hazardous waste generated (in tons) and (if applicable) density (e.g. per unit of production, per facility).	p16
A1.5	Description of the emission targets and measures taken to reach the targets.	p11
A1.6	Description of the methods of hazardous and non-hazardous waste treatment, and the waste reduction targets and measures taken to achieve the targets.	p11
<b>A2: Resource Utilization</b>		
General Disclosure	Policies on the efficient use of resources (including energy, water and other raw materials).	p15-16
A2.1	Total consumption and density of direct and/or indirect energy (e.g. electricity, gas or oil) by type (in thousands kilowatt hours) (e.g. per unit of production, per facility).	p16
A2.2	Total water consumption and density (e.g. per unit of production, per facility).	p16
A2.3	Description of energy utilization efficiency and the objectives, and measures taken to achieve the objectives.	p11
A2.4	Description of any problems in seeking suitable water sources and water use efficiency and the objectives, and measures taken to achieve the objectives.	p11
A2.5	Total packaging materials used for the finished product (in tons) and (if applicable) with reference to per unit produced.	Main business excluding the packaging materials.
<b>A3: Environmental and Natural Resources</b>		
General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	p15-19
A3.1	Description of the significant impact of business activities on the environment and natural resources and the actions taken to manage them.	p15-19
<b>A4: Climate Change</b>		
General Disclosure	Policies on mitigation measures for significant climate related matters that have and may affect the issuer.	p17
A4.1	Description of the major climate-related issues that have had and may have an impact on the issuer, and the actions taken.	p17
<b>B1: Employment</b>		
General Disclosure	Information on the policies and 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 period, equal opportunity, diversity, anti-discrimination and other benefits and welfare.	p28-29
B1.1	Total number of employees by gender, type of employment, age group and region.	p28
B1.2	Employee turnover rate by gender, age group and region.	p29
<b>B2: Health and Safety</b>		
General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment	p29
B2.1	Number and rate of work-related deaths in the past three years (including the reporting year).	p29 (Partly disclosed)
B2.2	Lost working days due to work injuries.	p29
B2.3	Description of the occupational health and safety measures adopted, as well as related implementation and monitoring methods.	p29

Scope	Index Content	Page No.
<b>B3: Development and Training</b>		
General Disclosure	Policies on improving employees' knowledge and skills in performing job duties. Description of training activities. Training refers to vocational training, which may include internal and external courses paid by the employer.	p30-31
B3.1	Percentage of employees trained by gender and employee category (e.g. senior management, middle management).	p30
B3.2	Average training hours completed per employee by gender and employee category.	p30
<b>B4: Labor Code</b>		
General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	p28
B4.1	Description of measures to review employment practices to avoid child and forced labor.	p28
B4.2	Description of steps taken to eliminate such practices when discovered.	p29
<b>B5: Supply Chain Management</b>		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	p26
B5.1	Number of suppliers by region.	p26
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	p26
B5.3	Description of practices relating to identifying environmental and social risks at each link of the supply chain, and related implementation and monitoring methods.	p26
B5.4	Description of practices that promote the use of environmentally friendly products and services when selecting suppliers, and related implementation and monitoring methods.	p26
<b>B6: Product Liability</b>		
General Disclosure	Information on the policies and 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.	p21
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable. Recycling procedures have no substantial impact on the Company's business.
B6.2	Number of products and service-related complaints received and how they are dealt with.	p25
B6.3	Description of practices relating to observing and protecting intellectual property rights.	p13
B6.4	Description of quality assurance process and recall procedures.	Not applicable. Recycling procedures have no substantial impact on the Company's business.
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	p26
<b>B7: Anti-corruption</b>		
General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	p13
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.	p13
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	p13
B7.3	Description of the anti-corruption training provided to directors and employees.	p13
<b>B8: Community Investment</b>		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities to take into consideration the communities' interests.	p33
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	p33-36
B8.2	Resources allocated (e.g. money or time) to the focus areas.	p33-36

## FEEDBACK FORM

Dear readers,

Thank you for reading the *Environmental, Social and Governance Report 2021 of Guangdong Yueyun Transportation Company Limited*. In case of any opinions and suggestions about this Report, please fill up the following Feedback Form and send it to us by post, fax or e-mail. We would like to extend our heartfelt gratitude for your valuable comments.

Name \_\_\_\_\_

Contact Information \_\_\_\_\_

Email \_\_\_\_\_

**Please contact us in the following manner:**

Correspondence Address: Yueyun Building, No. 3 Zhongshan Second Road, Guangzhou, Guangdong Province, China

Postcode: 510410

Tel.: (86) 020-32318122

Fax: (86) 020-37620015

Contact: Investment and Development Department

E-mail: tzb202112@126.com

**Which chapter provides you with important information?**

- About Us
- Our 2021
- Stable Operation and Striving to Be a World First-class Enterprise
- Travel in a Low-carbon Way to Build a Green Home
- Walk Hand in Hand to Build a Happy Society

**Please comment on this Report:**

Readability  Good  Fair  Bad

Integrity  Good  Fair  Bad

Impartiality  Good  Fair  Bad

General Impression  Good  Fair  Bad

Layout Design  Good  Fair  Bad

**Do you have any advice on our report for the next year?**

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