



山东港口
SHANDONG PORT GROUP

青岛港国际股份有限公司
QINGDAO PORT INTERNATIONAL CO.,LTD.

(A joint stock company established in the People's Republic of China with limited liability)

Stock Code: 06198.HK 601298.SH

2024 Environmental, Social, and Governance (ESG) Report



Report Preface

About the Report	1
Board Statement	3
Chairman's Statement	5
About Us	7

ESG Strategy and Governance

ESG Governance Structure	21
Stakeholder Communication and Materiality Issue Assessment	23

Governance

Governance System	29
Information Disclosure	34
Investor Relations	35
Internal Controls	37
Compliance Management	39
Incorruptible Port	43
Information Security	46

Environmental

Building an Intelligent Port	49
Building a Green Port	54
Response to Climate Change	61
Protecting Ecological Environmental	65

Social

Providing High-quality Service	69
Promoting Win-Win Cooperation	74
Building a Sustainable Supply Chain	76
Building a Safe Port	79
Empowering Outstanding Employees	83
Serving Social Welfare	100

Appendix

Company Information	105
ESG Key Performance Indicators	106
Standard Index Table	108
Readers' Feedback	121



About the Report

Reporting Introduction

This report is the ninth consecutive report issued by Qingdao Port International Co., Ltd. (“**Qingdao Port**”, the “**Company**” or “**we**”), aiming to elaborate on the Group’s philosophy, practices, and performance in the areas of environment, society, and governance (ESG) during the reporting period.

Reporting Period

From 1 January 2024 to 31 December 2024, certain statements and data have exceeded the above period.

Reporting Coverage

This report covers the Company, its branches, and subsidiaries. Data regarding throughput, energy consumption, and emissions, among others, also encompasses information from joint ventures and associated companies.

Reporting Publication Cycle

This report is published annually.

Compilation Basis

Self-Regulatory Guidelines No. 14 - Sustainability Report (Trial Implementation) for Listed Companies on the Shanghai Stock Exchange
Environmental, Social, and Governance Reporting Code of The Stock Exchange of Hong Kong Limited (“**HKEx**”)
Sustainability Reporting Standards (“**GRI Standards**”) of the Global Reporting Initiative

Reporting Principles

Materiality Principle: Through stakeholder communication and assessment of material issues, the significance of issues and the content of the report are determined.

Quantification Principle: This report discloses quantitative data to demonstrate performance across various issues.

Balance Principle: This report objectively discloses both positive and negative information to ensure content balance.

Consistency Principle: This report uses consistent data statistical methods as previous reports (except where specifically noted) and discloses comparative data for three consecutive years wherever possible.

Reporting Data Explanation

The financial data in this report is derived from the audited financial statements of the Company, while other data is sourced from internal statistics or manually compiled information. Unless otherwise stated, the amount of money involved in this report is denominated in RMB.

Reporting Language

The Report was published in simplified Chinese, traditional Chinese and English. In case of ambiguity, the Chinese version will prevail.

Confirmation and Approval

This report was reviewed and approved by the board of directors of the Company on 28 March 2025.

Access to the Report

This report is available in electronic form and you can download this report at the website of the Shanghai Stock Exchange (www.sse.com.cn), the website of the Hong Kong Stock Exchange (www.hkexnews.hk) or the website of the Company (www.qingdao-port.com).

Related Instructions

Unless otherwise stated, the words and terms in this report are the same as those defined in the annual report of the Company on A shares and H shares. The interpretation right of this report is owned by the general office of board of directors of the Company.

Contact Information

We welcome feedback and suggestions from stakeholders regarding the Company's ESG efforts.

Contact Address: No. 7 Gangji Road, Shibei District, Qingdao City, Shandong Province, China

Postal Code: 266011

Email: qggj@qdport.com

Phone: 86-532-82982157

Fax: 86-532-82822878

Board Statement

The Board and all Directors of the Company guarantee that the content of this report contains no false records, misleading statements, or material omissions. Furthermore, we make the following statement regarding the Board’s ESG oversight and management:

Governance Framework

The Board of the Company serves as the highest decision-making body for the Company’s ESG strategy and management. It is responsible for determining the ESG development direction, formulating ESG management strategies, and overseeing and evaluating matters related to ESG goal progress, implementation progress, and performance. The Company has established appropriate and effective ESG risk management and internal control systems to comprehensively implement the ESG strategies and related actions of the Company.

Management Policies and Strategies

The Company regularly engages in extensive and in-depth communication with various stakeholders through multiple channels to analyze, identify, and assess key ESG issues of concern to stakeholders, continuously improve the ESG management policies and development strategies.

Target Review

The Company has established ESG strategies and targets to examine and manage the impact of the operation on ESG factors, integrating the concept of sustainable development into operation. The Board of the Company conducts regular reviews of ESG strategies, targets, progress, and completion.

Looking to the future, the Board of the Company will continue to oversee the implementation of ESG, actively respond to stakeholders' concerns, and strive for continuous improvement in key areas such as economic performance, intelligent and green, safe operations, efficient governance, service quality, and social welfare. We are committed to contributing Qingdao Port’s efforts to achieve sustainable development goals.



Chairman's Statement



In 2024, amidst a challenging internal and external situation and market environment, the Company remained firmly committed to its goal of “achieving all-round leadership and striving for top-tier performance”, and achieved comprehensive improvements in production and operation, intelligent and green development, and corporate governance, delivering a satisfactory report to the Company’s shareholders and other stakeholders.

Adhering to the principle of “performance first”, the Company achieved simultaneous growth in both quality and efficiency of production and operation. By focusing on enhancing the capacity of hub ports, building new quality productive forces, and upgrading management efficiency, the Company consolidated its position as an international container hub port in Northeast Asia and accelerated the construction of world-class maritime ports and world-class enterprises. In 2024, the Group handled a total cargo throughput of 694 million tons, with an increase of 4.5% year-on-year, and completed 32.17 million TEUs of container throughput, with an increase of 7.2% year-on-year. The Company achieved an operating revenue of RMB18.941 billion, with an increase of 4.23% year-on-year, and a net profit attributable to the Company’s shareholders of RMB5.235 billion, with an increase of 6.33% year-on-year, creating greater returns for shareholders and making greater contributions to society through efficient operations.

Adhering to market expansion, the Company consolidated its leading position in the main business of stevedoring. It made every effort to open up markets and develop cargo sources, adding 18 new shipping routes throughout the year, maintaining the top position in terms of the total number and density of shipping routes among northern Chinese ports, and ranking first in Northeast Asia in terms of the International Shipping Hub Competitiveness Index. The Company handled 2.55 million TEUs of sea-rail intermodal containers, with a year-on-year increase of 15.5%, and has maintained its top position nationwide for ten consecutive years. It expanded the service level and coverage of dry and bulk cargo, cultivated new business formats such as blending and screening, and continued to maintain the top market share in the country in terms of imported pulp business volume. It also smoothed the logistics express service for oil sea-rail intermodal transportation and launched new businesses such as bonded crude oil blending and international transshipment.

Adhering to innovation-driven development, smart and green initiatives are leading the trend. We have developed a port large model and the “Yuheng” system, a cloud-edge collaborative digital and intelligent internet platform, and obtained the nation's first authorization to establish a 5G millimeter-wave private network within the industry. The national-level service standardization pilot project for smart and green ports was selected as the sole industry project in the successful typical cases of transportation standardization development. We have researched and developed the world's first ultra-high-power hydrogen-electric hybrid tugboat, building a full-scenario “hydrogen energy port”. We have become the first port in the country to provide carbon footprint accounting services. We have promoted two pioneering innovations in China—the high-voltage shore power connection robot and the rail-mounted gantry crane DC microgrid power supply system, achieving the highest net increase in shore power of the country.

Strengthening corporate governance to continually consolidate the foundation of development. Emphasizing party leadership and leveraging the governance role of the “three meetings and one management” (i.e., the general meeting of shareholders, the Board, the Supervisory Committee, and senior management) system, we have implemented a new round of actions to deepen and enhance state-owned enterprise reforms, strengthened asset management, and comprehensively elevated corporate governance standards. The Company has been awarded the China Securities Golden Bauhinia Award for five consecutive years and has been recognized as an “Outstanding High-Quality Development Listed Company”. In the “World-Class Port Comprehensive Evaluation Report”, Qingdao Port has consistently advanced its position, ranking among the top in the world.

Adhering to a people-centered approach, our team building has undergone transformative upgrades. Comrade Xu Zhenchao was honored with the supreme national title of “People’s Craftsman”, becoming a model for the entire society to learn from. We have smoothed out channels for employee career development, increased employee salaries and benefits, conducted employee satisfaction surveys, achieving a satisfaction rate of over 98%. We organize a variety of cultural and sports activities to enrich employees’ spiritual and cultural lives, enhancing their sense of gain, satisfaction, and happiness.

With a grand vision for the nation, we courageously shoulder social responsibilities. In 2024, we continued to carry out 72 public welfare activities, including community assistance and volunteer services. We supported the development of the Dazeshan Rural Revitalization Project in Pingdu to promote sustainable rural development. We collaborated with communities, continued to engage in volunteer services such as poverty alleviation, assistance to the elderly and children, and youth education support. We organized 176 young volunteers to donate blood, spreading positive energy and promoting social harmony.

In 2025, we will focus on our strategic goals of building a first-class supply chain integrated service system leveraging the port, creating a double world-class enterprise, and constructing a world-class port cluster. We will continue to deepen reforms, prioritize performance, enhance smart and green development levels, improve operational performance and governance efficiency, foster new qualities of productivity, and fully promote higher-quality development of Qingdao Port.

Looking to the future, we will join hands with our stakeholders to actively address risks and challenges in various fields. We are committed to building a world-class maritime port cluster, accelerating the construction of international logistics corridors, and making new contributions to the sustainable development of the economy and society

SU Jianguang

Chairman

March 2025

About Us

(I) Company Overview

Qingdao Port, opened in 1892, is located in the center of China's Bohai Rim port group and Yangtze River Delta port group, occupying the center position among ports in Northeast Asia, and is an important international trade hub in the western Pacific.

The Company was established on 15 November 2013, and its H shares and A shares were listed on the main board of the Hong Kong Stock Exchange and the Shanghai Stock Exchange on 6 June 2014 and 21 January 2019, respectively. The Company is the main operator of the Port of Qingdao. It operates and manages five major port areas, including Qianwan Port Area, Huangdao Oil Port Area, Dongjiakou Port Area, Dagang Port Area and Weihai Port Area. It mainly provides stevedoring and ancillary services for containers, metal ore, coal, crude oil and other cargoes, logistics and port value added services, port ancillary services and other services.

As of 31 December 2024, the Company operated 114 berths, including 72 dedicated berths for handling a single type of cargo and 42 general berths capable of handling metal ores, coal and other general cargo. With the advantage of natural water depth and industry-leading facilities and equipment, services and management, the Group is able to berth the world's largest container ships, iron ore ships and oil tankers. The Group's fully automated container terminal set a world record of average single crane operating efficiency of 60.6 TEUs/hour, setting a new world record for handling efficiency for the 11th time, with an iron ore stevedoring efficiency of 3,167 tons/hour, and setting a new world record for iron ore stevedoring for the 27th time.



Company Development History

On 15 November 2013,
Qingdao Port
International Co., Ltd.
was established

On 6 June 2014,
Qingdao Port's H shares
were listed on the main
board of the Hong Kong
Stock Exchange

In May 2017,
Qingdao Port
introduced COSCO
Shipping Ports as a
strategic investor

In June 2020,
Dongjiakou Port Area
passed national
acceptance and was
opened to the public

In January 2022,
the actual controller of Qingdao Port changed
from the Qingdao Municipal State-owned
Assets Supervision and Administration
Commission to the Shandong Provincial State-
owned Assets Supervision and Administration
Commission

On 21 January 2019
Qingdao Port's A shares were
listed on the main board of the
Shanghai Stock Exchange

In December 2023,
Qingdao Port's
container throughput
exceeded 30 million
TEUs

In September 2024
the Overall Planning of
Qingdao Port (the year of
2035) was approved

(II) Main Business

The Group is mainly engaged in the handling and ancillary services for various types of cargo such as containers, metal ores, coal, and crude oil, as well as logistics, port value-added services, and port support services.



Handling and Related Business

We mainly provide terminal handling, storage, and related services for various types of cargo, including containers, oil, metal ores, coal, grains, steel, and machinery equipment.

Logistics and Port Value-Added Services Business

We mainly provide services such as freight forward, ship agency, terminal operations, warehousing, transportation, tugboat services, and tallying for customers.

Port Support Services Business

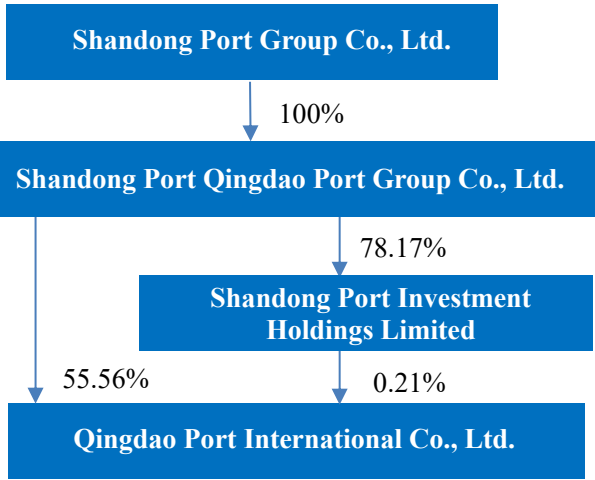
We mainly provide services such as power supply and fuel supply within the port area.

(III) Shareholding Structure

On 31 December 2024, the Company had a total of 6,491,100,000 issued shares with par value of RMB1.00 per share. The structure of the share capital is as follows:

Class of shares	Number of shares (share)	Proportion in the shares issued
A-Shares	5,392,075,000	83.07%
H-Shares	1,099,025,000	16.93%
Total	6,491,100,000	100.00%

As of 31 December 2024, the controlling shareholder of the Company is Shandong Port Group Qingdao Port Co., Ltd., which holds 3,620,103,000 shares of the Company, accounting for 55.77% of the total issued shares. Shandong Port Group Co., Ltd. is the indirect controlling shareholder of the Company, and Shandong Provincial State-owned Assets Supervision and Administration Commission is the actual controller of the Company, as shown in the diagram on the right:



(IV) Qualifications of the Company and Membership of Industry Associations

Major Qualifications and Certifications

ISO 9001 Quality Management System Certification
ISO 14001 Environmental Management System Certification
ISO 27001 Information Security Management System Certification
ISO 45001 Occupational Health and Safety Management System Certification
ISO 50001 Energy Management System Certification
ISO 55001 Asset Management System Certification
Port Operation License
Port Facility Security Compliance Certificate
Certificate of Port Dangerous Goods Operation
Port Frontier Health License
Bonded Warehouse Registration Certificate
Road Transport Business License
Domestic Waterway Transport Operating License
Food Business License
China Green Port Certificate
Registration Certificate of Enterprise Operating Customs Supervision Workplace
Hazardous Chemicals Business License
Measurement Standard Assessment Certificate
Discharge Permit
Level Certificate of Safety Production Standardization Construction of Transportation Enterprises

Note: The above summarizes some information on qualification certification and joining industry associations, including the statistical information of the Company and its subsidiaries.

Membership in Industry Associations

Name of association and organization	role
International Ports Association	Member unit
China Port Association	Vice president unit
China Quality Association	Member unit
China Tally Association	Vice president unit
China Association for Public Companies	Governing unit
Hong Kong Chartered Governance Institute	Joint member
China Water Transport Construction Association	Governing unit
China Civil Engineering Society Port Branch	Governing unit
National Association of Financial Market Institutional Investors	Member unit
China Society of Emergency Management	Member unit
Shandong Province Port and Shipping Association	Vice president unit
Shandong Internal Auditors Association	Governing unit
Shandong Council for Brand Development	Governing unit
Qingdao Safety Production Association	Governing unit
Qingdao Copyright Protection Association	Member unit
Qingdao Standardization Association	Governing unit
Qingdao Association for Science and Technology	Member unit
Qingdao Law Society	Governing unit
Qingdao Lawyers Association	Member unit
Qingdao Quality Development Promotion Association	President unit
Qingdao Listed Companies Association	Vice chairman unit

(V) Key Honors and Awards

In 2024, the Company received prestigious honors and awards in the field of ESG, including ESG Governance Benchmark Enterprise and Intelligent and Green Port Exemplary Enterprise from Economic Observer, ESG Value Communication Award for Listed Companies from YiDong, Best Biodiversity Conservation Impact Award under the ESG Golden Dawn Awards by Securities Market Weekly.



The Company was awarded the “Best Capital Market Communication Award” at the 7th China Excellence IR Awards in January 2024.

The Company was recognized as “Best Practice in Investor Relations Management for Listed Companies” in March 2024.

The employees of the Group, named Zhong Wenhai, Liu Xinjie, and Xue Junpeng were honored with the “Qilu Chief Technician” title.

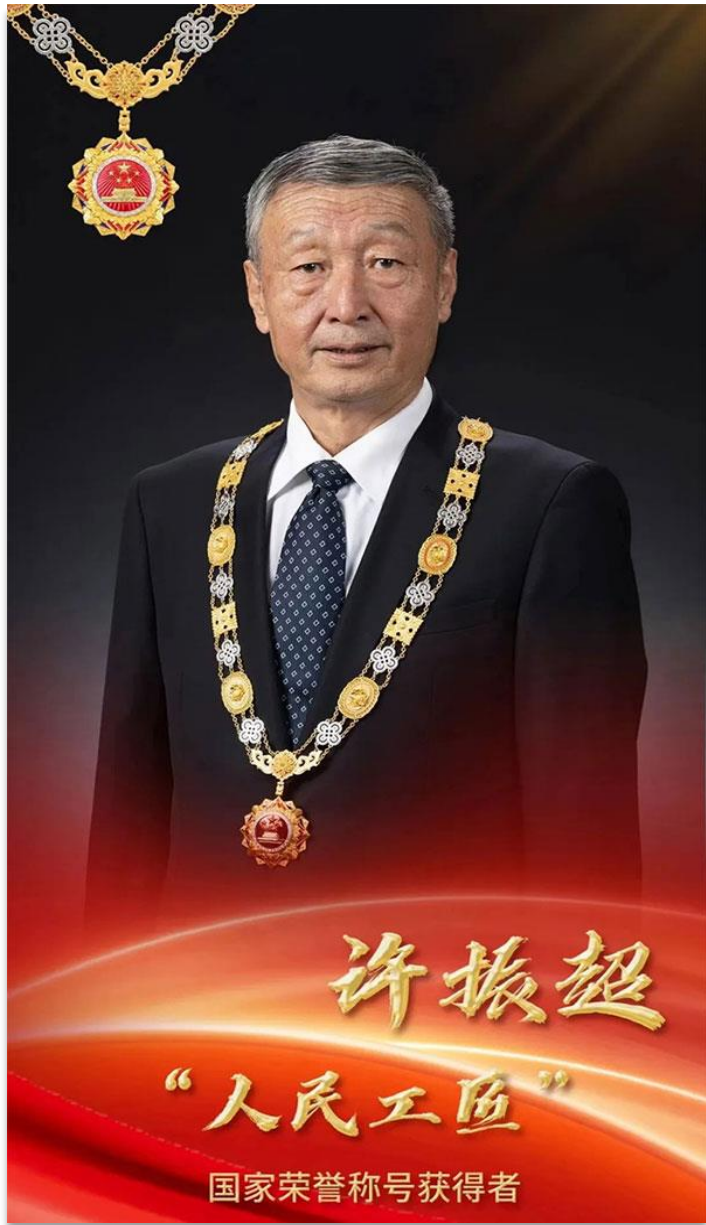


The Company received the “H-Share Investor Relations Tianma Award” at the 15th China Listed Companies Awards in June 2024.

The Company was honored with the “A-Share Value Award” by *China Fund News*’ Yinghua Awards in July 2024.

The Company was awarded the “Best Listed Company Award” by *China Financing* in July 2024.

The Company was recognized as a “Best Practice Case in Corporate Culture Development for Listed Companies” in July 2024.



Xu Zhenchao, a senior manager of Engineering Technology Department of QQCT, was granted as the “People’s Artisan” National Honorary Title in September 2024.



The Company was awarded “Best Practice in Digital Transformation for China’s Listed Companies (2024)” in October 2024.

The Company was awarded “Golden Bull & Golden Disclosure Award” by China Securities Journal in October 2024.

The Company was awarded an “Outstanding Unit in Investor Protection (2024)” by Qingdao Municipal Authorities in December 2024.

The Company was awarded the “Corporate Governance Award” at the *Shanghai Securities News* Golden Quality Awards in December 2024.

The Company was awarded the “Best Board of Directors Award” at the 2024 Listed Companies Reputation Awards in December 2024.



The Company was awarded the “Outstanding Listed Company Award” at the 14th China Securities Golden Bauhinia Awards in December 2024.

ESG Strategy and Governance

◆ ESG Governance Structure

◆ Stakeholder Communication and Material Issues Assessment

The Company, adhering to the development concept of “innovation, coordination, green, openness, and sharing”, pays focus on port business, continues to deepen reforms, and makes continuous efforts in the aspects including emerging business formats, intelligence and green, and corporate management to comprehensively improve business performance and management efficiency. While pursuing economic benefits, the Company actively fulfills its social responsibilities, regulates operations in accordance with the law, strengthens environmental protection, cares for employees, supports social welfare, actively contributes to the society, and promotes the sustainable development of enterprises, employees, society and the environment.



(I) ESG Governance Structure

To efficiently promote ESG initiatives, the Company continuously enhances its ESG management system. In compliance with the ESG management requirements of the Shanghai Stock Exchange and the Hong Kong Stock Exchange, we have established an ESG governance framework led by the Board, with participation from management, functional departments, and subsidiaries. The Company has formulated and implemented the *Measures for the Management of Environmental, Social, and Governance Information Disclosure*, clarifying the authorities and responsibilities of each management level and integrating ESG management objectives and tasks into the operational management of all departments and units.

The Board is responsible for formulating the Company’s overall ESG development strategy, making decisions and overseeing major related matters. The management, functional departments, and subordinate companies are responsible for implementing specific tasks in safety, production, employee relations, environment, social and other areas. The Company has established communication mechanisms among the headquarter, branches, subsidiaries and joint ventures to coordinate and oversee ESG initiatives.

The Company has identified eight key stakeholder groups that are closely related to its operations: government and regulatory agencies, shareholders/investors, customers, employees, suppliers, communities, the port industry, and the general public. Through regular and diversified communication mechanisms, we respond to the expectations and requirements of stakeholders and maintain transparent dialogue with them regarding ESG risks and opportunities.

Enterprise Culture Concepts of the Company



The Company formulates an annual work plan for ESG information disclosure, identifies and evaluates ESG risks, determines material issues, refines the ESG indicator system, collects ESG data, prepares and discloses the ESG report, tracks and gathers public feedback, and continuously improves report quality each year. We have established a comprehensive, systematic, and closed-loop ESG management process, continually enhancing the working mechanisms and improving the quality of ESG reports.

Under the unified leadership and management of the Board, the Company has established an ESG report preparation working group, effectively integrating various management resources to systematically plan and advance ESG report preparation. The working group is led by the general office of the Board, with various functional departments of the Company participating in specific tasks such as data collection, information review, and content confirmation. Subsidiaries of the Company actively participated, organized and reported on their respective ESG performance situations and providing a wealth of practical cases.

Composition and Key Responsibilities of the ESG Report Preparation Group of the Company

Departments	Responsibilities
General Office of the Board (Leading Department)	<ul style="list-style-type: none">• Formulate stakeholder engagement plans and organize communication activities.• Identify and evaluate ESG priority issues.• Coordinate cross-departmental and subsidiary collaboration in ESG report compilation.• Perform consideration and approval, disclosure and other procedures of the ESG report.
Functional Departments of the Company	<ul style="list-style-type: none">• Participate in stakeholder communication, priority issue identification and other works.• Participate in collection of ESG information and data material.• Participate in compilation, review and other works of ESG report.
Subsidiaries of the Company	<ul style="list-style-type: none">• Establish a liaison officer responsible for ESG information collection and reporting.• Verify the content of ESG report.

(II) Stakeholders Communication and Material Issues Assessment

The Company prioritizes stakeholder engagement by actively fostering mutually respectful and collaborative partnerships. Through diverse channels including regular communications, site visits, meetings, phone calls, and Internet, the Company maintains good communications with stakeholders. Timely and effective communication enables us to identify key concerns of stakeholders, integrating ESG considerations and management practices into operational and decision-making processes.

The Company established channels such as Yungangtong Online Consultation Platform and integrated customer service hotlines, which broadened communication channels between the Company and stakeholders. Stakeholders can directly raise questions and make comments and suggestions to the Company through above platform. Relevant departments of the Company will handle and respond to such issues in a timely manner.

Stakeholders	Concerns	Communication mechanism	Performance of communication
The government and regulatory bodies	Execution and implementation of the laws, regulations and policies Drive regional economic development Corporate governance and compliance operation Business honest and incorruptible employment Water resources and emissions management	Abidance by laws, regulations and policies Daily communication and report Meetings and special researches Supervision and inspection by regulatory agencies	Comply with the laws, regulations and the Listing Rules Operate in accordance with the laws and accept to be supervised and administered Create jobs and pay taxes
Shareholders/ investors	The safety, preservation and appreciation of assets Protect shareholder interests Earnings and returns Information disclosure in a normative and effective way	Regular reports and temporary reports Shareholders’ general meeting Investor exchange meetings Results release conferences and roadshows	Carry out standard corporate governance to guarantee asset safety Intensify risk management and internal control Information disclosure in a normative and effective way Good development prospects and profitability
Clients	High quality services Legal rights and interest of customers Treat customers in a just and fair manner Deal complaints	Customer service center Customer service hotline Website, Weibo, WeChat, etc. Chairman and general manager’s mailbox	Continue to improve service quality Safeguard the legal rights of customers Ensure just and fair treatment Handle complaints timely

Stakeholders	Concerns	Communication mechanism	Performance of communication
Employees	Safety production Legal rights and interests of employees Remuneration incentive and welfare Sound working environment Opportunities for training and development	Employee Representative Conference Website, Weibo, WeChat, etc. Incentive mechanism for employee evaluation Employee training Chairman and general manager’s mailbox	Create a safe and harmonious working environment Protect employees’ legal rights and interests Stick to the openness of factory affairs and democratic management Continuously improving the salary incentive mechanism Offer good training opportunities Provide career development platform
Suppliers	Honesty and credibility Payment in time Transparency in information Equal opportunities	Sunlight procurement website Bidding activities Centralized purchasing Chairman and general manager’s mailbox	Integrity, credit, fairness and clean Mutual beneficial and win-win cooperation Open and transparent, fair competition and equal opportunities Attach importance to contracts and act faithfully
Communities	Community development Community charity	Community activities Mass media Website, Weibo, WeChat, etc.	Maintain a close relationship with the communities Support community development Organize activities for community charity
Port industry	Industry development Win-win cooperation Fair competition	Participation in industry associations Learn from and exchange with other companies Synergy and communication mechanism	Strengthen exchanges and achieve win-win cooperation Respect business ethics and compete fairly Push forward with the development and progress of the industry together
The public	Performance of social responsibilities Resources conservation Ecological protection	Website, Weibo, WeChat, etc. Press media Chairman and general manager’s mailbox	Provide high-quality products and services Support social welfare activities Conserve resources and protect the ecological environment

We conduct regular reviews of the relevance of various ESG issues to the Group’s operations and their significance to ESG initiatives, analyzing their dual material impacts in both social and environmental dimensions. Through the following materiality assessment process, we identify material issues and develop a materiality assessment matrix to ensure evaluation outcomes authentically reflect our business context and stakeholder expectations.

Evaluation of Material Topics

1

Identify Potential and Important Issues

We identify potential material issues by analyzing prevailing ESG trends and aligning them with the Group's ESG strategic objectives, the HKEx ESG Reporting Code, the Shanghai Stock Exchange Sustainability Reporting Guidelines, GRI Standards, and priority topics emphasized in international and domestic mainstream ESG ratings.

2

Define Research Subjects

We identify key stakeholders—including government and regulatory agencies, shareholders/investors, customers, employees, suppliers, communities, port industry, and the general public—along two dimensions: those affected by the Company's operations and those impacting the Company's business. These groups serve as the primary subjects for materiality assessment.

4

Determine Issue Priority

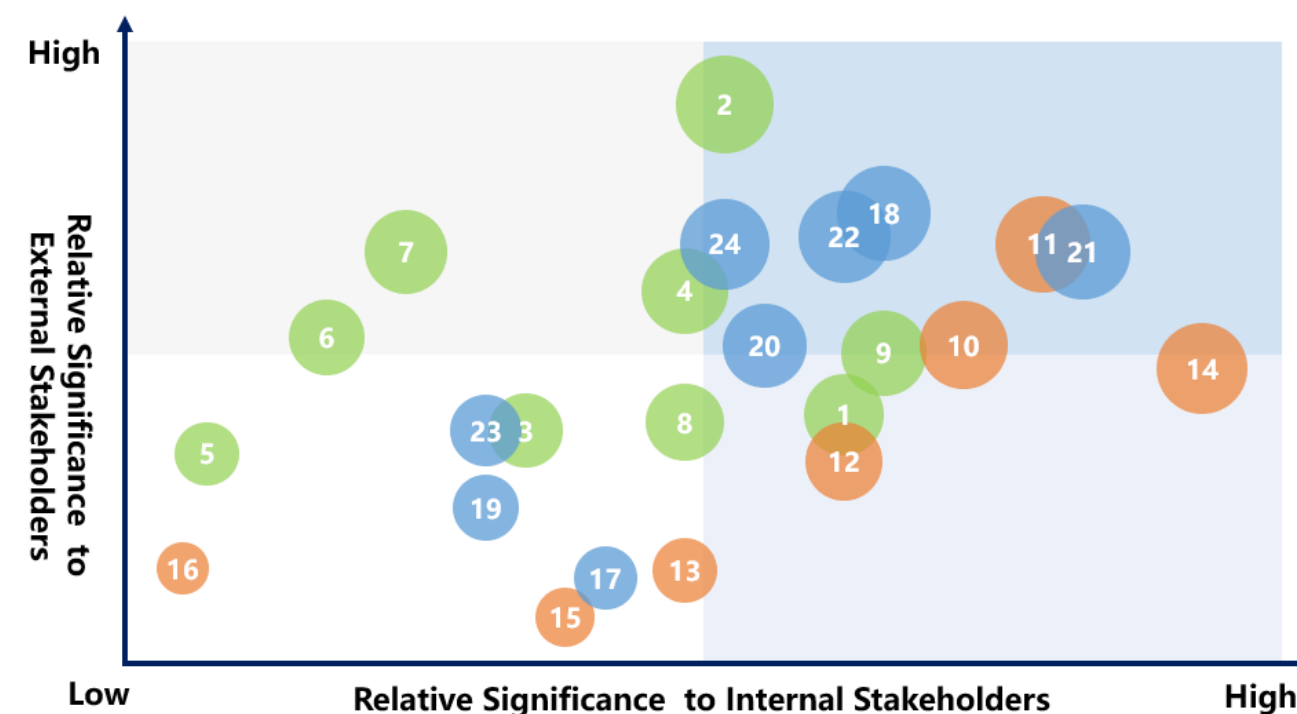
Based on the analysis of materiality assessment questionnaire results from internal and external stakeholders, we prioritize ESG issues by evaluating their materiality to business development and significance to stakeholders, thereby developing a materiality assessment matrix.

3

Conduct Research Activities

We engage internal and external stakeholder representatives in the materiality assessment, evaluating ESG issues across two dimensions—their criticality to business development and importance to stakeholders—while systematically collecting stakeholders' feedback and recommendations.

In November 2024, we invited stakeholders to take part in the materiality assessment of ESG issues. We made the questionnaire online and collected 857 effective questionnaires. External stakeholders such as customers, suppliers, investors, regulators, associations, news media and the public accounted for about 50% of the total participants. Through statistical analysis of survey data, we have evaluated and identified the materiality of ESG issues of the Company, implementing priority-based management and targeted disclosure for key topics in accordance with the assessment outcomes.



E

Environmental Issues



1. Intelligent Port Construction
2. Building a Green Port
3. Climate Change & Dual Carbon Goals
4. Resource Efficiency Optimization
5. Water Resource Management
6. Circular Economy & Waste Management
7. Ecosystem Protection
8. Environmental Compliance
9. Technological Innovation & Intellectual Property

S

Social Issues



10. High-Quality Service Provision
11. Customer Privacy & Data Security
12. Customer Satisfaction
13. Supply Chain Management
14. Employee Welfare & Well-being
15. Employee Training and Development
16. Investment to Community Welfare

G

Governance Issues



17. Corporate Governance Enhancement
18. Safe Port Construction
19. Operational Efficiency Improvement
20. Regulatory Compliance Management
21. Anti-Corruption Practices
22. Fair Competition Principles
23. Internal Control & Risk Management Systems
24. Business Ethics Framework

Governance

- ◆ Governance System
- ◆ Information Disclosure
- ◆ Investor Relations
- ◆ Internal Controls
- ◆ Compliance Management
- ◆ Incorruptible Port
- ◆ Information Security

Well-structured corporate governance serves as the cornerstone of sustainable enterprise development and the foundational safeguard for achieving ESG objectives. The Company continuously strengthens modern enterprise systems, establishes scientific governance mechanisms, and enhances capabilities in governance frameworks, transparency reporting, investor relations management, internal control systems, compliance oversight, integrity building, and information security. By integrating sustainability principles into daily operations, we are committed to practicing standardized, transparent, and prudent corporate governance, thereby driving high-quality organizational development.

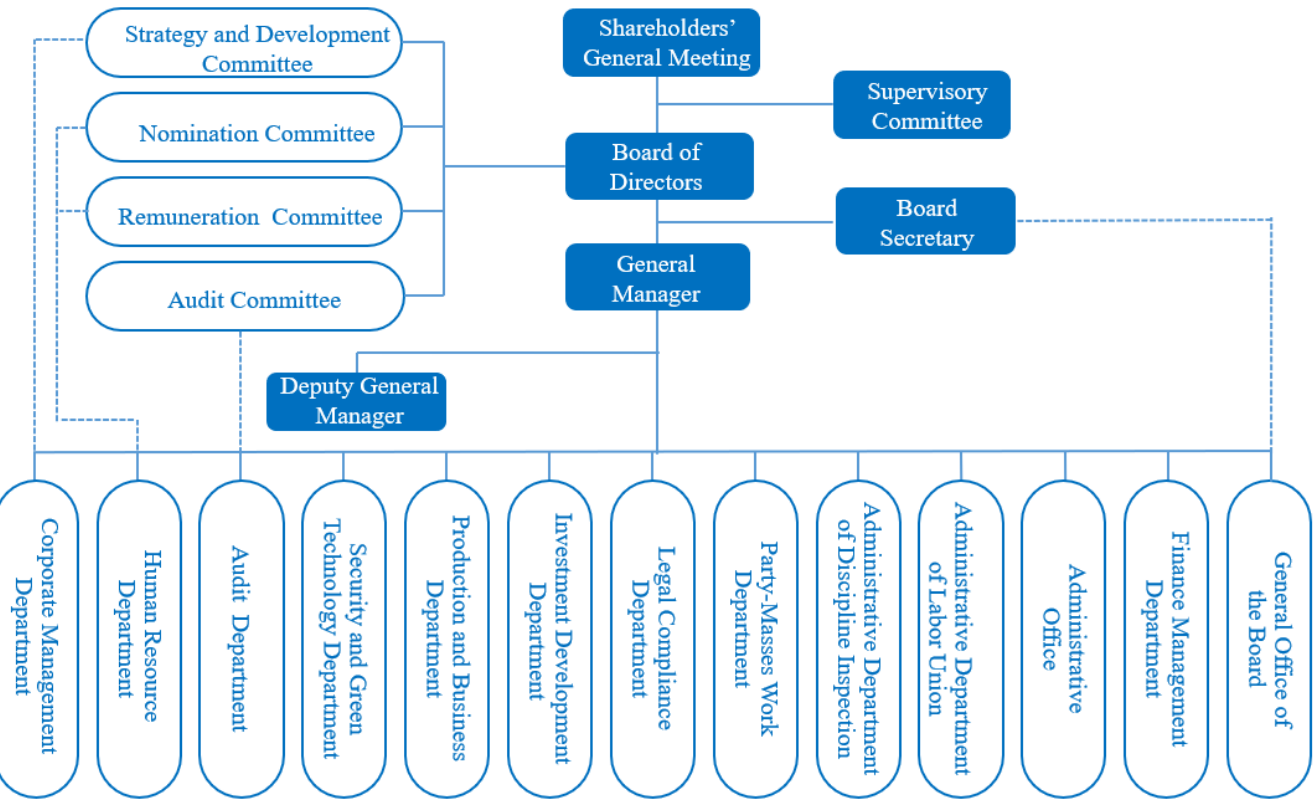


(I) Governance System

We believe that a sound governance structure is a critical safeguard for sustainable corporate development. In accordance with legal requirements and securities regulatory standards, the Company has established and continues to refine a modern enterprise governance system characterized by legal empowerment, transparent accountability, coordinated operations, and effective checks and balances.

1.Governance structure

The Company has established a “three meeting and one management” governance structure comprising the general meeting of Shareholders, the Board, the Supervisory Committee, and the management team. As of the date of this report, the governance structure of the Company is visualized in the diagram below.



Governance Structure of the Company

The general meeting of Shareholders serves as the supreme authority of the Company, determining major corporate matters and safeguarding shareholders’ interests. The Board serves as the decision-making body, formulating strategies for corporate development and approving significant operational activities. The Supervisory Committee serves as the oversight body, monitoring the Company’s directors, financial practices, and operational decisions. The employee representatives from the Board and the Supervisory Committee ensure workers’ rights are fully protected in corporate governance. The management team serves as the executive body, which is appointed and authorized by the Board and is responsible for daily operations and strategic initiatives, ensuring efficient and orderly business activities. The general meeting of Shareholders, the Board, the Supervisory Committee, and the management team operate independently according to their respective responsibilities while coordinating their efforts to fully discharge their duties.

The Company focuses on three strategic pillars: constructing world-class port clusters, developing a “dual first-class” enterprise, and establishing core competitive advantages. It is committed to becoming a globally leading listed port operator renowned for operational efficiency, governance excellence, and brand prominence through comprehensive development.

Operational Efficiency

Focusing on core business operations, the Company leverages its concentrated port resources to extend service chains, expand service capabilities, and spearhead the establishment of integrated supply chain service systems. While maintaining a robust operational foundation, it achieves exceptional performance in business results, operational efficiency, asset quality, and shareholder returns.

Governance Excellence

Adhering to Party-building leadership, the Company strengthens standardized operations, enhances strategic management, improves risk prevention mechanisms, elevates board governance effectiveness, promotes the modernization of corporate governance systems and capabilities, and raises overall management standards and sustainable development capacities.

Brand Prominence

Guided by regulatory standards and adopting an investor-centric approach, the Company enhances information disclosure quality and investor service standards. Internally, it strengthens capabilities to improve comprehensive strength and investment value, while externally it builds reputation to elevate industry standing and market recognition. This establishes a fair, impartial, open, transparent, and compliant image of a publicly listed company.

Governance Aims of the Company

2.The Board structure

The Company places great emphasis on board diversity and professionalism. It has formulated a board diversity policy to ensure compliance with diversity requirements in terms of gender, professional backgrounds, and other relevant aspects. The Board members possess the knowledge, skills, and competencies required to fulfill their duties, leveraging their extensive industry expertise, professional experience, and ethical standards to dedicate significant time and effort in formulating corporate development strategies, optimizing organizational structures, promoting healthy and sustainable growth, and safeguarding the legitimate rights and interests of all shareholders.

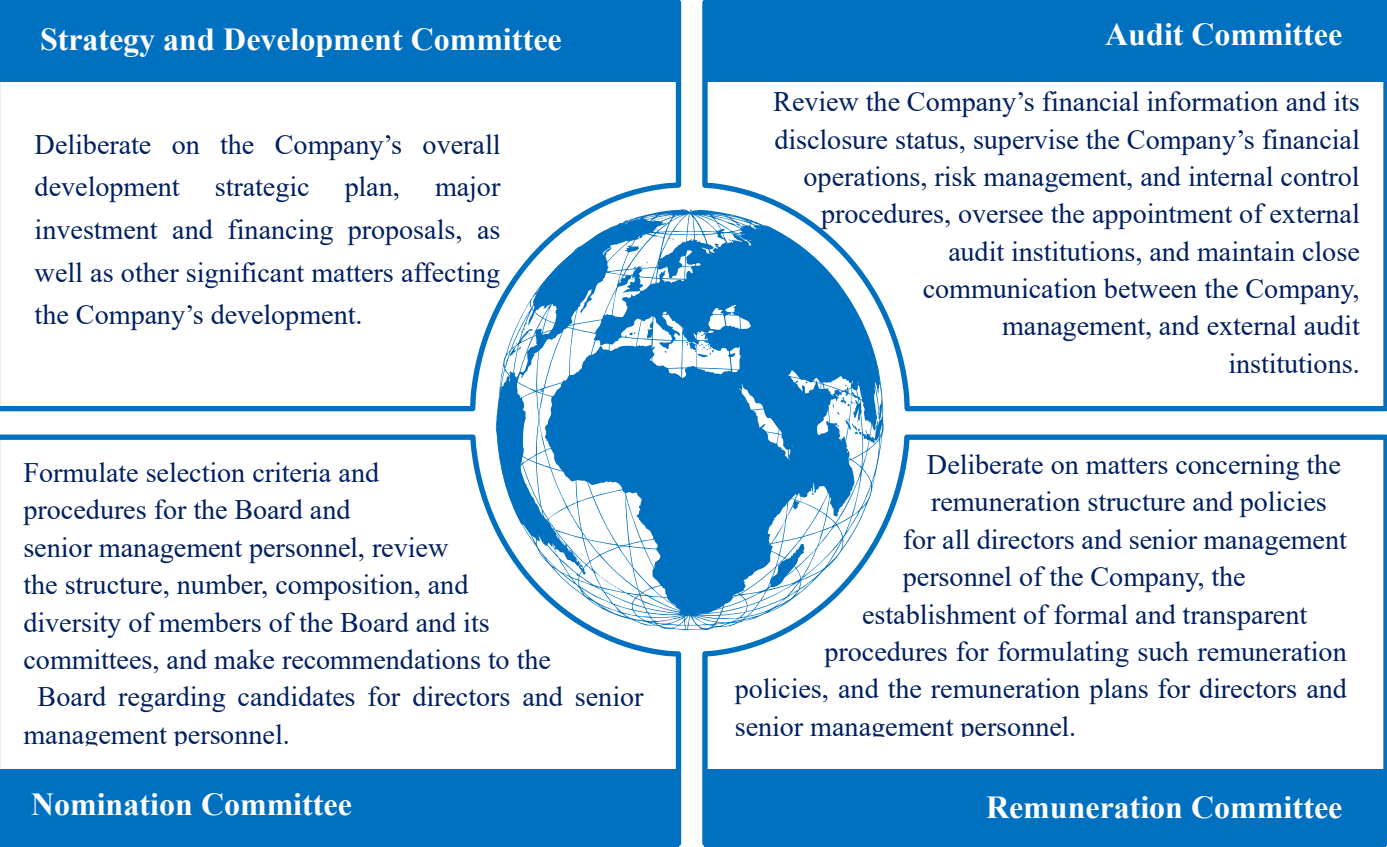
The Board Construction

Currently, the Company’s Board consists of **9** directors, including **3** independent directors, accounting for **33%**; **1** employee director, accounting for **11%**; **2** female directors, accounting for **22%**.

Independent director proportion in the Strategy and Development Committee: **14%**
Independent director proportion in the Nomination Committee: **67%**
Independent director proportion in the Remuneration Committee: **67%**
Independent director proportion in the Audit Committee: **67%**

The Company’s independent Directors possess expertise in accounting/financial management or legal fields, providing professional advice during board deliberations to effectively promote standardized board operations. These directors fulfill their duties diligently, adhering to the independent director work system with a scientific, rigorous, prudent, and objective approach. They actively participate in decision-making on major operational and management matters, presenting objective and impartial independent opinions to safeguard the legitimate rights and interests of shareholders and the Company. The chairman and general manager regularly engage in dialogue with independent directors, reporting on the implementation status of previous Board resolutions, corporate governance progress, and business operation progress, while attentively listening to their suggestions. The Company fully respects and meticulously studies these recommendations, ensuring timely responses to inquiries and prompt implementation of measures.

The Board has established four specialized committees: Strategy and Development Committee, Audit Committee, Nomination Committee, and Remuneration Committee, each governed by specific rules of procedure. Independent Directors hold the majority in the Audit Committee, Nomination Committee, and Remuneration Committee and serve as the chairman of these committees. These committees operate with clear responsibilities and independent effectiveness, providing professional support for the Board’s scientific decision-making processes.



In 2024, the Company received 30 prestigious awards, including the “Golden Bauhinia Award” from China Securities, the “Best Listed Company Award” from China Financing, the “Best Listed Company Board” from the Listed Company Reputation Rankings, and the “Corporate Governance Award” from Shanghai Securities News’ Golden Quality Awards.

The Company has established a comprehensive director information reporting system and efficient communication mechanisms. It has created a WeChat group for independent Directors’ work exchanges, conducts regular visits to independent directors, and reports on the Company’s latest developments. Through these communication channels, the Company consults Directors’ opinions to ensure their full understanding of agenda items, thereby facilitating scientific and efficient Board decision-making.

The Company organizes independent Directors and Supervisors to conduct in-depth field research at the grassroots level, engaging in through exchanges with listed companies in the same industry and upstream/downstream enterprises to understand frontline operations and industry trends. Each year, the Company arranges for its legal counsel to provide centralized training on listing regulatory rules for Directors, Supervisors, and senior management, while assisting their participation in learning and exchange activities organized by the securities regulatory bureau, stock exchanges, and listed company associations. The Company regularly compiles and submits various informational materials for review, conveying regulatory requirements and market dynamics to help directors enhance their ability to fulfill their duties.

Board Communication and Reporting

The Company regularly compiles materials such as the Board Reference Information, Compilation of Compliance and Duty Performance Rules for Directors, Supervisors and Senior Management, Regulatory Updates for Listed Companies, and Weekly Capital Market Trends Report. These documents are used to inform directors of the implementation status of board resolutions, the Company’s operational and business conditions, industry developments, regulatory information on capital markets, and other relevant updates.

香港國際董事參閱信息

董事會公告

2024年4月23日

董監高合規履職規則彙編

董事會公告

2024年4月23日

上市公司監管資訊

董事會公告

2024年4月23日

每周資本市場動態

董事會公告

2024年4月23日

企業內部控制案例解析

董事會公告

2024年4月23日

3.Three meetings organization

The Company strictly adheres to laws and regulations such as the Company Law and Corporate Governance Guidelines for Listed Companies, as well as internal rules including the Articles of Association and Rules of Procedure for the General Meeting of Shareholders, to convene and conduct meetings of the “Three Meetings” (the general meeting of shareholders, the Board, and the Supervisory Committee). This ensures rigorous compliance with meeting procedures and efficient, compliant decision-making. The Company employs a hybrid voting system combining online and on-site methods to safeguard all shareholders’ participation rights in major corporate matters. Legal counsel is retained to oversee the legitimacy and validity of the general meeting of shareholders. Additionally, the Company has innovated by introducing pre-board communication meetings and specialized meetings for independent Directors to enhance the efficiency of board deliberations and the scientific rigor of decision-making.

The Company has established diversified communication mechanisms with Shareholders, prioritizing engagement with Shareholders holding more than 5% of shares. It reminds and supervises substantial Shareholders to exercise their rights in compliance with regulations and fulfill their commitments and obligations as Shareholders.

In 2024, the Company convened a total of 39 meetings of the three meetings, reviewed a total of 185 proposals. The number of the three meetings is no less than statutory requirements, demonstrating high-standard compliance with decision-making procedures. The Company meticulously collects, drafts, and reviews proposals in accordance with regulations, issues meeting notices and comprehensive materials within prescribed deadlines, and provides necessary support to Shareholders, Directors, Supervisors, and senior management to facilitate their participation. It ensures timely archiving of meeting records, monitors the implementation of resolutions by relevant departments, and inspects the execution status of decisions.

Three meetings

In 2024, the Company convened:

- 3 general meetings of Shareholders, reviewed 28 proposals;
- 11 Board meetings, reviewed 67 proposals;
- 12 meetings of the Board’s specialized committees, reviewed 41 proposals;
- 8 Supervisory Committee meetings, reviewed 27 proposals; and
- 5 special meetings of independent Directors, reviewed 22 proposals.



(II) Information Disclosure

The Company has formulated regulatory documents such as the Information Disclosure Management System, Information Disclosure Management Measures, and Internal Reporting System for Material Matters in accordance with relevant laws and regulations to standardize its disclosure practices and ensure the authenticity, accuracy, and completeness of disclosed information. The Company regards information disclosure as a critical component of maintaining strong corporate governance, adhering to principles of truthfulness, accuracy, completeness, timeliness, and fairness. It strengthens voluntary disclosures and enhances the transparency of hot-topic information such as ESG metrics to improve practicality and readability. By providing investors with sufficient information for value judgments and investment decisions, the Company continuously enhances the quality of its information disclosure.

Empowering the information disclosure team

Establish an information disclosure team centered around the chairman, general manager, and Board secretary, led by the Board Office and coordinated by relevant functional departments, to enhance the effectiveness of information disclosure based on local conditions.

Ensuring the information disclosure is easy to understand

Sort out and review hot issues and common concerns of investors and persist in avoiding technical jargon to facilitate investors' understanding. Present the Company's operating and development status to investors in a concise, clear, easy-to-understand, and visually appealing style.

Disclosing all information that should be disclosed

Formulate and implement an internal reporting system for major matters to ensure timely, accurate, and complete disclosure of such matters. All major matters that should be disclosed must be disclosed, with detailed disclosure of key matters.

Continuously optimizing of periodic reports

Centering on investors, we provide detailed, visually appealing disclosure of performance by business segment in annual and semi-annual reports, and proactively disclose financial information of key subsidiaries and joint ventures to facilitate investors in making investment decisions.

In 2024, the Company fulfilled its information disclosure obligations in accordance with the listing rules of its stock exchange, published 333 periodic reports and ad-hoc announcements to maintain timely, compliant, transparent, and efficient disclosure practices. In four consecutive years, the Company has received an A-grade rating for information disclosure from the Shanghai Stock Exchange and was honored with the “Golden Transparency Award” at the 26th Annual Listed Companies Awards by China Securities Journal. Additionally, the Company's Board Secretary was recognized with a “5A-grade Performance Rating for Board Secretaries of Listed Companies in 2024” by the China Association for Public Companies.

(III) Investor Relations

The Company puts the protection of the legitimate rights and interests of shareholders in a prominent position, and formulates and implements the “Investor Relations Management System”, “Investor Relations Work Implementation Rules”, “Investor Relations File Management Measures” and other systems to ensure that all shareholders exercise their rights fairly and equally. Safeguard the legitimate rights and interests of small and medium-sized investors.

The Company remains committed to enhancing quality, efficiency, and shareholder returns, with a strong focus on addressing the needs of minority Shareholders. We have established a sustainable, stable, and science-based shareholder return mechanism, pledging to distribute cash dividends of no less than 40% of the annual distributable profits each year. This demonstrates our concrete actions to safeguard investors’ interests. In 2024, we implemented the first-ever interim dividend, distributing a total of RMB736 million to all Shareholders for sharing the fruits of development.

Statistics of the Company’s dividend payment data in the past five years

Year	Dividend per share (RMB)	Total dividend payment (RMB100 million)	Proportion of profits available for distribution
2020	0.2622	17.02	52%
2021	0.2564	16.64	50%
2022	0.2693	17.48	45%
2023	0.2927	19.00	45%
2024	0.3141	20.39	45%

The Company collected and responded investors’ suggestions and opinions through various channels such as SSE E Interaction, SSE Roadshow Center, Board Secretary’s Line, and Investor Hotline to safeguard their legitimate rights and interests. In 2024, the Company enhanced its capital market visibility and influence by releasing corporate updates through its official website, financial platforms such as Oriental Fortune, Flush, and Snowball, as well as statutory information disclosure media.

The Company regards investor relations management as a long-term systematic project. The Company has established a communication team with the chairman, general manager and Board secretary as the core, and built an investor relations working mechanism led by the office of the Board and coordinated by relevant functional departments and subordinate companies to closely communicate with investors. In 2024, guided by regulatory requirements and investor needs, the Company continued to enhance its foundational materials, including the roadshow database and investor relations archives. It organized a total of 96 investor communication activities, such as earnings releases, earnings briefings, investor site visits to the listed company, domestic and international roadshows (including reverse roadshows), as well as on-site analyst and investor research sessions. In 2024, the Company won the “Best Investor Relations Award”, “Best Capital Market Communication Award”, “Best IR Hong Kong Stock Company” and many other awards.

The images on the right are respectively:

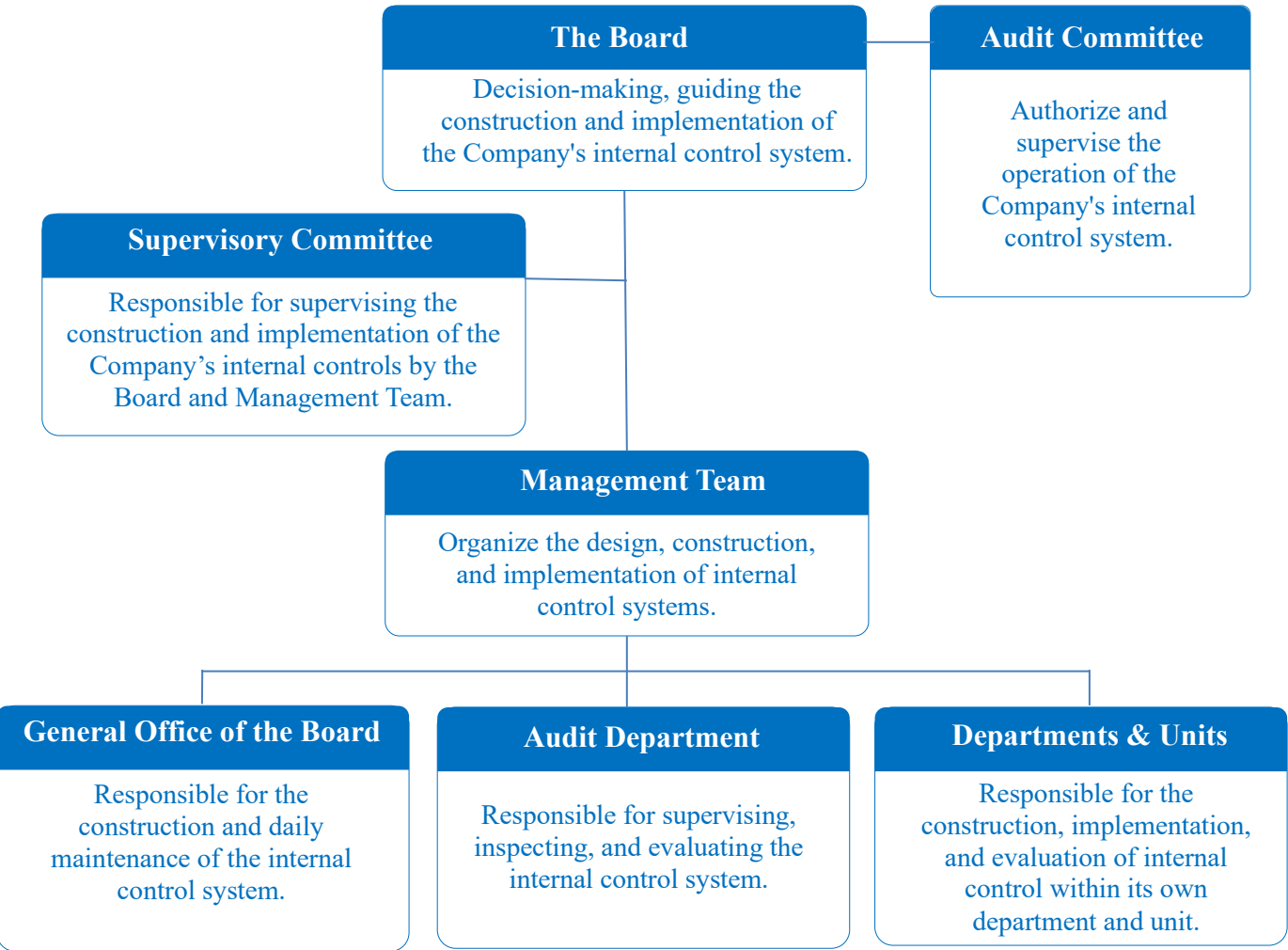
- Establishment of an Investor Relations column on the official website
- Holding an annual results announcement conference in Hong Kong
- Investors visit the automated terminal
- Hosting investor visits

The images on the left are respectively:

- Releasing information on Shanghai Securities News
- Investors’ visit in Qingdao Port for research
- Promoting fair competition policies
- Visiting investors

(IV) Internal Controls

The Company is committed to establishing a high-standard risk management and internal control system to safeguard the Company’s assets and ensure the security of shareholders’ investments. We have formulated risk management systems and procedures to identify, assess, address, and control risks, including but not limited to strategic risks, market risks, financial risks, operational risks, and legal risks that may impact the Company. We have defined the overall structure of the Company’s and subsidiaries’ operations, clarifying the permitted authorities and monitoring responsibilities of each business unit to facilitate the determination of responsibilities and oversight accountability. Additionally, we have compiled an internal control manual to regulate these procedures and activities.



The Company’s internal control management structure

The Board is responsible for annually assessing and determining the nature and extent of risks that the Company is willing to accept in achieving its strategic objectives. It continuously oversees the management’s design, implementation, and monitoring of the risk management and internal control systems to ensure their sound and effective operation. The Board has established an Audit Committee, which provides recommendations to the Board on the construction and implementation of the risk management and internal control systems within its mandate. The Audit Committee reviews the effectiveness of the Company’s risk management, internal control, and internal audit systems, and assists the Board in continuously overseeing and improving the risk management and internal control systems. The management team assists the Board in formulating corresponding corrective measures and implementing them to ensure that any internal control deficiencies are promptly and appropriately addressed.

Improve the Institutional system

The Company has constructed a regulatory framework system encompassing 13 key areas, including port safety, production, environmental protection, corporate management, human resources, and financial management, by integrating the professional characteristics of various management domains. It promotes uniformity in the system framework from top to bottom and comprehensive coverage both horizontally and vertically, providing a solid institutional guarantee for the port’s daily operations and long-term development. The Company emphasizes the implementation and supervision of its systems, establishing a standardized system management platform to conduct full-process control over system formulation, solicitation of opinions, approval, issuance, abolition, and evaluation. Through regular inspections, assessments, and evaluations, it ensures that all systems are effectively implemented. Based on the actual work requirements of various positions, the Company clarifies job requirements, stipulates responsibilities and authorities, defines standards and norms, and strengthens performance appraisals to achieve consistency in responsibilities, rights, and interests. This provides a foundational guarantee for job management, performance appraisals, salary management, education and training, and employee development.



The Company held a kick-off meeting for the construction of a standard digital platform.

In 2024, the Company led or participated in the development and subsequent approval for publication of 2 ISO international standards, 1 mandatory national standard, 6 recommended national standards, 2 industry standards, 2 local standards of Shandong Province, and 13 group standards. Additionally, 15 national, industry, local, and group standards were approved for formulation.



The Company advances the establishment of a modern enterprise system by establishing and maintaining appropriate and effective risk management and internal control systems, and formulating and implementing systems such as the “Internal Control Management System”, the “Comprehensive Risk Management System” and the “Internal Audit System”. The Company has developed corresponding working mechanisms to address identified internal control deficiencies. The Board carefully assesses the likelihood and potential impact of internal control deficiencies, while the management formulates corrective measures and oversees their implementation to ensure the effective rectification of internal control deficiencies.

In 2024, the Company organized the revision of the “Internal Control Manual” and the “Risk Management Manual”, launched an initiative to enhance the construction of a compliance and risk control system for all employees, and identified compliance risks across various domains. It strengthened the implementation of internal control systems, established robust long-term mechanisms, and cultivated an internal control culture. Monthly case analysis materials on internal control were compiled and distributed to enhance the internal control and compliance awareness of all employees. Focusing on key business areas and high-risk domains, the Company integrated internal control audits with economic responsibility audits and special audits, addressing issues at their source to continuously improve risk prevention and control capabilities and ensure the effective operation of the internal control system.

Strengthen internal audit supervision

In 2024, the Company advanced innovation in audit information, leveraging transformative audit dynamics to bolster the Company's healthy development. It innovated evaluation mechanisms by implementing networked management of internal control evaluations, exploring human-machine integration, upgrading the internal control evaluation information system, and promoting the application of big data analytics and intelligent technologies. These efforts enabled the sharing of internal control evaluation information and collaborative management, thereby enhancing the efficiency of internal control evaluations.



The Board conducted a self-assessment on the construction and operational performance of the Company's risk management and internal control systems in 2024, concluding that the Company's risk management and internal monitoring systems are adequate and effective. ShineWing Certified Public Accountants (special general partnership) audited the Company's internal controls and deemed that, as of 31 December 2024, the Company maintained effective internal controls over financial reporting in all material aspects in accordance with the “Basic Guidelines for Enterprise Internal Control” and relevant regulations.

(V) Compliance Management

1. Compliance with laws and regulations

The Company cultivates a compliance and risk control culture with port characteristics, upholds the authority of its systems, strengthens their enforcement, and innovatively constructs a comprehensive risk control and compliance management system guided by the rule of law, oriented towards risk, and grounded in compliance. The Company vigorously promotes its compliance philosophy, with management leading by example in implementing compliance requirements, encouraging all employees to learn, abide by, and respect compliance standards, and striving to be defenders of compliance management.

In 2024, the Company launched an initiative to enhance the compliance and risk control system for all employees, advancing compliance system construction in line with the overall approach of “integrating compliance management into positions, systems, processes, culture, and systems”. It created a brand for young compliance and risk control talent, cultivating a versatile team of compliance and risk control professionals who understand both politics and economics, business and party affairs, as well as professional expertise and management skills, to safeguard the high-quality development of the port.

Establish a compliance system

Improve the organizational system and implement leadership responsibilities

Convene annual legal compliance work conferences and "Strengthening the Three Foundations and Enhancing Compliance" promotion meetings to unify thinking, coordinate efforts across all levels, and ensure the full implementation of compliance responsibilities.

Optimize the institutional system and consolidate the foundation for compliance

Nine compliance guidelines have been formulated, and a special initiative to "establish, revise, and abolish" rules and regulations has been launched to solidify the foundational role of these rules and regulations, effectively transforming institutional advantages into managerial efficiency.

Strengthen risk screening and safeguard business development

We organized collaborative efforts across various systems to carry out special risk screening activities in eight major areas, upgrading from single inspections to a trinity approach integrating research, inspection, and training. We comprehensively advanced risk identification and prevention and control, thereby enhancing the effectiveness of risk management and control.

Upgrade the guarantee mechanism and foster a compliance-oriented atmosphere

Six legal culture platforms have been established to promote the internalization of legal compliance awareness. The construction of the compliance system and compliance operations have been incorporated into the annual performance evaluation system and target responsibility documents of all directly affiliated units.

Cultivate Compliance Culture



For managers and key business personnel, we held four specialized training sessions on the new *Company Law*. For new employees, we conducted specialized training on the fundamentals of compliance. For all staff, we compiled legal and compliance training materials and put them into mandatory training and assessments. The original legal-themed song “Bathing in the Sunshine” was recognized as an outstanding work by the Department of Justice of Shandong Province.

We establish a new mechanism for resolving legal disputes oriented toward the creation of legal value. We adhere to the principles of “unified leadership, centralized management, and categorized handling”, implement a system requiring the management of litigant units to jointly appear in court, thereby accelerating the resolution of legal disputes. We advance case resolution on a case-by-case basis, ensuring that each case is addressed with clear and specific strategies tailored to its unique circumstances.

Strengthen contract management



The Company conducts contract management in accordance with laws and regulations such as the *Civil Code*, and has formulated and implemented rules and regulations such as the *Contract Management Measures* and the *Contract Performance Management Measures* to standardize the responsibilities, procedures, and standards for contract management, ensuring compliance throughout the entire process of contract negotiation, signing, sealing, performance, and archiving. We emphasize full-process control over contract management, strictly adhering to the established system in every step from contract drafting, review, and signing to performance, modification, rescission, and termination, thereby ensuring the legality and effectiveness of contract management.

2. Adhere to business ethics

In its business activities, the Company implements the requirements of laws and regulations such as the *Civil Code*, the *Anti-Unfair Competition Law*, and the *Anti-Money Laundering Law*, follows the principles of voluntariness, fairness, equal compensation, and good faith, abides by social morality and business ethics, and accepts government and public supervision. The Company does not make exaggerated propaganda or false advertisements. It is strictly forbidden to seek illegitimate interests through bribery, smuggling, extortion, fraud and other illegal activities. It respects the property, intellectual property rights and other legitimate rights and interests of others, eliminates unfair competition, and maintains normal social and economic order.



Operate in Compliance with the Law and with Integrity

Pay Taxes in Accordance with the Law

The Company strictly adheres to national fiscal and financial laws and regulations, establishing a comprehensive financial operation and supervision mechanism to actively prevent various financial risks. Guided by the principle of paying taxes in accordance with the law, the Company fulfills its statutory obligations by paying taxes in a timely and full manner, and actively contributes to local economic and social development.

Focus on Contracts and Keep Promises

The Company regards “honoring contracts and keeping promises” as the lifeline of its development, strictly adhering to contractual commitments and obligations to maintain a healthy business ecosystem. During the process of contract signing, execution, and management, it ensures the legitimate rights and interests of both itself and its clients or suppliers through equal consultation and negotiation.

Fair Competition

The Company adheres to participating in market competition in a fair, equitable, and mutually beneficial manner, complying with laws and regulations such as the *Anti-Monopoly Law* and the *Port Charging and Billing Measures*, as well as relevant policy provisions. It standardizes port operation activities, safeguards customers’ rights to independently choose services, enhances information sharing, and promotes market openness.

Respect Intellectual Property Rights

The Company diligently implements laws and regulations related to intellectual property protection, such as the *Patent Law*, and manages and safeguards intellectual property from multiple dimensions, including system construction, cultural cultivation, and execution supervision. It actively participates in various intellectual property exchange and cooperation activities to promote the sharing and rational utilization of intellectual property.

(VI) Incorruptible Port

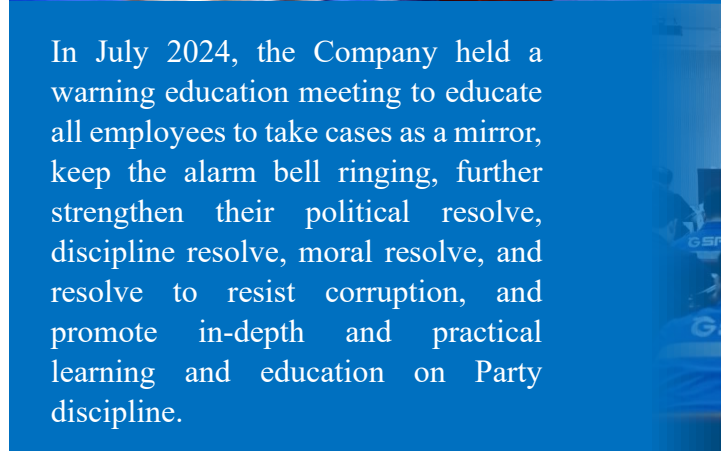
The Company strengthens management on integrity and clean business practices. It diligently implements and adheres to requirements such as the *United Nations Convention against Corruption*, rigorously enforces financial audits and compliance reviews, and fosters a development environment characterized by integrity and transparency. The organization has established a multi-level signing of the *Responsibility Agreement on Comprehensive Strict Governance of the Party*, set up a sound integrity file system, regularly conducts integrity conversations and accountability reporting activities, identifies integrity risks, and formulates prevention and control measures to comprehensively enhance awareness of integrity and clean business practices.



Building an Incorruptible Port



In February 2024, the Company convened a meeting on Party conduct discipline construction and anti-corruption work, resolutely advancing the comprehensive, strict governance of the Party, Party conduct discipline construction, and the anti-corruption struggle to deepen further, guiding all personnel to comply with regulations related to clean and honest work practices.



The Company has strengthened efforts to promote integrity, enforce discipline, and combat corruption. It has deepened special rectification campaigns targeting issues such as “abusing corporate positions for personal gain” and “petty corruption”, and rigorously investigated and punished behaviors that damage the port’s image, such as extortion and bribery in external services. Focusing on key areas, critical processes, and pivotal positions in areas such as bidding and procurement and engineering construction, the Company has intensified supervision to prevent integrity risks. It has engaged experts from various fields within the port to establish a “Clean Port Co-construction Consultation Expert Database”, pooling supervisory efforts, and hired external supervisors for Party conduct and clean governance to enhance the public’s supervisory capabilities.

The Company has also reinforced discipline education and warning education. It has delved into General Secretary Xi Jinping’s important expositions on comprehensive strict governance of the Party and strengthening Party discipline construction, organized learning and interpretation sessions on the newly revised “Regulations of the Communist Party of China on Disciplinary Sanctions”, and published special editions on “Learning the Regulations, Upholding Party Discipline” and a “Negative List of Conduct for Party Members, Cadres, and State-Owned Enterprise Management Personnel”. It has created an educational course on Party discipline construction titled “A Fundamental Strategy”. The Company has convened warning education conferences and organized visits to warning education museums, achieving 100% coverage of employee integrity warning education, thereby enhancing all employees’ awareness of integrity bottom lines and discipline red lines.



Cultivate an Integrity culture



Create a brand matrix of clean and honest culture



Launch the construction of an honest and clean station team



Visit the Qingdao Enterprise Integrity Education Museum



Launch disciplinary education activities

The Company places great importance on anti-corruption and anti-money laundering management. It has formulated and implemented the “Measures for the Administration of Fund Payment Approval”, which standardizes the processes, approval authorities, and related requirements for various types of fund payments, strictly manages the fund payment process, and guards against illegal and irregular risks such as corruption and money laundering. In 2024, there were no concluded corruption lawsuits filed against the Company or its employees.

The Company strengthens supervision over the exercise of power. It keeps open channels for supervision and reporting through letters, visits, phone calls, and the internet, and promptly handles relevant letters and visits and reports. In 2024, it carried out special supervision and inspections in areas such as business outsourcing and safety.

Improve the supervision and reporting mechanism

The Company strictly implements the measures for the handling of problem clues and case management, establishes an open and transparent supervision and reporting mechanism, clarifies the reporting procedures, and advocates and encourages any organization or individual to report acts of violation of disciplines and laws.

Acceptance scope

(I) Violations of party discipline by party organizations and party members, including violations of political discipline, organizational discipline, integrity discipline, mass discipline, work discipline, and daily life discipline.

Whistle-blowing

Scope of Acceptance

(II) Supervised individuals fail to perform their duties in accordance with the law, violate regulations on impartial exercise of power, integrity in government service and employment, and moral conduct, and are suspected of engaging in duty-related violations and crimes such as corruption and bribery, abuse of power, dereliction of duty, rent-seeking for power, transfer of interests, malpractice for personal gain, and waste of state assets.

(III) Other acts of violating disciplines and laws that should, be handled by disciplinary inspection and supervision organs in accordance with regulations.

Whistleblower protection mechanism

- If the review and adjudication personnel have a conflict of interest with the personnel under review, they would not be participated in the relevant review and adjudication work.
- Strictly maintain confidentiality during the handling of letters and visits for reporting, and protect the legitimate rights and interests of whistleblowers.
- Strengthen supervision and accountability for disciplinary inspection and supervision personnel, and impose party and government disciplinary actions in accordance with regulations for dereliction of duty or malfeasance.
- When receiving whistleblowers for visits, inquiries, and evidence collection, etc., there must be two or more participants.

(VII) Information Security

The Company places great importance on information security management and strictly adheres to laws and regulations such as the “Cybersecurity Law”, “Data Security Law”, and “Personal Information Protection Law”, regarding information security as a vital cornerstone of its operational development. The Company has formulated and implemented regulations such as the “Network Security Management Measures” and “Data Security Management Measures”, clarifying the responsibilities of various departments and positions in information security work, standardizing the Company’s network and data security management, enhancing overall protection capabilities, and ensuring and promoting the healthy development of the Company’s information technology infrastructure.

As the global cyber environment becomes increasingly complex and cybersecurity threats continue to grow, the Company continues to increase its investment in information security technologies, deploying advanced security equipment such as firewalls, intrusion detection systems, and intrusion prevention systems to monitor and prevent cyber attacks in real time. Data encryption technology is introduced into software system applications to encrypt and securely transmit sensitive data, effectively safeguarding data security. By continuously standardizing the network security operational mechanism and establishing a situational awareness platform, the Company achieves comprehensive network security management.



Information Security Prevention Measures

The Company actively participates in cybersecurity attack-defense drills organized by the competent authorities. Through practical exercises, it tests and enhances its cybersecurity protection level and emergency response capabilities, as well as the comprehensive abilities of its network management team.

The Company comprehensively promotes the construction of its information security system and has passed the information security management system certification. It emphasizes the skill improvement of its network security management team by conducting specialized cybersecurity training, with multiple personnel having obtained registered information security personnel certifications.



The Company actively participates in cybersecurity attack-defense drills organized by the competent authorities. Through practical exercises, it tests and enhances its cybersecurity protection level and emergency response capabilities, as well as the comprehensive abilities of its network management team.

The Company comprehensively promotes the construction of its information security system and has passed the information security management system certification. It emphasizes the skill improvement of its network security management team by conducting specialized cybersecurity training, with multiple personnel having obtained registered information security personnel certifications.

Environmental

- ◆ Building an Intelligent Port
- ◆ Building a Green Port
- ◆ Response to Climate Change
- ◆ Protecting Ecological Environmental

Against the backdrop of global climate change and resource scarcity, environmental sustainability has become a shared challenge for all of humanity. We are acutely aware that our development is inextricably linked to the natural environment. We have always regarded environmental protection as an important mission for our corporate development. We strive to seek a balance between corporate development and environmental protection. By actively driving green transformation, we reduce the negative impacts of production and operation on the environment, promote the efficient resource utilization and advance ecosystem conservation and restoration, to contribute our part to building a beautiful, sustainable planetary home.



(I) Building an Intelligent Port

The Company accelerates the construction of a world-class marine port, strives to improve independent innovation capabilities, actively promotes innovation-driven, transformation and upgrading, leads the development of new productivity with technological innovation, builds the core competitive advantages of the port, and empowers the high-quality development of the port. In recent years, the Company has increased the application of artificial intelligence, industrial Internet, 5G, big data and other technologies, promoted intelligent production and operation, diversified innovative services, and visualized digital information. In 2024, the Company seized the two strategic opportunities of “port digital transformation” and “artificial intelligence +” actions, and was selected as a pilot enterprise for the digital transformation of state-owned enterprises by the State-owned Assets Supervision and Administration Commission of the State Council.



Research and Development

In 2024, the Company invested RMB**195.33** million in research and development, accounting for **1.03%** of its main business revenue. The Company applied for **46** invention patents, obtained authorization for **33** of them, and had **110** valid invention patents, all of which were applied to its main business. As of the end of the reporting period, the Company had **555** research and development persons, accounting for **5.7%**.

1. Intelligence upgrading

In 2024, the Company continued to enhance its position as the mainstay of enterprise innovation and promote self-reliance and strength in science and technology at a higher level. The Company led the National key research and development project titled “Ubiquitous Sensing and Predictive Technologies for Super-large Integrated Ports Based on Cyber-Physical Systems” and completed its comprehensive performance evaluation. Leveraging this project, the Company accelerated the development of an intelligent port featured with “single-screen view of the entire port, one-network management of the entire domain”.

The Company vigorously promotes the construction of intelligent ports. The A-TOS (Automated Terminal Operating System) and A-ECS (Automated Equipment Control System) independently developed by QQCTN have achieved iterative upgrades, helping automated terminals break the world record of container stevedoring efficiency. West United has tackled key technologies such as intelligent parts and general cargo stevedoring process, automation of stevedoring equipment, and digitization of yard management, and built and put into operation a full-process automated parts and general cargo pulp terminal. Dongjiakou Branch has built a full-process intelligent management and control system for grain terminals, overcoming industry problems such as driving automation and complex cabin modeling, and realizing intelligent collaborative operation of six types of port machinery.

The Company focuses on building a port intelligent ecosystem. We have established a large-scale port service model-Ark TaaS (Trade as a Service) model with customer-centered through the “Yungangtong” platform to create a port integration platform, a port ecological co-construction platform, and a supply chain integrated service platform to provide port customers with more convenient and efficient intelligent services.



—Port Comprehensive Service Platform

The “Yungangtong” platform is an integrated intelligent port supply chain service platform developed by the Company. It encompasses ten major product systems, namely Gangyiban (Port Easy-Handling), intelligent tracking, Gangyicha (Port Easy-Inquiry), Guangangtong (Customs-Port Link), Chuangangtong (Vessel-Port Link), Chuandongbao (Shipowner's Treasure), Cargo Manager, port finance, port ecosystem, and Yungangzhilian (CloudPort Smart Chain). By deeply integrating AI-powered intelligent customer service and relying on technologically advanced digital products and services, the platform provides users with a one-stop integrated logistics service experience.



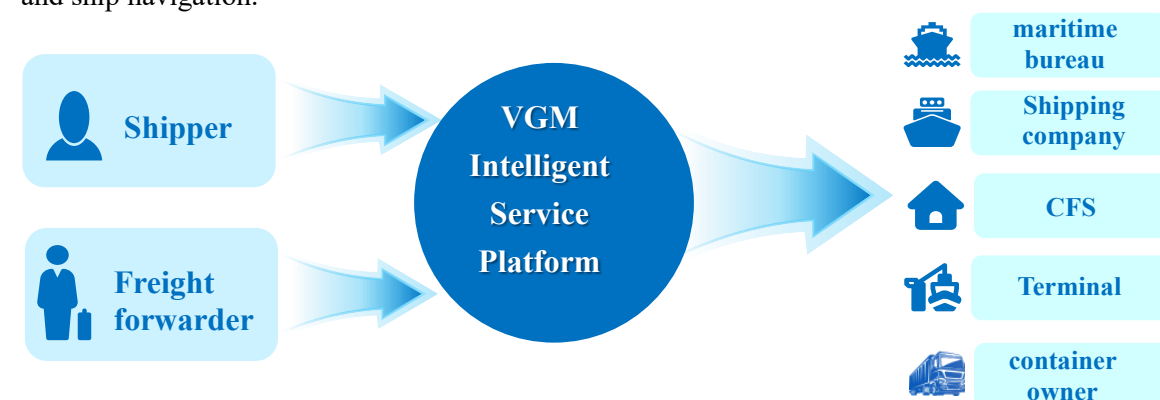
The 10 major products of the “Yungangtong” platform and AI intelligent customer service (Cloud-based Customer Service)

95%	530,000+	400+	570,000+
Electronic Documentation Rate for Container Documents	Daily Visits	Number of Services Provided	Number of platform users

Yungangtong Operational Data

Create a multi-cargo intelligent supervision service. We collaborate with customs departments to establish a joint customer service window for customs and ports, enabling visual tracking of the inspection process for cargoes in five major sectors and nine key links, thereby improving the logistics turnover efficiency of inspection by 35% and making the inspection process more transparent, efficient, and intelligent.

Develop an intelligent VGM service system. We collaborate with maritime departments to promote the standardization, streamlining, and facilitation of port weight management around VGM (Verified Gross Mass) business requirements, thereby enhancing the safety of terminal operations and ship navigation.



Create a new intelligent "One-Port Linkage" transshipment model. Leveraging the resources of the Shandong Port Group and focusing on the feeder service from feeder ports to entry-exit ports, we promote collaborative operations among customs, ports, and enterprises to achieve integrated transshipment operations across port zones, providing customers with a seamless experience as if all ports were one.

Establish a "One-Stop" mobile business processing platform. Focusing on various business sector apps and port area navigation, we create a one-stop mobile platform for port group business processing, integrating all port-related information into a single map, and offering convenient services to customers.



The container turnover rate has increased by **15%**.

The cargo storage period in the port has been reduced by **2-3** days.

2. Technology innovation

The Company insists on promoting the transformation of traditional terminals through advanced technology, continuously advancing systematic technological innovation efforts, and accelerating the cultivation and development of new quality productive forces. We are focused on building a world-class marine port cluster, upholding the spirit of the "Liangang Innovation Team", striving to strengthen the port's independent innovation capabilities, and cultivating the innovative culture. We have fostered an innovation-driven atmosphere, unleashed latent innovative potential, ignited creative vitality, and guided employees to invent, achieving remarkable results in innovation and efficiency.



Scientific and Technological Achievements

In 2024, the Group won **14** major scientific and technological awards, obtained **125** domestic and international patents (including **1** international patent and **124** national patents), and secured **21** software copyrights. The important scientific and technological awards won by the Group are as follows:

- The Intelligent Management and Control System for Fully Automated Container Terminals (A-TOS) was awarded the Special Prize of the 2023 Qingdao Municipal Science and Technology Progress Award.
- The Development and Application of Intelligent Berthing and Mooring Stability Assistance Technology for Large Oil Tankers won the Second Prize of the China Institute of Navigation Science and Technology Progress Award.
- The Electrification Retrofitting Technology for Stackers was included in the Promotion Catalog of Energy-Saving and Low-Carbon Technologies in the Transportation Industry.
- The Research and Application of Automatic Locking and Unlocking Stations in Traditional Container Terminals won the First Prize of the 6th National Equipment Management and Technological Innovation Achievements.
- The Full-Scene Tallying Operation System for Foreign Inspection Terminals was selected as a Typical Practice Case for the 2024 Qingdao Intelligent City and City-wide Digital Transformation.





Case

Innovation in Automation Technology for Dry Bulk Cargo

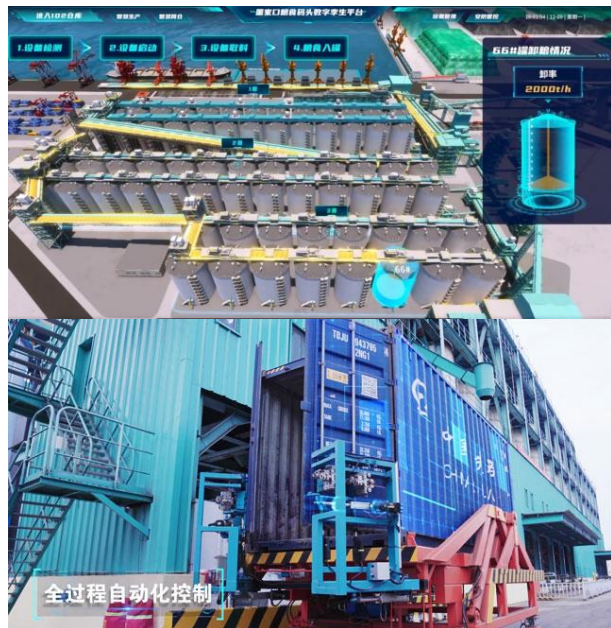
Qiangang Branch has created a new model for unmanned horizontal transportation of dry bulk cargo, breaking through key technologies such as route planning based on vehicle-infrastructure cooperation and driving deviation correction. It has developed and put into use an automated bucket-wheel loading system, which includes new equipment such as unmanned dump trucks, intelligent large hoppers, and automated stackers. The unmanned dump trucks can operate in mixed traffic under complex road conditions at dry bulk cargo terminals, achieved a 50% increase in hourly efficiency and a 35% reduction in energy consumption compared to traditional operation modes, thus realizing automated highway in port clearance.



Grain Terminal Full-Process Automation Innovation



Case



Dongjiakou Branch has established a full-process intelligent management and control system for the grain terminal, achieving multiple key technological breakthroughs including equipment automation, process synchronization, and intelligent safety risk identification. Through the application of this system, operational efficiency has been improved by over 10%, terminal throughput capacity has increased by more than 15%, grain tank turnover rate has risen by over 10%, and it is estimated that annual energy consumption costs can be saved by over RMB1 million.

3. Scientific and technological ethics

The Company fully recognizes the significance of scientific and technological ethics for sustainable corporate development. While leveraging technological innovation to enhance port operational efficiency, we respect the spirit of science, adhere to scientific and ethical norms, and strive to balance technological advancement with humanistic care and environmental protection.

The Company is committed to conducting technological innovation in accordance with the law and actively promoting technology for the greater good. We ensure that the introduction of new technologies benefits employees by alleviating their workloads and enhancing their work experience, while preventing any harm to their physical and mental health. We remain vigilant against the risks of technological misuse and take utmost care to minimize any negative impacts of technological innovation on port operations, employees, and the surrounding environment.

Data security is a critical aspect of scientific and technological ethics. The Company has established a comprehensive data security protection system, implementing stringent access control measures at every stage from data collection, storage, and transmission to usage. For sensitive data such as customer information and port operational data, access is restricted to authorized personnel only within the necessary scope, thereby eliminating the risk of data leakage and safeguarding the rights and interests of all parties involved.

(II) Building a Green Port

The Company upholds the ecological and environmental protection philosophy that “lucid waters and lush mountains are invaluable assets” and adheres to the development principle of “ecological priority and green low-carbon”. We regard the construction of a green port as a vital component of our development strategy. We strictly implement national environmental protection laws and regulations, actively prevent and control environmental pollution, reduce resource waste, promote energy transformation, and comprehensively build an environmentally friendly green port. We effectively identify and address climate change risks, minimizing the negative impacts of our business operations on the ecological environment and natural resources, and fostering harmonious development between economic growth and the ecological environment.

1. Strengthening environmental protection management systems and enhancing environmental awareness and education

The Company implements and adheres to laws, regulations, and normative documents such as the “Environmental Protection Law” “Marine Environmental Protection Law” and “Regulations on the Management of Pollution Discharge Permits”. We have formulated and implemented the “Environmental Protection Management Measures”, continuously improving our environmental protection management system. Every year, we compile and implement the “Key Points for Green Port Construction Work” to promote the construction of green and low-carbon ports.

As of 31 December 2024, 17 enterprises of the group have obtained ISO 14001 Environmental Management System certification, and 9 enterprises have obtained ISO 50001 Energy Management System certification.

In 2024, the Company organized over 150 personnel to participate in various environmental protection training sessions, introduced environmental management consultants, and enhanced the quality and professional management capabilities of our staff. We collaborated with government departments to conduct environmental day publicity activities, promoting environmental protection work related to shore power and carbon footprints through various media channels. We also organized participation in the 9th Shandong Provincial Ecological Environment Emergency Drill and Ecological Environment Emergency Law Enforcement Competition, which tested and demonstrated the Company’s environmental emergency response capabilities.



Advocate Green Office

Energy Conservation

- **Optimizing Lighting Systems:** We adopt energy-efficient lighting fixtures and install intelligent lighting control systems to automatically adjust brightness and schedule on/off times.
- **Rational Use of Air Conditioning:** We maintain indoor temperatures at no lower than 26°C in summer and no higher than 20°C in winter, and conduct regular inspections to ensure operational efficiency.
- **Reducing Equipment Energy Consumption:** We promptly turn off non-operational office equipment to minimize standby power consumption.

Resource Conservation

- **Promoting Paperless Office:** We prioritize the use of electronic documents for information transmission and storage, and extensively utilize electronic devices for meetings, thereby reducing the printing of paper documents.
- **Conserving Office Supplies:** We encourage the use of reusable office supplies such as paper clips and folders, reducing resource waste from disposable office items.
- **Encouraging Resource Recycling:** We recycle wastepaper and classify waste electronics and office equipment for recycling, enhancing resource reuse rates.
- **Water Conservation:** We turn off faucets immediately after use to prevent water waste. Regular inspections of water facilities are conducted to eliminate issues such as leaks, and water-saving fixtures are widely promoted.

Green Transportation

- **Encouraging Public Transportation:** We provide customized shuttle buses for employees to reduce private car usage. We also optimize the use of official vehicles, minimizing unnecessary trips.

2. Strengthening environmental pollution prevention and promoting ecological civilization construction

The Company regularly inspects the implementation of environmental protection policies and systems, rectifies actions that do not comply with the Company's environmental protection policies and systems, and takes appropriate remedial measures. In 2024, the Group invested a total of RMB261.6 million in environmental protection efforts, achieving a reduction in carbon emissions of 67,800 tons throughout the year.

In November 2024, Qingdao Haiye Mercuria Logistics Co., Ltd. was subjected to administrative penalties by the Qingdao Municipal Ecological Environment Bureau due to its actual terminal throughput exceeding the approved throughput volumes for the years 2021, 2022, and 2023. The penalty amounted to RMB232,812. As of 31 December 2024, Qingdao Haiye Mercuria Logistics Co., Ltd. has paid the relevant fines.

Waste emission management

Non-hazardous waste emission management

Source of Generation: Primarily from recyclable materials and general waste. Recyclable materials primarily consist of scrap steel, discarded steel wire ropes, and used vehicle tires. General waste includes refuse generated from office and catering activities.

Disposal Measures: For waste materials: we organize centralized recycling and reuse; second, auction them to other enterprises or individuals to promote resource recovery. For general waste: all waste is entrusted to qualified third-party agencies for transportation and disposal.

Work Achievements: In 2024, the Group generated approximately **5,232** tons of waste materials and around **8,500** tons of general waste.

Hazardous waste emission management

Source of Generation: Primarily from consists of waste mineral oil, used batteries, waste lubricating oil, oily wastewater, and used filter elements generated from production equipment.

Disposal Measures: All disposal tasks are entrusted to qualified third-party agencies for compliant clearance and treatment.

Work Achievements: In 2024, the Group generated approximately **793** tons of hazardous waste, all of which were disposed of in accordance with regulatory requirements. The Group has formulated and implemented standards for the temporary storage and management of hazardous waste to standardize its preservation and disposal processes.

Hazardous exhaust gas emission management

Source of Generation: Primarily from exhaust emissions of motor vehicles, stevedoring machinery, and etc.

Disposal Measures: Conduct electrification transformations of motor vehicles, stevedoring machinery, and ships. Apply liquefied natural gas (LNG) and hydrogen energy to some vehicles, and ensure **100%** utilization of shore power for port operation ships during berthing periods.

Work Achievements: In 2024, the Group emitted a total of **71.3** tons of exhaust gases, including **4.4** tons of sulfur oxides and **66.9** tons of nitrogen oxides. By implementing electrification transformations of fuel-powered equipment and promoting the application of clean energy and energy-saving measures, the Company has reduced fuel consumption and improved the ambient air quality in the port area.

Wastewater Discharge Management

Source of Generation: Primarily from domestic wastewater, dust-laden wastewater, and oily wastewater.

Disposal Measures: Domestic wastewater is treated by the domestic sewage treatment system and then used for dust suppression, entering the municipal pipe network or being extracted and disposed of by the third party. Dust-containing wastewater is treated in accordance with environmental protection requirements by the sewage treatment station and then used for spraying in the bulk cargo storage yard. Oil-containing wastewater is collected and treated in compliance with regulations, and after reaching the standard, it is reused or discharged.

Work Effectiveness: In 2024, the Company achieved **100%** recycling and utilization of reclaimed water generated by the domestic sewage treatment plant and dust-containing sewage treatment facilities. Other domestic sewage, etc., was treated and discharged in compliance with regulations.



Case

Waste material recycling

QQCTU has recycled solid wastes such as discarded containers, scrap iron, and used tires to create **50** themed flower boxes, **5** waiting sheds, and tool storage areas. It has also established **4** characteristic mini-parks with the theme of “turning waste into treasure and planting greenery wherever possible”, revitalizing discarded materials and enriching the practice of constructing a waste-free port.



In 2024, the statistical data on the emissions and the consumption of natural resources (including energy) of the Company are detailed in the appendix of this report.

Air Pollution Prevention and Control

The Company actively implements control measures for key air pollutants in ports, including bulk cargo dust, volatile organic compounds (VOCs) from oil operations, and emissions from vehicles, ships, and machinery. For bulk cargo operations, strict dust control measures such as cargo stack covering, spraying for dust suppression, sweeping and watering, and enclosed transportation are strictly enforced. Air quality micro-stations have been added to monitor air quality. Online monitoring devices have been installed on oil vapor recovery equipment to enhance the control of VOCs from oil products. In 2024, the group newly constructed two sets of high-voltage shore power systems, and the high-voltage shore power connection robots were officially put into use. A professional shore power connection team has been formed, and shore power agreements have been signed with shipping companies, resulting in annual shore power consumption exceeding 10 million kWh.

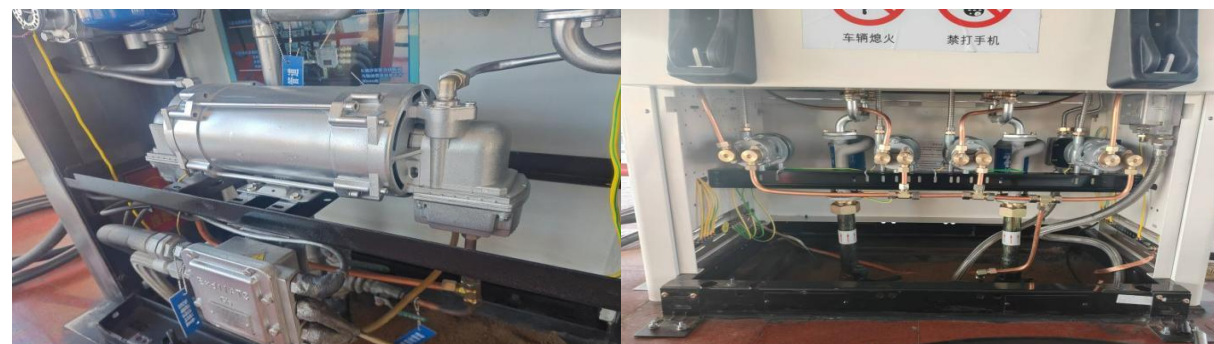
To effectively address pollution issues such as exhaust emissions from cargo-handling vehicles, the Company continues to optimize the logistics and transportation structure by promoting clean transportation methods such as shifting from road to rail, road to water, and road to pipeline. In 2024, the proportion of clean transportation for bulk dry cargo in the Company's Qianwan Port Area and Dongjiakou Port Area reached 96.8% and 78.1%, respectively, while the proportion of clean transportation for oil products across the entire port reached 95.3%. The container sea-rail intermodal volume exceeded 2.546 million TEUs, significantly reducing carbon emissions from diesel trucks entering the port.



Case

Upgrade the oil and gas recovery device

In 2024, Qingdao Qinggang Tongda Energy Co., Ltd., a subsidiary of the Company, carried out the upgrade of equipment at gas stations, replacing the electronic variable frequency vapor recovery system of fuel dispensers and renovating the secondary vapor recovery system of fuel dispensers to reduce oil and gas emissions.



Marine Pollution Prevention and Control

During the port stevedoring operations, the Company takes effective measures to prevent and manage marine pollution. Each stevedoring subsidiaries under the Company signs agreements with qualified third-party companies to provide support for the emergency disposal of ship pollutants. Oil cargo stevedoring operations can only commence after oil containment booms are deployed as required to prevent cargo and debris from spilling into the harbor basin. The Company ensures that floating debris on the sea surface and intertidal zone garbage in the port marine area are cleared daily to maintain cleanliness in the port waters.

Noise Pollution Prevention and Control

Each stevedoring subsidiaries under the Company strictly implements noise pollution prevention and control management requirements. In accordance with the requirements of pollution discharge permits and environmental impact assessment documents, it entrusts qualified third-party units to regularly conduct noise monitoring work, ensuring that noise levels comply with regulatory standards.

International Sanitary Port Construction

The Company actively promotes the establishment of an international sanitary port, strengthening environmental control in the production and operation process to minimize the environmental impact of production activities and strive to create a green ecological environment.

Construction of a Garden-style Port

In 2024, the Company advanced the Phase II project of constructing a garden-style port, greening approximately 150,000 square meters of vegetation throughout the year, planting around 4 million seedlings, building six pocket parks, enhancing the overall environment of the port area, and optimizing its green landscape.



The Company has continuously strengthened environmental sanitation management, conducted in-depth environmental inspections, and carried out relevant work to improve sanitation, resulting in further improvement of the port area's environment. In 2024, the Group completed the disinfection and pest control of vector organisms in the port area, applying pesticides to a cumulative area of approximately 29 million square meters.

3. Creating a green ecology and promoting resource conservation

In line with the actual production conditions of the port, the Company actively focuses on resource conservation, implementing environmental protection projects such as energy-saving technological transformations, energy structure upgrades, and water resource recycling. It strengthens management to tap potential, practices thrift, and improves resource utilization efficiency.

Water Resource Recycling

The Group's water resource consumption primarily comprises production water and domestic water, with no significant risks or issues in obtaining suitable water sources. Production water is mainly used for dust suppression through spraying, road watering, and green irrigation. Production water prioritizes the use of reclaimed water generated by the port area's domestic sewage treatment plant and dust-containing sewage treatment facilities, while also purchasing reclaimed water from external sewage treatment plants as a supplement. Municipal water supply is only used when the above options cannot meet the requirements. Domestic water, mainly for daily office and living needs of personnel, is all supplied by the municipal water system.

The Company strengthens water-saving publicity and education to raise awareness of voluntary water conservation and establishes a long-term management mechanism for water conservation. It increases the promotion and application of new water-saving technologies, strengthens water resource recycling and reuse through measures such as sewage treatment, reclaimed water introduction, and rainwater collection, and increases the proportion of non-traditional water resource utilization. In 2024, the Group's cyclic water resource consumption amounted to 2.345 million tons, accounting for 55.7% of the total water resource consumption.

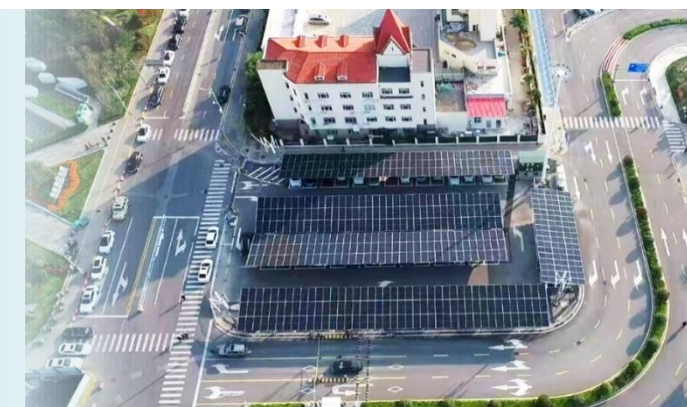
Energy-saving Technological Transformations

In 2024, the Company actively innovated in energy-saving technological transformations, increasing the use of new energy sources, continuously optimizing production processes, and promoting equipment upgrades to achieve efficient energy utilization. It promoted production processes such as sequential startup of bulk cargo handling and automated rail-mounted gantry crane operations with heavy-in/heavy-out capabilities, and expanded the application of energy-saving technologies like permanent magnet motors, potential energy feedback, and segmented control of quay crane lighting, effectively improving energy efficiency.

Energy Structure Upgrades

The Company optimized its energy supply structure, forming a clean energy supply system centered on electricity with complementary multi-energy sources to reduce carbon emissions. It continued to promote the replacement of conventional fuel vehicles and equipment with clean energy alternatives, prioritizing clean energy in the procurement of new mobile machinery and vehicles, and persistently carrying out the electrification transformation of fuel-powered machinery such as stackers, accelerating the transition of equipment to clean energy.

In 2024, the Company constructed four fully intelligent battery swap stations that can meet the usage needs of over 200 electric heavy-duty trucks. It also installed 13,000 square meters of photovoltaic power generation equipment in Dagang Port Area and Qianwan Port Area, with an estimated annual power generation capacity exceeding 1.1 million kWh.



Qianwan Port Area Hydrogen Refueling Station Expansion Phase II project has been completed, with the daily hydrogen refueling capacity increased to 1,000kg. QQCTN pioneered the development of hydrogen-electric coupled dual-container-powered rail-mounted gantry cranes and hydrogen-electric dual-container stacking AGVs. The Tugboat Company has built the world's first hydrogen-electric hybrid tugboat.

The Company is accelerating the construction of a "zero-carbon" port and vigorously promoting the application of new energy sources. In 2024, the Group thoroughly explored the photovoltaic potential of the port area, ensuring that photovoltaic projects were constructed in all suitable areas such as warehouse and building roofs. It built integrated wind-solar-storage charging areas for mechanical equipment and electric private car parking lots, and promoted the application of micro-wind power generation technology. The Company expanded the construction of intelligent battery swap stations within the port area, encouraged leased fleets to replace their vehicles with electric ones, and contributed to reducing carbon emissions across society. Focusing on the comprehensive application of hydrogen energy, the Company organized a hydrogen energy port conference and initiated the construction of the nation's first full-scenario hydrogen energy port. The "Hydrogen into Every Home" demonstration project successfully passed on-site inspections and mid-term evaluations by competent authorities.

(III) Response to Climate Change

1. Climate change-related risks and opportunities

Facing the global challenge of climate change, the Company actively implements the national goals of “carbon peaking” and “carbon neutrality” pays attention to the impacts of global climate change on port operations, adheres to the development philosophy of green and low-carbon practices, and continues to increase investment and actions in addressing climate change. Based on the situation of climate change, the Company has analyzed the climate change risks and opportunities it faces, assessed the related impacts, and formulated response strategies.

Risk Events			Potential Financial Impact	Response Measures
Entity risks	Acute risks: Typhoon, storm, drought, flood and other extreme weather	<ul style="list-style-type: none">• Damage docks and related facilities, cargo ships or cargo, resulting in damage and loss of assets• Extreme weather causes a ship to deviate from its original route, making it difficult to arrive at the port on time• Affect the smooth passing of a shipping lane and need dredging• Crop failure leads to a decrease of cargo quantity, affecting a port’s throughput	<ul style="list-style-type: none">• Reduction in revenue due to the impact on port business operations• Increased costs for the damage and maintenance of docks, waterways, and other infrastructure• Escalated costs and insurance premiums resulting from heightened health and safety risks for employees	<ul style="list-style-type: none">• Formulate emergency response plans for natural disasters, such as the <i>Implementation Plan for Emergency Response under the Heavy Pollution Weather</i>, and constantly improve the natural disaster emergency response mechanism• Promote development of diversified businesses and develop terminal and comprehensive logistic services
	Chronic risks: Sea level rise and growing foggy weather, last high temperature	<ul style="list-style-type: none">• Sea level rise and growing foggy weather affect a ship’s route and the sailing schedule of a shipping company• As the temperature rises, the terminal needs to be equipped with more refrigeration equipment to meet the needs of relevant customers; employees may not be able to work outdoors for a long time in the hot season, which affects operation efficiency	<ul style="list-style-type: none">• Weather factors lead to ship diversion or delays, increasing operational costs• Expenses on capital and employee benefits for addressing climate change have risen	<ul style="list-style-type: none">• Scientifically arrange production plans, carefully deploy production organizations, improve operation efficiency
Transitional risks	Policy and legal risks	<ul style="list-style-type: none">• The government launched stricter policies and regulations to mitigate climate changes and increase compliance requirements of corporate operation• China’s trading pricing mechanism for carbon emissions is gradually	<ul style="list-style-type: none">• Increased costs of greenhouse gas emissions and compliance expenses	<ul style="list-style-type: none">• Pay close attention to changes in environmental laws and regulations and respond in a timely manner• Actively carry out energy saving and emission reduction and increase the proportion of clean energy

Risk Events			Potential Financial Impact	Response Measures
		improved, increasing business operational cost <ul style="list-style-type: none">• Lawsuits and claims related to climate risks		
	Technical risks	<ul style="list-style-type: none">• The use of renewable energy, new technologies and equipment for energy saving and emission reduction makes original technologies and facilities outdated and depreciated	<ul style="list-style-type: none">• Elevated costs stemming from research, development, and investment in clean energy technologies	<ul style="list-style-type: none">• Continuously study the feasibility and economic benefits of applying new technologies and equipment
	Market risk and reputation risk	<ul style="list-style-type: none">• Customers have increased demand for low-carbon services and green terminals, and they are more inclined to cooperate with companies with excellent performance in sustainable development	<ul style="list-style-type: none">• Rising raw material prices leading to increased costs	<ul style="list-style-type: none">• Accelerate the construction of a green and intelligent port, improve the efficiency of resource recycling and utilizing, and achieve a leading position in sustainable development industry

2. Governance of climate change-related risks

The Board is responsible for governance related to climate change, integrating climate change issues into the overall corporate development strategy. To improve the climate change governance system, the Company organically integrates climate change management with production and operations management, refining relevant management systems and standards. It has allocated dedicated (or part-time) personnel, formulated climate change response work plans, and deployed tasks aimed at achieving carbon peak and carbon neutrality goals.

To effectively address climate-related risks and opportunities, the Company has established a target responsibility evaluation and assessment system. It strengthens supervision and inspection of energy-saving task implementation, adopting a one-vote veto system for energy-saving and carbon reduction targets and an accountability system for primary responsible persons. These measures ensure the practical implementation of green development plans and promote the Company's green and low-carbon development.

Statistical data on greenhouse gas emissions in 2024

Indicators	Unit	Data
Total Greenhouse Gas Emissions	Tons of CO ₂ equivalent	702,976
Among which: Direct Greenhouse Gas Emissions (Scope 1)	Tons of CO ₂ equivalent	134,823
Indirect Greenhouse Gas Emissions (Scope 2)	Tons of CO ₂ equivalent	568,153
Total Greenhouse Gas Emissions per 10,000 Tons of Throughput (Scope 1 and Scope 2)	Tons per 10,000 tons of throughput	10.13
Greenhouse Gas Emissions Reduced Directly by Emission Reduction Measures	Tons of CO ₂ equivalent	67,800
Among which: Scope 1	Tons of CO ₂ equivalent	65,800
Scope 2	Tons of CO ₂ equivalent	2,000

In May 2024, “Intelligent and Green ‘Double Five-Star’ Port Construction Practice of the Automated Terminal at Shandong Port Qingdao Port” was included in the list of green and low-carbon case enterprises in the selection of typical green and low-carbon cases released by the Ministry of Ecology and Environment of China. The Company’s project “Research and Development of Green and Low-Carbon and New Energy Technologies” was selected as a special pilot task for building a strong green and low-carbon transportation system by the Ministry of Transport of China. The Company has developed and launched a container carbon footprint accounting platform, which has been certified by classification societies. Qingdao Port has become the first port in China to provide online carbon footprint accounting services.



Case

Measures to reduce carbon emissions

Qiangang Branch has increased investment in energy-saving and carbon-reduction technological transformations, exploring the path towards a green transformation of terminals. It invested RMB4.5 million to complete energy-saving equipment upgrades, such as the potential energy feedback system for gantry cranes, which can save 500,000 kWh of electricity annually. Additionally, it invested RMB11 million to replace fuel-powered mobile machinery with electric alternatives and upgrade engines. The Company also introduced 20 new fully electric dump trucks for cargo handling operations, further reducing carbon emissions.

QQCT achieved normalized and large-scale operations of hydrogen fuel cell tractors. Throughout the year, these tractors consumed 57.7 tons of hydrogen fuel, replacing 363,000 liters of diesel, and reducing carbon dioxide emissions by approximately 980 tons. Additionally, QQCT has established a hydrogen energy laboratory specifically for port machinery and equipment, and has formed a professional hydrogen fuel technology team.



Weihai Port Development Company has put into operation Weihai’s first short-distance new energy electric container truck battery swap station. This station has a daily service capacity of over 200 vehicle swaps. As of January 2025, the battery swap station has accumulated a total electricity consumption of 3.19 million kWh, reducing carbon emissions by approximately 2,500 tons.



3. Carbon emission reduction work plan

Strengthen top-level design for carbon management. Fully implement the requirements of the “carbon peak and carbon neutrality” goals, formulate group standards for carbon-neutral ports, and develop emission inventories for pollutants from mobile sources. Enhance the basic capabilities and institutional construction of carbon management, conduct specialized training on carbon emission management, and promote relevant managers to master knowledge on the “dual carbon” policy, carbon accounting, carbon trading, and carbon quotas, thereby facilitating the transition from energy consumption management to carbon emission management.

Enhance carbon emission management capabilities. Upgrade the carbon management functions of the Company’s energy platform, study online management and control of energy consumption of mechanical equipment and carbon emissions from vehicles, explore management mechanisms such as equipment carbon credit systems, and expand carbon footprint accounting capabilities. Research and develop a professional digital energy and carbon management service system in the port and shipping sector, providing full-lifecycle digital carbon management solutions for customers in the upstream and downstream industrial chains.

Construct zero-carbon demonstration projects. Review the port’s energy structure and new energy supply situation, comprehensively consider factors such as location characteristics, low-carbon foundations, and carbon emission reduction potential, and create zero-carbon demonstration projects in accordance with the overall technical path of “green energy self-sufficiency, emission reduction in energy use processes, ecosystem carbon sinks, and offsetting through external transactions”.

Deepen the application of wind power technology. Based on the pilot application of gentle breeze power generation, promote the large-scale and systematic promotion of small wind turbines and gentle breeze power generation technologies in ports, expand green electricity sources in port areas, and provide strong support for ports to achieve carbon peaks.

Expand the scale of photovoltaic applications. Accelerate the construction of photovoltaic projects, explore pilot applications of energy storage technologies, and locally create self-sufficient systems of “distributed energy + energy storage + microgrids”. Promote the expansion of photovoltaic capacity, research the application of flexible photovoltaics on structures such as canopies, and promote photovoltaic power generation on the tops of bulk cargo belt conveyor corridors.

Create a full-scenario hydrogen energy port. Continuously expand the scale of hydrogen-powered vehicle applications, complete the transformation of 10 hydrogen-electric coupled rail cranes, build a 300kW hydrogen energy combined heat and power integrated energy supply system, and create a hydrogen energy zero-carbon inspection area. Put hydrogen-electric powered tugboats into use, research new hydrogen production technologies, and promote the comprehensive application of hydrogen energy.

Promote the expansion of green technology innovation. Leverage the port’s coastal advantages, explore the application of new technologies such as wave energy, and broaden green energy channels. Continuously promote the application of permanent magnet motors, potential energy feedback, and oil-to-electricity conversion technologies, tackle key challenges in flywheel energy storage, electrochemical energy storage, and seawater source heat pump technologies, and fully promote the bunkering business of green alternative fuels such as methanol, helping upstream and downstream industrial chains accelerate decarbonization.

(IV) Protecting Ecological Environment

The Company focuses on the “dual carbon” goals, as well as the objectives of building a world-class port cluster and Qingdao International Shipping Center. It accelerates the clean transformation of the energy structure, promotes the achievement of carbon peak and carbon neutrality goals, and constructs a beautiful port with higher levels of pollution prevention and more sustainable green and low-carbon development.



Environmental Objectives for the Year 2025

I. Green and Low-Carbon Goals

- Direct greenhouse gas emissions per 10,000 tons of throughput shall not exceed 1.73 tons of CO₂ equivalent;
- Clean energy shall account for 69% of total energy consumption;
- Shore power consumption shall reach no less than 12 million kWh;
- Battery charging/swapping electricity consumption shall reach no less than 30 million kWh;
- Photovoltaic power generation capacity shall reach 25 million kWh; and
- Clean transportation of bulk cargo shall exceed 85%.

II. Pollution Prevention and Control Goals

- Eliminate major or more severe sudden environmental incidents and strictly control general and moderately severe environmental incidents;
- Implement 100% compliance in the following six dust control measures for bulk cargo operations: dust containment barriers, material covering, spray watering, vehicle sealing, tire washing, and road hardening. Continuously improve air quality in the port zone, with monitoring data surpassing regional published standards;
- Achieve 100% compliance in wastewater discharge and reuse standards;
- Achieve 100% standardized management and compliant disposal of solid waste;
- Achieve 100% registration and compliant exhaust emissions for non-road mobile machinery; and
- Achieve 100% compliance in the "Three Simultaneities" (simultaneous design, construction, and operation of environmental protection facilities alongside the main project), effective operation of environmental protection facilities, and lawful possession of pollutant discharge permits.
(Note: “Three Simultaneities” refers to the requirement that environmental protection facilities must be designed, constructed, and put into operation simultaneously with the main project)

III. Resource Utilization Goals

- Non-traditional water source utilization rate shall not be less than 50%. Achieve 100% recycling of reclaimed water generated from domestic wastewater treatment plants and dust-containing wastewater treatment facilities within the port zone. Achieve 100% compliance in wastewater discharge and reuse standards and lawful possession of pollutant discharge permits.

Measures for protecting the ecological environment

To protect the ecological environment, reduce waste and pollutant emissions, and minimize energy and water resource consumption, the Group will implement the following measures by 2025 :

- (1) **Promote Equipment Electrification.** Newly purchased machinery and vehicles will principally adopt clean energy sources. A batch of fuel-powered production equipment and vehicles will be phased out. Two new intelligent battery-swap stations will be constructed, and safety operation and emergency response protocols for these stations will be formulated.
- (2) **Expand Vessel Shore Power Utilization.** New terminals will be equipped with standardized shore power facilities. A smart shore power management system will be established to enable real-time online electricity metering, and a vessel shore power information database will be created.
- (3) **Optimize Green Transportation and Distribution Structure.** Green transportation methods such as rail, waterway, enclosed conveyor belts, and new/clean energy vehicles will be prioritized for bulk and medium-to-long-distance cargo transportation.
- (4) **Create Model Green Ports.** Referring to green port evaluation standards, the Group will drive the construction of specialized star-rated green port general terminals.
- (5) **Strengthen Dust Pollution Control.** Research will be conducted to deploy additional air quality micro-monitoring stations, and micro-mist dust suppression technology and a “QR code” traceability mechanism will be promoted to enable real-time monitoring of stockpile production and dust management information.
- (6) **Enhance Environmental Emergency Management.** A dynamic and updated list of environmental risk classification and control will be developed. Emergency response plans and on-site emergency disposal protocols for sudden environmental incidents will be improved, with standardized emergency drills conducted to enhance response capabilities.
- (7) **Advance Garden-Style Port Construction.** Green areas in the port zone will be expanded, and pocket parks and port-specific garden attractions will be developed. Upgrading standards for environmental facilities such as wastewater treatment stations and hazardous waste warehouses will be implemented, and ecological landscaping will be piloted in suitable areas.
- (8) **Strengthen Pollutant Discharge Permit Supervision and Management.** Mid- and post-event management of pollutant discharge permits will be enhanced, with timely updates to enterprise information, waste discharge categories, discharge outlets, and environmental monitoring details.

Social

- ◆ Providing High-quality Services
- ◆ Promoting Win-Win Cooperation
- ◆ Building a Sustainable Supply Chain
- ◆ Building a Safe Port
- ◆ Empowering Outstanding Employees
- ◆ Serving Social Welfare

Ports are fundamental and pivotal facilities that connect water and land transportation, often regarded as a “barometer” of national economic development and a “wind vane” of international trade activities. The Company actively responds to the national call, strengthens the port hub's support functions, enhances cooperation with peers, upstream and downstream industry clients, and suppliers, and improves service quality and standards. Upholding the people-oriented philosophy, the Company prioritizes employee well-being, supports rural revitalization and regional development, promotes social equity and inclusion, and contributes to the prosperity, progress, and harmonious development of society.



(I) Providing High-quality Services

The Company regards service quality as the lifeline of its survival, adhering to a customer-first approach and continuously enhancing its comprehensive service capabilities under the guiding principle of “*You have needs, we respond*”. In 2024, upholding its commitment to customer service, the Company addressed client feedback by establishing rest cabins for visiting drivers and optimizing online query functions, significantly improving convenience for business transactions.



China Economic Information Service and the Waterborne Transport Research Institute of the Ministry of Transport, jointly released the *Comprehensive Evaluation Report on World-Class Ports (2024)*. Qingdao port ranked among the **top-tier global ports**, achieving consecutive annual ascensions in its position for two years.

China Customs Brokers Association announced the 2024 cross-border trade business environment assessment results for container cargo at seaports. Qingdao Port has been rated as the top performer with the **highest overall score** for the fourth consecutive year.

1. Improving the functions of port services

In order to further meet customer needs and enhance the port’s competitiveness, the Company extends the port’s industry chain and service chain and continuously improves service function of the port. The Company promotes infrastructure construction and enhances the hard power of infrastructures. The Group has built the world’s most efficient fully container terminal, 400,000-ton ore terminal, 300,000-ton crude oil terminal, 200,000-ton bulk cargo terminal and storage tanks, pipelines, yards, warehouses and other ancillary facilities. In 2024, the Company accelerated the construction of the Northeast Asia international shipping hub, and realized the re-optimization of route layout, the re-improvement of service capacity, the re-innovation of service measures, and the re-upgrading of market expansion.

The Company deepens cooperation with major shipping companies, adheres to the principle of “customer first”, and creates personalized service plans according to the needs of shipping companies. We actively seek policy support, rely on smart empowerment, innovate more efficient operation modes to reduce operating costs for shipping companies. We focus on the operation mode of sea-rail combined transportation, radiate to the deeper hinterland, and build a comprehensive logistics service channel with the lowest cost, the best service and the highest efficiency for customers, so that Qingdao Port has always become the most reliable partner of the majority of shipping companies.

The Company adopts a customer-needs-driven approach, conducting multi-tier client visits and roundtable discussions annually to solicit feedback, address concerns, and continuously enhance service quality, thereby strengthening partnerships.



In 2024, the Company implemented its service philosophy of “bringing the port to the customer’s doorstep”, senior management led visits to over 100 clients for face-to-face discussions, actively listening to their genuine feedback. Based on identified needs, we delivered tailored port logistics solutions, prioritizing quality, safety, efficiency, and convenience.

In March 2024, the Company participated in the Shandong port container transportation high-quality development forum, engaging in in-depth discussions with shipping companies on cost reduction, quality improvement, and operational efficiency, as well as service quality enhancement. The parties jointly signed a memorandum of understanding on green energy supply cooperation to advance high-quality development in container logistics.




In December 2024, the Company held a transportation fleet exchange meeting to solicit opinions and suggestions, establish a long-term communication and cooperation mechanism, and jointly create a safe and efficient transportation environment in the port area.





2. Service quality management

The Company has formulated management systems such as the *Freight Quality and Service Quality Management Measures* and established standardized customer service procedures to ensure service quality. We have developed effective business negotiation and communication mechanisms with key clients, conducting regular customer follow-ups to understand their needs and usage experiences. Service details are continuously optimized based on customer feedback. The Company attaches high importance to reasonable customer suggestions, maintaining a strict process for promptly studying, responding to, and implementing improvements based on client input. Annually, the Company organizes quality-focused campaigns such as “Quality Month” initiatives, each year designating a specific theme to drive service enhancement efforts. These programs engage all employees in improving service quality and elevating service standards throughout the organization.

The Group has established a comprehensive service hotline to create a more convenient, efficient, standardized, and intelligent centralized customer service platform, guided by customer needs, we innovate service quality to promptly and effectively address client needs, enhancing customer satisfaction.



Customer Service Measures



- ✧ The Company set up a customer service center and opened a comprehensive service hotline of 1010-0532 to provide 24/7 “one-stop” manual services integrating on-site service and the market service, forming an interconnected pattern of “responding with one telephone number” covering the whole port, and further optimizing the port’s customer service hotline management model.
- ✧ With the concept of delivering attentive, considerate, enthusiastic, focus and reassuring services and the commitment of “keeping a smooth hotline and never refusing a request”, the Company assigned high quality and highly competent personnel with excellent professional skills to offer professional services to customers.
- ✧ The Company implemented “first inquiry responsibility system” for customer service to solve customer needs and improve service efficiency.
- ✧ The Company established customer service key performance indicators system, implemented quantitative management, comprehensively evaluated customer service work performance and improved customer service work quality.

The Company strictly complies with laws and regulations such as the *Advertising Law* and the *Trademark Law* in service promotions and marketing activities, ensuring no false or misleading claims are made. In 2024, the Company has not had major safety or quality incidents related to its products and services, nor did it face any administrative penalties due to false advertising or consumer fraud.

The Company continuously improves customer service quality and enhances service brand reputation, invite quality management experts for two consecutive years to assist in conducting customer satisfaction assessments. In 2024, the customer satisfaction score at Qingdao Port reached 95.9, marking an increase of 0.6 percentage point from the previous year and achieving an overall “Perfect” rating.

3. Service efficiency management

The terminal efficiency is one of the key service indicators that cargo owners and global shipping companies put great emphasis on. The Company scientifically arranges production plans, optimizes business processes, improves operation efficiency, reduces berthing time for ships, and provides customers with efficient services in whole process. The Company regards improving handling efficiency as an important aspect of enhancing competitiveness, maintain a leading advantage in container and iron ore handling efficiency, earning recognition from domestic and international clients with high quality and efficient services.

The Company has comprehensively upgraded its full-process operational efficiency standards and implemented quantified service measures known as the “Four Commitments and Eight Guarantees”. By enhancing vessel berthing and departure efficiency, port operational efficiency, inspection efficiency, and sea-rail intermodal cargo handling efficiency, actively building an internationally leading “Fast Port” renowned for its speed.

Enhance port operation efficiency

Arranging production plans	Deploying production organizations	Optimizing business processes	Improving navigation
The Company develops reasonable and scientific production plans and assessment indicators, and during implementation, strict controls are enforced, with necessary adjustments made promptly based on factors such as weather conditions and operational progress.	The Company plays the pivot role of management as the “production dispatch and command center”, implements “integrated” co-ordination and deployment of production resources in the whole port, and fully explores the production potential of each port area, forming a synergetic development mode with all port areas, complementing and cooperating with each other, to improve the port’s overall production organization efficiency.	The Company vigorously promotes online services of intelligent port, through which customers can enjoy 24-hour self-service business online. Through online services, container trucks can save about 90 minutes per trip. Meanwhile, we can realize data sharing among relevant parties of port logistics, to ensure the full-process traceability of imported containers.	The Company has implemented innovative technologies, including the Small-Target Radar Monitoring Network System and AIS-based electronic navigation mark upgrades, to enhance operational efficiency within the port. By strengthening maritime navigation safety management, Qingdao Port achieved a 100% fairway navigation guarantee rate in its main channel in 2024.

By means of standardized operation training, skill training and multiple ways, The Company continuously improves the technical skills and practical ability of operating personnel. The Company organizes vocational skills competition every year to improve the employees’ work proficiency and skill levels, builds a team of high-quality industrial workers, which establishes the foundation for the Company to maintain industry leading production efficiency.

The Company’s management team has been engaged in the port industry for many years, and has rich management experience. The Company has created the enterprise culture with unique characteristics of Qingdao Port, and cultivated a large number of advanced workers and high-quality and highly skilled staff represented by the “Gold Medal Worker” Xu Zhenchao, the “Model of the Times” and “Liangang Innovation Team”, which have laid the foundation for the Company’s innovative development and sustainable development.

In December 2024, the fully automated container terminal bridge crane at Qingdao Port achieved an average operating efficiency of **60.6** TEUs/hour, breaking the world record for **the 11th time**; QDOT achieved a single-machine unloading rate of **3,167** tons/hour, breaking the world record for **the 27th time**; West United handling **51,676** tons within 24 hours, breaking the world record for **the fourth time**.



4. Complaint management

The Company places high priority on customer feedback and suggestions. Through satisfaction surveys, customer visits, and other channels, systematically identify service deficiencies and drive continuous quality improvement. Publicly disclosed service supervision hotlines and complaint channels to promptly gather and address customer concerns. A comprehensive customer complaint management system has been implemented, featuring dedicated complaint handlers with clearly defined responsibilities and response timelines. All customer complaints are tracked through closed-loop management, achieving a 100% resolution rate.

In 2024, The Company headquarters received and processed 16 customer complaints through formal grievance mechanisms (excluding complaints handled by subsidiaries, joint ventures, and associates). Among these, 2 cases were invalid due to customers' lack of policy awareness and were resolved through clarification. The remaining 14 complaints were all successfully addressed.

5. Customer privacy protection

While providing customers with considerate and meticulous services, the Company pays attention to protecting customers' information and privacy. We established a comprehensive customer information protection system, strictly implemented confidentiality requirements in accordance with the contracts or agreements between both parties, and regularly checked the implementation of customer information protection system. We managed all kinds of customer information confidentially, set up limitations of access and use to customer information and signed confidentiality agreements with employees as required to strictly protect customer information and private information. The Company has implemented a customer data breach remediation mechanism to mitigate potential damages from information security incidents. In 2024, the Company maintained a zero-leakage record for client privacy data.

(II) Promoting Win-Win Cooperation

The Company actively integrates into the national development of the “OBOR”, accelerates to build a world-class marine port. Through more cooperation with the other ports, upstream and downstream industries and suppliers, The Company strives to achieve regional quality resource sharing and boost regional coordinated development and win-win cooperation. In 2024, The Company joined hands with partners to expand its international cooperation network, conducting a series of business docking activities in more than 20 countries, including the UAE, Saudi Arabia, Guinea, Indonesia, Singapore, Japan, Spain, Australia, and Peru, thereby driving high-level opening up.

The high-quality development of the enterprise benefits from a favorable industry ecosystem. We actively engage in cooperation between domestic and international ports, participate in various industry association activities, promote innovation driven development in the sector, and maintain harmonious relationships with industry peers. The Company closely monitors the upstream and downstream industrial chains, leverages port resource advantages to drive the growth of portside industries, and coordinates efforts to accelerate the development of bulk cargo and grain-related portside industries in the Dongjiakou port area, fostering synergistic development between portside industries and port operations.

The Company strengthens the operational management of overseas projects, enhancing communication and coordination with shareholders and clients, as well as daily project oversight. In 2024, the Group achieved stable and secure operations in the Myanmar Maday Island Project, the UAE Abu Dhabi Terminal Project, and the Guinea VEGA Port Project, all of which it participated in managing. Additionally, in collaboration with COSCO SHIPPING Ports, the Company has involved in the construction and operation of the Peru Chancay Container Terminal Project, deploying management personnel to oversee port construction and operations, jointly expanding overseas business.



Construction of international sister ports

In 2024, the Group deepened international cooperation and friendly exchanges, adding **8** new sister ports. This brings the total number of international sister ports to **38**, further enhancing Qingdao Port global visibility and influence.



In September 2024, the Group entered into a sister port agreement with the Lomé Port Authority of Togo. The two parties will strengthen cooperation across multiple domains, including port planning and development, operational management, smart and green port initiatives, and personnel training.



區關港聯合研究中心

FTZ-CUSTOMS-PORT JOINT RESEARCH CENTER

In June 2020, Qingdao Port, together with Qingdao Area of Shandong Free Trade Zone and Huangdao Customs, established the FTZ-Custom-Port Joint Research Center to jointly deepen policy research, actively integrate into national strategies, improve trade facilitation, enhance port service efficiency, and promote regional enterprise development and overall social and economic development.



Annual meeting of FTZ-Custom-Port Joint Research Center of 2024

In March 2024, the 2024 annual conference of the Port-Customs-District Joint Research Center was held at Qingdao Port automated terminal, advancing deeper integration among districts, customs, and ports. The meeting identified 16 innovation projects, including enhancing regulatory efficiency, implementing intelligent inspections at automated terminals, upgrading Yungangtong's intelligent inspection capabilities.



The Company strengthened exchanges and interactions with the industry and various professional fields, and actively participates in the innovation and development of the industry. We complied with the industry self-discipline rules, formulated and implemented the *Administrative Measures for Participating in Association Organizations*, and improved the code of conduct for participating in industry organizations. As the end of the reporting period, the Group has joined 53 industry organizations such as the China Ports Association, and served as the chairman, vice-chairman or director unit of some industry organizations, playing an active role in strengthening internal and external communication and coordination in the industry and promoting the sound development of the industry.

(III) Building a Sustainable Supply Chain

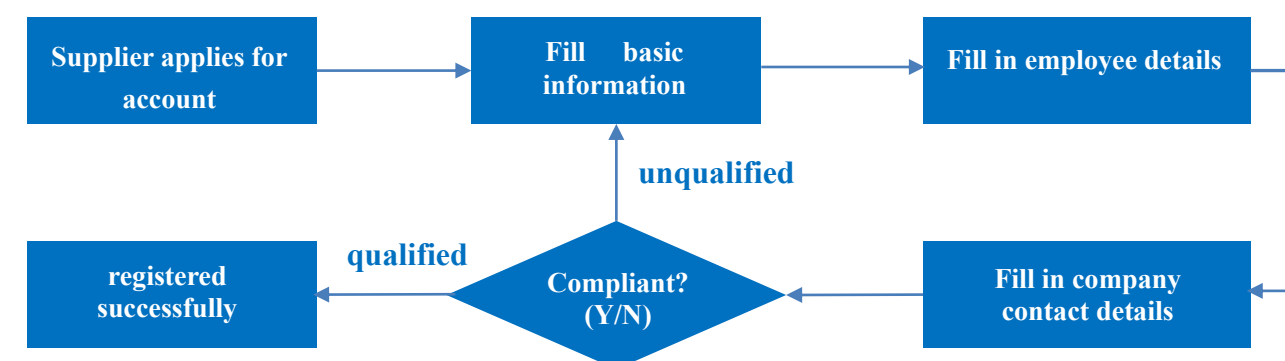
The Company abides by the *Bidding Law of the People's Republic of China* and other laws and regulations, standardizes bidding and procurement management activities, practiced the Group's requirements, we have revised the *Centralized Procurement Management Measures*, the *Supplier Management Measures*, the *Management Measures for Evaluation Experts* and other management systems, further clarifying the division of business and process, regulating employee behavior, reducing the impact of human factors, and protecting the legitimate rights and interests of the Company and suppliers.

1. Implement “Sunshine Procurement”

The Company implements the centralized procurement policy, vigorously implements the “sunshine procurement” project, and sets up a full-time department material and equipment bidding procurement center (hereinafter referred to as the “Procurement Center”) to uniformly purchase the cargo, service and projects based on the principles of openness, fairness, justice and transparency. The implementation of the “sunshine procurement” project has played the advantages of large-scale and specialization of procurement, strengthened the risk control of the procurement process, effectively prevented the risks of procurement fraud and commercial bribery, and promoted cost control and capital saving. The Procurement Center innovates supplier management, takes the dynamic evaluation, selecting the good and abandoning the bad, efficiency and systematics as principles, forms a sound supplier management mechanism of daily management, regular evaluation and annual audit, and builds a supplier management system covering the event before and the event after the event.

The Group realizes the online operation of the whole bidding process, publicly recruits suppliers with advanced technology and efficient operation to the whole society through the sunshine smart procurement E-platform, continuously optimizes the supply chain and maintained the leading level and competitive vitality of suppliers. We make every effort to promote the upgrading of the procurement platform, realize the online payment of bid bond and agency fee through the data exchange between sunshine smart procurement E-platform and E-bank, realizing the online handling of procurement business more convenient. We further normalize the standardized deposit management, exempt the deposit for small projects, and reduce the transaction cost of suppliers. By lowering entry barriers, we enable high-quality small and medium-sized suppliers to participate more easily, fostering a favorable and business-friendly environment.

Suppliers registration process on sunshine smart procurement E-platform





Implementation of the "Sunshine Procurement" Initiative in 2024

- ✧ More than **1,600** bidding projects were completed throughout the year, with **347** new suppliers added.
- ✧ As of the end of 2024, the number of registered suppliers exceeded **1,800**, while online potential supplier users over **2,000**.
- ✧ We implemented a quantitative scoring system and blacklist management for suppliers, imposing a total penalty of **960** points on **232** supplier instances, blacklisting **102** suppliers, and removing **222** suppliers from the bidding inquiry group.
- ✧ We launched a supplier helpline with **24-hour assistance**, resolving over **10,000** inquiries during the year.
- ✧ Focusing on bidding and procurement professional development, the Procurement Center now has **20** staff members certified by the China Tendering and Bidding Association.



Integrity education for procurement personal



Procurement talent cultivation



Soliciting opinions and suggestions



Procurement material acceptance

2. Promote sustainable development of the supply chain

The Company pays close attention to suppliers' ESG performance. In the procurement process, we prioritize equipment and materials that are reliable in quality, energy-efficient, and environmentally friendly, while strictly prohibiting the purchase of outdated products explicitly banned by national regulations. We assess whether suppliers pose legal or ethical risks in areas such as ecological conservation, labor standards compliance, and human rights protection. By integrating ESG principles and management requirements into supplier interactions, we encourage suppliers to proactively fulfill their environmental and social responsibilities. We strengthen direct collaboration with industry leaders to establish strategic partnerships, optimize supply chain coordination mechanisms, and enhance transparency and responsiveness across the supply chain.

The Company has established the *Business Outsourcing Management Measures* to safeguard the legitimate rights and interests of both itself and its partners. In line with the cost-effectiveness principle, certain operations that cannot be fulfilled by its internal resources to professional service providers or other organizations. The Company encourages subcontractors to actively fulfill their environmental, social, and governance responsibilities. At the environmental level, subcontractors are urged to adopt energy-saving and emission-reduction measures, properly manage waste disposal, and minimize adverse impacts on the natural environment. At the social level, subcontractors must uphold labor rights, prohibit all forms of forced labor and child labor, provide safe and healthy working conditions, and actively contribute to local community development. At the governance level, subcontractors are expected to maintain transparent business operations and reject corruption and unfair competition. If any subcontractor engages in serious violations of ESG policies, the Company will take corrective actions, including termination of cooperation.

Maintain fair procurement order

The Company is committed to maintaining a fair and just procurement order, setting up a supervisory department to accept complaints from suppliers, encouraging the society and suppliers to report suspicious corrupt behaviors, and severely cracking down on violations of laws and regulations such as favoritism and black-box operations in the procurement process, so as to protect the legitimate rights and interests of both parties. Procurement Center regularly supervises and publicly reminds the incorruptible procurement, signs the *Integrity Commitment Certificate* with suppliers, issues a *Letter to Suppliers* on the bidding procurement platform, practicing the concept of open, shared and win-win supplier cooperation and opposing any form of unfair competition.

Equal treatment of small and medium-sized enterprises

The Company regards suppliers as important partners, adheres to its policies and commitments towards them, protects the interests of creditors, and engages with suppliers in good faith. We advocate for the establishment of a fair, competitive, and mutually beneficial business environment. As of the end of the reporting period, the accounts payable balance was RMB1,612.91 million, accounting for 2.57% of total assets. In 2024, the Company had no overdue payments to small and medium-sized enterprises.

(IV) Building a Safe Port

The Company has conducted in-depth learning the important expositions of General Secretary Xi Jinping on safety production and instructions on safety production, solidly carried out the three-year action plan to tackle the root causes of safety production, conscientiously implemented the main responsibility of enterprise safety production, controlled risks, eliminated hidden dangers, vigorously improved the safety production management system, and comprehensively promoted the construction of a safe port.

1. Improved the safety management system

The Company strictly complies with national, provincial, and municipal laws, regulations, and normative documents such as the *Work Safety Law*, the *Special Equipment Safety Law*, and *Emergency Response Law*. It builds a safety responsibility chain, enhances the quality and effectiveness of safety training, fosters a safety culture, improves institutional standards and norms, and continuously refines the safety management system.

Building a safety responsibility chain. The Company’s safety production committee adopts a dual-director system with the chairman and general manager serving as co-chairs, and a safety director is appointed as required. Innovatively applying the work method of management personnel fulfilling safety production responsibilities based on task lists, the Company signs annual work safety target responsibility agreements with subsidiaries, grassroots departments, and teams at all levels, implements a full-employee work safety responsibility system, and establishes a safety responsibility network covering all staff.

Featured safety training

- ◆ Comprehensive safety leadership training for key personnel
- ◆ Safety management leaders learning from industry benchmark companies
- ◆ Training for safety managers on major accident hazard identification and management standards
- ◆ Essential knowledge and skills training for new employees in recent years
- ◆ Mentorship and knowledge transfer training by experienced station and team leaders
- ◆ Hands-on accident prevention training for shift supervisors
- ◆ Training for internal safety instructors on effective teaching techniques
- ◆ Frontline employee training on severe consequences of safety violations
- ◆ Company-wide training on safety prohibitions and restricted zones



The Company strengthens the safety training on work to improve employees’ safety skills. The Company has formulated a comprehensive safety training system, stipulating that the training hours for general management and operation personnel are no less than 12 learning hours per year, and training hours for the management and operation personnel of the key post in units are no less than 20 learning hours per year. the Company formulates and implements safety production training work plans annually, conducting safety education and training on all on-job employees, new employees (including intern students), renters, renter-related personnel and temporary external labors. In 2024, the Group organized over 6,000 safety training sessions, with each participant receiving an average of 43.3 training hours.



Improving institutional standards and regulations. The Company revised 11 sets of rules and regulations, including the *Work Safety Management Measures* and *Work Safety Reporting and Reward Policy*, further refining standards and strengthening mandatory compliance. The Company advanced the development of a credit system for transportation safety, with the Group and all its transportation subsidiaries achieving a safety credit rating of Grade A, five companies rating reached AA.

Fostering a safety culture. The Company actively organized thematic campaigns such as *Work Safety Month*, *Disaster Prevention and Mitigation Day*, and *Fire Safety Awareness Month*, utilizing WeChat official accounts, slogan banners, comic exhibitions, and knowledge competitions to continuously enhance employees' safety awareness and risk prevention capabilities. Additionally, we conducted a series of public safety initiatives to promote safety knowledge among communities near the port area, fostering a society where everyone understands and prioritizes safety.

2. Improve the safety prevention mechanism

The Company continuously improves its hazard identification and risk classification and control systems, focusing on 9 key areas including firefighting equipment, safety warning signs, designated hot work zones, contracting and leasing operations, special work procedures, and crowded public spaces, we have launched targeted safety campaigns, identified 15 major safety risks and drove standardized enhancements to our safety management.



Strengthen the emergency response system, enhance the development of both full-time and part-time emergency rescue teams, while improving all employees emergency first aid skills. Conduct emergency drills and training exercises based on contingency plans to comprehensively enhance incident response capabilities. The emergency response company deeply integrates five core functions, including emergency call and dispatch systems, safety risk assessment, digital readiness training, smart base operations, marine disaster response, drives the digital and intelligent transformation of port emergency management.

The Company vigorously promotes the application of intrinsic safety innovation achievements, introduce information management systems, and promote management standardization, visualization, and normalization. Using the security large-scale model, automatic recognition of violations in 9 scenarios, including on duty personnel sleeping on duty and personnel accidentally entering the cable rebound area, is achieved. Promote the promotion plan of equipment intrinsic safety achievements, and add 111 large-scale automatic fire protection systems, 61 intelligent anti drag devices, and 31 door machine AI security systems.

Enhancing organization-wide emergency response capabilities. The Company has developed fundamental emergency first-aid competencies by establishing 12 core safety skills, including Heimlich maneuver, cardiopulmonary resuscitation and AED use and wearing positive pressure respirators, sparking a trend of “theoretical learning + hands-on practice”. The Company conducts on-site training in any scenario, at any position, and at any time around accidents such as electric vehicle fires and suffocation in limited spaces, to ensure that everyone understands and knows how to respond to emergencies.

3. Safeguard employees' occupational health

The Company strictly follows the *Law of Prevention and Control of Occupational Diseases*, adheres to the occupational disease prevention and control guideline of “prevention first and integration of prevention and control”, formulates and implements the *Management Measures for Prevention and Control of Occupational Diseases*, the *Management Measures of Physical Examination for Staff Health*, and other management systems, continues to improve management mechanisms including warnings and notifications, declarations, training and publicity, protective equipment management, hazard monitoring and evaluation, which constantly improves the level of occupational health management and effectively protects employees' occupational health.

Strengthen the management of protective equipment. The Company has formulated the corresponding outfit standard for labor protection equipment according to the environmental characteristics of production positions. We regularly provide staff with labor protection equipment such as helmets, work clothes and gloves. In addition, we strengthen the supervision over usage of labor protection equipment to ensure proper wearing and use and create a safe and healthy production and work environment for the staff.

Strengthen employee health examinations. The Company provides physical examination for staff annually, carries out occupational health examination for employees during the period of pre-the-job, on-the-job and off-the-job to occupational disease hazards, and establishes employee occupational health files. If the employee's health status is inconsistent with the post requirements, transfer to another post in time to avoid the risk of occupational disease or suspected occupational disease. In 2024, the coverage rate of employee occupational health examination was 100%.

Strengthen occupational hazard prevention. The Company has passed ISO 45001 occupational health and safety management system certification. All subsidiaries of the Company involved in occupational disease hazard factors entrust third-party testing agencies to conduct regular occupational disease hazard factor testing, and issue the “Workplace Occupational Disease Hazard Factor Testing Report” to ensure that the operating environment meets the requirements.


(V) Empowering Outstanding Employees

Talents are the foundation for the development of the Company. We adhere to the “people-orientation and talent-rich port” and are committed to building harmonious labor relations. We attract talents, build a platform for growth, protect the rights and interests of employees, promote the common growth of employees and enterprises.

1. Building a first-class talent team


The Company strictly complies with the *Labor Law of the People’s Republic of China* and other relevant laws and regulations on employment of employees, and establishes and implements procedures for employment and resignation of employees in accordance with the laws. In the recruitment process, the Company forbids and eliminates all forms of discrimination regarding ethnicity, race, gender, age, family status, etc. to attract talents for the construction of world-class marine ports.

In 2024, the Company took a step further in team building, pursued cadre management reform, and expanded the scale of professional technical personnel, to guarantee talent reserve for the development of the port.




Construction of the management team

The Company promotes the **management model reform of managers** by implementing the tenure system and contractual management, and implementing the *Contractual Management Work Plan for Managers* and *Interim Measures for Remuneration Management and Performance Evaluation of Management Members* to stimulate the initiative and enthusiasm of the managers, and further improve the management capability.



Translation technical worker training

As at 31 December 2024, the Company and its subsidiaries had a total of **4,514** skilled professionals, including **488** senior technicians, **1,037** technicians, **1,762** advanced workers, **610** intermediate workers, and **617** junior workers. Throughout the year, **1,026** employees newly obtained vocational skill qualification certificates.



Professional talent cultivation

As at 31 December 2024, the Company and its subsidiaries had **2,733** professional and technical personnel, among them, there were **343** persons with senior titles, **1,357** persons with intermediate titles and **1,033** persons with junior titles.

As at 31 December 2024, the Company and its subsidiaries had a total of 9,552 employees, among them, the Company hired 3,071 employees, with its subsidiaries employing 6,481 employees. The number of employees was relatively stable. For detailed breakdowns of employee composition, please refer to the appendix of this report.

Statistics of employment and loss of employees in 2024 were as follows:

Statistical classification	Classification breakdown	Number of new appointment (persons)	Number of loss (persons)	Employee Turnover ratio (%)
Employee Age	Under 30	318	5	0.2
	30-50	0	52	0.9
	Above 50	0	249	16.8
Employee Education Level	Postgraduate and above	139	3	0.6
	Undergraduate	0	17	0.6
	Junior college	179	42	1.1
	Below junior college	0	244	11.6
Employee Gender	Male employees	253	272	3.3
	Female employees	65	34	2.4

- Notes: 1. Number of losses includes retired staff and employees accompanying business adjustments, “under” means the number itself is not included while “above” includes.
2. Employee turnover ratio = number of loss in this category / total number of employees in this category as of the end of reporting period.
3. As the Company currently operates in Shandong Province with fewer employees working outside the province, the number of employees and its turnover ratio by regions have no significant impact on the Company. Therefore, the Company makes no statistics and disclosure on these indicators.

2. Protecting employees’ legitimate rights and interests

The Company attaches great importance to and effectively protects the legitimate rights and interests of employees. We strictly abide by laws and regulations such as the *Labor Law of the People’s Republic of China*, the *Labor Contract Law of the People’s Republic of China* and the *Prohibition of Child Labor Regulations* and normative documents, establish a labor employment system based on contract system, formulate and implement the *Labor Rules and Regulations*, the *Provisions on Management of Rewards and Punishments for Employees (Trial)* and other management system to effectively protect the legitimate rights and interests of employees.

The Company has established a mechanism to review and supervise labor employment, by which the Company will conduct review in respect of new employee recruitment and daily human resources management to prevent the risks of employing child labor and forced labor. We continuously strengthen the supervision and inspection of compliance with labor laws and regulations on subsidiaries and joint stock companies, identify potential employment risks, and urge the responsible department to report and rectify the problems found in a timely manner. In 2024, the Company recorded no illegal behavior such as employment of child labor, forced labor and labor discrimination.

Democratic rights

The Company is committed to building harmonious labor relations. We continue to improve the democratic management system including the workers’ congress, labor union unionists’ congress and the democratically appraised managers, deepen implementation of the mechanism of open and democratic management of the factory, to effectively guarantee the employees’ right to know, participate and supervise.

Measures and Practices to Protect Employees’ Rights and Interests

The Company lays stress on the demands of employees, constantly upgrades the communication and feedback mechanism. Actively building a democratic management system with reasonable programs and complete structures, ensuring that employees have their voices heard, opinions managed, and suggestions implemented.

- Form a labor law supervision committee under the trade union to enhance workplace protection oversight.
- Widely solicit public opinion through 15 democratic channels such as labor research, chairman / general manager mailbox and support hotline.
- Deeply carry out practical activities for employees, collect and handle 1,134 opinions and suggestion from employees in 2024.
- Carried out the activity of putting forward suggestions at all levels and collected 3,440 development strategies.
- The Company successfully passed all levels of workplace transparency and democratic management inspections, 2 employee representative proposals were awarded the first and second prizes respectively by the Shandong Provincial Trade Union.



The Company convened the employee representative assembly and trade union member congress.

The Company cares about and attaches importance to the reasonable needs of employees. We support the labor union to carry out its work according to law, and listen to the opinions of employees through democratic forms such as workers’ congress and labor union unionists’ congress on matters involving the vital interests of employees, such as wages, welfare, labor safety and health, social insurance, etc.

Workers are Great,
Labor is Glorious



The Company has strengthened the selection, cultivation, and promotion of exemplary role models, creating a nurturing environment where employees are assured that “those willing to contribute will be given a platform, and those eager to grow will be given opportunities”. The “Forging Craftsmanship Pursuing Excellence” model worker culture brand of Qingdao Port has become a new hallmark of the exemplary workforce, embodying the profound ethos that “Workers are Great, Labor is Glorious”. The Group leading figures have demonstrated their skills on the main battlefield of port reform and development, tackling challenges at the forefront of technological innovation, and dedicating themselves to the frontline of port production, making outstanding contributions to the development of Qingdao Port.



Qiangang Branch Zhao Weili

We will harness China’s spirit of self-reliance and technological independence to empower the smart transformation of our 30-year-old port, achieving a complete metamorphosis into a next-generation intelligent terminal.



QQCTN Wang Peng

As a frontline industrial worker who rose from an ordinary driver to a national award podium, every step of my journey embodies the profound meaning of “Workers are great, labor is glorious”.



Tugboat Company Xu Xiaozhi

Individual excellence is not true strength, team excellence is. “My crew and I will pioneer maritime breakthroughs, chasing excellence and claiming every victory”!





Focus on the rights and interests of grassroots employees



Discussions with grass-roots employee representatives



The management of the Company participate in the labor survey



Grass-roots companies hold employee representative meeting



Public column about factory affairs in gross-roots units

Gender equality

The Company regards female employees as an indispensable force for sustainable development and values the professional value of every female employee. We are committed to eliminating all forms of gender discrimination, creating a fair, just, and inclusive working environment for female employees, ensuring that they have equal rights and opportunities in recruitment, promotion, and compensation, and enabling them to fully demonstrate their talents and pursue their career ideals. The Company pays attention to the physical and mental health of female employees, and arrange specialized female health examination projects for female employees every year. The Company constructs women friendly facilities and set up mother and baby rooms and breastfeeding rooms in the office to provide convenience for female employees during pregnancy and lactation.

In 2024, the Company organized female employees to actively participate in a series of themed campaigns, including “My Family Needs Me, I Love My Family”, along with book-sharing sessions and family values lectures, aiming to guide female employees to strengthen ideals and convictions and master professional competencies.

Women employee care initiatives

- ◆ Hold the International Women’s Day **commendation conference** to recognize outstanding female individuals and teams.
- ◆ Implement **the women’s achievements campaign** to inspire female employees to excel in all fields.
- ◆ Introduce the “**ten guidelines** for female employee care” to ensure full access to benefits and support.
- ◆ Organize free traditional Chinese medicine clinics and awareness campaigns on **women-specific health issues**.
- ◆ Host **family values lectures** to provide family education guidance
- ◆ Conduct training on laws like the **Women’s Rights Protection Law** to enhance legal awareness and rights protection.
- ◆ Offer **national trend cultural empowerment workshops** to improve cultural literacy.



Salary and Welfare

The Company has formulated a scientific and fair employee remuneration system, under which, the growth of remuneration is determined based on employee work performance, economic environment and supply and demand of human resources market in accordance with the principle of synchronizing with the growth performance of the Company and the improvement of labor productivity.

The Company pays pension, medical care, unemployment, work-related injuries, childbirth and other social insurances for the employees, and provides the employees with high temperature subsidies, heating subsidies and other welfare benefits. We establish an enterprise annuity plan for employees to protect their rights and long-term interests. We set up a supplementary medical insurance of medical aid for serious disease system to provide guarantee for employees with critical illness, so as to reduce their worries.

Closely following the latest national policies, the Company strives for welfare such as refund of subsidy for post stability, one-time employment subsidy and exemption, housing subsidy for new employees, etc. for eligible employees.

Employee rights protection performance indicators			
Statistical classification	2022	2023	2024
Collective contract coverage (%)	100	100	100
Enterprise annuity coverage (%)	100	100	100
Notice of significant events (%)	100	100	100
Democratic supervision coverage (%)	100	100	100
Percentage of employees participating in labor union (%)	100	100	100
Percentage of minority employees (%)	0.53	0.78	0.70
Occupational training coverage (%)	100	100	100
Occupational health check rate (%)	100	100	100
Social insurance coverage (%)	100	100	100
Physical examination and health coverage (%)	100	100	100

Working hour management

Strictly abiding by the laws and regulations related to the working hours of employees, the Company conducts working hour management by formulating a scientific working hour management system and setting up shifting systems for different types of posts. The Company will pay overtime payment or arrange for the transfer of rest to employees who work overtime.

Employee holidays

The Company safeguards the legitimate rights and interests of employees for taking normal leave and ensures that employees could enjoy public holidays and paid time off. In addition, the Company still retains positions for employees returning to work according to maternity leave/nursing leave regulations.

Employee holidays

Name of holidays	Number of vacation days
Statutory holidays	New Year’s Day, Spring Festival, Qingming Festival, Labor Day, Dragon Boat Festival, Mid-Autumn Festival, National Day, etc., implementing the national standards
Paid leave	According to the accumulated years of working, the employees could enjoy leave for 5 days, 10 days and 15 days
Maternity leave	188 days
Nursing leave	15 days
Nursing leave (caring for parents)	10 days for only child, 7 days for non-only child
Parental leave (accompanied delivery)	12 days
Breastfeeding leave	For children are less than one-year old, female employees have 1 hour leave per day
Marriage leave	3 days
Funeral leave	1 to 3days
Home leave to visit spouse leave	30 days
Home leave to visit parents leave (unmarried)	20 days / year; 45 days / 2 years
Home leave to visit parents leave (married)	20 days / 4 years

Notes: The above staff holidays are subject to compliance with relevant laws, regulations and company rules.

3.Facilitating employee career development

The Company strives to create a stage for employee development and unblock employees’ career development channels. We firmly believe that as long as employees are willing to learn and work hard, everyone can become a talent, respects people, cultivates people, brings up people, and uses advanced culture to unite people, uses flexible mechanism to motivate people. The Company creates conditions, builds a platform, promotes the comprehensive development of employees, so as to achieve a harmonious and win-win situation between the enterprise and employees.


Employee promotion

The Company establishes a comprehensive talent development management system and sets up four types of professional development sequences for management staff, professional technicians, skilled workers, and operating workers, to ensure that all employees can achieve development in their own fields. The Company carries out democratic recommendation, competition for employment, recommendation and evaluation, etc., strengthens the post certification of technical qualification, and puts more efforts in completing the incentive mechanism in the employee promotion system. Furthermore, we carry out the employment recruitment and selection work in all respects to inspire rural migrant workers to improve their work abilities and performance, and to provide employment protection for the production needs of employers.

The Company pays attention to talent training and development and vigorously promotes talent training plan. In 2024, the number of the Company who newly obtained national high, medium and primary professional and technical titles reached 351, who newly obtained chief technicians, super technicians, senior technicians, technicians and senior workers reached 539. The educational background, knowledge and ability structure of management personnel, technical workers and other key positions have changed to high-skilled and high-quality aspects, providing talent guarantee for the development of the Company.

Employee training

New improvements have been made in the construction of learning-oriented employees and learning-oriented organizations in the Company. The Company also provides targeted improvement training for employees of different businesses and levels, employees of different job types, grades and genders have equal opportunities to participate in training, so as to give strong talent support and knowledge reserve for accelerating the construction of a world-class marine port.



Training Data Statistics

In 2024, the employee business training expenses of the Company amounted to RMB5.77 million. Through offline key training and online learning training, 120 sessions were organized to enhance employee abilities and train newly appointed middle-level managers. 920 thousand people received professional skills training for all staff online, and 378 exams were organized.

The Company’s employee training coverage rate reaches 100%, and according to employee categories, the training rates for male employees, female employees, management personnel, and non-management personnel all reach 100%.

Employees of different genders and employee categories in the Company enjoy equal training opportunities. The average annual training time for employees is 112.4 hours, including 69.1 hours of business training per capita and 43.3 hours of safety training per capita.

The Company built a mobile learning platform named “Zhiniao” and promoted a convenient and flexible learning model to provide a more convenient and comprehensive learning channel for employees. The platform has multiple modules such as skills training, legal lectures, and online testing, providing a wealth of learning content to meet the diverse learning needs of employees.

Focusing on the four major projects including management talent training, innovative talent empowerment, professional talent improvement, and full-staff job promotion, the Company organizes and implements training by combining online and offline, practice and theory, and centralization and decentralization. We accelerate business and comprehensive ability training through ideological and political education, quality development, visiting outside and job-rotation training.

Training snapshots



Training for enhancing management skills of middle aged and young people



Supervisory skills enhancement program for team leaders



Attending industry training



Internal trainer development program

Employee talents

The Company places great emphasis on employee development, thoroughly implementing the philosophy of “strengthening the port with talent and revitalizing the port with skills”. By establishing core principles, building platforms, and pooling resources, we have constructed a comprehensive, multi-tiered talent development system, striving to cultivate a high-quality industrial workforce that is ideal-driven, ethically grounded, technically proficient, innovative, responsible, and dedicated.

Vocational skill competition

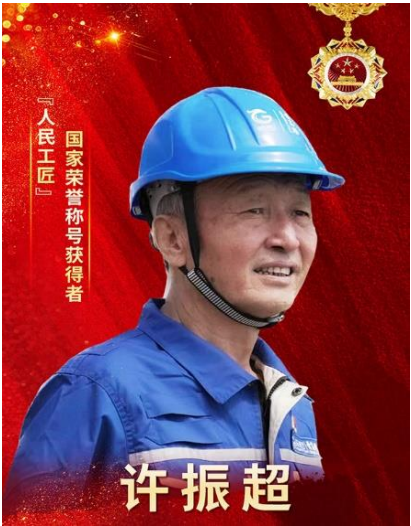
In September 2024, the Company held a vocational skill competition, where over 900 employees from various business units competed fiercely across 46 events. This skill contest helped foster a culture that honors labor, values skills, and celebrates innovation, inspiring employees to pursue career growth through technical excellence and contributing to the nation’s development through their craftsmanship.



The Company has built a broad platform for employees to hone their skills and achieve professional growth, fostering a strong culture that respects labor, knowledge, talent, and innovation. Under this robust training mechanism and learning environment, a large number of high-caliber professionals have emerged, represented by “People’s Craftsman” Xu Zhenchao and the era-defining “Liangang Innovation Team”, creating a vibrant landscape where talents flourish and compete for excellence. In 2024, the Group produced 17 municipal-level or higher craftsmen, including Li Hao from QQCT and 5 others who were honored as “Shandong Province Technical Experts”.

Every employee strives to be a “craftsman”, every role upholds the “craftsmanship spirit”

On 29 September 2024, the national medal and honorary title conferment ceremony was grandly held in Beijing, where Xu Zhenchao was honorably awarded the national honorary title of “People’s Craftsman”. The Company promptly organized a “People’s Craftsman” Xu Zhenchao deeds report meeting, calling on all employees to thoroughly study comrade Xu Zhenchao’s exemplary deeds and vigorously promote the “Spirit of Model Workers, Labor Spirit, and Craftsman Spirit”.



Greatest tribute to model workers is to carry forward their spirit, the highest honor for craftsmen is to perpetuate their dedication. Generation after generation of technical workers, inspired by the Zhenchao Spirit, have honed their skills and mastered specialized techniques, fulfilling their port mission to “achieve first-class standards and strive for excellence”.

4. Creating a healthy and happy workplace

The Company emphasis on humanistic care for its employees, earnestly carrying out the “I Do Practical Things for the People” initiative. It regards employee satisfaction as both the starting point and ultimate goal of its work, adhering to the principles of “genuine sincerity, tangible investment, practical measures, and real results”. Continuously innovating approaches, the Company helps employees resolve difficulties and address their needs, enhancing their sense of fulfillment and happiness. The Company regularly organizes the “I Love the Port, I Have Suggestions, I Want to Speak Up” campaign to solicit ideas and feedback, gaining insight into employees’ thoughts, concerns, and aspirations. This ensures sincere and dedicated service to the workforce.

2024 employee benefit initiatives

- 1. Maintain the same growth between wages and company profits, improve employee income levels.
- 2. Share development dividends by raising holiday benefit standards for staff.
- 3. Implement comprehensive job training programs to enhance overall employee competencies and professional skills.
- 4. Encourage career growth through post excellence, selecting outstanding talents for employee career development tracks.
- 5. Implement the “ten guidelines for caring for female employees” to safeguard their physical and mental health.
- 6. Provide regular support for expatriate employees, disadvantaged workers, and other special groups.
- 7. Continuously upgrade living conditions in staff dormitories.
- 8. Improve overall port facilities and office environments for employees.
- 9. Organize diverse recreational sports activities to enrich staff leisure life.
- 10. Continue to carry out recuperation and rest programs as well as health check-up initiatives to enhance employee healthcare management.
- 11. Establish a permanent matchmaking mechanism for single staff to help them build happy families.

Employee health

The Company adheres to the development concept of people-orientation, and cares for the health and life of employees with practical benefits. The Company organizes employee to do physical examination every year with the coverage rate of 100%. The Company builds health cabins for employees, carries out health education activities, and regularly invites medical experts to hold health lectures and carry out free clinic activities to meet the health needs of employees.



Health check-up activity

Establish “Health Houses”



Delivery coolness in summer

Delivery warmth in winter



Team building activities

Staff recuperation activities

Employee care visit

The Company has formulated and implemented the *Work System of Normal Care for Various Special Groups* to provide help for overseas employees, employees with difficulties, single young people from other places and other special groups, so as to build a harmonious and happy port family. The Company implements the “Seven-one” contact assistance mechanism. the Company’s main management contacts a grass-roots party branch, a grass-roots team, an old member of the party, a member of the party with difficulties in life, an employee with difficulties in life, an excellent talent and an overseas employee’s family, offering caring and assistance to counterparts. Through visits, discussions and exchanges, understanding the situation of the port, answering questions and solving doubts, to convey the Company’s care and consolidate the minds of the people.

In 2024, the Group organized 3,700 employees to carry out the recuperation activity, and continued to carry out visiting activities for caring frontline production employees, among which, in the activity featuring “delivering coolness in summer”, the Company visited more than 38,000 employees in total and distributed things of cooling protection from heat with a worth of RMB3.60 million.



Visit and show sympathy to grassroots employees



During the 2024 Mid-Autumn Festival, the Company’s senior management visited and expressed their appreciation to expatriate employees and their families.



During the May Day and National Day holidays, the Company’s senior management teams conducted on-site visits in groups to express their appreciation to frontline employees who remained at their posts during the holiday period, while also inspecting workplace safety protocols.

The Company has strengthened support services for frontline staff, closely monitored employee morale, and organized science-themed quiz competitions with rewards to provide proper guidance and promote physical and mental well-being. Ahead of the Spring Festival, the Group conducted multiple activities for approximately 6,200 frontline employees who worked during the holiday period, ensuring they could enjoy a joyful and harmonious Spring Festival.



Double Ninth Festival activity

The Company upholds the traditional Chinese virtues of respecting, caring, honoring, and supporting the elderly, showing care and support for retired employees. During the Double Ninth Festival in 2024, the Company organized a “Go Home and Visit” activity for retired employees, allowing them to visit terminals, hear reports, witness the Company’s development changes, and expressed care and respect for the elderly comrades.

Employee activities

The Company organizes labor unions in accordance with the *Labor Union Law*, conducts labor union activities, and safeguards the legitimate rights and interests of employees. The Company pays attention to strengthen the ideological and political guidance of employees, organizes and carries out a variety of celebration activities on important festival days, enlarging the typical demonstration effect, to guide employees to adhere to their ideals and beliefs, improve moral cultivation, personal sentiment and cultural taste, and to promote the construction of a harmonious enterprise. The Company prioritizes the physical and mental development of its employees by encouraging and supporting internal associations for photography, calligraphy, painting, and other activities. In 2024, each port area organized quarterly friendship events for single young employees, established night schools for staff learning, and arranged a series of recreational and sports activities such as workplace exercises, basketball, and cultural performances to enrich employee amateur lives and strengthen corporate cohesion.



Fellowship activities for single young



Diverse Recreational Activities

In June 2024, the Company organized employees to participate in the staff sports festival, nearly 700 employees performed in a large-scale group calisthenics display, while a broad range of staff actively took part in fun competitions such as tug-of-war and group jump rope.



The Company hosts monthly themed events featuring sports like chess, card games, ball games, and walking activities, enriching employee recreational life and promoting a harmonious workplace.



Chorus competition



Artistic performance event



Tug-of-war



Football match

(VI) Serving Social Welfare

1. Drive regional socio-economic development

The Company actively undertakes social responsibilities, fulfills corporate citizenship obligations, pays attention to the public interest demands, and promotes the harmonious development of society. The Company implements the development idea of “closer relationship with the local party committee and government, deeper integration into local economic and social development, and more prominent contribution to local economic growth”, pays attention to and participates in the construction of local communities, develops in coordination with local logistics, warehousing, commerce, trade, manufacturing, finance and other industries, provides employment opportunities for local communities and increases tax sources to promote regional economic prosperity and social stability.

The Company actively responds to the national rural revitalization strategy, consolidates and expands the achievements of poverty alleviation, and leverages its own resources to fulfill social responsibilities. During the reporting period, the Company donated RMB2 million to the comprehensive improvement project of “Two Lakes and One River” (Zeshan Lake, Ziyang Lake, and Ziyang River) in Dazeshan town, Pingdu city, Qingdao, Shandong province. The funds were allocated for the systematic governance of key ecological resources in Dazeshan down, contributing to the development of the “Impression Daze” rural revitalization demonstration zone. Additionally, the Company actively supervised the previously established and operational Pingdu Yunshan town cherry demonstration park project, verifying the fulfillment of the annual collective income growth targets for five economically underdeveloped villages in Yunshan town by the project operator. This initiative helps local villagers gradually embark on a new path to prosperity through industrial development.

Statistical data on rural revitalization issues in 2024

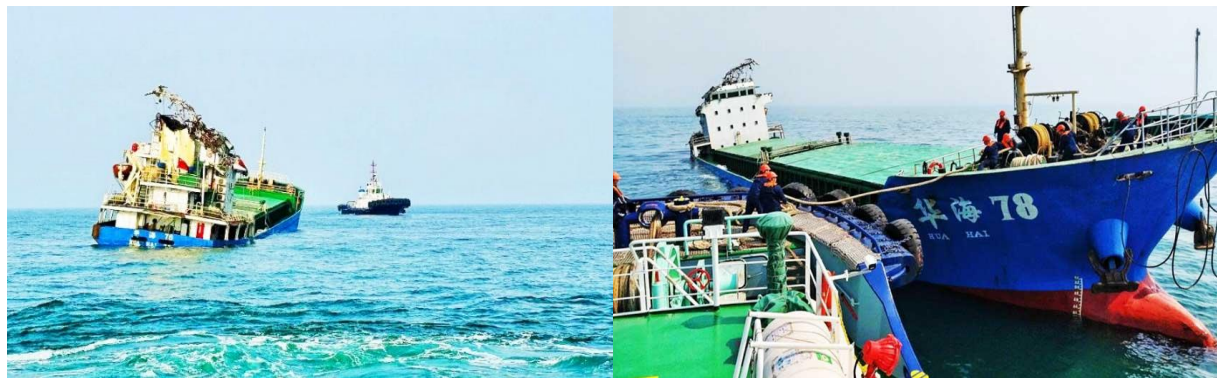
Indicator	Unit	Data	Description
Investment amount for rural revitalization	RMB: 0'000	200	Donate to the “Two Lakes and One River” Comprehensive Improvement Project in Dazeshan Town, Pingdu City
Number of beneficiaries of rural revitalization	persons	56,000	

The Company places great emphasis on communication and interaction with local governments and community residents. It organizes employees to participate in Qingdao urban civilization initiatives, fostering mutual understanding and trust to create a harmonious and mutually beneficial environment for shared development. In 2024, to motivate public security officers in better safeguarding social stability and contributing to local economic growth, the Company donated RMB200,000 to the “Shandong public security officers care foundation - border inspection officer national gateway guardian special fund”.

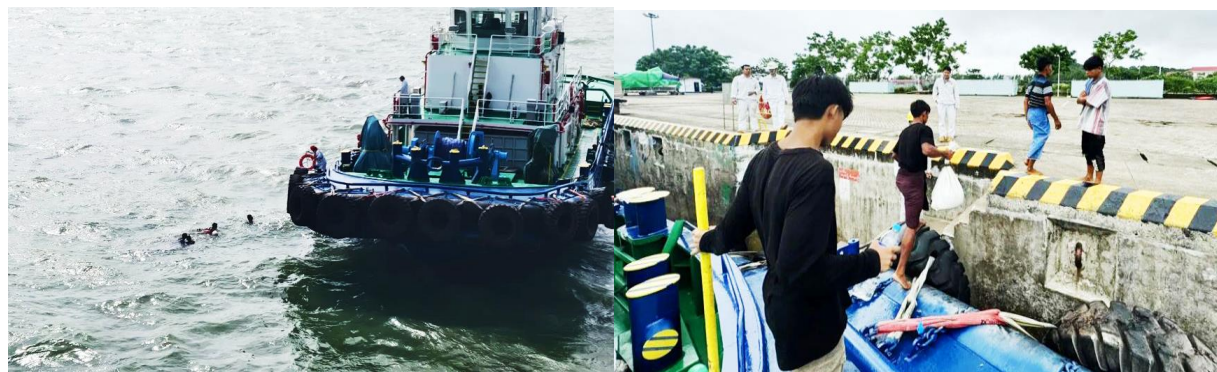
Tugboat Company's public welfare initiative of maritime safety

In 2024, Qingdao Port Tugboat Co., Ltd. dispatched a total of **122** tugboats, successfully completing emergency rescue and monitoring operations for **57** large vessels including oil tankers and container ships. The operations resulted in the successful rescue of **8** injured individuals. Additionally, deployed tugboats and pilot boats on **1,928** occasions and completed **7,872** hours of waterway clearance and standby duties, earning widespread acclaim for its outstanding social contribution.

On 14 March 2024, a collision occurred between the container ship “Chang Hui” and the bulk carrier “Huahai 78”, the Tugboat Company promptly organized rescue efforts, successfully completing the maritime salvage operation over **40** hours, thereby preventing significant property damage and potential casualties.



On 29 June 2024, crew members of the Tugboat Company stationed in Myanmar successfully rescued **four** local fishermen who had fallen overboard in the waters near Maday Island Port, the rescue operation received high praise from local residents.



2. Assist in public welfare and charity work

The Company actively invested in social welfare undertakings, focusing on community residents, children and the elderly, and port customers. It carried out various forms, rich content, and port specific volunteer service activities. Based on the children's care project “Hope House”, aiming at improving the living environment for children from impoverished families, the Company carried out joint construction activities with the community, and continued to provide volunteer services such as poverty alleviation, caring for the elderly and children, and youth education.

The Company actively promoted the “Charity Day Donation” campaign, carrying forward the traditional Chinese virtue of poverty alleviation and disaster relief, while fostering a culture of compassion where everyone contributes. In 2024, the Group raised a total of RMB805,000 in individual donations, which were allocated to the Qingdao Charity Federation and Weihai Charity Federation respectively.

The Company advocates the volunteer spirit of dedication, fraternity, mutual help and progress, and encourages employees to participate in community public welfare and charitable donation activities. To innovate voluntary service models, the Company guides grassroots league organizations to set up joint volunteer service teams with municipal and district volunteer associations and other units to carry out in-depth and practical service projects such as youth caring and youth growth.

Statistical data on social contribution issues in 2024

Indicator	Unit	Data	Description
External donation amount	RMB: 0'000	100.5	The Company donated RMB200 thousand to external public welfare, and employees donated RMB805 thousand on “charity day donation”.
Number of volunteer team services	branch	21	
Number of registered volunteers in the volunteer team	persons	2,230	
Number of participants in volunteer activities	person-times	2,088	
Volunteer service hours	person-hour	3,344	

We believe that only by caring for employees, serving customers, protecting the environment, giving back to society, and creating value can a company earn social respect and lay a solid foundation for sustainable development. In the future, the Company will actively fulfill its corporate social responsibility, join hands with the public, pass on its humanistic care, and make efforts tirelessly to promote social development and create a better future for human civilization.

Invest in social welfare undertakings



Regular sanitation volunteer activities are conducted to contribute port resources to the city's civilized urban development.



The Company volunteers assisted community residents with circuit inspections, malfunction repairs, and distributed electrical safety guidelines.



The Company volunteers visited the children's welfare home, providing company and assistance to children with special needs.



The Company volunteers brought warmth and goodwill to the nursing home, embodying the cherished values of honoring and supporting the elderly.



The Company hosted academic exchanges for universities and research institutions at the port, facilitating deeper integration of industry, academia, and research.



Model workers and craftsmen entered the campus to popularize port technology knowledge and promote the concept of marine environmental protection.

Role models of public welfare around us

In 2024, youth league committees across the Company organized 176 young staff members to donate 63,100 ml of blood, conveying positive energy through practical deeds.



On 12 March 2024, Li Jincheng, an employee of the Company, was honored to become Qingdao 187th and Qingdao Port 4th unrelated hematopoietic stem cell donor. Li Jincheng has been participating in hematopoietic stem cell sample preservation since 2021.

Company Information

1. CHINESE NAME OF THE COMPANY: 青島港國際股份有限公司
2. ENGLISH NAME OF THE COMPANY: Qingdao Port International Co., Ltd.
3. REGISTERED OFFICE: No. 12 Jingba Road, Huangdao District, Qingdao, Shandong Province, the PRC
4. LEGAL REPRESENTATIVE: Mr. SU Jianguang
5. REGISTERED CAPITAL: RMB6,491,100,000
6. PLACE AND DATE OF LISTING:

(1) Main Board of The Stock Exchange of Hong Kong Limited, 6 June 2014

(2) Main Board of The Shanghai Stock Exchange, 21 January 2019
7. ABBREVIATED STOCK NAME: Qingdao Port
8. STOCK CODE: (1) stock code of H share: 06198.HK (2) stock code of A share: 601298.SH
9. BOARD SECRETARY: Ms. SUN Hongmei
10. TELEPHONE: 86-532-82982133
11. FACSIMILE: 86-532-82822878
12. EMAIL: qggj@qdport.com
13. WEBSITE: http://www.qingdao-port.com
14. Scope of Business: Readers can query through the National Enterprise Credit Information Publicity System which is https://sd.gsxt.gov.cn/index

ESG Key Performance Indicator

1. Key Operational Performance Indicators

Disclosure Content	Unit	2022	2023	2024
Cargo throughput	10 Thousand Tons	62,700	66,400	69,400
Container throughput	10 Thousand TEUs	2,682	3,002	3,217
Total assets (as of the end of the reporting period)	RMB： 0'000	5,747,589	6,024,586	6,274,975
Net assets attributable to shareholders of the listed company (as of the end of the reporting period)	RMB： 0'000	3,739,954	4,027,706	4,248,793
Operating revenue	RMB： 0'000	1,926,276	1,817,313	1,894,100
Total profit	RMB： 0'000	655,565	678,974	706,779
Belonging to shareholders of the parent company net profit	RMB： 0'000	452,824	492,332	523,490
Total cash dividend	RMB： 00'000'000	17.48	19.00	20.39
Tax amount	RMB： 0'000	191,051	177,648	199,389

2. Key Environmental Performance Indicators

Disclosure Content	Unit	2022	2023	2024
Topic： E1 Response to Climate Change				
Total greenhouse gas emissions	tCO ₂ e	727,922	689,322	702,976
Including： Direct greenhouse gas emissions (range 1)	tCO ₂ e	143,893	135,631	134,823
Indirect greenhouse gas emissions (range 2)	tCO ₂ e	584,029	553,691	568,153
Total greenhouse gas emissions per 10 thousand tons of throughput (range 1 and range 2)	Ton per 10 thousand tons of throughput	11.61	10.38	10.13
Greenhouse gas emissions directly reduced by mitigation measures	tCO ₂ e	14,400	15,600	67,800
Including： Range 1	tCO ₂ e	14,140	14,720	65,800
Range 2	tCO ₂ e	260	880	2,000
Topic： E2 Pollutant discharge				
Atmospheric pollutant				
Total amount of exhaust gas	Ton	76.4	71.6	71.3
Including： Sulfur Oxides (SO _x)	Ton	4.7	4.4	4.4
Nitrogen Oxides (NO _x)	Ton	71.7	67.2	66.9
Topic: E3 Waste Management				
Total waste generated	Ton	20,164	20,734	14,525
Including： Total hazardous waste generated	Ton	2,764	614	793
Total non-hazardous waste generated	Ton	17,400	20,120	13,732

Disclosure Content	Unit	2022	2023	2024
Hazardous waste compliance rate	%	100	100	100
Total hazardous waste generated per 10 thousand tons of throughput	Ton per 10 thousand tons of throughput	0.04	0.01	0.01
Total non-hazardous waste generated per 10 thousand tons of throughput	Ton per 10 thousand tons of throughput	0.28	0.30	0.18
Total quantity and unit consumption of packaging materials used in finished products	Ton	Not applicable	Not applicable	Not applicable
Topic: E5 Environmental Compliance Management				
Environmental protection investment	RMB: 0'000	11,960	20,121	26,160
Environmental penalties imposed by authorities	RMB: 0'000	0	0	23
Number of member enterprises with Environmental Management System Certification	Number	11	12	17
Number of member enterprises with Energy Management System Certification	Number	5	6	9
Topic: E6 Energy Utilization				
Basic information on energy usage				
Total energy consumption	MWh	1,562,280	1,425,499	1,411,198
Including: 1.Direct energy consumption	MWh	570,492	534,707	531,052
(1) Petrol consumption	MWh	7,866	6,274	5,627
(2) Diesel oil consumption	MWh	548,600	515,036	513,618
(3) Natural gas consumption	MWh	14,026	13,397	11,807
2.Indirect energy consumption	MWh	991,788	890,792	880,146
(1) Electricity consumption	MWh	820,390	777,760	798,083
(2) Steam consumption	MWh	171,398	113,032	82,063
Total comprehensive energy consumption per 10 thousand tons of throughput	MWh/10 thousand tons throughput	24.92	21.47	20.33
Usage of clean energy				
Clean energy usage	MWh	14,426	14,773	14,918
Including: Natural gas	m³	1,353	1,292	1,139
Wind energy	MWh	38	113	106
Solar energy	MWh	362	1,263	3,005
Topic:E7 Water usage				
Total water consumption	10 Thousand Tons	494	369	421.3
Including: Recycled water	10 Thousand Tons	225	190	234.5
Proportion of recycled water in total water consumption	%	45.5	51.5	55.7

Disclosure Content	Unit	2022	2023	2024
Water consumption per 10 thousand tons of throughput	Ton per 10 thousand tons of throughput	79	56	61
Topic: E8 Circular Economy				
Waste recycling volume	Ton	6,417	10,905	5,232

Environmental key performance indicators notes:

(1) Given the nature of the Company's operations, packaging-related data is not applicable. The Company is not classified as a key pollutant-emitting unit, and its emissions do not have a significant environmental impact. Sulfur oxides (SOx) and nitrogen oxides (NOx) are calculated based on the Company's consumption of gasoline, diesel, and natural gas. Water pollutants and soil pollutants are not applicable to the Company and are therefore not disclosed.

(2) Greenhouse gas emissions include carbon dioxide (CO₂), methane (CH₄), and nitrous oxide (N₂O), primarily derived from purchased electricity and fossil fuel consumption. Greenhouse gas accounting is presented in carbon dioxide equivalent (CO₂e) and is calculated in accordance with *the 2019 Baseline Emission Factors for Regional Power Grids in China* published by China's Ministry of Ecology and Environment and *the 2006 IPCC Guidelines for National Greenhouse Gas Inventories (2019 Refinement)* published by the Intergovernmental Panel on Climate Change (IPCC).

(3) Greenhouse gas range 1 refer to direct greenhouse gas emissions generated from the Company's operation, Greenhouse gas range 2 refer to indirect greenhouse gas emissions resulting from the Company's consumption of purchased electricity and steam.

(4) Energy consumption data is calculated with reference to the Chinese national standard *General Principles for Comprehensive Energy Consumption Calculation (GB/T 2589-2008)*.

3. Key Social Performance Indicators

Disclosure Content	unit	2022	2023	2024
Topic: Social-S1- Rural Revitalization				
Rural revitalization investment amount	RMB: 0'000	-	-	200
Number of beneficiaries of rural revitalization	Persons	-	-	56,000
Topic: Social- S2 Social Contribution				
Amount of external donations	RMB: 0'000	312.4	98.2	100.5
Number of volunteer participation instances	Persons	1,515	1,791	2,088
Total volunteer service hours	Person-hour	2,234	2,898	3,344
Topic: Social-S3 Innovation Driven Development				
Research and Development investment	RMB: 0'000	11,127	14,536	19,533
Research and Development investment as a percentage of revenue	%	0.76	0.80	1.03
Total number of Research and Development personnel	Persons	544	522	555
Proportion of Research and Development personnel to total employees	%	5.3	5.5	5.7
Number of invention patents applied to core business operations	Items	56	77	110
Number of patent applications during the reporting period	Items	38	40	46
Number of patent applications during the reporting period	Items	20	21	33
Number of valid invention patents during the reporting period	Items	56	77	110
Topic: Social-S5 Supply Chain Security				
Total number of suppliers	Number	2,906	1,854	1,811

Disclosure Content	unit	2022	2023	2024
Including：Qingdao City	Number	1,193	765	756
Shandong Province (excluding Qingdao)	Number	575	499	487
Outside Shandong Province	Number	1,138	590	568
Percentage of suppliers with online registration, regular evaluation, and audit management	%	100	100	100
Topic: Social- S6 Fair Practices Toward Small and Medium Enterprises				
Accounts payable balance at the end of the reporting period	RMB：0'000	143,531	187,012	161,291
Accounts payable as a percentage of total assets at the end of the reporting period	%	2.50	3.10	2.57
Amount of overdue payments at the end of the reporting period	RMB：0'000	0	0	0
Overdue payments owed to small and medium enterprises at the end of the reporting period	RMB：0'000	0	0	0
Topic: Social S7 Product and Service Safety & Quality				
Financial amount of major safety and quality liability incidents related to products and services during the reporting period"	RMB：0'000	0	0	0
Percentage of products recalled due to safety or health reasons	%	Not applicable	Not applicable	Not applicable
Number of customer complaints received through formal grievance mechanisms	Case	23	30	16
Customer complaint response rate	%	100	100	100
Customer complaint resolution rate	%	100	100	100
Fatal work accidents (fatalities)	Persons	0	1	1
Work-related fatality rate fatalities/total workforce	%	0	0.01	0.01
Number of workdays lost due to occupational injuries	Working days	648	901	902
Topic: Social-S8 Data Protection and Customer Privacy Protection				
Data Protection				
Amount involved in the data security incident	RMB：0'000	0	0	0
Customer Privacy Protection				
The amount involved in the customer privacy breach incident	RMB：0'000	0	0	0
Topic: Social-S9 Employees				
Total Number of Employees	Persons	10,286	9,450	9,552
Including：By gender				
Male employees	Persons	8,806	8,091	8,146
Female employees	Persons	1,480	1,359	1,406
Including：By age				
Under 30	Persons	2,010	2,132	2,171
30-50	Persons	6,083	5,762	5,897
Above 50	Persons	2,193	1,556	1,484
Including：By profession				

Disclosure Content	unit	2022	2023	2024
Production	Persons	7,103	6,308	6,144
Sales	Persons	174	176	184
Technology	Persons	920	1,321	1,593
Finance	Persons	286	309	310
Administration	Persons	1,569	1,169	1,194
Others	Persons	234	167	127
Including：By education				
Postgraduate and above	Persons	395	406	464
Undergraduate	Persons	1,919	2,690	3,041
Junior college	Persons	4,432	4,112	3,935
Below junior college	Persons	3,540	2,242	2,112
Number of employees hired	Persons	382	439	318
Employee turnover number	Persons	256	563	306
Including：By gender				
Male employees	Persons	221	459	272
Female employees	Persons	35	104	34
Including：By education				
Postgraduate and above	Persons	8	55	3
Undergraduate	Persons	30	124	17
Junior college	Persons	59	178	42
Below junior college	Persons	159	206	244
Including：By age				
Under 30	Persons	21	89	5
30-50	Persons	16	322	52
Above 50	Persons	219	152	249
Employee turnover rate	%	2.49	5.96	3.20
Coverage rate of employee work-related injury insurance	%	100	100	100
Occupational safety insurance coverage ratio	%	100	100	100
Average duration of training received by each employee	Class hour	≥88	≥88	112.4
Including：Per employee vocational training hours	Class hour	-	-	69.1
Per employee occupational safety training hours	Class hour	-	-	43.3
Workforce development spending	RMB：0'000	-	-	577
Employee training ratio	%	100	100	100
Employee training coverage rate	%	100	100	100

4. Key Governance Performance Indicators

Disclosure Content	Unit	2022	2023	2024
Topic: Governance Related to Sustainable Development - G3 Anti Commercial Bribery and Anti Corruption				
Percentage of directors covered by anti-bribery and anti-corruption training	%	100	100	100
Percentage of management covered by anti-bribery and anti-corruption training	%	100	100	100
Percentage of employee covered by anti-bribery and anti-corruption training	%	100	100	100
Number of filed and adjudicated corruption cases	Case	0	0	0
Topic: Sustainability-Related Governance - G4 Anti-Unfair Competition				
Amount involved in unfair competition-related lawsuits or major administrative penalties during the reporting period	RMB：0’000	0	0	0
Governance Routines				
Times of Shareholders’ Meetings	Times	3	5	3
Numbers of proposal Deliberations at Shareholders’ Meetings	Items	24	22	28
Times of Board Meetings	Times	12	8	11
Numbers of proposal Deliberations at Board Meetings	Items	54	57	67
Times of Special Committee Meetings	Times	17	11	12
Numbers of proposal Deliberations at Special Committee Meeting	Items	40	51	41
Times of Supervisory Committee Meetings	Times	12	7	8
Numbers of proposal Deliberations at Supervisory Committee Meetings	Items	32	27	27
Times of specialized meetings for independent directors	Times	-	-	5
Numbers of proposal deliberations at the special meeting of independent directors	Items	-	-	22
Number of disclosure announcements	Copies	295	235	333

Note: Pursuant to A-share listing regulations, the Company has established a dedicated independent director committee mechanism effective from 2024.

Standards Index Table

(I) Environmental, Social and Governance Reporting Code

Subject areas	Contents and indicators	Corresponding chapter
A. Environmental		
Aspect A1: Emissions	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Building a Green Port Response to Climate Change
	A1.1 The types of emissions and respective emissions data	Key Environmental Performance Indicators
	A1.2 Greenhouse gas emissions in total (in ton) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Key Environmental Performance Indicators
	A1.3 Total hazardous waste produced (in ton) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Key Environmental Performance Indicators
	A1.4 Total non-hazardous waste produced (in ton) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Key Environmental Performance Indicators
	A1.5 Description of measures to mitigate emissions and results achieved	Protecting Ecological Environmental
Aspect A2: Use of Resources	A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	Protecting Ecological Environmental
	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	Building a Green Port
	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)	Key Environmental Performance Indicators
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility)	Key Environmental Performance Indicators
	A2.3 Description of energy use efficiency initiatives and results achieved	Protecting Ecological Environmental
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	Building a Green Port
Aspect A3: The Environment and Natural Resources	A2.5 Total packaging material used for finished products (in ton) and, if applicable, with reference to per unit produced	Not applicable
	General Disclosure Policies on minimizing the issuer’s significant impacts on the environment and natural resources.	Building a Green Port
Aspect A4: Climate Changes	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Building a Green Port
	General Disclosure Policies on identifying and responding to material climate-related matters that have and may have an impact on the issuer.	Response to Climate Change
Aspect A4: Climate Changes	A4.1 Description of climate-related matters that have and may have an impact on the issuer and the actions taken to manage them	Response to Climate Change

Subject areas	Contents and indicators	Corresponding chapter
B. Society		
Aspect B1: Employment	General Disclosure, Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Building a first-class talent team
	B1.1 Total workforce by gender, employment type, age group and geographical region	Achieving Employee Excellence Social Key Performance Indicators
	B1.2 Employee turnover rate by gender, age group and geographical region	Achieving Employee Excellence Social Key Performance Indicators
Aspect B2: Health and Safety	General Disclosure, Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Building a Safe Port
	B2.1 Number and rate of work-related fatalities for past three years	Social Key Performance Indicators
	B2.2 Lost days due to work injury	Social Key Performance Indicators
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored	Building a Safe Port
Aspect B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Supporting Employee Career Development
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	Supporting Employee Career Development
	B3.2 The average training hours completed per employee by gender and employee category	Supporting Employee Career Development
Aspect B4: Labor Standards	General Disclosure, Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	Protecting Employee Legal Rights
	B4.1 Description of measures to review employment practices to avoid child and forced labor	Protecting Employee Legal Rights
	B4.2 Description of steps taken to eliminate such practices when discovered	Protecting Employee Legal Rights
Aspect B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Building a Sustainable Supply Chain
	B5.1 Number of suppliers by geographical region	Social Key Performance Indicators
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Building a Sustainable Supply Chain

Subject areas	Contents and indicators	Corresponding chapter
	B5.3 Description of practices relating to identify environmental and social risks at every stage of the supply chain, and how they are implemented and monitored	Building a Sustainable Supply Chain
	B5.4 Description of practices relating to promote the use of environmental protection products and services when selecting suppliers and how they are implemented and monitored	Building a Sustainable Supply Chain
Aspect B6: Product Responsibility	General Disclosure, Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Providing High-quality Services
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons	Not applicable
	B6.2 Number of products and service-related complaints received and how they are dealt with	Social Key Performance Indicators
	B6.3 Description of practices relating to observing and protecting intellectual property rights	Compliance Management
	B6.4 Description of quality assurance process and recall procedures	Not applicable
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored	Providing High-quality Services
Aspect B7: Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Compliance Management Incorruptible Port
	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	Incorruptible Port
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Incorruptible Port
	B7.3 Description of anti-corruption training for directors and staff	Incorruptible Port
Aspect 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	Social Welfare Services
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport)	Social Welfare Services
	B8.2 Resources contributed (e.g. money or time) to the focus area	Social Welfare Services

(II) Global Reporting Initiative (GRI) Content Index

Standard number and description	Corresponding chapter
Universal standards	
GRI 1: Fundamentals 2021	
GRI 2: General Disclosure 2021	
Organizing and reporting practices	
2-1 Organizational details	Appendix: Company Information
2-2 Entities included in the organization’s sustainability reporting	About the report
2-3 Reporting period, frequency and contact point	About the report
2-4 Restatements of information	Not applicable
2-5 External assurance	Not applicable
Activities and works	
2-6 Activities, value chain and other business relationships	About Us
2-7 Employees	Building a first-class talent team
2-8 Workers who are not employees	Not applicable
Governance	
2-9 Governance structure and composition	About Us
2-10 Nomination and selection of the highest governance body	About Us
2-11 Chair of the highest governance body	Appendix: Company Information
2-12 Role of the highest governance body in overseeing the management of impacts	About Us
2-13 Delegation of responsibility for managing impacts	About Us
2-14 Role of the highest governance body in sustainability reporting	ESG Governance Structure
2-15 Conflicts of interest	Compliance management
2-16 Communication of critical concerns	ESG Governance Structure
2-17 Collective knowledge of the highest governance body	ESG Governance Structure
2-18 Evaluation of the performance of the highest governance body	ESG Governance Structure
2-19 Remuneration policies	Protecting Employee Legal Rights
Strategy, policies and practices	
2-20 Process to determine remuneration	Salary and Welfare
2-21 Annual total compensation ratio	Not applicable
2-22 Statement on sustainable development strategy	ESG Governance Structure

Standard number and description	Corresponding chapter
2-23 Policy commitments	Not applicable
2-24 Embedding policy commitments	Not applicable
2-25 Processes to remediate negative impacts	About Us
2-26 Mechanisms for seeking advice and raising concerns	About Us
2-27 Compliance with laws and regulations	Compliance management
2-28 Membership associations	Foster Mutually Beneficial Collaboration
Stakeholder engagement	
2-29 Approach to stakeholder engagement	ESG Governance Structure
2-30 Collective bargaining agreements	Protecting Employee Legal Rights
GRI3:Material Topics 2021	
3-1 Process to determine material topics	ESG Governance Structure
3-2 List of material topics	ESG Governance Structure
3-3 Management of material topics	ESG Governance Structure
Topic standards	
GRI 201: Economic Performance 2016	
201-1 Direct economic value generated and distributed	Major Operating Performance
201-2 Financial implications and other risks and opportunities due to climate change	Response to Climate Change
201-3 Defined benefit plan obligations and other retirement plans	Protecting Employee Legal Rights
201-4 Financial assistance received from government	Not applicable
GRI 202: Market Presence 2016	
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Not applicable
202-2 Proportion of senior management hired from the local community	Not applicable
GRI 203: Indirect Economic Impact 2016	
203-1 Infrastructure investments and services supported	Social Welfare Services
203-2 Significant indirect economic impacts	Not applicable
GRI 204: Procurement Practices 2016	
204-1 Proportion of spending on local suppliers	Not applicable
GRI 205: Anti-Corruption 2016	
205-1 Operations assessed for risks related to corruption	Incorruptible Port
205-2 Communication and training about anti-corruption policies and procedures	Incorruptible Port
205-3 Confirmed incidents of corruption and actions taken	Incorruptible Port

Standard number and description	Corresponding chapter
GRI 206: Unfair Competitive Behavior 2016	
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Compliance management
GRI 207: Tax 2019	
207-1 Approach to tax	Compliance management
207-2 Tax governance, control, and risk management	Compliance management
207-3 Stakeholder engagement and management of concerns related to tax	Not applicable
207-4 Country-by-country reporting	Not applicable
Environment	
GRI 301: Materials 2016	
301-1 Materials used by weight or volume	Key Environmental Performance Indicators
301-2 Recycled input materials used	Key Environmental Performance Indicators
301-3 Reclaimed products and their packaging materials	Not applicable
GRI 302: Energy 2016	
302-1 Energy consumption within the organization	Key Environmental Performance Indicators
302-2 Energy consumption outside of the organization	Key Environmental Performance Indicators
302-3 Energy intensity	Key Environmental Performance Indicators
302-4 Reduction of energy consumption	Key Environmental Performance Indicators
302-5 Reductions in energy requirements of products and services	Key Environmental Performance Indicators
GRI 303: Water Resources and Sewage 2018	
303-1 Interactions with water as a shared resource	Building a Green Port
303-2 Management of water discharge-related impacts	Building a Green Port
303-3 Water withdrawal	Building a Green Port
303-4 Water discharge	Building a Green Port
303-5 Water consumption	Building a Green Port
GRI 304: Biodiversity 2016	
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not applicable
304-2 Significant impacts of activities, products and services on biodiversity	Building a Green Port
304-3 Habitats protected or restored	Not applicable
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not applicable

Standard number and description	Corresponding chapter
GRI 305: Emissions 2016	
305-1 Direct (Scope 1) GHG emissions	Key Environmental Performance Indicators
305-2 Energy indirect (Scope 2) GHG emissions	Key Environmental Performance Indicators
305-3 Other indirect (Scope 3) GHG emissions	Not applicable
305-4 GHG emissions intensity	Key Environmental Performance Indicators
305-5 Reduction of GHG emissions	Key Environmental Performance Indicators
305-6 Emissions of ozone-depleting substances (ODS)	Not applicable
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Key Environmental Performance Indicators
GRI 306: Waste 2020	
306-1 Waste generation and significant waste-related impacts	Key Environmental Performance Indicators
306-2 Management of significant waste-related impacts	Key Environmental Performance Indicators
306-3 Waste generated	Key Environmental Performance Indicators
306-4 Waste diverted from disposal	Key Environmental Performance Indicators
306-5 Waste directed to disposal	Key Environmental Performance Indicators
GRI 308: Supplier Environmental Assessment 2016	
308-1 New suppliers that were screened using environmental criteria	Building a Sustainable Supply Chain
308-2 Negative environmental impacts in the supply chain and actions taken	Building a Sustainable Supply Chain
Society	
GRI 401: Employment 2016	
401-1 New employee hires and employee turnover	Building a first-class talent team
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Protecting employees’ legitimate rights and interests
401-3 Parental leave	Protecting employees’ legitimate rights and interests
GRI 402: Labor/Management Relations 2016	
402-1 Minimum notice periods regarding operational changes	Not applicable
GRI 403: Occupational Health and Safety 2018	
403-1 Occupational health and safety management system	Building a Safe Port
403-2 Hazard identification, risk assessment, and incident investigation	Building a Safe Port
403-3 Occupational health services	Building a Safe Port
403-4 Worker participation, consultation, and communication on occupational health and safety	Building a Safe Port
403-5 Worker training on occupational health and safety	Building a Safe Port
403-6 Promotion of worker health	Building a Safe Port

Standard number and description	Corresponding chapter
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Building a Safe Port
403-8 Workers covered by an occupational health and safety management system	Building a Safe Port
403-9 Work-related injuries	Building a Safe Port
403-10 Work-related ill health	Building a Safe Port
GRI 404: Training and Education 2016	
404-1 Average hours of training per year per employee	Supporting Employee Career Development
404-2 Programs for upgrading employee skills and transition assistance programs	Supporting Employee Career Development
404-3 Percentage of employees receiving regular performance and career development reviews	Supporting Employee Career Development
GRI 405: Diversity and Equal Opportunity 2016	
405-1 Diversity of governance bodies and employees	About Us
405-2 Ratio of basic salary and remuneration of women to men	Not applicable
GRI 406: Non-discrimination 2016	
406-1 Incidents of discrimination and corrective actions taken	Building a first-class talent team
GRI 407: Freedom of Association and Collective Bargaining 2016	
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Not applicable
GRI 408: Child Labor 2016	
408-1 Operations and suppliers at significant risk for incidents of child labor	Protecting employees' legitimate rights and interests
GRI 409: Forced or Compulsory Labor 2016	
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Protecting employees' legitimate rights and interests
GRI 410: Security Practices 2016	

Standard number and description	Corresponding chapter
410-1 Security personnel trained in human rights policies or procedures	Not applicable
GRI 411: Rights of Indigenous Peoples 2016	
411-1 Incidents of violations involving rights of indigenous peoples	Not applicable
GRI 413: Local Communities 2016	
413-1 Operations with local community engagement, impact assessments, and development programs	Social Welfare Services
413-2 Operations with significant actual and potential negative impacts on local communities	Not applicable
GRI 414: Supplier Social Assessment 2016	
414-1 New suppliers that were screened using social criteria	Building a Sustainable Supply Chain
414-2 Negative social impacts in the supply chain and actions taken	Building a Sustainable Supply Chain
GRI 415: Public Policy 2016	
415-1 Political contributions	Not applicable
GRI 416: Customer Health and Safety 2016	
416-1 Assessment of the health and safety impacts of product and service categories	Not applicable
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Not applicable
GRI 417: Marketing and Labeling 2016	
417-1 Requirements for product and service information and labeling	Offering high-quality services
417-2 Incidents of non-compliance concerning product and service information and labeling	Offering high-quality services
417-3 Incidents of non-compliance concerning marketing communications	Offering high-quality services
GRI 418: Customer Privacy 2016	
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer Privacy Protection

Readers’ Feedback

Dear readers:

Thank you for reading this report. To better provide valuable information to our stakeholders and enhance the Group's capabilities in fulfilling environmental, social, and governance responsibilities, we sincerely invite your valuable feedback and suggestions on this report. Kindly complete the feedback form below and return it to us via email, post, or fax. We deeply appreciate your insights and thank you for your contribution.

1. What is your overall evaluation of this report?

☐Perfect ☐Good ☐Average ☐Bad

2. How would you evaluate the Company's performance in environmental ESG responsibilities?

☐Perfect ☐Good ☐Average ☐Bad

3. How would you evaluate the Company's performance in social ESG responsibilities?

☐Perfect ☐Good ☐Average ☐Bad

4. How would you evaluate the Company's performance in governance ESG responsibilities?

☐Perfect ☐Good ☐Average ☐Bad

5. Do you believe this report accurately reflects the Company's ESG practices?

☐Yes ☐Average ☐No

6. How would you rate the clarity, accuracy, and completeness of the information, data, and metrics disclosed in this report?

☐High ☐Moderately High ☐Average ☐Low

7. Do you find the content arrangement and formatting of this report convenient for reading?

☐Perfect ☐Good ☐Average ☐Bad

8. Which of the following stakeholder categories do you belong to?

☐Government/Regulatory Department ☐Shareholder/Investor ☐Client ☐Employee

☐Supplier ☐Community ☐Port industry ☐The general public and others

9. Your comments and suggestions regarding the Company's ESG initiatives and this report:

You can contact us in the following ways:

Address: No. 7 Gangji Road, Shibei District, Qingdao,
Shandong Province, the PRC

Postcode: 266011

Telephone: 86-532-82982157

Fax: 86-532-82822878

Email: qggj@qdport.com



You can scan the QR code above to follow our website.

We will sincerely consider your comments and suggestions and properly protect your personal information.



青島港國際股份有限公司
QINGDAO PORT INTERNATIONAL CO.,LTD.