

Beijing Capital International Airport Co., Ltd.



2021 ESG Report

Environmental, Social and Governance Report



CONTENTS

About the Report	01
Chairman's Statement	03
About Us	05
Highlight Story: Supporting for the Beijing 2022 Winter Olympics and Paralympics	07

01

Responsible Governance

Statement by the Board of Directors	17
ESG Governance	17
Risk Management	19
Integrity Construction	21
Stakeholder Engagement	24
Response to HKEX-ESG Principles	25

Key Performance Indicators	87
HK-ESG Index	88
Reader Feedback	92

02

Safety First and Safeguarding Together

Safety Management	29
Safe Operation	34
Safety Culture	38

03

Sincere Service and Smart Sharing

Quality Assurance	43
Rights and Interests of Customers	46
Smart Upgrade	48
Industry Development	51

04

Harmonious Co-Existence for Green Development

Climate Change	55
Emissions Management	58
Use of Resources	61
Biodiversity	68

05

Employee Oriented Culture

Employee Relations	71
Employee Development	73
Employee Communication	75
Employee Assistance	76

06

Dedication and Win-Win Cooperation

COVID-19 Response	81
Collaborative Development	83
Rural Revitalization	85
Volunteering	86



About the Report

This report reflects the environmental, social and governance ("ESG") practice and performance of Beijing Capital International Airport Co., Ltd. for the year of 2021. Through this report, we hope to present our ESG ideas and practices and communicate with our stakeholders in an honest and transparent way, to continue to promote our sustainable development.

Reference

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

Reporting Period

The reporting period spans the calendar year from 1 January 2021 to 31 December 2021, and also includes contents and data that are beyond such reporting period.

Reporting Boundary

The main entity of this report is Beijing Capital International Airport Co., Ltd., including all departments of the Company.

Reporting Cycle

This is an annual report, and is the 11th ESG report published by BCIA consecutively (and was formerly known as the Corporate Social Responsibility Report until 2019).

Compilation Principles

The report is prepared according to the *Appendix 27 (Environmental, Social and Governance Reporting Guide)* to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong ("HKEX-ESG"). It also refers to the *GRI Sustainability Reporting Standards* (GRI Standards) issued by the Global Sustainability Board (GSSB) and the *Sustainable Development Goals (SDGs)* of the United Nations.

Version and Access to this Report

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

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

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

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

Address: Siwei Road, Beijing Capital International Airport, Beijing, China

Zip code: 100621

Email: csr@bcia.com.cn



Chairman's Statement



The year 2021 marked the centenary of the Communist Party of China ("CPC"). It was also the first year of the "14th Five-Year Plan" ("FYP") and the starting year of the implementation of the general principles for China's civil aviation industry during the 14th FYP period. In 2021, the Company followed the guidance of Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era, thoroughly applied the guiding principles from 19th CPC National Congress, all plenary sessions of the 19th CPC Central Committee and the Central Economic Work Conference, and resolutely implemented the decisions and plans of the CPC Central Committee and the State Council. Under the leadership of the Civil Aviation Administration of China ("CAAC") and CAH, the Company advanced the construction of Beijing Capital International Airport into a safe, green, smart, and humanistic airport and coordinated key priorities such as safety, COVID-19 prevention and control, and preparation for the Beijing 2022 Winter Olympics and Paralympics, all along conscientiously performing its corporate social responsibility.

Making coordinated efforts to improve quality: In 2021, by integrating the concept of building a safe, green, smart, and humanistic airport with the Company's ESG goals and maintaining rigorous safety management in in-depth implementation of the long-term mechanism of "zero tolerance for safety and security hazards," the Company achieved safe, stable and orderly operation throughout the year and successfully completed support tasks for key events, such as CPC centenary celebrations and the NPC and CPPCC annual sessions, advancing the building of a safe airport. The Company optimized energy structure, enhanced environmental governance, and consolidated the achievements of the "Blue Sky Protection Campaign", advancing the building of a green airport. The Company improved intelligent operation management and increased the accuracy and efficiency of automation by combining innovation, research and development, and upgrading and leveraging technology, advancing the building of a smart airport. The Company continued its commitment to setting a new standard of "Chinese services" based on considerate and thoughtful services and advanced the building of a humanistic airport infused with humanistic care and corporate citizenship.

Maintaining rigorous epidemic prevention and control measures: In 2021, the Company strictly implemented the national epidemic prevention and control policy and unwaveringly kept rigorous measures in place. The Company united personnel and resources and applied the strictest measures, the highest standards and the greatest efforts to prevent imported cases and domestic resurgences through rigorous response measures for both people and goods and to safeguard the "first national gate of China." Beijing Capital International Airport, together with other frontline stakeholders within the civil aviation system, made all-out efforts to fight against the pandemic, maintain stability, promote development and achieve the goals of "zero defects in response measures for passengers and goods, zero omissions in anti-epidemic employee management, and zero errors in emergency transportation tasks", providing domestic and international passengers with a reassuring and safe airport environment while keeping employee free of infections. The Company received high commendations from the National Health Commission, the Beijing Municipal Government and the Organizing Committee for the 2022 Winter Olympics and Paralympics for its outstanding epidemic prevention and control work.

Advancing green and low-carbon development: In 2021, the Company stepped up efforts to implement the national strategy of "carbon peaking and carbon neutrality" by exploring a new model of net-zero carbon development for Beijing Capital International Airport and completing the research on the pathway to "carbon peaking and carbon neutrality". The Company effectively advanced the work of low-carbon climate-resilient development in a rigorous and orderly manner by applying Xi Jinping's thought on ecological civilization with a focus on optimizing the energy structure, strengthening energy conservation, emissions reduction and efficiency enhancement, and promoting sustainable transport and green infrastructure. The Company has been actively exploring and strengthening the governance for an advanced, coordinated and open green airport and enhancing intelligent, low-carbon and resource-conserving operations through model innovation, institutional innovation and technological innovation. By strengthening foundational support, the Company has also been continuously pursuing a harmonious coexistence of the airport and the environment while striving to make Beijing Capital International Airport a benchmark for net-zero carbon development.

Looking forwards, China's civil aviation industry will face an increasingly complicated and uncertain external environment, as the world undergoes major changes unseen in a century, and the Company will also face pressure and challenges from the combined impacts of changes and the COVID-19 pandemic, both unprecedented before. In 2022, facing challenges, the Company will find opportunities to move forward while ensuring stability, make innovation based on what has worked in the past, scientifically grapse the new development stage, as well as ensure full and faithful implementation of the new development philosophy in the service of fostering a new pattern of development. The Company will strive against all odds to achieve sustainable high-quality development of Beijing Capital International Airport.



Chairman, Beijing Capital International Airport Co., Ltd.

王长益

About Us

Beijing Capital International Airport was completed in 1958. Since the large-scale reconstruction, expansion and hardware upgrade in 1965, Beijing Capital International Airport has become one of the largest airports in the world. It is the first and the only airport in the Asia-Pacific region with three terminals, three runways, and two air traffic control towers operating simultaneously. Currently, the Company mainly runs and manages aeronautical and certain non-aeronautical businesses at Beijing Capital International Airport. The Company went public on the HKEX in February 2000.

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

By the end of 2021, 85 airlines had regularly operated commercial flights at Beijing Capital International Airport, including 26 domestic airlines (including Hong Kong, Macao, and Taiwan) and 59 foreign airlines. Beijing Capital International Airport is open to air traffic to 208 destinations, including 133 domestic (including Hong Kong, Macao, and Taiwan) destinations and 75 international destinations, in 54 countries and regions.



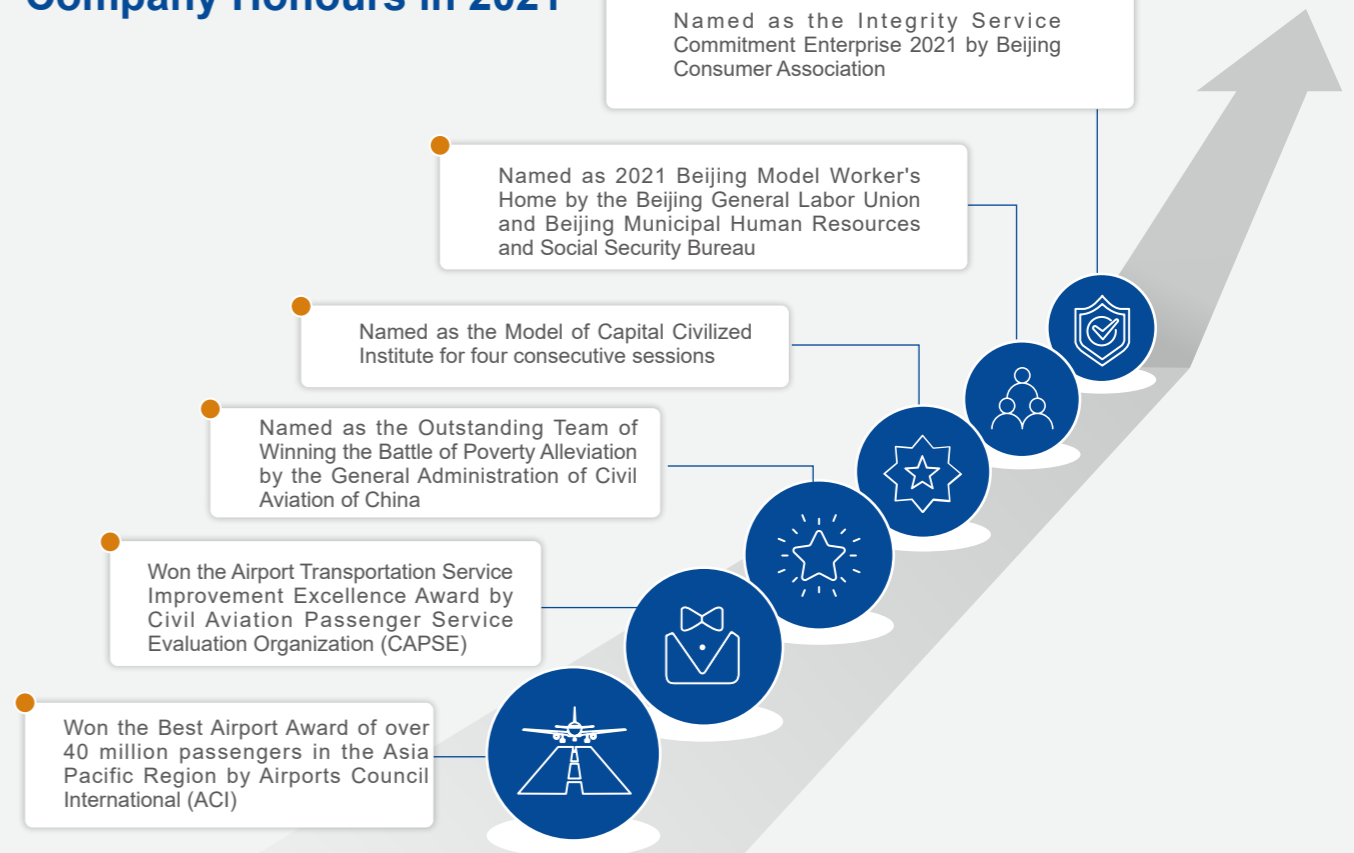
Corporate Mission



Management Philosophy



Company Honours in 2021



Highlight Story Supporting for the Beijing 2022 Winter Olympics and Paralympics

In August 2008, Beijing successfully hosted the 29th Summer Olympic Games; after nearly 14 years, in February 2022, Beijing ushered in the 24th Winter Olympic Games. As the world's first city to host both the Summer and Winter Olympic Games, Beijing has made a unique contribution to the international Olympic movement. As the "First National Gate of China," Beijing Capital International Airport again took up an important responsibility after providing support for the 2008 Olympic Games, and again shared in the glory of the Olympics while witnessing Beijing becoming the "dual-Olympic city" and fulfilling its responsibility as a "dual-Olympic airport."

As the only officially designated port of entry for the Beijing 2022 Winter Olympics and Paralympics, under the leadership of the CAAC, Beijing Municipality, Capital Airport Holdings, and other authorities, Beijing Capital International Airport handled a total of 1,087 Olympic-related flights, involving 42,958 passengers and 113,288 pieces of baggage in adherence to the principles of "highest standards, strongest safeguards, most rigorous measures, and best state" based on comprehensive plans and outstanding implementation and achieved the goals of "zero incidents, zero errors, zero complaints, and zero infections" and "delightful arrivals and efficient departures" of Olympic-related flights.



Timeline of BCIA's support for the Beijing 2022 Winter Olympics and Paralympics

Organizational Support

Early planning and coordinated implementation

The Company established the "Leading Group for the Support of Beijing 2022 Winter Olympics and Paralympics" as early as July 2019, which created a "1+5+N"¹ working system and compiled the *BCIA Operational Safeguard Manual for the Beijing 2022 Winter Olympics and Paralympics* and its four updated versions, providing detailed measures as well as guidelines for all units stationed at the airport.



Highest standards and top-notch staffing

The Company sent 15 high-caliber officers to join relevant teams of partner organizations such as the CAAC, Airport Operations, and Winter Olympic Villages for comprehensive, multi-dimensional and systematic participation in the supporting work for the Winter Olympics.



¹ "1" means one master plan; "5" means task lists for five working groups (for service improvement and venue optimization, safety and risk prevention and control, commercial support and logistics and transportation, Olympic publicity and human resources, and operation safeguard and information technology, respectively); "N" means nine sub-plans (on operation, emergency response, COVID-19 prevention and control, logistics and transportation, security, service, network security, news and publicity, and commercial support, respectively).

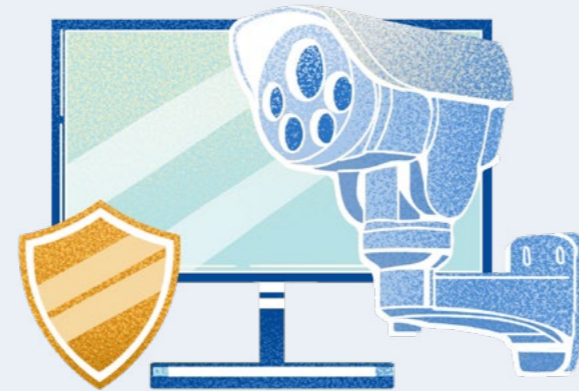
Safety and Security Safeguards

Strengthened safety, security and risk controls

Based on a thorough analysis of the characteristics of safeguards for the Winter Olympics, BCIA identified 64 risks in eight categories and 139 response measures to ensure that all risks were under control; during the Winter Olympics, BCIA implemented a total of 94 security inspections and tests to eliminate all blind spots and deficiencies of safety and security work; it formulated the *BCIA Aviation Security Supervision Plan during the Winter Olympics* to implement security accountability; and it carried out special drills of "desktop maneuver + on-site practice" in cooperation with other relevant units to enhance emergency response capabilities.

Network security assurance

BCIA formulated a special emergency response plan, under which it set up a communication mechanism and initiated 24/7 public opinion monitoring; it procured special equipment to solve monitoring deficiencies and enhance network security monitoring capabilities; it updated its internet connected information systems to reduce exposure to network security risks; and it comprehensively enhanced its network security system.



Operational Support

Effective command based on all-round coordination

BCIA coordinated the work in support of the Beijing Winter Olympics and Paralympics Games and established a "1+2" command system, which consisted of one command headquarters responsible for monitoring on-site operations and coordinating responses to emergencies and two sub-commands, i.e., the special workforce for monitoring low-altitude, slow and small flying objects and the network security assurance command, working together with effective coordination and division of work to safeguard the Winter Olympics.

Rigorous safeguard procedures based on adequate assessment

According to the latest developments of the COVID-19 situation, BCIA organized a total of 59 on-site inspections and, on this basis, implemented 21 rounds of optimizations of the management procedures for arrivals and departures of passengers in different categories, and conducted more than 130 special drills to ensure the smooth implementation of all procedures. We completed the clearance of the 140,000-square-meter zone for the Winter Olympics in a timely manner and built a special passage for Olympic-related vehicles, which increased their passage efficiency by four times.

All-out efforts to ensure "delightful arrivals and efficient departures"

To ensure smooth operations during the peak times of arrivals and departures, BCIA completed the upgrading of the baggage supporting zone in 405 stand in seven days, which effectively alleviated the baggage handling pressure in T3-D; it made emergency arrangements to dedicate the whole T3-C to support the Winter Olympics from February 20 at 00:00 to February 24 at 24:00, by completing the transfer of non-Olympic flights, process adjustment, personnel addition, equipment deployment, and facility restructuring within 32 hours, and designated T1, the South Annex of the Service Building and the T3 International VIP Lounge as backups; it reduced 2,750 flights, increased the passenger support area by 150%, check-in counters by 80%, security check lanes by 60%, and passenger support capacity by 1.3 times; it added four oversize luggage elevators and introduced 26 customized oversize trolleys, which increased the handling capacity of large baggage from 250 to 1,000 pieces per hour and checked baggage handling capacity from 750 to 6,000 pieces per hour; and it added drop-off spaces and special parking spaces and designated a waiting area to effectively meet the Olympic-related vehicle service requirements.



High-tech state-of-the-art operations

BCIA constructed an airport digital twin using technologies such as GIS, BIM, Internet of Things, big data, and 3D modeling and simulation, which reproduced the on-site Olympic-related operations at the airport based on highly integrated advanced functions such as data processing, storage, analysis, and display and 70 video sources monitoring key operations and achieved real-time monitoring of the entire process, helping deliver BCIA's plans of "passenger zone expansion and upgrading" and "32-hour transfer miracle"; it introduced an upgraded new-generation airport service information display system with enhanced personalization and intelligent services; and it set up a baggage tracking system covering all the 12 core nodes with information accessible on the My2022 app to improve efficiency and passenger experience.



New airport service information display system



3D panoramic display

COVID-19 Prevention and Control

In the context of the COVID-19 pandemic, BCIA always took the health of all participants as its first priority, adhered to the policy of preventing imported cases and domestic resurgences, and strictly implemented the prevention and control measures so as to protect the health of people from all parties, and no spillover cases occurred due to its support for the Winter Olympics.

✈ Closed-loop management based on dedicated zones

BCIA formulated specific and comprehensive COVID-19 prevention and control measures in seven aspects, including aircraft, Olympic-related personnel, checked baggage, support vehicles, zone environment, support personnel and Olympic-related waste, and established the disinfection standards in the three major stages of task assurance, disinfection, and routine management; according to the principle of "three zones and two channels,"² it made a space rezoning by setting up a rest zone for employees, a garbage collection zone for prioritized control, and a zone for taking off protective clothing, provided dedicated entry and exit channels for relevant personnel, and arranged special vehicles for transfer of employees to ensure closed-loop management and avoid infections; and it adjusted the baggage handling model for international departures at T3, added eight special security checkers, and opened up the special route from baggage security check to baggage sorting to ensure that Olympic-related baggage was handled separately.



² "Three zones" means the rest zone for employees, the garbage collection zone for prioritized control, and the zone for taking off protective clothing; "two channels" means entry and exit.

✈ COVID-19 prevention and control for employees

During the peak times of Olympic-related operations, we made sure that the Olympic support personnel from each unit resided in at least two places in accordance with the principle of "same risk in same residence and separated residences for personnel from the same unit" to minimize infection risks; we implemented rigorous nucleic acid testing to ensure 100% coverage; and we established a daily communication mechanism and a scheme of dynamically adjusting transportation and meal arrangements and maintained efficient commuting and meal services for employees.



Service Support

Passenger greeting and assistance

During the Winter Olympics, BCIA set up 88 hanging flags, nine mascot landscapes, nearly 3,000 square meters of Olympic-related landscape walls and barriers, and ten painted pillars in the dedicated T3 Olympic zone; it broadcast Winter Olympics posters as well as the countdown to the Winter Olympics and the "dual-Olympic Beijing" publicity video on displays in the terminal building throughout the day; it launched a new-generation airport service information display system with rich Olympic visual elements to create a warm and peaceful atmosphere of "welcoming friends from around the world." In addition, BCIA developed training software to improve the support capabilities of employees for the Winter Olympics. It advocated making every passenger feel at home by greeting them with smiles and providing thoughtful services for all passengers, striving to impress both arriving and departing passengers by presenting the "dual-Olympic airport" at its finest.



During the Winter Olympics, BCIA set up

88

hanging flags

9

mascot landscapes

Olympic-related landscape walls and barriers

3,000
square meters

10

painted pillars



Intelligent and thoughtful services

BCIA provided 18 sets of check-in equipment in three Winter Olympic Villages to provide more convenient check-in and baggage drop-off services for Winter Olympics and Paralympics delegations; it optimized its barrier-free facilities and services by implementing 27 major enhancements and more than 200 enhancements, all of which reached industry-leading levels; it introduced intelligent barrier-free air travel aids for hearing-impaired and visually-impaired passengers; it added 16 self-service check-in machines for passengers with disabilities and provided additional on-site service personnel to facilitate the smooth completion of health declaration and check-in; and it developed a special WeChat mini-program for passengers with special needs. The outstanding services earned BCIA high praises from athletes and officials from different countries.



Barrier-free entrance sign at a check-in counter

On April 8, 2022, the Beijing 2022 Winter Olympics and Paralympics Review and Awards Ceremony was held at the Great Hall of the People in Beijing. The Company's employee, ZHAO Xuexue, was awarded the honorary title of "Individual with Outstanding Contributions to the Beijing Winter Olympics and Paralympics." At the Beijing 2022 Winter Olympics and Paralympics Review and Awards Ceremony organized by Beijing Municipality and Beijing Organizing Committee for the 2022 Winter Olympics and held on April 19, the Company and its information technology department both received the honorary title of "Group with Outstanding Contributions to the Beijing Winter Olympics and Paralympics" and the Company's employees, WANG Yanling and LI Xuesong, received the honorary title of "Individual with Outstanding Contributions to the Beijing Winter Olympics and Paralympics in Beijing."

During the Beijing 2022 Winter Olympics and Paralympics Review and Awards Ceremony, Chinese President Xi Jinping pointed out in his speech that the Beijing Winter Olympics and Paralympics were prepared and hosted under great difficulties and all participants made painstaking efforts. In the process of bidding, organizing and hosting the Games, the participants have created the Beijing Winter Olympic and Paralympic Spirit of bearing in mind the big picture, being confident and open, rising to the challenges, pursuing excellence, and creating a better future together.

With united efforts, the dream of the Beijing 2022 Winter Olympics and Paralympics has been accomplished, and people have been inspired together for a shared future. With the leap across 14 years from 2008 to 2022, as a witness and participant of the "dual-Olympics" history, the Company has proved worthy of the times and fulfilled the mission placed upon. Looking forward, the Company will carry forward the Beijing Winter Olympic and Paralympic Spirit to forge ahead more confidently and more determinedly, as well as to further advance our corporate mission and perform our corporate social responsibility as the "First National Gate of China" with a sense of historical responsibility that "with no thought to claim credit, but with resolve to contribute" while moving towards to the goal and mission of becoming a world-class airport management company.

01

Responsible Governance

Solid corporate governance is an important prerequisite for promoting the Company's sustainable development, enhancing its value and protecting shareholders' rights and interests. We adhere to the steady governance concept, constantly improve corporate governance, continue to establish and improve corporate governance mechanisms, and achieve efficient management and standardized operations. We place a high value on stakeholder demands, actively respond to stakeholder demands through the establishment of diverse communication mechanisms and channels and promote the Company's sustainable development with win-win results.

- Statement by the Board of Directors
- ESG Governance
- Risk Management
- Integrity Construction
- Stakeholder Engagement
- HKEX ESG Principle Response



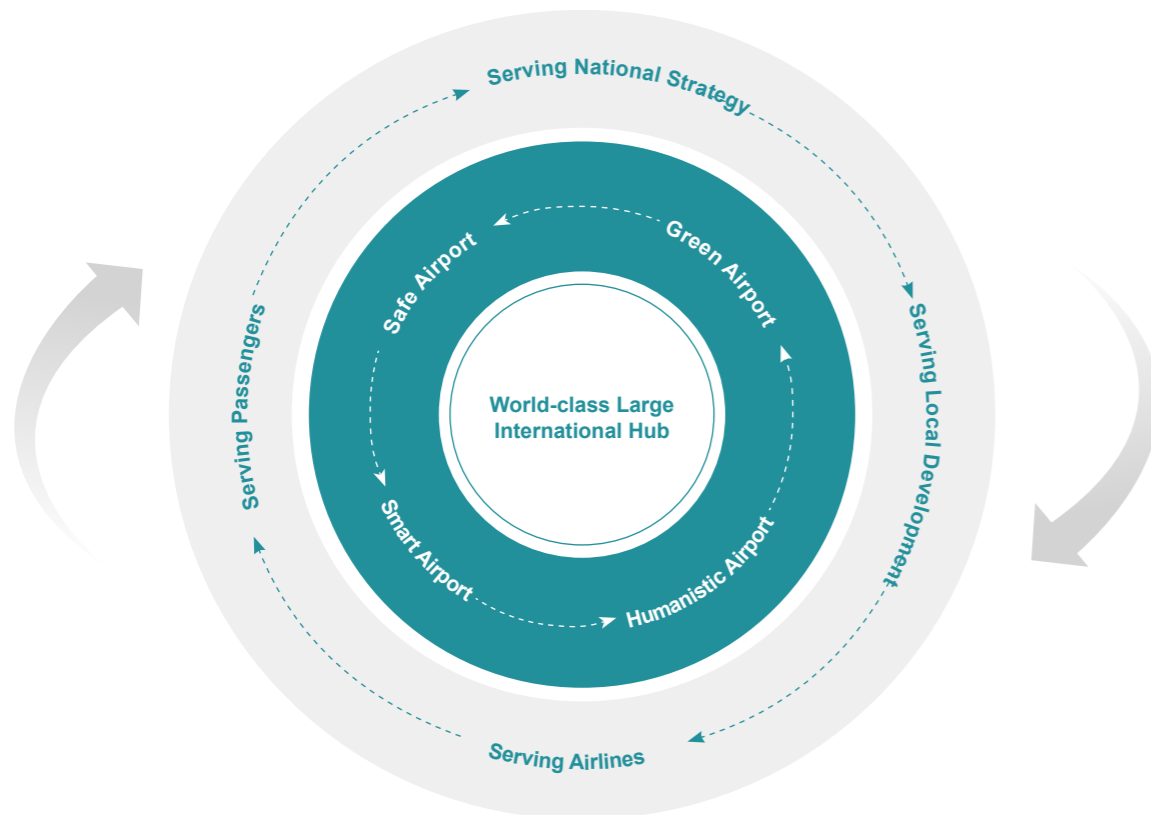
Statement by the Board of Directors

The Company has built an ESG governance structure, with the board of directors of the Company (the "Board") serving as the primary leader, establishing a multi-layer governance system of the Board, the Strategy Committee, the ESG Leading Group, and the ESG Leading Group Office. The Board and the Strategy Committee are responsible for guiding and overseeing the Company's ESG strategy, objectives, risk identification and other works, and standardizing the ESG work process and mechanism. The ESG Leading Group and the ESG Leading Group Office are responsible for implementing relevant work and regularly reporting to the Board and the Strategy Committee.

The Company organized a major issue discussion session to identify the most pressing issues periodically. It further discusses and determines the Company's risks and opportunities in terms of ESG through stakeholder research and other means, and incorporates key issues into the Company's overall management and supervision strategy. In 2021, the Board focused on monitoring and supervising essential work, among other things, safe operation, occupational health and safety, and passenger service. This report discloses in detail the management and progress of ESG work of the Company in 2021 and is verified and adopted by the Board on May 27, 2022.

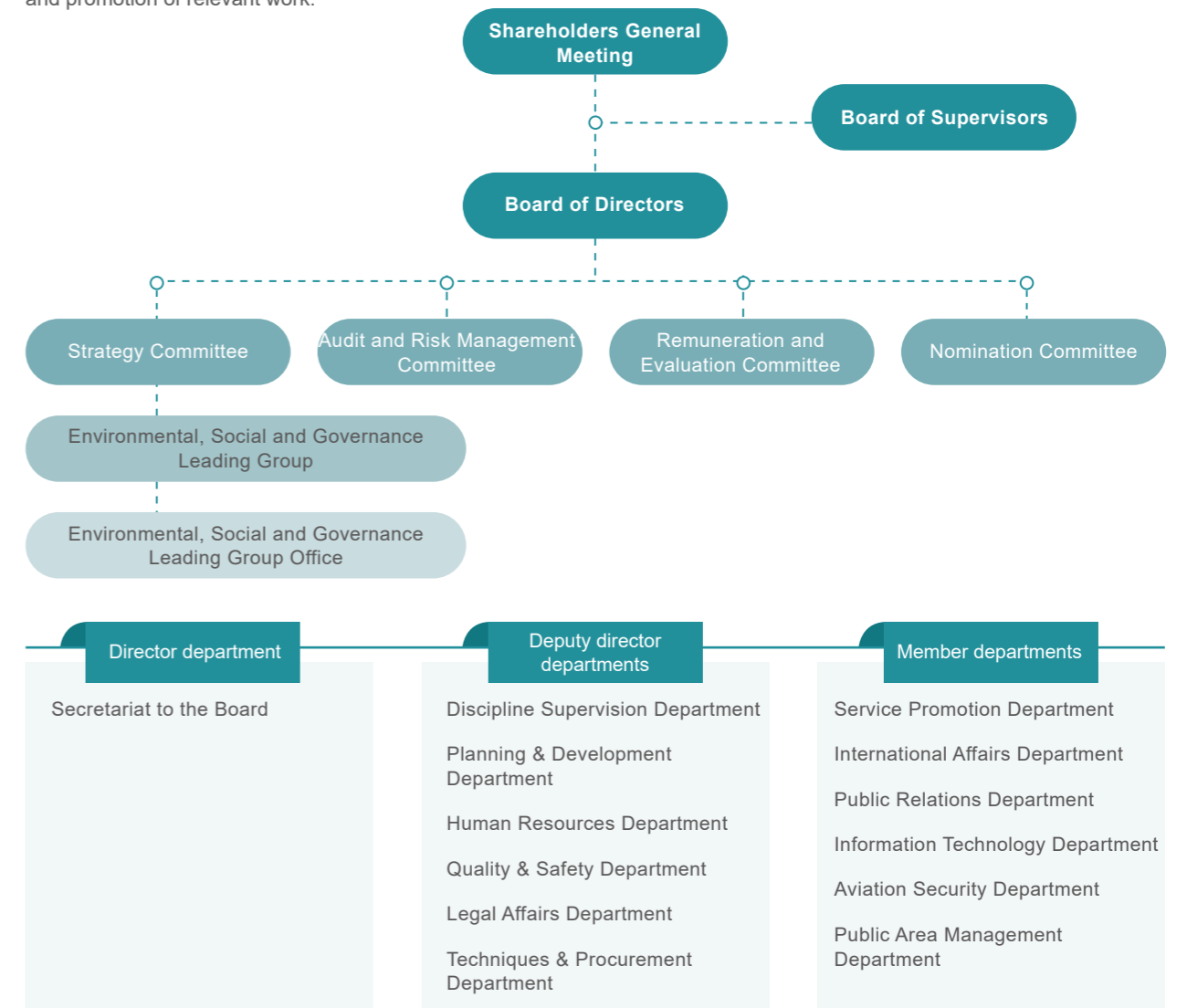
ESG Governance

The Company adheres to the principal concept of sustainable development so as to establish a "World-class Large-scale International Hub" as well as construct a "four-characteristics (safe, green, smart and humanistic) airport". The Company systematically improves its business development and business management capability to provide firm support for (i) national strategy; (ii) local development; (iii) passengers; and (iv) airlines. The Company strives to create comprehensive values to the coordinated development of the economy, environment, and society.



The Company abides by a steady and exceptional governance style, is constantly improving its corporate governance mechanism, has forged a governance framework consisting of its shareholders, the Board, its board of supervisors and its management team, and is constantly improving its corporate governance level. In 2021, the Company held two general meetings of shareholders, 19 Board meetings and two meetings of board of supervisors in strict compliance with the relevant "three meetings" management structures and procedures.

In 2021, the Company expedited the construction of an ESG governance structure. The strategy committee of the Company (the "Strategy Committee"), which is the Company's highest special governance body for ESG governance, and undertook the Board's ESG supervision responsibility. Strategic Committee held meetings regularly to review the Company's ESG work progress reports and ESG annual report. Under the Strategy Committee, there is an environmental, social and governance leading group (the "ESG Leading Group") with (i) Mr. Wang Changyi, the chairman of the Company, as group leader; (ii) Mr. Han Zhiliang, an executive director and general manager of the Company, and (iii) Mr. Zhang Guoliang, an executive director of the Company and a party committee secretary, as deputy group leaders. The ESG Leading Group is responsible for formulating and planning the Company's ESG strategies as well as guiding the promotion and implementation of its ESG work. The ESG Leading Group supervises a environmental, social and governance leading group office (the "ESG Leading Group Office"), in which (i) the secretary office of the Board served as director department; (ii) six departments (including but not limited to discipline inspection and supervision department, planning and development department, and human resources department) served as deputy director departments; and (iii) six departments (including but not limited to service quality department and international affairs department) served as member departments. The ESG Leading Group Office is responsible for developing the Company's annual ESG work plan as well as organizing and coordinating the implementation and promotion of relevant work.

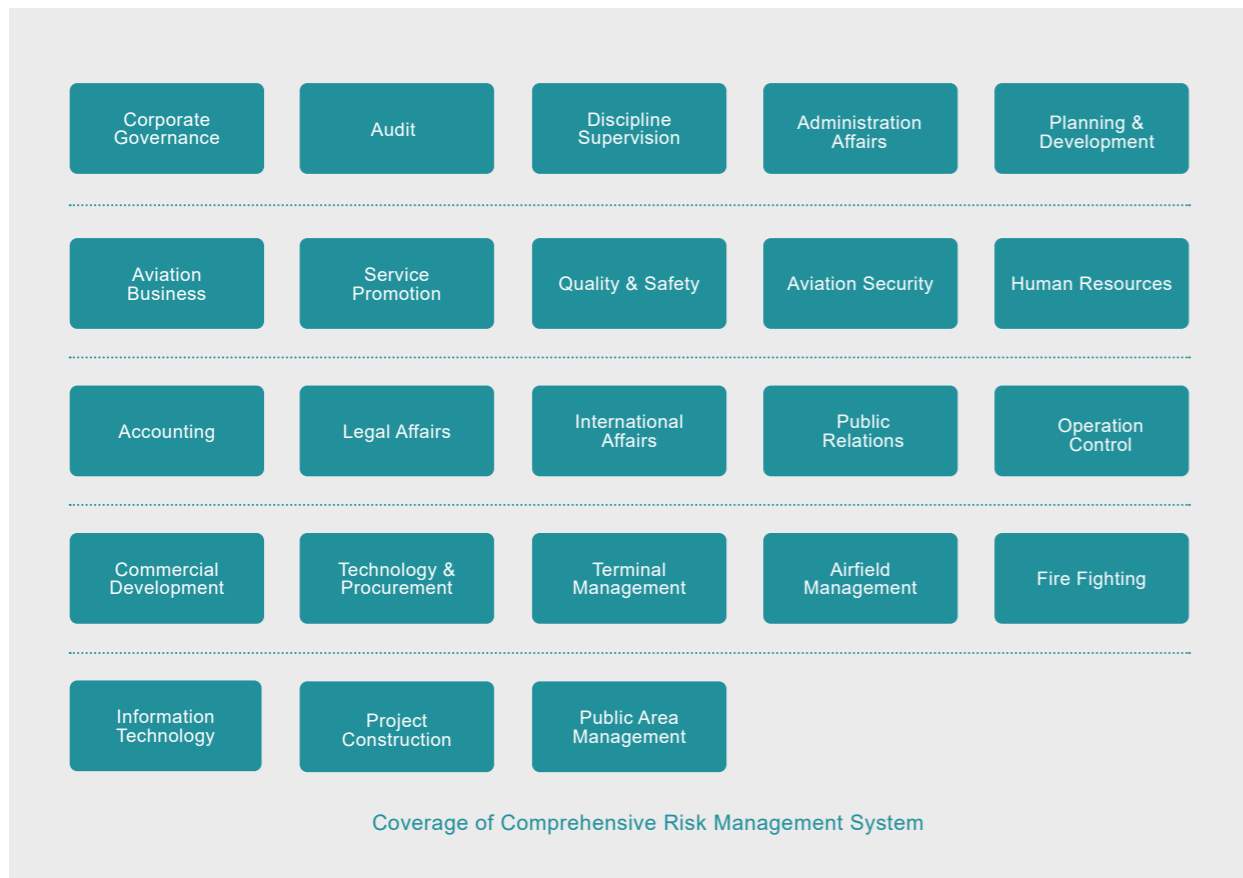


Risk Management

In order to meet its requirements of front-end risk management and ESG risk management, the Company fulfills its rights and responsibilities on risk management according to the top-down management model, defines the responsibilities of comprehensive risk, and formulates and arranges the implementation of the risk management plan.

Comprehensive Risk Management System

We attach great importance to risk management, formulates documents such as *Internal Control Manual*, *Legal Risk Prevention Manual*, and *Risk Control List*, and establishes a *Comprehensive Risk Management System*. The Company focuses on multiple processes like system construction, rectification of risk management defects and risk cases, corporate supervision, information management evaluation and control, and risk management coordination. It is responsible for 23 different areas, including discipline inspection and supervision, service quality, technology procurement, and information technology. The goal is to improve the Company's operational efficiency while also assist the organization in achieving its development objective.



The Company issues the internal control diagnosis report every year and prepares the annual risk management report to identify the risks in the management process and track the rectification of risk cases. In 2021, we prepared the *Risk Management Report of Beijing Capital International Airport Co., Ltd. 2020* to sort out and timely find out the risk matters in the process of operation and management of the Company.

Internal Control Compliance

The Company has continuously strengthened internal control management and built a compliance culture. We continuously monitored the policy update, promoted contract text standardization, upgraded the smart legal system, and conducted a series of compliance risk training sessions.

Contract Standardization

In 2021, the Company executed special work on data compliance and update on personal information protection policies from the compliance perspective. We released timely risk tips based on regulatory regulations and changes in industry practices. We revised the Company's standard text to reflect the latest laws and regulations and created eight standard texts and user guidelines to reflect each department's current business management needs. At the same time, we issued the *Guiding Manual for Risk Identification of Contract Signing and Performance*, which systematically combed, analyzed and explained various risks and related problems in contract signing and performance in order to provide reference and guidance for contract management in all departments of the Company.

Smart Legal System

The Company adheres to information construction aiming at reducing risks in the process of enterprise operation. In 2021, the Company advanced the development of the smart legal system. The system integrates major legal affairs such as system management, contract review, dispute resolution, intellectual property declaration, intangible asset management and legal support application. We also made efforts to upgrade the crossover module, prompt, and reimbursement system docking based on the original system in order to provide technology support for continually improving the Company's management capacity and legal risk prevention and control capability.

Compliance Risk Training

We have provided a series of legal compliance risk training, increased the frequency and intensity of training for employees and directors in high-risk sectors, and improved risk prevention awareness and skills among employees.

Case The Company Carried out Legal Compliance Risk Training

To enhance employees' legal compliance risk prevention and control awareness, the Company has conducted a series of legal compliance risk training. In November 2021, we invited external experts to conduct two special legal training with the goal of thoroughly analyzing and explaining the cross-cutting issues of civil, criminal and administrative law. At the same time, the experts explained the compilation process and implementation significance, code structure, basic principles, specific application and other relevant legal points of the *Civil Code* to improve the employees' understanding of the *Civil Code*. In December 2021, a special business training with the theme of "anti-monopoly thinking in the airport industry" was conducted. Combined with the characteristics of the airport industry, experts in anti-monopoly were invited to interpret the application of Anti-Monopoly Law and other relevant legal issues.

Integrity Construction

The Company adheres to the principles of anti-corruption and promotion of integrity, and strictly abides by the *Company Law of the People's Republic of China*, the *Criminal Law of the People's Republic of China*, the *Criminal Procedure Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China* and other relevant national laws and regulations relating to bribery, extortion, fraud and money laundering, and created a set of internal company regulations in order to continuously improve the Company's integrity publicity and education system.

On the basis of the revision made in 2020, we revised a number of policies such as the *Regulations on the Management of Discipline Inspection and Supervision of the Operation Control Center* in 2021; and urged all departments to organize their primary supervision objects and identify integrity risk points. We upgraded 1,268 integrity risk prevention and control measures to ensure the Company's operation integrity and efficiency. In 2021, the Company had no legal cases regarding corruption practices brought against the Company or its employees.

The Company encouraged whistle-blowing to prevent corruption. Employees can report any acts that undermine the Company's interests, such as corruption, fraud and dereliction of duty, to the Company's department responsible for receiving whistleblowing reports via phone calls, visits, letters, network platforms and other channels. At the same time, the Company encourages whistleblowing using real names, strictly protects the personal information of whistleblowers. In addition, we also paid close attention to daily supervision, letter and visit investigation results and made continual improvements of management.

1,268
integrity risk prevention and control measures to ensure the Company's operation integrity and efficiency

In 2021, the Company had **NO** legal cases regarding corruption practices brought against the Company or its employees

The Company organizes and offers integrity education and integrity evaluation to all employees through on-site conversations, warning education, constructing an integrity culture platform, broadcasting integrity education publicity videos and other channels. At the same time, we provide integrity education materials to the directors and supervisors of the Company, employ a third-party law firm to conduct integrity training for external independent directors, and sign a letter of integrity commitment. In 2021, the Company's employees received 15,603 hours of integrity training.

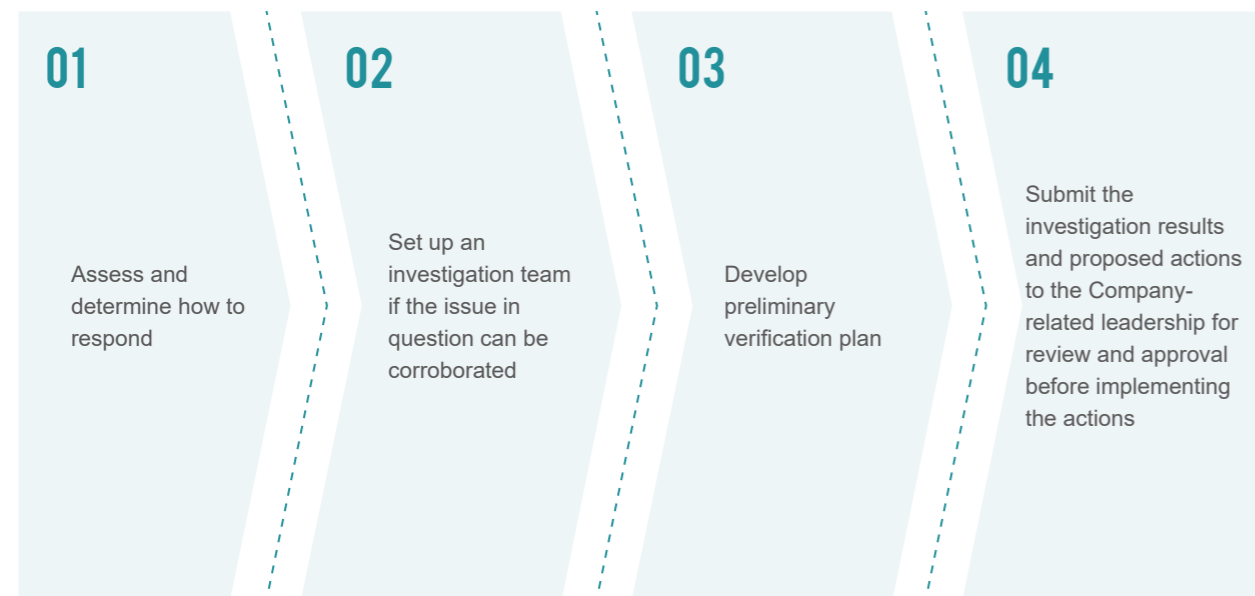
In 2021, the Company organized a total of 12 online ethical training sessions targeting middle management of the various departments, published 12 column articles on ethical compliance in the Company's OA system, and promoted an ethical corporate culture in the Company's internal newsletter. The Company held two knowledge competitions with a total of 1,762 participants. In addition, we publicized the integrity culture by soliciting calligraphy and painting works, wallpapers and posters on integrity, filming the Company's integrity education video cases, appointing an integrity culture publicity ambassador, and reminding the Company's employees to be aware of "micro corruption" around them.

The Company's employees received

15,603 hours of integrity training

The Company held two knowledge competitions with a total of

1,762 participants



Procedures for the Handling of Whistleblowing Reports



Case Signing of Corporate Integrity Statement by New Employees

The Company requires new employees to sign a *Corporate Integrity Statement*, which provides requirements on employees abiding by the laws and regulations as well as the Company's internal policies and prohibits them from regulatory and disciplinary violations by taking advantage of their positions. In addition, the Company provides new employees with integrity education on the theme of "Strengthening Integrity Awareness and Adhering to the Disciplinary Compliance Bottomline" by sharing real-world cases with a view to stimulating their reflection on professional integrity and by introducing the Company's relevant policies on integrity and self-discipline and providing scenario analysis, among others, to instill in them a strong integrity awareness before taking on their jobs.



New Employees Sign the *Corporate Integrity Statement*

Stakeholder Engagement

Communication and collaboration with stakeholders are critical components of the Company's sustainable development system. The Company gathers and sorts feedback from all parties in a timely manner by establishing a diverse and efficient stakeholder communication and feedback mechanism, summarizes and feeds back to the Company's management on a regular basis. The Company takes countermeasures to meet the expectations and demands of all stakeholders and promotes the continuous improvement of the Company's ESG work progress in order to jointly contribute to socially sustainable development.

Stakeholders	Expectation and appeal	Communication method
<p>Government and regulatory authorities (Beijing Municipal Government, Civil Aviation Administration of China, Air Traffic Management Bureau, etc.)</p>	<ul style="list-style-type: none"> • Safety support • Passenger service • Environmental responsibility • Staff's rights and interests • Public welfare 	<ul style="list-style-type: none"> • Special report • Research and visit • Project cooperation • Work conference • Statistical statement
<p>Passengers</p>	<ul style="list-style-type: none"> • Safety support • Service quality 	<ul style="list-style-type: none"> • Passenger service • Satisfaction survey • Online service
<p>Investors</p>	<ul style="list-style-type: none"> • Information disclosure • Corporate governance • Financial performance • Investors' rights and interests guarantee 	<ul style="list-style-type: none"> • Internal control system improvement • Regular announcements and reports • General meetings of stockholders and conferences of the Board and the board of supervisors
<p>Employees</p>	<ul style="list-style-type: none"> • Staff's rights and interests • Career development • Compensation and welfare 	<ul style="list-style-type: none"> • Democratic communication • Workers representatives conference • Trade Union and Staff Service Center • Suggestions, mailboxes and WeChat
<p>Airlines and airport-based organizations</p>	<ul style="list-style-type: none"> • Safety support • Passenger service • Common development 	<ul style="list-style-type: none"> • Communication mechanisms including Beijing Capital International Airport Passenger Service Promotion Committee • Conference and communications • Activities to check and solve service problems
<p>Suppliers</p>	<ul style="list-style-type: none"> • Company reputation • Financial performance • Sunshine purchase 	<ul style="list-style-type: none"> • Business negotiation • Contracts and agreements • Training and technical exchange meeting
<p>Community</p>	<ul style="list-style-type: none"> • Volunteering • Public welfare • Community development 	<ul style="list-style-type: none"> • Support of major events • Charity activities • Volunteer activities
<p>Counterparts</p>	<ul style="list-style-type: none"> • Exchange and cooperation • Industrial development 	<ul style="list-style-type: none"> • Forum and conference • Exchange and learning • Alliance

Response to HKEX-ESG Principles

Principle of Materiality

In strict compliance with the disclosure requirements of the HKEX-ESG and based on national policies and ESG disclosure trends within the industry, the Company identifies and determines the importance of its key ESG issues with the goal of ensuring that the information disclosed in this report fully covers the key ESG issues that the Company and its stakeholders are concerned about. In 2021, the Company used stakeholder questionnaires to collect internal and external information which is then comprehensively evaluated and ranked on various topics based on survey results and the importance to business development. We have taken the following specific steps:

- 01 Identify relevant issues**

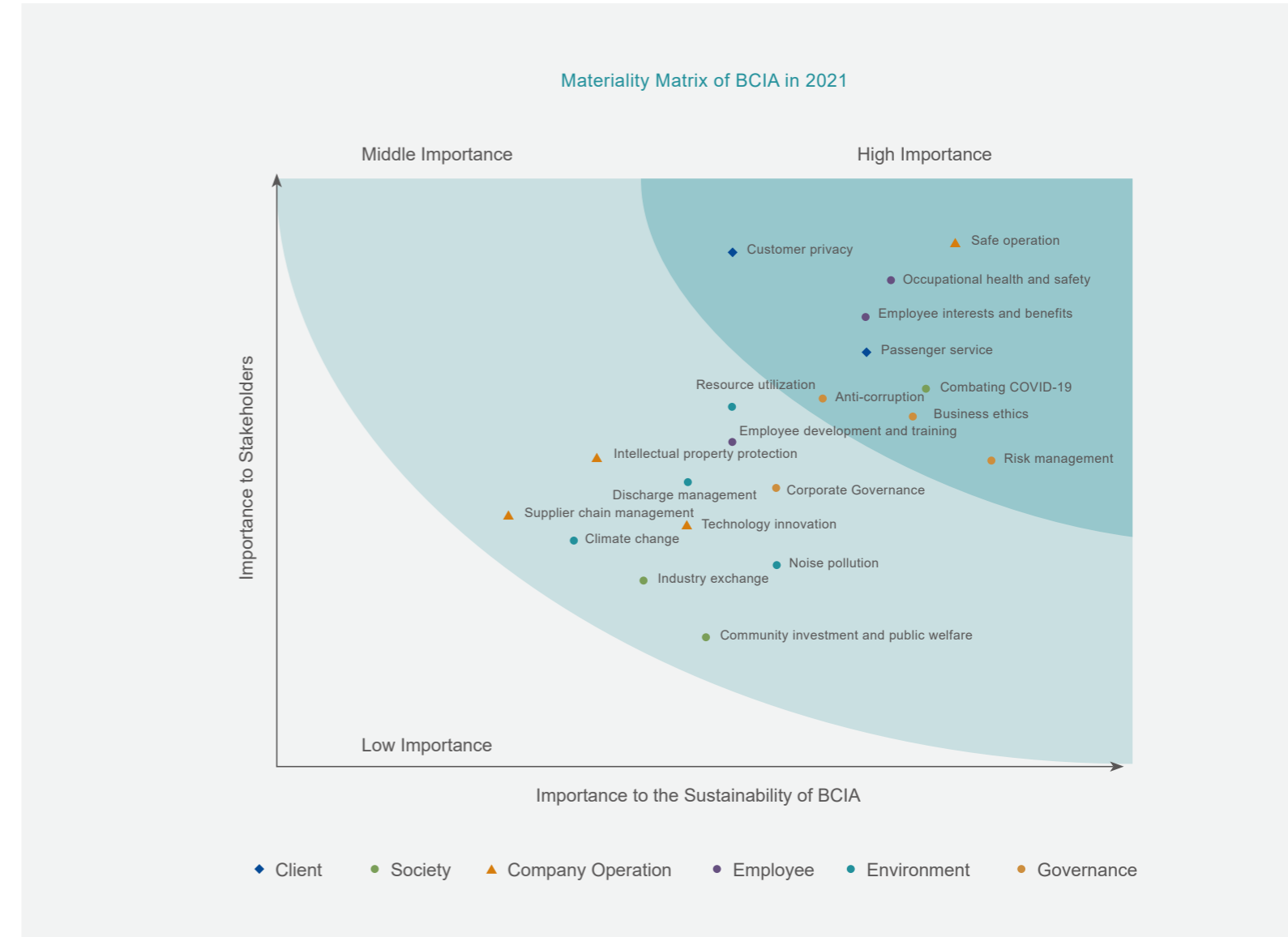
Based on the Company's own business model, strategic planning and other channels, the Company identified and screened 20 important ESG topics covering environment, society, employment, and governance through national macro domestic policy research, international standard analysis, and industry bench-marking, in combination with the development pattern of the civil aviation industry.
- 02 Questionnaire survey**

Questionnaire survey was used to collect information. A total of 193 valid questionnaires were collected.
- 03 Seek the opinions of the management**

Assessed the importance of issues related to the Company by soliciting opinions from the Company's management team.
- 04 Confirm the ranking of issues**

Meeting the expectations and needs of various stakeholders on the Company's ESG work, conducting statistical analysis on the topics in order to determine the main direction of the Company's ESG work in the future, and providing an important reference for future strategy formulation, goal setting, and information disclosure.

High Importance		Middle Importance	
1 Safe operation	6 Customer privacy	10 Corporate Governance	16 Intellectual property protection
2 Occupational health and safety	7 Risk management	11 Noise pollution	17 Industry exchange
3 Passenger service	8 Business ethics	12 Resource utilization	18 Climate change
4 Combating COVID-19	9 Anti-corruption	13 Employee development and training	19 Supplier chain management
5 Employee interests and benefits		14 Discharge management	20 Community investment and public welfare
		15 Technology innovation	



Principle of Quantitative

The Company has established a company-wide information management system. The system performs frequent statistical analysis on quantitative key indicators in the ESG report guidelines, including environmental and social factors, and compiles and discloses the results within the year. The statistical calculation method, reference standards, and parameters of ESG quantitative data are all described in this report. For further details, please refer to each chapter of this report.

Principle of Consistency

The editorial and compiling method as well as the information disclosure standards of this report are consistent with those of previous years to allow for meaningful comparisons of ESG data.

02

Safety First and Safeguarding Together

Safety is a critical component of civil aviation services, as well as an important obligation of civil aviation enterprises and a prerequisite for civil aviation development. The Company incessantly bears the responsibility and carries the mission of "safety first", firmly upholds the overall national security concept, strictly abides by the bottom line of safe operation, consolidates the construction of safety system, improves safety management system, creates a safety culture atmosphere, and makes every effort to build a safe airport.

- Safety Management
- Safe Operation
- Safety Culture



Safety and Security Management

Safety and security management capability that keeps up with the times is essential for the civil aviation industry's high-quality development. To ensure the Company's stable and firm operation on the road to safety and security, the Company continues to optimize the development of its safety management system, comprehensively promote the implementation of safety responsibility regulations, and consistently adhere to the zero-tolerance principle of potential safety hazards, timely identify and control safety risks.

Safety Management System Construction

The Company abides by the *Work Safety Law of the People's Republic of China*, adheres to the "eight grasping and four starting" safety management method of CAH, internally revises and improves relevant system documents such as the *Safety Management Regulations*, the *Aviation Security Plan*, the *Implementation Plan for Building a Safe Airport*, the *Safety Management System for Stakeholders* and the *General Safety Provisions*, and continues to promote the establishment of a Safety management system. The Company passed the certification audits for the ISO 9001 quality management system and the ISO 45001 occupational health and safety management system. In 2021, the Company completed all tasks in the stage of "concentrating on tackling tough problems" along the three-year special work safety rectification period and passed the assessment of the Civil Aviation Administration of China.



Quality Management System Certificate and Occupational Health and Safety Management System Certificate

In order to create a safety culture atmosphere of "standardized management and active safety" in the Beijing Capital International Airport, the Company strictly abides by the requirements of the regulations on operation safety management of Transportation Airports established by the Beijing Capital International Airport Safety and Security Management Committee (the "Safety and Security Committee") and sets up the committee office to further consolidate the safety and security management. The Safety and Security Committee is dedicated to strengthening the airport's overall safety and security management capacity and to establishing a safety interest community. By continuously improving communication and coordination, supervision and evaluation, information sharing, reward, and incentives within the airport, the Safety and Security Committee drives all partner institutes and resident offices to continuously identify safety risks, eliminate potential safety hazards, implement rules and standards, standardize operation behavior and solidify the safety and security concept, eventually jointly ensuring the absolute safety and security of Beijing Capital International Airport.



Structure of the Safety and Security Committee

Beijing Capital International Airport strictly abides by relevant laws and regulations like the Guideline for Establishing the Safety Management System(SMS) in Transportation Airports, continues to promote the Company's SMS development , revises and improves the SMS manual, drawing SMS atlas, and further straightens out the corresponding relationship between various key work and system elements. We remained committed to improving maturity, organizing and carrying out all aspects of SMS self-examination and sorting, investigation and improvement, and taking the initiative in inviting the China Academy of Civil Aviation Science and Technology to conduct an external SMS audit, deeply exploring improvement opportunities at all levels, publishing an audit report and submitting it to the CAAC North China Regional Administration and CAH, in order to comprehensively assess the effectiveness of the construction and implementation of SMS system.



During the reporting period, there were no unsafe incidents due to the Company's responsibility negligence. **5** safety incidents involving the airport's ground operations.

The 10,000 sorties rate fell to **0.168**

Average rate hit the highest level in recent **10** years

Full Implementation of Safety Responsibility

In order to clarify the safety responsibility system, the Company fully implemented the requirements of "three controls and three necessities" and "all staff safety production responsibility system", formulated and issued relevant system documents such as the *Safety Management Accountability Chart*, the *Safety Special Performance Reward Scheme* and the *Implementation Method of Safety Responsibility Puzzle*, and actively organized all departments to sort out the penalties for corporate safety main responsibility and the "border patrol" of safety responsibility puzzle. In addition, we gave full play to the incentive effect of performance appraisal on the main safety operation safeguard departments, to secure the safety responsibility to the "last centimeter".

In combination with the key and difficult safety sectors, we issued unique safety research topics, organized and coordinated the Company's special research work on the Winter Olympic Games' safe operation assurance, and promoted the implementation of leaders' safety responsibilities. We arranged and held regular safety situation analysis meetings of the core study group of the Company's Party Committee and invited industry experts to interpret the safety subject responsibility system, aviation security legal management, and the latest *Work Safety Law*, in order to strengthen the safety responsibility consciousness of personnel at all levels. We connected to the Corporate "safe civil aviation" index system, organized all departments to sort out and improve the Company's various indicators, and promoted effective responsibility implementation at all levels.

Safety Risk Identification and Control

The Company continues to improve the internal system files such as the *Management Procedure of BCIA for Safety Risks* and the *Management Procedure of BCIA for Safety Hazards*, standardize the Company's safety risk and hazard management mechanism, establish the Company's risk assessment team, specify the risk management responsibilities of all departments, clarify the safety risk management methods, scientifically and reasonably control the safety risks, eventually eliminate or reduce the risks to an acceptable level. All at the same, the Company takes seriously its primary responsibility for safety production, standardizing investigation procedures and treatment of potential safety hazards, promoting the rectification of various potential safety hazards, and thus preventing and reducing the occurrence of unsafe incidents.

In 2021, for the first time, the Company incorporated statutory self-inspection requirements into all departments' annual safety assessment indicators to develop a plan for using special funds for safety emergency rectification, with the goal of improving the quality of annual statutory self-inspection and assisting in the efficiency of hidden danger rectification. In addition, we divided our work responsibilities among all safety production factors, such as personnel, aircraft, facilities, and equipment, normalized the risk and hidden dangers correlation analysis, and effectively reduced the occurrence of risks and hidden dangers through dual mechanisms, in order to further ensure risk identification and evaluation control.

Security Risk Identification and Control Measures Carried Out by the Company in 2021



Internal and Relevant Departments of the Company

- Executed the "clearing hidden dangers" special action, and completed the "double clearing" of new troubleshooting problems and inventory hidden dangers using the "three noes" principle.
- Steadily promoted the construction of the aviation insurance commission's expert database. At present, **15** experts have been hired to jointly carry out risk assessment, supervision, and inspection.



External Cooperation Partners

- Executed "hidden risk sharing, joint inspection, and treatment" action on a pilot basis jointly with the catering company and Bowei company (logistic), focused on promoting the sharing and warehousing of audit problems of relevant parties, and jointly identified **944** hidden dangers and risks in key business sectors.
- Organized a special assessment on the security capability of **48** essential contractors and investigated **34** problems.



Control and Management of Hazard Sources

- Organized "finding hazard sources in the hazard library" activity, solidified the relationship between risks and hazards with the help of a "1-2-1" smart safety and security management system, and identified **108** hazard sources through hazard warehousing.
- Throughout the year, we continuously tracked the control of hazard sources and completed the special risk assessment of **23** major activity projects such as power supply and consumption safety, T2 baggage system transformation, and Winter Olympic arrival and departure service. There were **138** newly identified hazard sources, and we formulated **294** control measures.

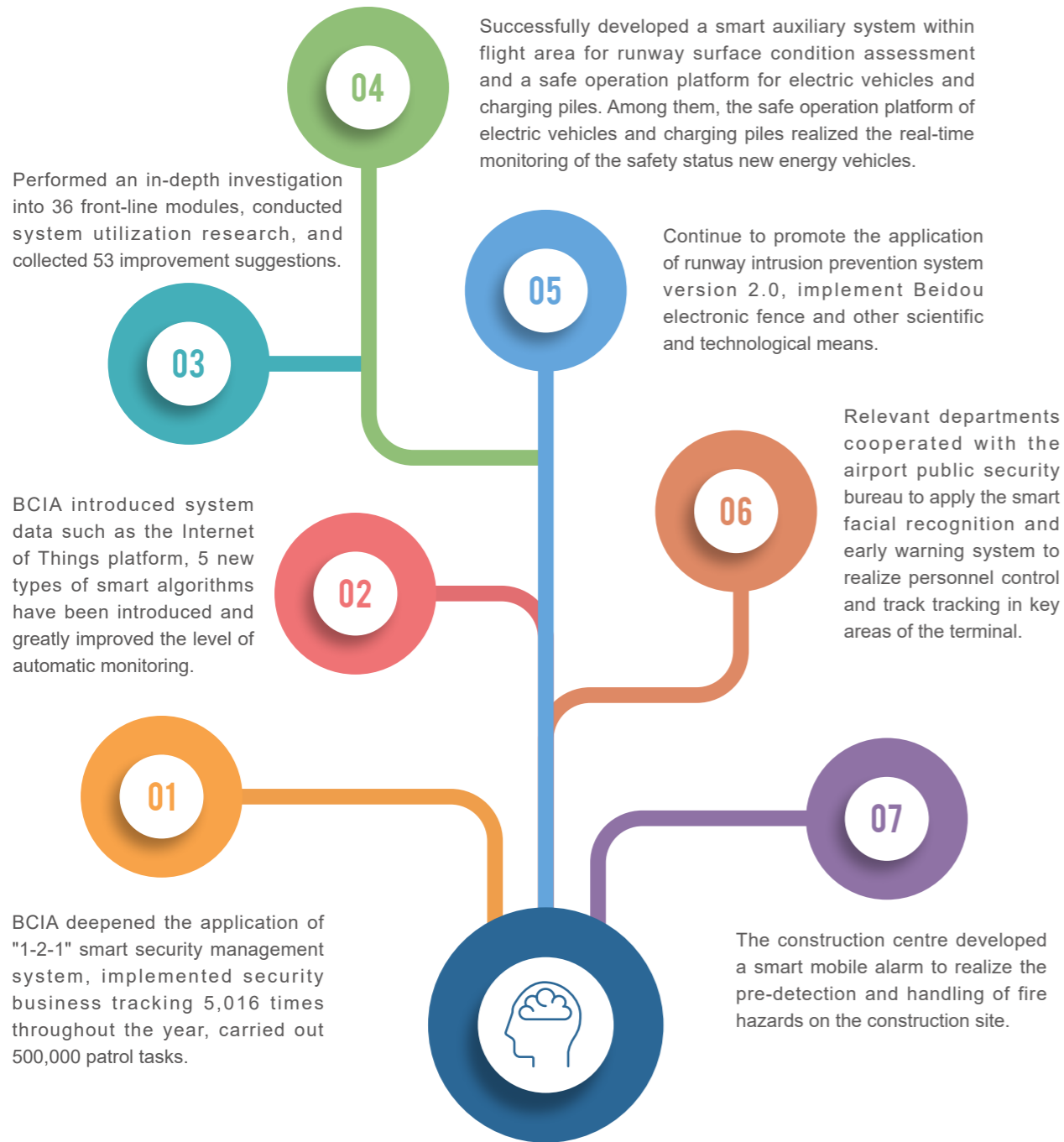


Receipt Issuance Management of Warehouse

- Strict management of hidden dangers in the warehouse. Throughout the year, there was no overdue and hidden dangers out of control, and the volume of warehousing and out of the warehouse increased by **26%** and **25%** respectively on a year-on-year basis.
- Expand the idea of troubleshooting and treatment of hidden dangers, organize all departments to check more than **17,000** hidden dangers within their departments one by one, investigate **67** existing hidden dangers and risks, and improve **22** risk control measures.

Comprehensively Promote "Smart Safety"

The Company comprehensively promotes the digital and smart transition of safety management. In 2021, the Company continued to upgrade and improve the "1-2-1" smart safety and security management system's construction, optimize the system's core module functions, and work toward achieving security information sharing and management standard integration.



Significant Achievements in Smart Security in 2021

Safe Operation

Security is the lifeline of the civil aviation industry. the Company thoroughly implemented the important instructions of President Xi Jinping on "fundamentally eliminating potential accidents and effectively curbing the occurrence of major accidents", which also strengthened the secured operation from the perspectives of operation safety, aviation security, fire safety, and information security, and spared no effort in deploying the implementation of "safe civil aviation".

Operational Safety

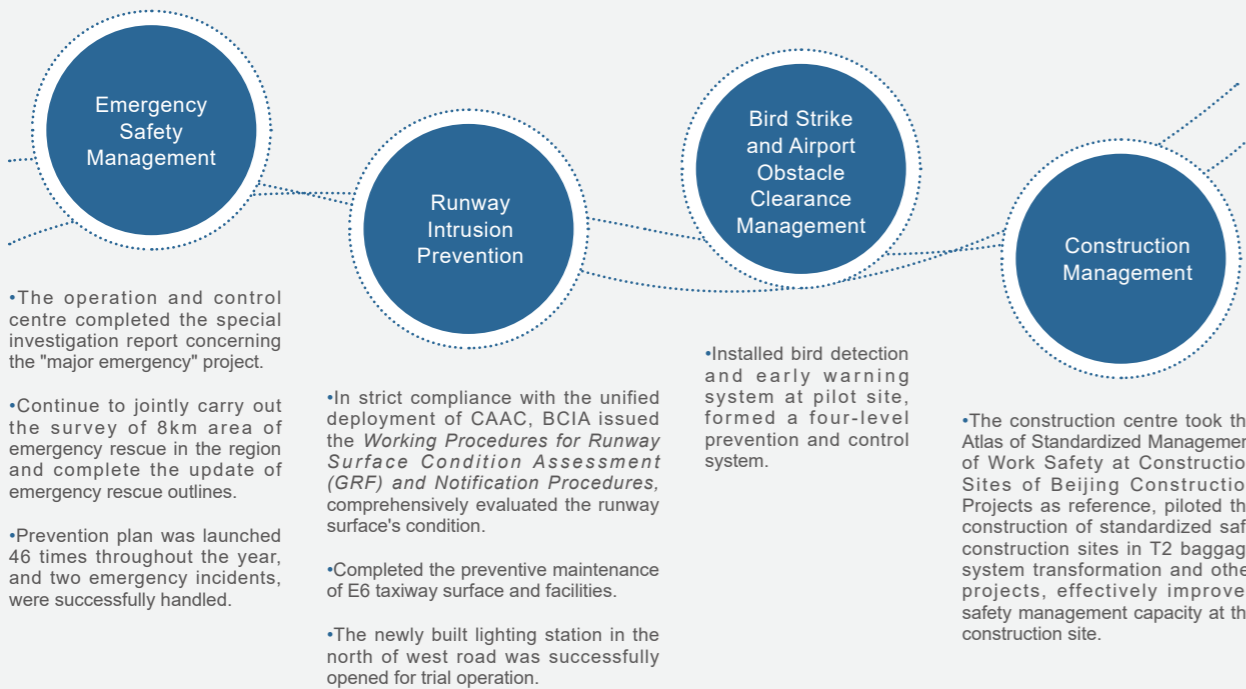
The Company attaches great importance to operation safety. In strict compliance with the *Provisions on the Safe Operation Management of Transport Airports*, we revised and improved the *Safety Management Regulations* and the *Beijing Capital International Airport Safety Management Committee Association's Articles*, and other relevant system documents and we set up the Beijing Capital International Airport Safety and Security Committee's operation safety work office to build a safe airport operation communication platform and coordinate and implement the Company's operation safety management.

The Company timely incorporates new industry requirements into the normalization of foreign objects, bird strikes, aircraft scraping, and collision, and strictly prevents the occurrence of substantial safe operation events, in order to ensure the airport's safe, smooth, and efficient operation to the greatest extent possible. For bird strike cases and aircraft damage incidents, the Company organized relevant units to make judgments strictly in accordance with the *Judgment Standards and Reporting Procedures for Bird Strike Aircraft Incidents* and the *Rules for Confirmation and Reporting of Aircraft Damage Incidents caused by Objects from Off-Site Transportation Aircraft* and reports the event information as required. In 2021, the Company was recognized by the Civil Aviation Administration of China for its remarkable achievements in the special rectification of foreign objects, bird strikes, and apron scraping in the flight area.

In terms of construction safety management, the Company revised and improved the *Regulations on Safety Risk Management of Construction Project Management Center*, the *Regulations on Safety Supervision and Potential Safety Hazards Management of Construction Project Management Center*, and other relevant regulations, further promoted the closed-loop management of construction safety hazards, continued to carry out the whole process risk management of construction projects, and supervised the effective implementation of risk assessment prior to construction and risk control measures. The Company sorted and enhanced the construction risk database and the core risk checklist of key processes, effectively promoted the monitoring of "four baselines" indicators at all levels, and precisely and truthfully filled in feedback data.

In addition, the Company closely monitored the site, investigated and resolved incidents of safety violations, and improved the operation and maintenance of equipment, facilities, and systems, as well as energy consumption safety management. The operation control center completed a special investigation report on the construction of "major emergency" action, sorted and improved various emergency plans, focused on multi-scenario, scripted practical emergency exercises, strengthened internal and external institutes' organization and overall planning, and effectively improved the actual effect of the exercises.





Aviation Security

To continuously improve the aviation security capability, the Company abides by relevant laws and regulations such as the *National Civil Aviation Safety and Security Program*, the *National Civil Aviation Safety and Security Training Program*, and the *National Civil Aviation Safety and Security Quality Control Plan*. The Company revised and improved the *Aviation Security Plan of Beijing Capital International Airport Co., Ltd.*, the *Aviation Security Management Regulations of Beijing Capital International Airport Co., Ltd.*, the *Aviation Security Management System (SEMs) Manual of BCIA*, and other relevant system documents internally. This revision ensures rules are followed in aviation security activities, continuously builds a solid ground defense line for aviation security, enhances the ability to resist air defense threats and risks, and improves the Company's aviation security management level and efficiency. In 2021, the Company implemented the airport aviation security work program, strengthened the construction of the Aviation Security Management System (SEMs), and standardized and improved the functions of the Aviation Security Committee. By strengthening the airport's aviation security management capacity, we can address aviation security issues through communication and coordination, evaluation and review, supervision and management, exchange, and training, and collaboratively build a strong aviation security net for Beijing Capital International Airport.


With regard to anti-terrorism and riot control, in strict accordance with the *Outline of the Anti-Terrorism Emergency Response System of Capital Airport Holdings Limited*, BCIA revised and improved internal policy documents such as the *Anti-Terrorism Work Management System of Beijing Capital International Airport Co., Ltd.* by refining the content of anti-terrorism training and drills for employees and strengthening the requirements of anti-terrorism facilities and equipment to ensure the implementation of anti-terrorism duties and enhance the anti-terrorism response capability of BCIA.


With regard to the management of dangerous goods in air transportation, BCIA strictly implements the Provisions on the *Administration of Civil Air Transport of Dangerous Goods*, and formulated a dangerous goods management manual and an emergency response plan for dangerous goods in conjunction with the transportation of dangerous goods, set up dangerous goods publicity notices at ticket counters, check-in procedures and gate areas, and distributed copies of the *Dangerous Goods Emergency Action Guide* to information counters, baggage packing offices, check-in counters and security checkpoints in the terminal buildings to improve employees' knowledge of dangerous goods, so as to deal with emergencies in a timely and effective manner. In terms of anti-terrorism and riot prevention, the Company Beijing Capital International Airport.


Fire Safety


The Company focuses on the deployment and implementation of fire safety management and has always operated under the working principles of "focusing on prevention and integrating fire prevention and elimination" to improve the bottom line and fire safety capability. In 2021, relying on the BCIA branch of the Fire Prevention Commission, we systematically implemented fire safety supervision and management and preliminarily built the "airport fire management grid map." In addition, the Company completed the annual fire safety assessment to effectively identify and control fire safety risks; continued to carry out comprehensive fire drills to further improve the emergency response capability of fire situations; continued to strengthen the safety control of new energy vehicles and equipment and strictly implement the double responsibility for fire safety in units and posts;" In addition, the Company vigorously carried out fire exercises and annual fire safety assessment and other activities, explored and developed smart mobile alarms, recognized the pre-discovery and disposal of fire hazards on the construction site, continued to strengthen the safety control of new energy vehicle equipment, implemented the fire safety responsibilities of departments and posts, and investigated and dealt with fire safety hazards.


Fire Safety Guarantee Measures of BCIA in 2021


- 

Completed the special investigation of electric vehicles and charging facilities/energy storage stations.
- 

Conducted annual fire safety assessment, covering 2 million square meters of the site area of the terminal / parking building, and identified 213 potential fire risks.
- 

The construction centre developed a smart mobile alarm to realize the pre-detection and disposal of fire hazards on the site.
- 

Promoted the work of the fire prevention sub-committee, organized and carried out nine special fire-fighting actions and developed four fire-fighting training courses.
- 

Cooperated with all member departments to complete the location and property right information of 231 buildings, and preliminarily constructed "the airport fire management grid map".
- 

Strengthened cooperation and linkage with Shunyi district fire brigade, established joint training base, and formed joint prevention and control mechanism for major activities.

Case The Blue Flame Cup Competition of the Fire Brigade of the Company Came with Outstanding Results

In June 2021, the Company's Fire Brigade competed in the Beijing Blue Flame Cup Competition, which the Beijing Fire Brigade hosted. The Fire Brigade won first place in the overall group score for the government (enterprises) full-time team, first place in the 'attack on flat ground' group exercise, and first place in the individual's all-around exercise, demonstrating its leading capability in rescuing.

To participate in this competition, the Company's Fire Rescue Center undertook a scientifically programmed training plan. We took the competition as an opportunity to further improve the training plans and optimize equipment. It took every effort to improve the team's overall training level, which was essential to test the team's effectiveness on duty operation, discipline, education, training, professional skills, and other aspects.

Information Security

The Company places importance on information security management, continues to improve data governance, launches the secure data exchange platform, issues the *Data Sharing Management Regulations*, and adheres to a multi-dimensional network security architecture, including management, technical, and operational layers, to ensure the network platform's safe and stable operation.



To improve network security, the Company has established a network security working group in the airport area to coordinate the implementation of information security. In 2021, under the guidance of the leading group for network security and information technology, the Company completed the network security consultation planning and comprehensively promoted the Company's network security work in a focused, planned and step-by-step manner; strengthened the regular protection of network security by monitoring traffic, responding to attacks in a timely way, and repairing vulnerabilities through our comprehensive information security monitoring and analysis platform; carried out background review of all employees and contractors, improved monitoring and warning response processes, strengthened awareness training and practical exercises, and established awareness testing and evaluation mechanisms to ensure stable operation and reliable management of network platforms.

In addition, BCIA comprehensively advanced the implementation of the Company's network security consultation plan, improved the monitoring and warning response process, and organized network security attack and defense drills and practical exercises, and established an awareness testing and evaluation mechanism, thus effectively enhancing the coordination and linkage and emergency response capabilities of all units in the airport area and delivering first-class security.

Safety Culture

The key to consolidating the foundation of safe operation and building a long-term safety and security management mechanism lies in the cultivation of a safety and security culture. The Company insists on enhancing the positive guidance of safety and security culture, establishing the concept of safe production, building the safety and security culture system of the airport, guiding employees to raise the safety and security awareness, and creating a safe working atmosphere with the participation of all staff.

Building a Safety Culture

The Company has been consistently focusing on "standardized management and proactive safety and security" and continuously improving the construction of a safety and security culture system. In 2021, we summarized the construction experience of "safety and security Culture Version 2.5" and deployed and launched the construction of "safety and security Culture Version 3.0". Combined with the planning, we optimized the methods and contents of various cultural brand activities and stimulate the exchange and communication of safety and security culture construction among the member institutes of the safety and security Committee to make safety culture brand activities more targeted and applicable.

Additionally, we established a safety and security culture system with the spirit of "three awes", conducted regular publicity and education, strengthened the front-line post-implementation, solidified the safety and security rectification requirements of "shaping behavior, strengthening the three bases, and abiding to the baseline", and incorporated them into the Company's safety and security management measures for practitioners. Through the work of "no violation around party members", "safety behavior observer" and "part-time supervisor", we strengthened the management of violation incidents, laid a solid foundation for the "standardized management", and further realized the "zero violation" of all staff.

BCIA attaches great importance to the formation of a safety and security culture:

- Promoted the experience of "no violation around party members" to **23** member enterprises.
- Integrated the "three respects" action, integrated the annual theme of the goal of "Safety and Security Culture version 3.0" into several brand activities of the Safety and Security Committee, rewarded **242** employees, and issued **765** 'praise' certificates.
- 129** employees from **20** member enterprises were selected and appointed as part-time supervisors of the Safety and Security Committee. **43** joint inspections were carried out throughout the year, and **17** violations were corrected.





Cultivation of Safety Awareness

The Company places a high value on cultivating employees' safety and security awareness, provides diverse safety and security education, training and publicity on topics such as aviation security, fire safety, and information security, promotes the integration of safety and security training and daily operations, increases employees' awareness of their safety and security responsibilities, and strengthens safety and security management capacity.

For Aviation Security

- Actively carry out aviation security training and invite experts from the Public Security Bureau of the Capital Airport to deliver special training on aviation security to improve the aviation security management of all sectors.
- Focus on strengthening aviation security publicity and enhancing the aviation security publicity through multi-channel and multi-platform publicity.

For Fire Safety

- Integrate safety system regulations with a mechanism for normalizing safety awareness, establish a fire station's safety culture, refine the station's worklist and assign it to each position, conduct targeted training from group to individual, improve the team meeting system, establish a standardized system, and film standardized videos.
- In 2021, the Fire Fighting and Rescue Centre provided 16 firefighting training sessions to 13 critical partners including the property management company. In collaboration with Tianzhu Fire Station, the public area completed 147 firefighting qualification training sessions for relevant party personnel so as to strengthen front-line emergency response capacity.

For Information Security

- Improve the network security awareness of all staff, organize over 10 expert lectures, and a series of media publicity and online Q&A sessions.

Case BCIA Comprehensively Promotes "Safety Hand-shoot" Action

BCIA has diligently promoted the initiative of "Safety Hand-shoot". By giving full play to the characteristics of wide dissemination of We Media, BCIA's official account on the WeChat public social media platform developed relevant information posts, presented security theory analysis, outstanding practices and excellent experience, and encouraged to host knowledge Q&A interactions. We initiated the "test your safety level" safety knowledge Q&A and encouraged employees to focus on specific and minor unsafe behaviors and unsafe states. We also supervised the implementation of zero tolerance of potential safety hazards. We regularly carried out theme briefings combined with potential risks to drive employees to understand potential risks and focus on identifying key risks.

In 2021, Safety Hand-shoot Action solved 2,070 effective problems, verified and handled and produced 159 briefings including 63 briefings on safety knowledge and excellent experience which promoted active safety awareness and behavior.

Case BCIA Strives to be an "Airport Obstacle Clearance Messenger" to Ensure Flight Safety and Security

Safeguarding airport obstacle clearance safety is essential for implementing the "Three Basics" construction and abiding by aviation security. BCIA places great value on airport obstacle clearance protection, strengthens airport obstacle clearance safety publicity and education, organizes airport obstacle clearance safety publicity and education activities, stimulates learning about airport obstacle clearance laws and regulations, and heightens security inspection staff's awareness of airport obstacle clearance protection. To maintain a safe airport obstacle clearance environment and continuously improve the clearance protection awareness of residents around the airport, BCIA organized airport obstacle clearance publicity activities five times in 2021.

During the event, the staff explained the violation incidents in the airport obstacle clearance area to airport residents, aviation enthusiasts, and students, as well as the impact of flying UAVs, aircraft models, hand-thrown toy aircraft models, kites, balloons, and other airborne objects and setting off fireworks and firecrackers within the clearance area of the airport. The staff also distributed brochures, information papers, shopping bags, and small gifts, calling on everyone to maintain the airport obstacle clearance environment, talk to their friends and relatives about airport clearance knowledge, and contribute to ensuring everyone's safe travel.

03

Sincere Service and Smart Sharing

The Company continues to innovate its service concept and promotes the development of a smart airport in an orderly manner. The Company insists on providing warm services to passengers with a sincere attitude, safeguarding the legitimate rights and interests of passengers, investing in industry construction, smart services with scientific and technological innovation, and providing passengers with a travel experience of high quality, convenience and intelligence.

- Quality Assurance
- Rights and Interests of Customers
- Smart Upgrade
- Industry Development



Quality Assurance

The Company is committed to meeting passenger demand by continuously improving its service standard system, implementing the true service concept, enhancing service quality, and setting an industry standard.

Normative Service Standards

The Company's primary objective is passenger satisfaction. It adheres to service standards such as the *Beijing Capital International Airport Passenger Service Standard*, the *Beijing Capital International Airport Passenger Service Specification*, and the *Beijing Capital International Airport Passenger Service Commitment*. In 2021, we upgraded the *Service Management Regulations*, revised the *Working Manual of the Travel Promotion Council* and the *Service Coordination Mechanism of the Large-Scale Travel Promotion Council*, revised, and improved more than 1,100 company level service standards, refined the airport service quality standards and supervision system, and promoted the standardized management, implementation and innovative development of service standards.

Strengthen Service Management

The Company conscientiously implements the service operation management and continuously improves and perfects the Service Management System (CSMS) by applying the closed-loop management concept, coordinating, and organizing the improvement of internal and external services of the Company. In service management, the Company pays attention to the needs of passengers, conducts in-depth research and analysis, and establishes scientific service performance indicators. This year, the Company clarified the traveler profile, established a database of 101 passenger survey questions, and conducted an aging service survey to provide a consistent foundation and essential guarantee for improving passenger service quality. The Company also paid unannounced visits, carried out daily measurement and unannounced visits on "Spring Festival traveling" and "building transfer," with daily measurement of unannounced visit samples added up to 30,000 times, and added efficiency monitoring of key processes such as self-service consignment, boarding efficiency, and taxi waiting. At the same time, the Company held a symposium on travelers, formulated four steps of advice management, acquired 124 high-quality suggestions, and the improvement completion rate was 90%.



Formulated four steps of advice management, acquired

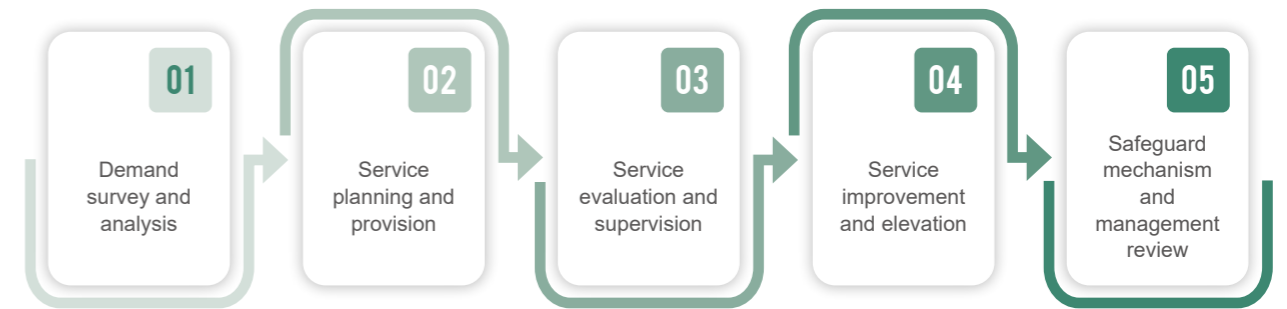
124
high-quality suggestions



Improvement completion rate was

90%

Core Elements of Service Management System (CSMS)



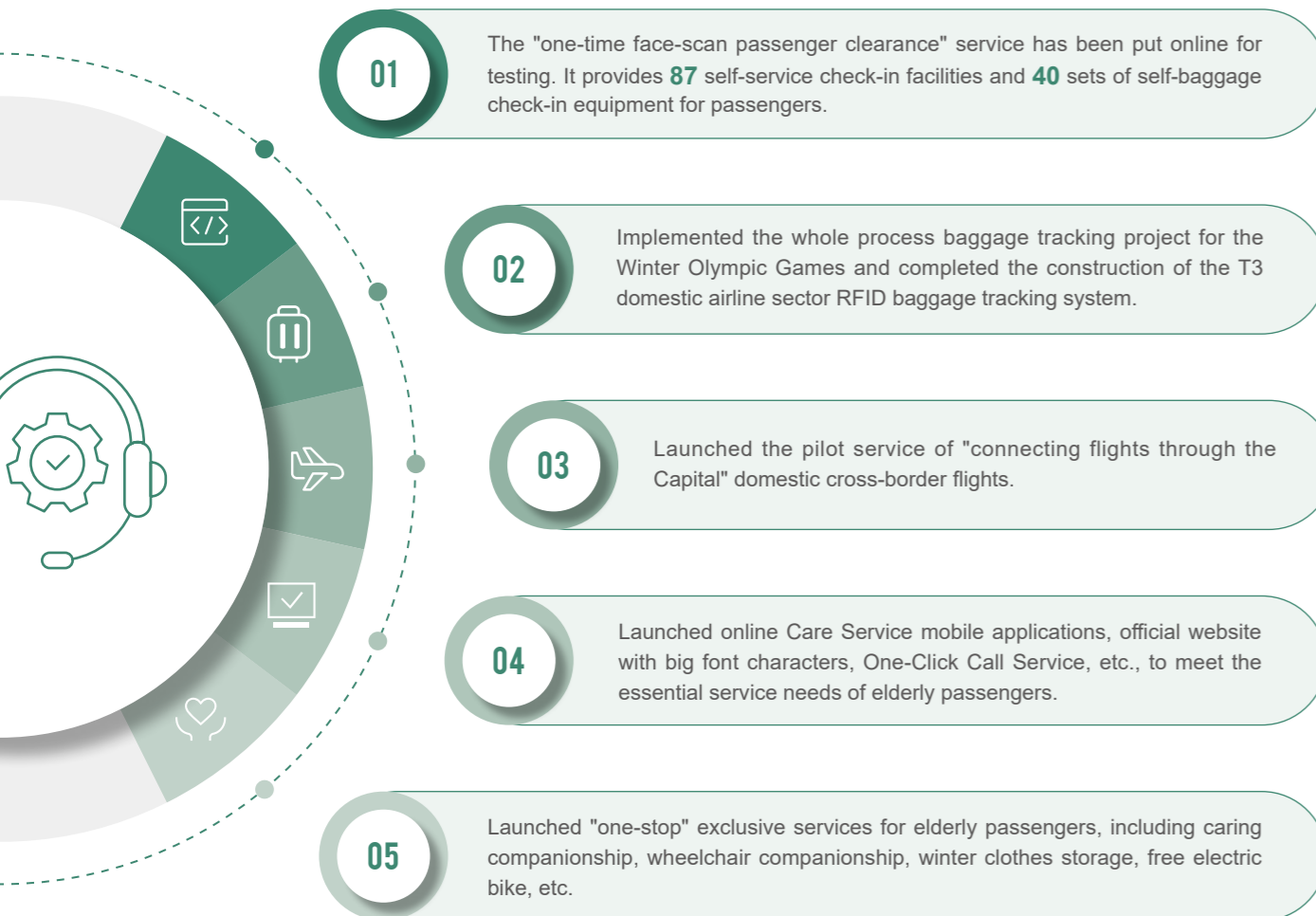
Improve Service Quality

The Company adheres to the "Seven Branches out of One Tree" benchmark development model, prioritizes passenger needs, and strives to create a "high-quality airport, efficient airport, beautiful airport, pleasant airport, joyful airport, cultural airport, and warm airport," to continuously improve our customer service experience. This year, the Company launched a unique action to improve the quality of customer service. The Company targeted 164 missions within 52 tasks in the "weak points improvement" and "highlights elevation" lists in 2021. The Company implemented the unique actions of "I solve real problems for the public" and "The Year of Service Quality Standard."

"Seven Branches Out of One Tree" Humanistic Airport Construction System



The "I solve practical problems for the public" action is committed to improving the Company's service quality. The Company classifies and evaluates 14 service tasks and subdivides them into 48 specific measures to consolidate, elevate, and break through. As of December 31, 2021, the Company was about to achieve 42 set goals and made work arrangements on further realizing three goals in the special action of "service facility improvement" with a completion rate of about 90%. In addition, the Company formulated and released the *Work Plan for the Theme Event of Service Quality Standard Development Year* in 2021, deployed 42 tasks, and steadily improved the service quality. The highlight activities include:



Rights and Interests of Customers

The Company attaches great importance to the rights and interests of customers and formulates interconnected systems such as *Service Management Regulations*, *Passenger Complaint (Injury) Swift Compensation Procedure*, and *customer complaint typical case manual*. We provide multiple complaint channels for customers, including an internal service hotline and efficient customer communication channels, and ensure that passenger complaints are addressed promptly and effectively. In addition, the Company issues complaint analysis reports every six months and carries out targeted actions to improve service quality through combing and analysis. In 2021, 35 complaints were received within the scope of responsibility of the airport, which has been appropriately handled, and the handling rate of customer complaints reached 100%.

35

complaints were received within the scope of responsibility of the airport



The handling rate of customer complaints reached

100%

Case BCIA Delivers the Course of "First Complain Responsibility, Turning a Complaint into Gold"

The "first complaint responsibility, turning complaint into gold" course took "empathy" as the starting point, guided students to recall and talk about "their recent complaint experience," led students to analyze passengers' needs and psychology at all levels, and further clarified complaint handling methods and skills. Combined with case analysis, the course discussed the complaint management concept of "first complaint responsibility and turning complaint into gold", the scientific complaint management system, and the passenger opinion management method of turning passive into active.

Customer Privacy Protection

The Company abides by the Network Security Law of the People's Republic of China and the Civil Code of the People's Republic of China and promises to protect the privacy and safety of every passenger. We have formulated the *Beijing Capital International Airport Personal Information Protection Policy*, which describes how the Company collects, uses, saves, shares, and transfers customer information and how customers can access, update, delete, and protect this information. In addition, we attach great importance to the privacy protection of minors. For minors under 14, we will obtain their parents' or legal guardians' written consent before using airport services. In addition to providing passengers with the information needed for convenient services, the Company does not take the initiative to collect passengers' privacy. When customer privacy information is involved, the Company complies with national regulations and relevant requirements of the aviation public security bureau and timely updates the personal privacy statement terms. It processes the obtained data as required to ensure the security of customer data.

Customer Satisfaction

The Company took the initiative to conduct a customer satisfaction survey. There were 4,093 self-evaluation surveys of passenger satisfaction throughout 2021, including 2,900 passenger composition and behavior samples and 527 samples of a special survey on elderly passenger services. In 2021, of Beijing Capital International Airport were 8.68 points, an increase of 0.97% over the same period last year, and the passenger satisfaction rate continued to improve. In addition, the Company won the "Best Airport Award" of over 40 million passengers in the ACI Asia Pacific region. In 2021, the overall satisfaction rate of civil aviation services online passenger satisfaction evaluation was the first among all airports of the same level.



Case Passengers Complain That the Airport Bus Fails to Provide Invoices in Time and Its Improvement Measures

According to the Company's investigation, the station site lacked paper invoices. The airport bus staff failed to issue electronic invoices on time before passengers boarded. They could not coordinate the subsequent process of arranging for passengers to receive replacement invoices, resulting in complaints. The airport bus department promptly contacted the passengers to communicate and explain. The passengers were aware of the situation and confirmed that they did not require an invoice any longer.

The Company attaches great importance to passenger complaints and takes corresponding improvement measures. We publicized the process of issuing electronic invoices for airport buses, added standard replies about electronic invoices in the bus service hotline, and kept that the bus stops to retain paper invoices as an emergency backup plan. At the same time, we asked the bus company to learn from this incident as a typical case, conducted in-depth communication between the Company's public area management and the bus company, and invited relevant personnel of the 96158-service hotline to attend passenger communication skills training.

Smart Upgrade

The Company is committed to establishing a service experience model based on smart and humanistic integration and promoting the overall construction of the smart landing airport. We took the initiative to build a smart information mode, optimize the service process, improve the convenience of information access, improve service quality, and provide customers with smart services. In 2021, we continued to innovate in the construction of operating systems. We achieved contact-less transition through smart technologies to build a solid barrier for pandemic prevention and control. In addition, we also launched research on product design and overall planning of online and offline integrated services. We added 14 online functions, such as a caring service mobile application and pandemic inquiry, reducing the pressure on the airport's service hotline and on-site inquiry support.

Operation System Construction

- Optimized the functions of the Airport Collaborative Decision-Making(A-CDM) system, improved the handling capacity of cooperative operation, introduced new data sources of the Automatic Dependent Surveillance-Broadcast(ADS-B) system, improved scene monitoring, and improved the integrity of aircraft data coverage by nearly **20%**.
- Upgraded the smart resource allocation system, optimized the flight season change operation efficiency to half an hour, and the sand table simulation function improved the core resource allocation efficiency to the minute level.
- Pilot parking space detection is placed in **12** parking spaces in terminal 3. The video algorithm and microwave radar fusion technology is pioneered to realize the automatic identification of **34** support node data such as entry and departure/door closing/de-icing.

Business System Construction

- The precision marketing system organized diversified business activities such as cross-business marketing and started a digital RMB payment and settlement business.
- Continue to optimize the collaborative office platform, realized more than **60** functional requirements of each department through active services, built an application exhibition hall, promoted the opening and use of **17** online applications in nine departments, and provided overall office efficiency.
- Completed the network upgrading and broadband expansion of the park and improved the office work experience.
- Built a new office system for CAH and the Hebei airport, completed the construction of the group reimbursement platform, transformed the SAP leasing system, and promoted the financial integration of **nine** member institutes.

Case BCIA Realizes the Whole Chain Coverage and Multi-System Integration of Baggage Tracking

Beijing Capital International Airport is one of the first airports in China to realize the full process coverage of baggage arrival and departure tracking, covering all domestic inbound and outbound flights located in Terminal 3. The essential links of baggage tracking include seven nodes: baggage consignment, security inspection, sorting, cartage loading, air-plane loading, arrival, and transit. At the same time, the airport side system used Radio Frequency Identification (RFID) technology to collect the airport's baggage tracking node information. The comprehensive integration with over 10 relevant systems such as airport departure system, security inspection system, integrated system, baggage sorting system, and airlines' Baggage Reconfirmation System (BRS) introduced multi-source data to improve each tracking node. It improved the collection rate of security inspection, sorting, and other links to more than 99.5% and further reduced investments in equipment.



Key node of the whole process baggage tracking system



Background interface of the whole process baggage tracking system

Intellectual Property Protection

The Company pays attention to intellectual property management and respects external intellectual property while protecting its intellectual property interests. We abide by the *Trademark Law of the People's Republic of China*, the *Patent Law of the People's Republic of China*, and other relevant laws and regulations, formulate internal scientific and technological innovation management documents such as the *Science and Technology Management Provisions* and the *Measures for the Management of Key Civil Aviation Airport Cluster Intelligent Operation Laboratories*, and standardize the application approval, transfer and transformation, management and utilization, confidentiality reward and punishment processes of various intellectual property rights. We promote intellectual property innovation and establish different levels of reward based on scientific and technological accomplishments. At the same time, we set up a Science and Technology Committee. The Secretary of the Party Committee and the general manager of the Company concurrently serve as the director to coordinate the management of scientific and technological innovation.

We highly value intellectual property protection. If we collaborate with external partners and intellectual property is involved, we will establish standard terms for intellectual property protection and implement them in accordance with the contract. Simultaneously, when our activities require us to make use of external intellectual property rights, we will verify their legal authority and adhere to each intellectual property right. In 2021, the Company obtained 1 new invention patent, 3 design patents, 9 utility model patents, and 26 software copyrights.



In 2021, the Company obtained

1 new invention patent



3 design patents



26 software copyrights





Industry Development

The Company attaches great importance to industrial exchanges and cooperation, participates in domestic and foreign industrial exchanges and conferences, and diligently participates in the drafting of industrial standards to promote the industry's high-quality development.

In terms of international cooperation, the Company makes extensive use of the online platform to engage in foreign exchange activities, maintain contact with, and strengthen communication with, international industry organizations and sister airports via email, telephone, video conference, and other means. The Company also joined efforts on consolidating the international exchange and cooperation platform and helping improve the international industry influence of the airport. In 2021, we held video conferences with nine airports, including Haneda, Auckland, Rome, Munich, Finland, Sweden, Frankfurt, Istanbul, and Dublin, to discuss the possibility of further cooperation and pave the way for the global aviation market recovery. Additionally, the Company attended multilateral international conferences, participated in 14 international conferences and forums, including the World Aviation Congress, the Asia Pacific Branch of the International Airport Association, and World Route Development Conference, and gained knowledge of international industry best practices and development trends. This year, the airport's attendance of online bilateral and multilateral foreign exchange events reached 87, a significant increase from 2020.

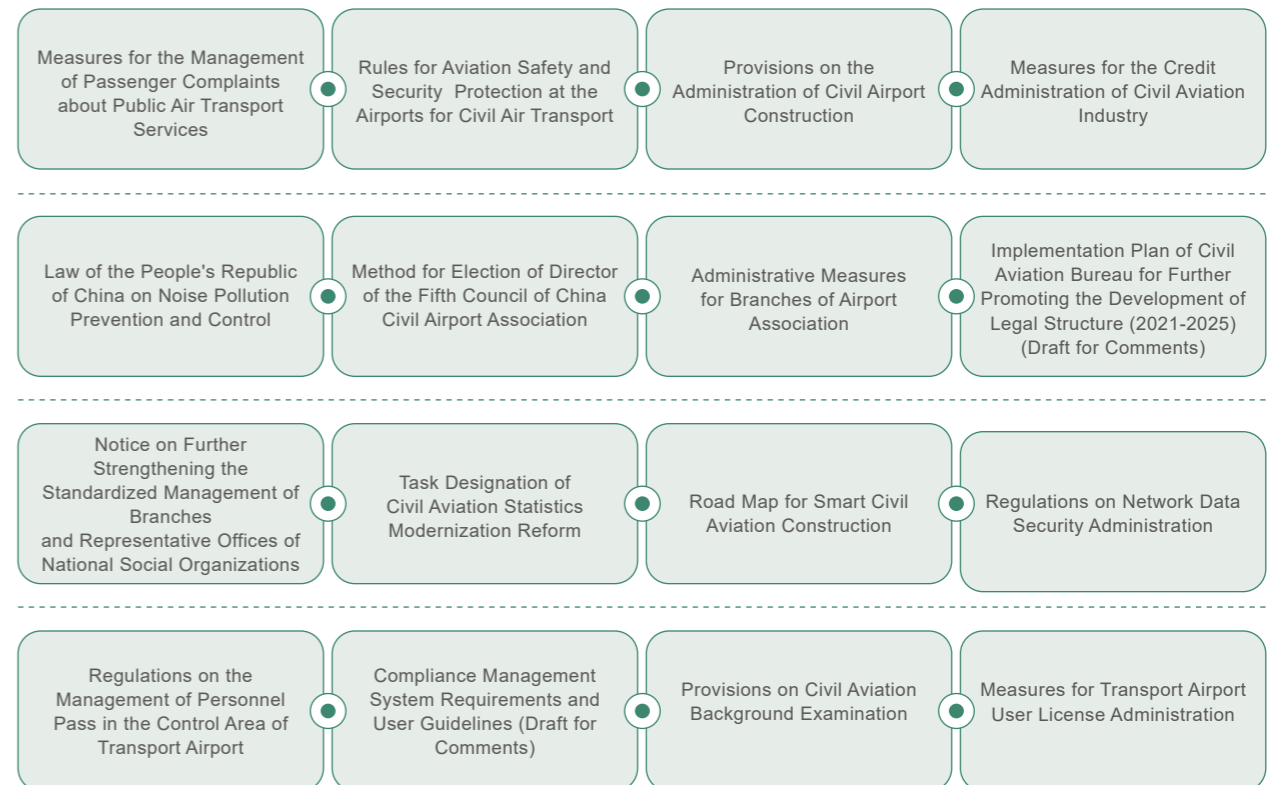
Domestically, in 2021, Beijing Capital International Airport participated in the joint development of the industry and established a coordination and consultation mechanism of the regional operation management committee, in conjunction with Daxing, Tianjin, and Shijiazhuang airports. The aim was to deal with flight efficiency reduction under special circumstances. Additionally, the Company hosted a Beijing military and civil aviation regional coordination meeting to optimize the airport's flight procedures. At the same time, we implemented the decision and deployment of the "precise control and fine adjustment" policy of the Civil Aviation Administration, promoted the establishment of the Flight Schedule Committee of the airport, and promoted the coordinated development of civil aviation in Beijing, Tianjin, and Hebei. In addition, we also participated in the drafting of national laws and regulations, advising on major national policies, and promoting the development of industrial standardization.



The airport's attendance of online bilateral and multilateral foreign exchange events reached

87

List of BCIA's Involvement in Legislative Proposals in 2021



04

Harmonious Co-Existence for Green Development

The Company has always adhered to the low-carbon strategic plan of "rallying strengths to build a green international air hub" and actively responded to the national strategy of promoting ecological progress and environmental protection. By taking a combination of measures, such as creating a new situation of green and low-carbon airport development, comprehensively identifying and responding to climate change risks, introducing innovative management models, improving internal rules, tapping energy conservation potential, implementing energy conservation and environmental protection projects, and strengthening sustainability awareness, we have achieved remarkable results in green development.

- Climate Change
- Emissions Management
- Use of Resources
- Biodiversity

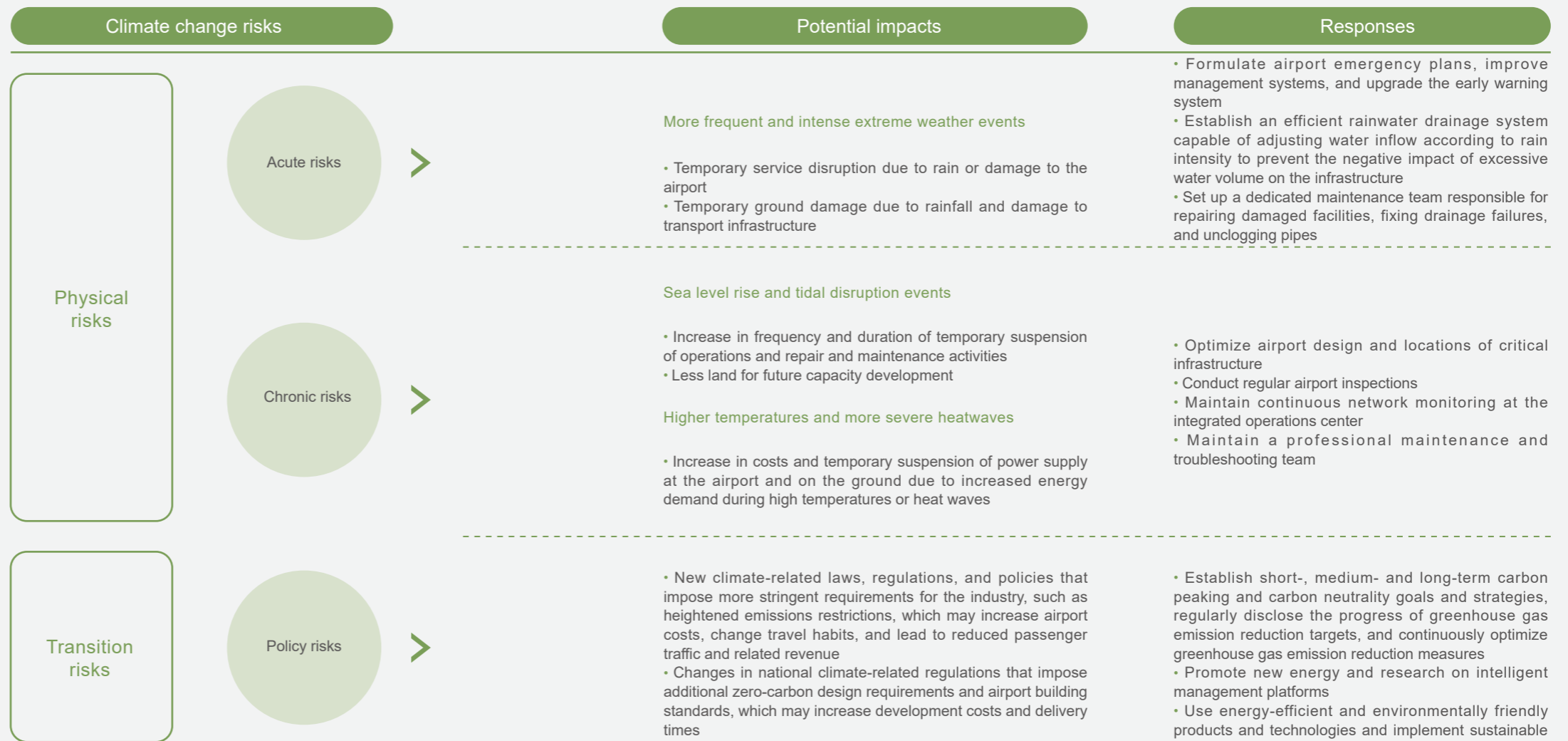


Climate Change

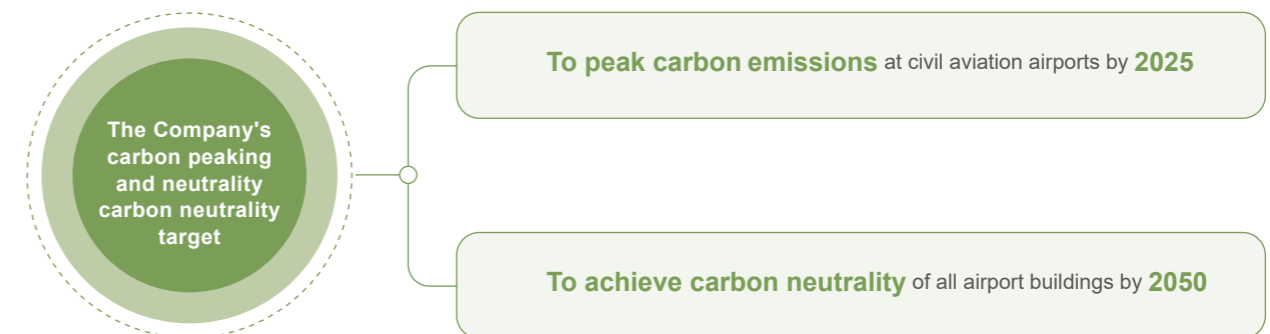
Climate change is a global challenge that transcends national borders and is the central focus of the *international Paris Agreement* that aims to significantly reduce global greenhouse gas emissions. In the context of the increasing occurrence of extreme weather events and the rollout of national and international "carbon peaking and neutrality" goals, the Company has focused on improving climate change governance with reference to the *framework and recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD)* by comprehensively identifying climate change risks and opportunities and enhancing climate change response capabilities.

The Board is the highest governing authority for the Company's climate change governance system and is responsible for comprehensively promoting the implementation of the Company's climate strategy and climate response efforts. The Company has formulated the *Emergency Response Plan for Extreme Weather Events*, under which the Company has set up an emergency response organization responsible for handling extreme weather events such as heavy rain and flood in a timely manner. The Company has identified climate-related risks in the two categories of physical risks and transition risks and developed response measures and strategies to enhance climate change response capabilities.

The Company's climate change risks and responses



In order to promote green and low-carbon development, the Company has established a leading group for carbon peaking and neutrality work in accordance with the *Working Guidance of the CPC Central Committee and the State Council for Carbon Dioxide Peaking and Carbon Neutrality in Full and Faithful Implementation of the New Development Philosophy*, the *Action Plan of the State Council for Carbon Dioxide Peaking Before 2030*, and the work requirements of governments departments and industry authorities at various levels, and formulated the Carbon Neutrality Action Plan of Beijing Capital International Airport Co., Ltd., with the focus on optimizing the energy structure, increasing energy conservation and emission reduction, promoting low-carbon transportation, and building green facilities, pushing the linkage of performance evaluation with low-carbon development goals.



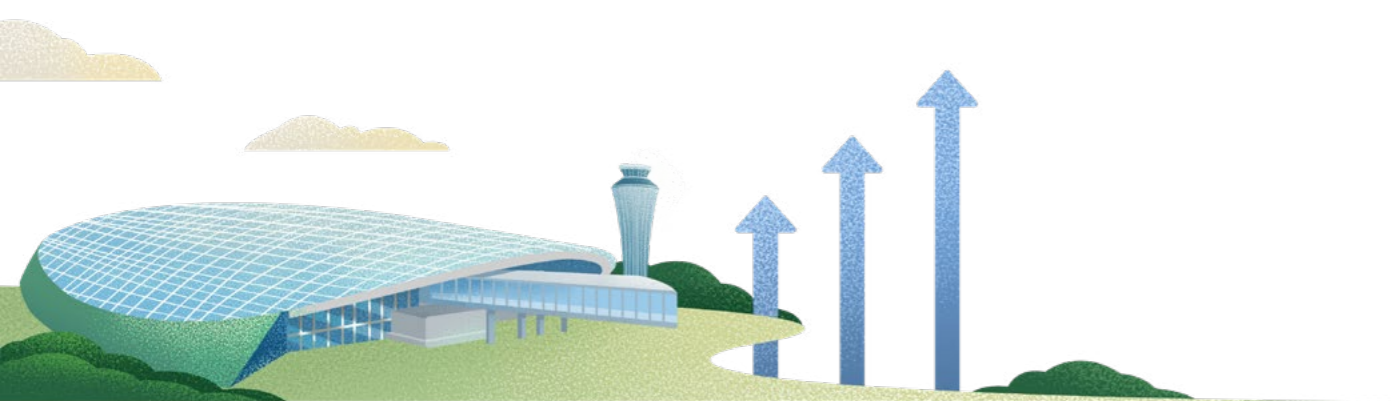
The Company will gradually refine its environmental performance targets according to the *Special Plan on the Green Development of Civil Aviation during the 14th Five-Year Plan Period* and continually disclose our progress.

Beijing Capital International Airport terminal buildings are Beijing's landmark buildings and also the Company's primary source of emissions. In recent years, the Company has actively explored green and low-carbon operations of terminals and achieved remarkable results. Its near-zero carbon terminal program integrates measures on six fronts, including reduced energy and resource consumption, increased efficiency, energy substitution, negative carbon technology, market mechanism, and recycling, which has provided strong support for Beijing Capital International Airport to be the first to complete the carbon peaking and neutrality goals and lead the construction of near-zero carbon terminals at major airports.



The Company's greenhouse gas emissions in 2021

Indicator ^{3 4}	Unit	2021
Greenhouse gas emissions (Scope 1)	tCO ₂ e	798.42
Greenhouse gas emissions (Scope 2)	tCO ₂ e	356,886.60
Total greenhouse gas emissions	tCO ₂ e	357,685.02
Greenhouse gas emission intensity	tCO ₂ e per 10,000 person-times	109.55



³ According to the national carbon emission verification methods, the Company's greenhouse gas emissions include carbon dioxide that comes from power consumption (GPU excluded, merchants included), purchased heat, and diesel and gasoline burning. Other emissions are very little.

⁴ Greenhouse gas emissions data are calculated based on the 2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories, 2012 Baseline Emission Factors for Regional Power Grids in China, Requirements of the Greenhouse Gas Emissions Accounting and Reporting – Part 6: Civil Aviation Enterprise and Guidelines for Accounting and Reporting Greenhouse Gas Emissions from Other Industrial Enterprises. As the carbon emissions reporting and verification work is not yet started, the greenhouse gas (carbon dioxide) emissions were calculated using the verification method for the previous year. Any data discrepancies will be updated in time.

Emissions Management

The Company strictly abides by the relevant laws and regulations related to environmental management and protection, strictly manages the air emissions, wastewater, solid waste, and noise in accordance with internal policies, and carries out environmental system construction in light of the actual conditions.

Exhaust gas management

The Company has formulated the *Air Pollution Control Policy* in accordance with the law of the Prevention and Control of Atmospheric Pollution, the Comprehensive Emission Standards for Atmospheric Pollutants, the Standard for Pollution Control on the Municipal Solid Waste Incineration, and other relevant laws and regulations and standards, which has clear requirements on the emissions standards, management systems and management methods for various air emissions. The Company takes comprehensive measures to reduce air emissions. In 2021, the Company reduced odorous gases and atmospheric pollutants from waste incineration through regular maintenance of odor control facilities and monitoring waste treatment facilities in all aspects to ensure the timely treatment and compliant release of waste gas.



Greasy fume control

- Optimize the control of greasy fume emissions and urge all catering services to upgrade their greasy fume purification devices;
- Conduct regular inspections of catering services for compliance with emissions standards;
- Establish an emission management system for the terminals.



Reduction of emissions from aircraft and ground vehicles

- Conduct analysis and research on aircraft emissions and formulate emission standards for aircraft at Beijing Capital International Airport;
- Promote continuous climb and descent operations (CCO/CDO) on a regular basis;
- Optimize flight procedures to reduce aircraft emissions;
- Promote vehicle emission compliance in airfield areas;
- Strictly implement vehicle emission management, phase out vehicles that do not meet emission standards, and adopt new energy vehicles for all new vehicle purchases;

Dust control

- Establish a sound construction dust management system;
- Implement measures such as construction site enclosure, airborne dust wet suppression for land excavation, and closed transportation of muck vehicles to effectively control construction and fugitive dust.

Wastewater management

The Company strictly abides by the *Water Pollution Prevention and Control Law of the People's Republic of China*, the *Integrated Discharge Standard of Water Pollutants*, the *Regulation on Urban Drainage and Sewage Treatment*, and other relevant laws and regulations and set forth specific requirements for the management of sewage, industrial wastewater, surface water, and rainwater. In 2021, all wastewater generated within the operating area of Beijing Capital International Airport was released in accordance with standards.

In 2021, we further strengthened wastewater management in terms of compliance and third-party testing by formulating an internal testing plan according to the specifications of our wastewater discharge permit and enhancing our wastewater management and treatment capabilities. In accordance with the Company's wastewater management requirements, we invited a third party to conduct wastewater testing and issue testing reports to ensure the compliance of wastewater discharge. In 2021, the Company treated a total of 6,188,300 tonnes of wastewater, with an average daily treatment capacity of 17,000 tonnes, and reduced COD content in discharged wastewater by about 1,360 tonnes and ammonia nitrogen by about 145 tonnes. The Company continued to maintain steady compliance with the wastewater discharge standards and achieved substantially better performance on several indicators than required by the standards. At the same time, the Company carried out research on water environment governance in public areas and introduced robotic detection applications to effectively advance water environment governance.



Case The Western Airport Sewage Treatment Plant Continues to Improve Wastewater Management

The Western Airport Sewage Treatment Plant, located on the south side of Beijing Capital International Airport and designed in accordance with the *Beijing Discharge Standard of Pollutants for Municipal Wastewater Treatment Plant*, mainly treats sewage from the T1 and T2 terminal buildings, the western work area, and the airport living area (with domestic sewage accounting for 90% and industrial sewage accounting for 10%). In 2021, the plant upgraded its biochemical system by introducing a magnetic separation system and a sand filtration system to ensure the compliance of wastewater discharge with the standards. The work was part of the Company's ongoing efforts to upgrade the plant, including a plan to complete the process optimization of "intensive biological process + flocculation and sedimentation + denitrification deep bed filter + sodium hypochlorite disinfection process" to further improve the quality of the effluent.

Solid Waste management

The Company strictly abides by the law of the *People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes*, the *Technical Policy for the Prevention and Control of Hazardous Waste Pollution*, the *Regulations on the Management of Urban Construction Waste*, and other relevant laws and regulations, and has formulated a series of internal waste management policies, such as *Solid Waste Pollution Control Policy*, *Environmental Management Regulations*, *BCIA Implementation Plan of Waste Classification (for Trial Implementation)*, *Scheme for Disposal of Pandemic-associated Domestic Waste at Waste Transfer Station*, and *Rules of the Public Area Administration Department for the Management of Domestic Waste*, which set forth strict provisions on the collection, storage and disposal of domestic waste, construction waste and hazardous waste to reduce the discharge of waste.

Beijing Capital International Airport has achieved 100% environmentally sound waste management. The Company has put in place a preliminary solid waste classification system, established a solid waste transfer station, and signed waste removal and disposal agreements with local qualified solid waste disposal enterprises to achieve environmentally sound management of all wastes such as pandemic-associated waste, kitchen waste, and hazardous waste.



Construction site muck removal

The Company's waste generation in 2021

Indicator	Unit	2021
Total hazardous waste	Tonne	1,375.92
Pandemic-associated waste	Tonne	1,300
Other hazardous waste	Tonne	75.92
Hazardous waste intensity	Tonne per 10,000 person-times	0.42
Total non-hazardous waste	Tonne	29,658
Household waste	Tonne	22,000
Aviation waste (excluding hazardous waste)	Tonne	7,658
Non-hazardous waste intensity	Tonne per 10,000 person-times	9.08

Noise management

The Company formulates its *Environmental Management Policy* in accordance with the *Law of the People's Republic of China on the Prevention and Control of Environmental Noise Pollution*, the *Environment Standard of Aircraft Noise Around Airport*, the *Measures of Beijing Municipality for Prevention and Control of Environmental Noise Pollution*, and the *Emission Standard for Industrial Enterprises Noise at Boundary*, which clearly stipulates the requirements for noise control and the responsibilities of various departments.

The fixed noise sources of the Company include facilities such as wastewater treatment plant, waste transfer station, and incineration station, and the mobile noise sources mainly include aircraft and construction activity. In 2021, the Company took measures such as relocating noise sources, absorbing noise, and installing silencers to reduce the impact of noise while controlling mobile noise by optimizing flight procedures and limiting construction time. In addition, the Company has established a noise management system, requiring the responsible department to inspect noise in key areas regularly.

Beijing Capital International Airport has the first automatic airport noise online monitoring system in the industry, which was initiated by the Civil Aviation Administration of China (CAAC) in 2006 and put into operation in 2008. The system has reached an internationally advanced level, through which the Company has accumulated rich experience and a large amount of basic monitoring data and applied them in advancing several airport noise management projects, setting a good example for domestic airports.

At the end of 2021, there were a total of **22** noise monitoring points at Beijing Capital International Airport, including **20** fixed detectors and **two** mobile detectors. The fixed detectors conduct **24**-hour continuous noise monitoring of aircraft operation and noise, with the monitoring range covering the three administrative districts of Shunyi, Chaoyang, and Tongzhou. We actively carry out monitoring of sensitive points and publish the monitoring data and analyses in quarterly and annual reports. In addition, we conducted the project of impact analysis and simulation assessment of noise reduction measures at Beijing Capital International Airport and the research project of the system of indicators of impact of noise on residents and applications to provide theoretical support for integrated noise management.

Use of Resources

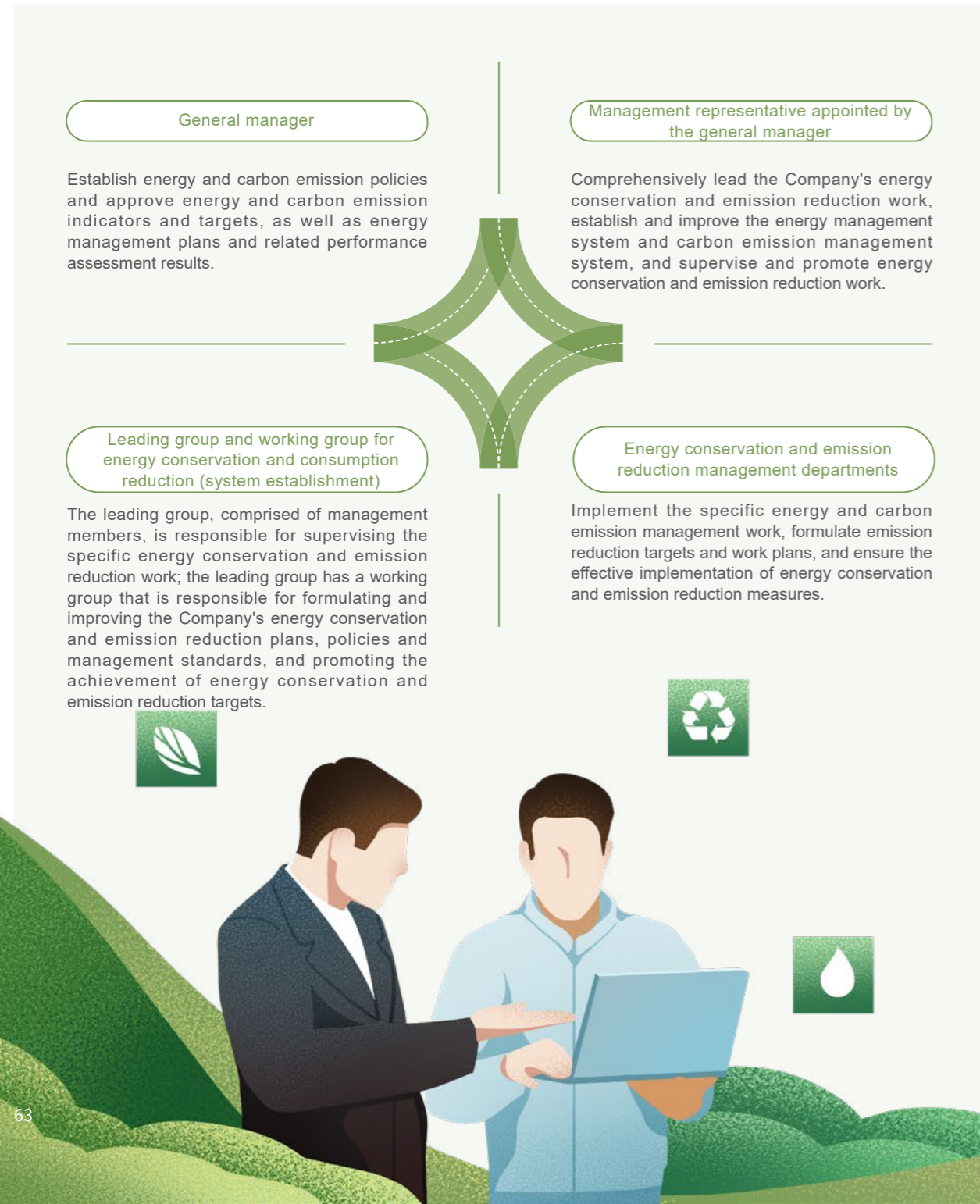
The Company attaches great importance to energy efficiency and is committed to reducing waste of resources and promoting resource recycling. In 2021, the Company continued to improve its energy management system and revised the *Energy Management Regulations* in accordance with the *Law of the People's Republic of China on Energy Conservation*, the *Renewable Energy Law of the People's Republic of China*, the *Electric Power Law of the People's Republic of China*, the *Water Law of the People's Republic of China*, and other laws and regulations as well as the relevant standards of the CAAC, which clearly provides for the Company's energy policy, performance indicators, energy review, and the identification of energy conservation opportunities and also provides detailed requirements on the optimization of energy use and the pathways to energy conservation, energy consumption statistics, analysis and monitoring management, energy indicator assessment and reward and punishment methods, as well as the operation support process of the energy management system, continuous improvement, management review, and other related contents.



Resource management system

The Company has a dedicated energy management organization established in accordance with national laws and regulations, which is responsible for the development of the Company's energy management system and its effectiveness and continuous improvement. The Company has obtained the ISO 14001 environmental management system certification and has been continuing its efforts to build a green international air hub and pursue low-carbon clean development.

The framework of the energy management system



Operating model of the energy management system



Green energy applications

In 2021, the Company actively advanced research on solar power applications and increased the use of renewable energy and clean energy in its overall energy supply system in accordance with the *Assessment Standard for Green Eco-district*. The Company has installed an airport solar power and energy storage system and the Ground Transportation Center ("GTC") glass dome solar power system. The latter has basically achieved 100% self-generated power for daytime electricity use on the first and second floors of the GTC. At the same time, the Company actively explored office building photovoltaic curtain wall applications and advanced the second phase of the West Lake Surface PV project at Beijing Capital International Airport to expand solar power use.

In 2021, the Company continued to push the transition from fuel vehicles to electric vehicles and purchased 15 new energy vehicles for approximately RMB 5.6 million. As of December 31, 2021, there were 1,300 new energy vehicles in the airfield area of Beijing Capital International Airport, accounting for 35.86% of all vehicles in the area.

The Company has implemented a hydrogen vehicle pilot project by using hydrogen vehicles for shuffle bus services in the public areas after a comprehensive consideration of economic and environmental benefits.



In 2021, the Capital Airport will continue to promote the "oil-to-electricity" of vehicles, continue to promote the introduction of new energy vehicles in the venue, and purchase new energy vehicles

15

Investment in purchasing new energy vehicles

5.6 million



As of December 31, 2021, there were new energy vehicles in the airfield area of Beijing Capital International Airport

1,300

accounting for of all vehicles in the area.

35.86%



New energy vehicles purchased in 2021

Energy-saving technology improving

The Company has established a joint working group for the Energy Management Improvement Project of Beijing Capital International Airport Terminals. Currently, the Company is in the process of sorting out the resources at each level of the power system in the three terminals to form a precise number of resources and facilitate project design and launch. At the same time, the Company has introduced new energy bill settlement methods and energy conservation measures and held joint meetings with the terminal management department and Beijing Capital International Airport Power Energy Source Co., Ltd. to discuss the optimization of cooling services in the international zones of the T2 and T3 terminal buildings. Since May 1, 2021, the cooling area of terminals T2 and T3 has been reduced by about 87,610 square meters. In addition, the Company implemented the phase 4 of LED light replacement in terminal T2 with 12,763 lamps replaced and the phases 3 and 4 of LED light replacement in terminal T3 with 57,948 lamps replaced to continue controls on indicators such as total energy consumption and energy consumption per unit of output.

Since June 1, 2021, the Company has carried out sophisticated operation and joint control of the energy system for T3-E, T2 international zone and T3-C Winter Olympic Zone, with monthly electricity consumption reduced by 700,000 kWh over the same period of the previous year. In 2021, the amount of luggage at Beijing Capital International Airport stayed at a low level. While maintaining the smooth operation of the baggage system, Beijing Capital International Airport optimized energy consumption and increased the efficiency of energy-intensive systems through targeted measures by implementing a zone-based energy conservation scheme, which reduced the overall energy consumption by 21.5% and energy consumption per piece of luggage by 13.9% from 2020.

Beijing Capital International Airport optimizes the vehicle operation frequency of the automated people mover ("APM") system in light of the traffic of international passengers. In 2021, this system's operating distance decreased by 425,000km from 2020 with cumulative electricity savings of 760,000 kWh.



Ventilation system upgrading



Data analysis platform of the luggage system



Working platform of APM system

In 2021, in response to the impact of the pandemic on the airport's energy use, the Company coordinated the relevant departments to analyze the suspended areas of the terminals and suspended energy supply in the suspended areas to the largest extensive possible based on comprehensive consideration of the supply interfaces of the relevant energy systems such as air-conditioning, electricity, and water supply, which reduced 54,000 m2 of cooling areas in T3-E and nearly 100,000 m2 of cooling areas in T1 and T2. By December 2021, these energy conservation measures reduced the annual cooling expenditure by RMB 16.62 million and saved RMB15 million in electricity expenses from 2020.



reduction of annual cooling costs

16.62 million



save on electricity bills

15 million

Water resource management

The Company continues to promote water conservation applications such as reclaimed water utilization to improve water efficiency and sustainability and has formulated KPIs of water conservation. The Company has carried out a lot of work in water conservation and water environment governance. In order to achieve the efficient use of water resources, the Company has upgraded its water appliances with a focus on water recycling, which has significantly increased the use of rainwater, reclaimed water, and other non-traditional water sources. In addition, it has completed the feasibility study of the rainwater recycling demonstration project in West Lake Park.

In 2021, the Company strengthened the dynamic monitoring of water uses by regularly inspecting the water supply system, closely monitoring and solving water problems in a timely manner, and eliminating water waste caused by pipes with running water, running toilets, dripping faucets, and leaks. In addition, the Company recycled all the wastewater generated by de-icing and transfer it to qualified organizations for treatment and continually promote water conservation practices to reduce water consumption per unit of output. The Company treated rainwater for the purpose of reuse and thus conserving water resources. In 2021, there was no issue for the Company in sourcing water that is fit for purpose.

The Company's resource and energy uses in 2021

Indicator	Unit	2021
Gasoline consumption	Tonne	118.88
Diesel consumption	Tonne	143.39
Purchased electricity consumption	kWh	184,985,114.39
Purchased heat consumption	GJ	1,682,480.18
Comprehensive energy consumption ⁵	TCE	80,524.75
Comprehensive energy consumption intensity	TCE per 10,000 person times	24.66
Renewable energy consumption ⁶	kWh	748,217
Total water consumption	Tonne	946,132.00
Water consumption intensity	Tonne per 10,000 person times	289.79

⁵ The comprehensive energy consumption is calculated according to the General Principles for Calculation of the Comprehensive Energy Consumption (GB/T2589-2020).

⁶ The Company's renewable energy is photovoltaic solar power.



Biodiversity

The Company strictly abides by the *Soil Pollution Prevention and Control Law of the People's Republic of China*, the *Water and Soil Conservation Law of the People's Republic of China*, and the *Soil Environment Quality – Standard for Soil Pollution Control of Development Land (for Trial Implementation)* and other laws and regulations and has formulated the Provisions on Environmental Management, which provides for scientific construction, regular monitoring of soil environmental quality, and analysis of pollution trends to reduce the impact on the ecological environment.

The Beijing Capital International Airport has an unpaved airfield area of about 6 million square meters, where there are dozens of common weeds. In order to strengthen the governance of the ecological environment, the Company carries out work such as cutting grass, killing insects, and leveling and rolling and gradually promotes the optimization of grass varieties. The Company conducts soil environmental testing and assessment in public areas, plans soil environmental governance and improvement measures, and implements the measures step by step.

In bird protection, the Company maintains close contact with the Shunyi District Wildlife Rescue Center, and if any birds are found on-site that need help, they will be sent to the center for treatment and rehabilitation. Beijing Capital International Airport continually advances the prevention of bird-strike events and has established an aviation surveillance database in cooperation with professional environmental protection organizations. And we provide technical support for bird strike prevention based on advanced applications such as bird activity monitoring, bird information query, and DNA identification, which are enabled by advanced technologies such as online video surveillance and radar detection.

05

Employee Oriented Culture

The Company adheres to the "people-oriented" corporate philosophy, promotes talent development and a well-structured workforce, protects the rights and interests of employees, and cares for the physical and mental health of employees, laying the foundation for sustainable business growth.

- Employee Relations
- Employee Development
- Employee Communication
- Employee Assistance



Employee Relations

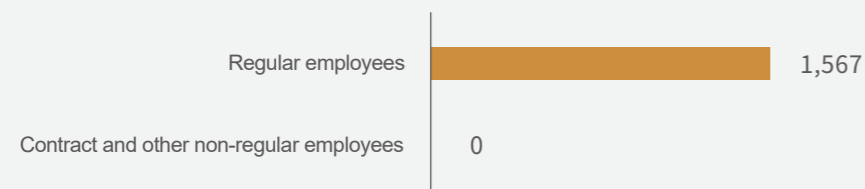
The Company strictly abides by the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, and other relevant laws and regulations, and has formulated internal employee management policies and systems that are fair, just, and open to protect the rights and interests of employees and build a harmonious and sound labor relations.

Equal employment

The Company adheres to the principle of "openness, equality, competition, and merit-based selection" and has formulated internal employment policies such as the *Administrative Measures for Graduate Hires*, *Administrative Measures for Experienced Hires*, *Rules for Selections and Appointments*, and *Administrative Measures for Labor Contracts*, which prohibit employment discrimination on the grounds of religion, nationality, gender, age, marital status, disability or other factors, protect the rights and interests of female employees, and reject all forms of forced labor and child labor. In 2021, the Company had a total of 1,567 employees, with a labor contract signing rate of 100%, a turnover rate of 1.63%, and no cases of employment violation.

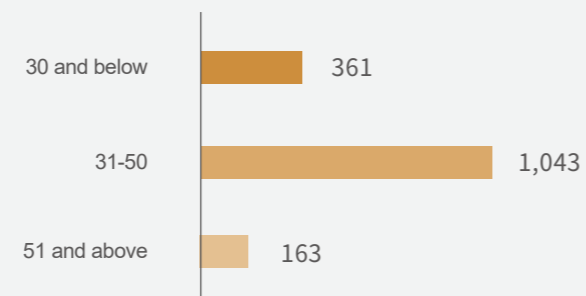
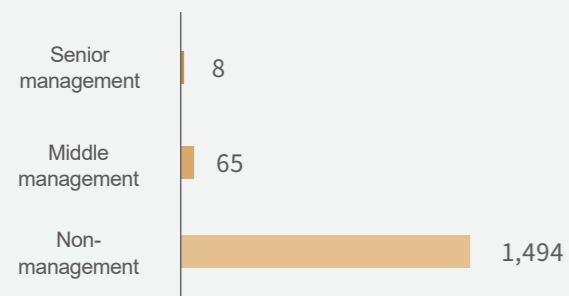
Number of employees by employment type

Number



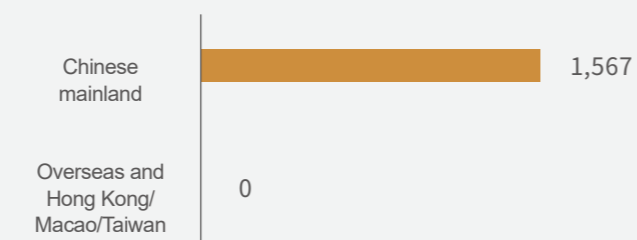
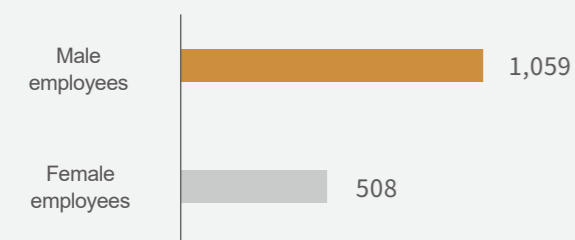
Number of employees by hierarchical level

Number of employees by age group



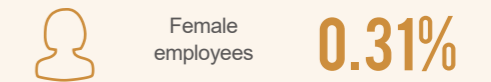
Number of employees by gender

Number of employees by geographical region



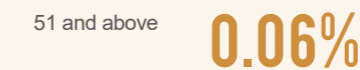
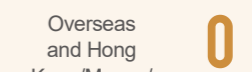
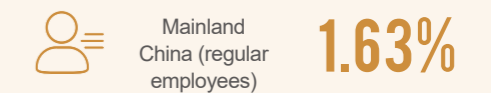
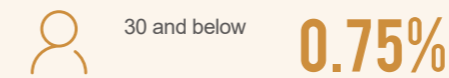
Employee turnover rate by gender

Employee turnover rate (%)



Employee turnover rate by age group

Employee turnover rate by geographical region



Protection of the rights and interests of female employees

The Company protects the rights and interests of female employees in full compliance with the *Special Rules on the Labor Protection of Female Employees*, *Law of the People's Republic of China on the Protection of Women's Rights and Interests*, and other laws and regulations. In 2021, the Female Employees Committee of the BCIA Trade Union organized all female employees to join a campaign of celebrating the centenary of the CPC and demonstrating the vibrant and energetic image of female workers in the new era through various activities, with a view to stimulating the enthusiasm of female employees, further safeguarding the legitimate rights and interests of female employees, and advancing the high-quality development of BCIA.

Case Colorful Female Employee Activities

On March 5, 2021, the Employees Home of the Company organized two flower arrangement activities for female employees, which were attended by more than 50 female employees, and where the chairman of the trade union presented a red rose to each participant before taking a group photo with them. In addition, each female employee was given a customized apron featuring the trade union's mascot, adding a touch of warmth and poetry to their life outside work.



A strawberry picking organized by the branch trade union of the Airfield Management Department

The trade union actively sought financial support for female employees and provided each branch trade union with RMB 98,600 of funding to organize a wide variety of Women's Day activities, such as photography, strawberry picking, succulent arrangement, aquarium arrangement, and oil painting class, which were attended by a total of 493 employees and effectively increased the cohesion and motivation of female employees.

Case Mothers' Space

BCIA's "Mothers Space" on the seventh floor of the office building, which was launched in 2019, provides a clean, comfortable, and private rest place for female employees with special needs and has been excellently received. Complete with thoughtful facilities such as washbasins, privacy curtains, bookshelves, and baby photo walls, the space helps female employees avoid embarrassing situations. In addition, we have strengthened regular management and disinfection and cleaning of the space to ensure the normal operation of all facilities, helping breastfeeding mothers pass the lactation period smoothly and better balance between work and life responsibilities.



Interior of the Mothers' Space

Remuneration system

The Company strictly abides by the *Social Insurance Law of the People's Republic of China*, the *Interim Regulation on the Collection and Payment of Social Insurance Premiums*, the *Regulation on Work-Related Injury Insurance*, the *Detailed Measures for the Implementation of the Provisions of Beijing Municipality on Basic Old-Age Pension Insurance*, the *Provisions of Beijing Municipality on Basic Medical Insurance*, the *Regulation on the Administration of Housing Accumulation Funds*, and other laws and regulations and has formulated a full range of related internal policies, such as the *Provisions of Beijing Capital International Airport Co., Ltd. on Remuneration Management*, the *Provisions of Beijing Capital International Airport Co., Ltd. on Welfare Management*, and the *Provisions of Beijing Capital International Airport Co., Ltd. on Attendance Managements*. We are committed to continually optimizing our emolument allocation system to ensure that employee compensation is both fair and just internally and competitive in the market and to enhance talent incentivization and retention. We provide employees with six insurance policies, Housing Provident Fund and enterprise annuity plan participation, health examination, work uniforms, and various time-off benefits such as paid annual leaves, in addition to statutory holidays.

Employee Development

The Company continually strengthens the workforce development and emphasizes fostering employees' ability to solve practical problems by establishing a multi-level training system to unleash the vitality of the workforce, elevate the overall effectiveness of employees, and drive the Company's development.

Employee training

The Company adheres to the principle of "talent growth," continually improves its high-standard talent cultivation and training system, and promotes the common growth of employees and the Company. The Company pushes the development and applications of the employee training system with a focus on the needs of building a well-structured workforce and provides employees at different levels with targeted training and guidance to accelerate the formation of employees and the Company as an effective organic whole. In 2021, the Company provided a total of **102,410** training hours, with a training coverage rate of **100%**.

Average training hours

Senior management	41.57
Middle management	64.37
Non-management	65.75
Male employees	63.90
Female employees	69.42

BCIA provides a full range of career guidance and training for employees in different positions and at different levels and implements the hierarchical and classified training system that covers management, specialist, frontline and new employees, including key training programs such as "Macroeconomy and SOE Reform" for middle management and key primary-level employees, "Onboarding Camp" for graduate employees, and skill and accreditation training programs organized by relevant departments in light of their own specific needs.

Case Onboarding Training

On August 2, 2021, BCIA launched a two-week "Onboarding Camp" training for 39 new employees, helping them get an overall understanding of the Company's operations and foster professional thinking in order to quickly get into their roles.



An onboarding training session

Case "Macroeconomy and SOE Reform" Training at China Executive Leadership Academy Pudong

On June 7, 2021, the Company organized 41 representatives of middle management and backbone employees to attend the "Macroeconomy and SOE Reform" training at China Executive Leadership Academy Pudong (CELAP). The training helped participants understand the new development concept and high-quality development requirements of the CAAC, so that they could better and accurately grasp the development trend of the industry, actively respond to changes in the external environment, and continually promote the reform of the Company.



Group photo of trainees

Career development

The Company pays attention to the career development of employees while advancing the strategic development of the Company by continually optimizing the career channels for employees with a focus guiding the employees to actively improve their education and technical skill levels and helping them grow with the Company. The Company has formulated appointment and promotion policies such as the *Administrative Provisions on Selections and Appointments* and the *Measures for Rewards for Academic Qualification Certifications and Professional Qualifications* and revised some policies in 2021 to further strengthen the talent management mechanism.

Case Document Writing Training Workshop

On July 8, 2021, with the strong support of the Human Resources Department, the Administrative Affairs Department organized a document writing training workshop, aiming to further strengthen the standardized management of official documents and report materials, with a total of 156 middle management members and employees participating. The training was given by Dr. Wang Yingyu, a distinguished lecturer of document writing at the SASAC Research Center, and featured rich contents, such as the principles, specifications, and techniques of document writing, and a lot of templates, equipping the trainees with necessary knowledge and skills to write clear, standard and effective official documents.



Document writing training

Employee Communication

In order to strengthen communication with employees, the Company has established and kept improving communication channels between employees at different levels in strict compliance with the *Provisions on the Democratic Management of Enterprises* and other national laws and regulations. On January 6, 2021, the Company held the Fourth Session of the Fourth Employee Congress, which considered and passed the *Provisions on Welfare Management of Beijing Capital International Airport Co., Ltd.* and the *Implementation Plan of Beijing Capital International Airport Co., Ltd. for Public Rental Housing Allocation*; on March 30, the Fifth Session of the Fourth Employee Congress was held in a virtual form, which considered and passed the *Administrative Measures of Beijing Capital International Airport Co., Ltd. on Work and Residence Permit in Beijing and the Report on the Consultation and Handling of Important Issues by the Intersessional Joint Meeting of the Fourth Employee Congress of Beijing Capital International Airport Co., Ltd.*; on December 13, the Sixth Session of the Fourth Employee Congress was held, which considered and the revised collective contract of the Company, the special collective contract for labor safety and health, and the special collective contract for the protection of the rights and interests of female employees.

In 2021, in addition to holding three employee congress sessions where more than ten items were considered, such as welfare management provisions, attendance management measures, and collective contracts, the Company held nine trade union committee meetings with a total of 20 items reviewed, such as the use of trade union funds, the inventory of trade union fixed assets, key work, and the promotion of exemplary cases, to strengthen communication between employees at different levels and protect the rights and interests of employees.

Employee Assistance

The Company attaches great importance to the physical and mental safety and health of employees. The Company strictly abides by the law of the *People's Republic of China on the Prevention and Control of Occupational Diseases* and the *Work Safety Law of the People's Republic of China* and have formulated the *Provisions of Beijing Capital International Airport Co., Ltd. on Welfare Management*, and other related internal policies, working continually to improve the safety management system and create a safe and healthy working environment for employees.



01 Organize an annual health examination for all employees, covering routine physical examination, cardiovascular health, tumor detection, etc.

02 Provide all employees with supplementary medical insurance and commercial health insurance (critical illness/accident and death protection) as well as statutory basic medical insurance and work injury insurance.

03 Provide mental health support to all employees, including a 24/7 mental health service hotline, to channel employees' emotions and relieve stress. Distribute a monthly mental health newsletter to employees. Provide a smart mental health platform that provides related services such as psychological assessment, psychology reading, and mental health counseling.



The number of work-related fatalities over the past three years (including the reporting year) was

0



The number of working hours lost due to work-related injury in 2021 was

2,238.3

Employee care

The Company provides assistance to employees in need of help on a regular basis:

In 2021, the Company provided assistance to **11** employees in straitened circumstances, five employees with several diseases, and **18** retired employees, compiled and printed *Biographies of Retired Employees* for **10** retired employees, and prepared ceramic souvenirs and certificates of honors, with a total expenditure of **RMB49,429.38**.

The Company applied for assistance for three employees through the CAAC trade union targeted assistance program and for **3** employees through the trade union targeted assistance program, with a total of **RMB18,200** received and provided to the employees in a timely manner.

The Company applied for **RMB20,000** assistance for **2** female employees with diseases through the CAAC female worker medical mutual aid program

Case Summer Supplies for Frontline Employees

On July 14, 2021, the management of BCIA visited employees working on the frontline, such as the First Station of the Fire Rescue Management Center, the operation management module of the Airfield Management Department, the information production operations and maintenance management module of the Information Technology Department, the operation management module of the Public Area Management Department, the operation duty module of the East District of the Terminal Management Department, and the operation duty module of the Operation Control Center, bringing along various summer supplies for them, including summer tea, electric mosquito killers, etc. Previously, the Company's trade union had sent 420 boxes of refreshing drinks and 40 sets of commonly used drugs to the frontline posts and entrusted the branch trade unions to send care and greetings to the frontline workers. At the same time, we insist on using funds in favor of frontline employees by earmarking special funds for summer supplies and supporting the branch trade unions to provide better services for employees according to individual needs.

Employee engagement

As pandemic prevention and control became routine in 2021, the Company optimized the operating mechanism of the Employees Home by combining special activities and regular services to engage employees. Special activities organized during the year included "weekly watching of classic revolutionary films," 28 DIY activities on revolutionary themes, and exhibitions of employee calligraphy and painting works in celebration of the centenary of the CPC. Regular services included "heart-warming support" and special sessions for male employees, which enriched employees' spare time life and enhanced their workplace satisfaction.

In 2021, the Employees Home organized a total of 309 activities, including 111 online activities, with a total attendance of 6,581, up 23% from the previous year; published a total of 169 official WeChat account updates with a 20% increase in views from the previous year; the downloads of the Employees Home sticker package also increased by 35% from the previous year. We will continue to strengthen the Employees Home platform to bring care to employees and build a robust trade union culture.

Special activities



Watching classic revolutionary films



Red Boat drawing

Regular services



Yoga class



Employee DIY class – plant arrangement



Painting class



TCM diagnosis and treatment for employees

06

Dedication and Win-Win Cooperation

With the deep awareness that the Company's development cannot go without support from the state and the general public, the Company has consistently been committed to assuming social responsibility and giving back to society. We emphasize technology-driven development and leverage technology in the fight against the pandemic, and we attach importance to building extensive partnerships for coordinated development and rural revitalization.

- COVID-19 Response
- Collaborative Development
- Rural Revitalization
- Volunteering



COVID-19 Response

With pandemic prevention and control becoming routine, the Company formulated various internal policies, including *Overseas Pandemic Situations Guide and Anti-Pandemic Technology Applications in Overseas Airports*, as well as anti-pandemic measures developed by the departments in light of their actual conditions, to give full scope to the Company's technological resources and strengths to ensure effective pandemic response and public health protection. The flight safety and security department, as a critical safe operation and cargo pandemic prevention unit, has enforced strict detailed pandemic prevention and control measures in the cargo transport area.

Pandemic prevention and control

In order to effectively prevent and control the risk of imported COVID-19 cases and block the transmission of virus, the Company has emphasized the use of technology by advancing smart airport development and integrating advanced applications to ensure COVID-19 control while meeting passengers' travel needs.

Smart technology applications

- ① Deploy 32 AI-enabled walk-through body temperature thermometers in the terminal buildings capable of automatic measurement, data uploading, and statistics.
- ② Deploy 55 elevators with contactless sensor buttons and install escalator handrails with germicidal lights.
- ③ Optimize the "E-Travel+" facial recognition function, pilot mobile phone-based face authentication, and enable "one-face customs clearance" of the outbound process to achieve convenient document less identification and paperless services.
- ④ Build a smart customer service system, upgrade the official website, official mini-programs, and on-site navigation terminals, and add more than ten new features such as robotic customer service, English version, and elderly version, to make online services user-friendly while reducing personnel contacts.
- ⑤ Introduce smart car finders enabled with facial recognition that allow passengers to quickly complete identity authentication and find vehicle locations without touching the screens.
- ⑥ Adopt an innovative model based on the fusion of three facial recognition algorithms to increase face recognition accuracy in the tracking of key personnel.
- ⑦ Develop a smart biometric identification and early warning system with a one-click function capable of providing the travel records of a confirmed case/close contact within one minute and completing manual confirmation and determination of travel records within 20 minutes.

Case Emergency Response Drills in the Context of COVID-19 Prevention and Control

On the afternoon of September 30, 2021, the Operation Control Center of CAH and the Emergency Rescue Command Center of the Beijing Capital International Airport organized various rescue units to carry out an emergency response drill for the purpose of improving the emergency response capability of each rescue team in the context of routine pandemic prevention and control. The participants included seven from the Fire Rescue Management Center in three vehicles, nine from the medical rescue center in three vehicles, 27 from the Airport Public Security Bureau in eight vehicles, 21 from the Airfield Management Department in 14 vehicles, and 20 from the BGS in ten vehicles. All of them arrived at the designated location on time in professional gear and took proper anti-pandemic supplies as required.



Emergency response drill

Resumption of operations

In order to maintain effective pandemic prevention and control while resuming operations, the Beijing Capital International Airport continually revised the *Technical Guidelines for Pandemic Prevention and Control during Operations Resumption of the Construction Project Management Center* in 2021 in accordance with the requirements of the Beijing municipal government, the CAAC, and CAH, and issued the latest version to all participating units in a timely manner, and at the same time required the relevant units to prepare application materials for resumption of operations in advance and carry out self-examination and self-correction. In 2021, 113 pandemic prevention and control inspections and reviews were conducted in respect of construction project resumptions, 1,855 pandemic prevention and control actions and inspections were conducted, and 32 resident inspections were conducted.

We continued to maintain effective personnel management based on routine health passport inspections in key areas. Daily temperature monitoring was required for employees of various departments and personnel of participating construction units, and all pandemic-related personnel and regional contacts were checked, and the relevant requirements for pandemic prevention and control were strictly implemented. At the same time, we paid close attention to the latest pandemic-related policies, followed up the implementation measures for pandemic prevention and control costs, formulated and issued the *Measures to Implement the Adjustments of Costs Incurred by the Pandemic Prevention and Control Emergency Response Mechanism of Capital Airports Holdings Limited* to institutionally support partners to provide sufficient funding for pandemic prevention and control.

Case YAO Niannian: Shining on the COVID-19 Frontline

On the front line of pandemic prevention and control in the process of the resumption of operations, Yao Niannian, an employee of the Company, while maintaining effective pandemic prevention and control work of the airport bus and capital airport MTR services, made frequent inspections on the frontline, actively promoted the improvement of passenger services through various remote means such as phone, WeChat and online conferencing, and coordinated the resumption of operations. Through vigorous efforts, the Company achieved "zero complaints" during the pandemic prevention and control period of the capital airport bus and capital MTR services, actively cooperated with Beijing MTR Corporation to connect flight information into the operating vehicles of the capital airport MTR service, promoted the sharing of air and land transport data with Beijing MTR Corporation, and provided a foundation for the informatization extension of the airport.



Resumption of operations amid COVID-19

Collaborative Development

The Company is committed to establishing long-term strategic partnerships with suppliers, fully respecting and safeguarding the legitimate rights and interests of suppliers, improving the procurement process and decision-making mechanism, and establishing and improving the supplier management system and supply chain management system.

Responsible sourcing

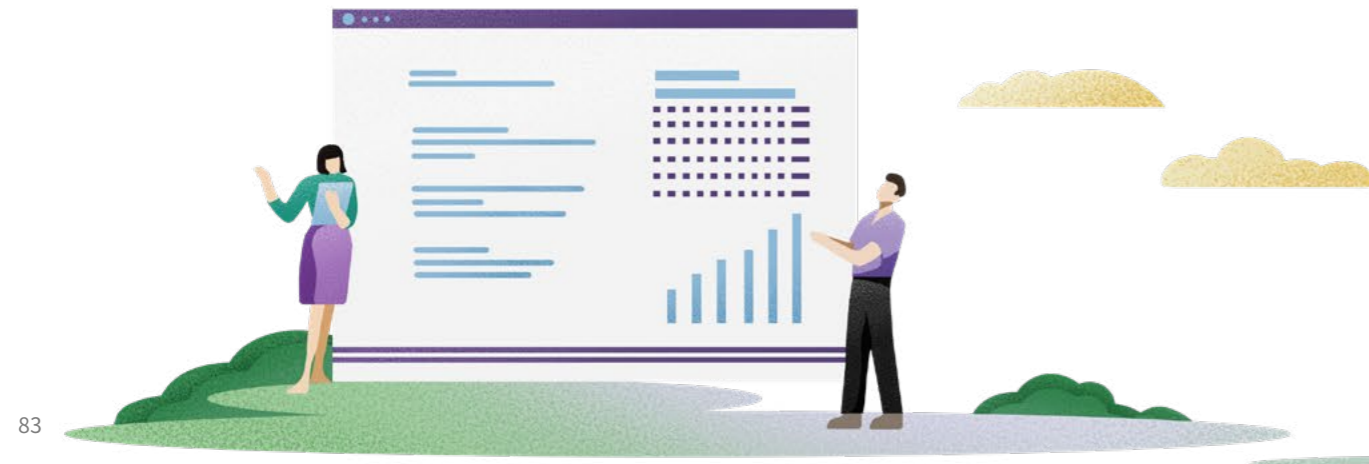
In the process of cooperating with suppliers, the Company strictly abides by the *Law of the Bidding Law of the People's Republic of China*, *Regulation on the Implementation of the Bidding Law of the People's Republic of China*, and other laws and regulations, incorporates various social responsibility concepts into internal bid invitation and procurement policies, contract terms, and supplier assessment, and has formulated a series of related policies, such as *Procurement Management Regulations (General Provisions)*, *Implementation Rules for Centralized Procurement*, *Implementation Rules for Independent Procurement*, *Implementation Rules for Annual Procurement Plans*, *Implementation Rules for Catalog-based Procurement*, *Emergency Procurement Implementation Rules*, *Manual of Procurement Standard Operating Procedures*, and *Guidelines of E-commerce Procurement Application Process*, providing institutional guarantees for working with suppliers to build a responsible industry ecology.

Based on the above-mentioned procurement rules, the Company has set up a variety of procurement modes, such as centralized procurement, independent procurement, and catalog-based procurement, to meet the Company's operational guarantee needs. By establishing a supply system with standard procedures, the Company has ensured the efficiency of procuring products and services and their quality while reasonably reducing the procurement cost.

Supply chain management

The Company abides by the principles of fairness, impartiality, and openness. It has established a supplier list mechanism and formulated a series of procurement policies, such as *Implementation Rules for Supplier Management*, *Supplementary Notice on the Handling of the Supplier Evaluation for Projects Subject to Competitive Negotiation and Comparison-based Selection*, *Notice on the Handling of Bid Invitation Projects That Only Have One Applicant or Only Bidder after the Initial Announcement*, *Notice on Strict Control of Bid-Rigging and Bid-Collusion*, providing clear arrangements for all kinds of possible situations that may emerge from the bidding process and the corresponding responses.

The Company integrates relevant sustainability requirements into the criteria for supplier selection and rating and violation management in light of the actual conditions of suppliers. The Company's *Procurement Management Regulations* requires that energy conservation, environmental protection, and other relevant factors be fully considered during the preparation of suppliers' bids and that the comprehensive performance of suppliers in environmental protection and protection of employees' rights and interests be kept in view, so as to extend the sustainability concept to the upstream and downstream of the supply chain and continuously improve supply chain management.



Suppliers with which the Company has signed purchase contracts through methods such as bid process, competitive negotiation, comparison and direct sourcing can be directly included in the supplier list. Such suppliers are required to submit a completed supplier information form and valid qualification documents (including but not limited to business certificate, qualification documents, and performance certifications) to the Technical Purchasing Department.

Supplier selection

Supplier rating

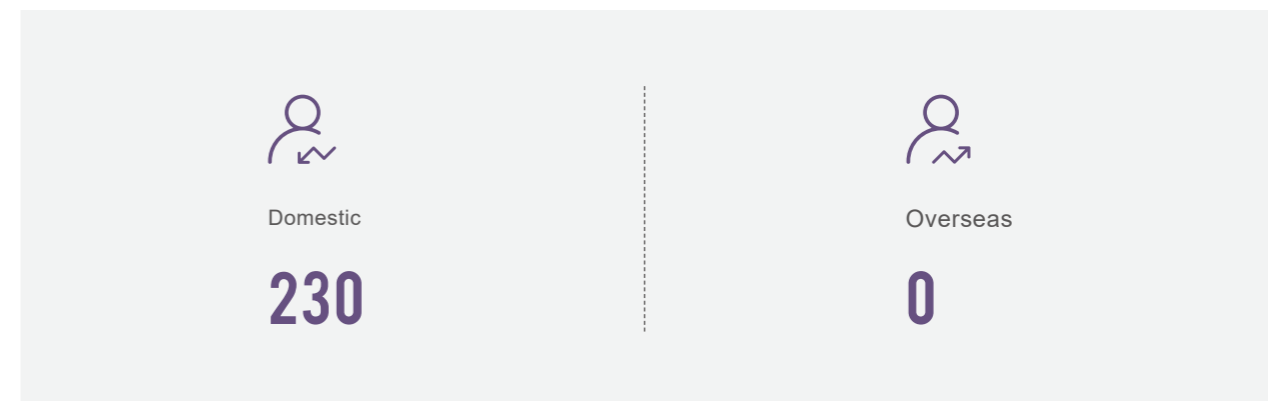
We classify suppliers, implement supplier lifecycle management, and assess their performance on a regular basis. We prioritize top-rated suppliers and offer preferential treatment to them, announce and phase out downgraded suppliers, and drive suppliers to continually enhance their performance capabilities.

We have zero tolerance towards suppliers with unethical conduct and blacklist those guilty of serious violations, which will not be considered for three years from the date of being blacklisted and may not renew their contracts, either.

Violation management

Number of suppliers by geographical region

Number



Rural Revitalization

In community engagement, BCIA has been committed to promoting rural revitalization and organizing volunteer activities. China is currently in a special period of the transition from poverty alleviation to rural revitalization, which will present both opportunities and challenges. Leveraging the experience accumulated in the stage of targeted poverty alleviation, the Company helps the economic development of rural areas through strategies such as time, practice, and region, so as to achieve rural revitalization and corporate sustainability. In 2021, the Company donated RMB 1 million for targeted assistance.

Case Targeted Assistance

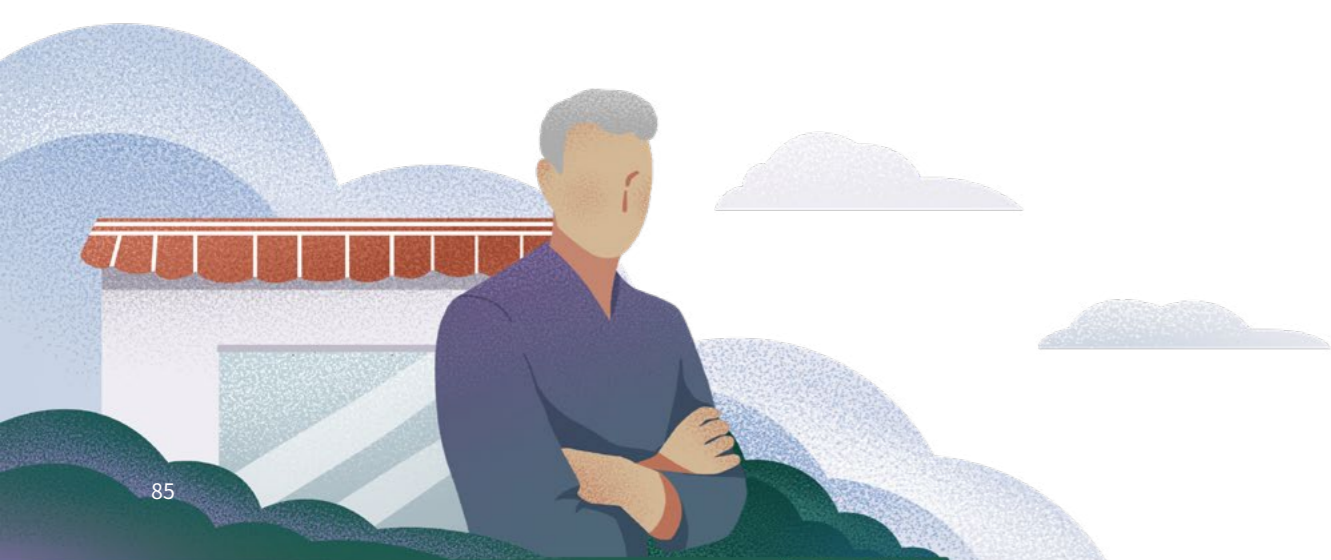
In 2021, BCIA continued to coordinate and implement targeted assistance programs. It signed a poverty alleviation framework agreement with Qira County in Xinjiang, under which it donated RMB 1 million to the local charity fund dedicated to preventing people from sinking back into poverty, purchased about RMB 540,000 worth of agricultural and sideline products in the county, recommended Hou Te, deputy general manager of the Operation Control Center, to serve as a member of the standing committee of the county's party committee, and donated 160 trade union mascot panda dolls, demonstrating the Company's corporate citizenship and social responsibility as the first national gate of China.



Donation of the trade union's panda mascot

Case Rebranding of the Rural Specialty Products Store

In 2021, BCIA comprehensively upgraded its "Rural Revitalization" store inside the airport. The store was rebranded from "Poverty Relief Products Store" to "Rural Revitalization Store." The interior walls also featured prominent signs such as "Airport Store for Rural Revitalization" and "Promote Rural Revitalization." The rebranding further highlighted the theme of "Rural Revitalization."



Volunteering

The Company attaches great importance to charitable activities and has formulated related internal policies such as *Provisions on the Management of the Work on the Relations between the Party and the Masses* in accordance with the *Charity Law of the People's Republic of China*, which regulates the Company's volunteer management and encourages employees to participate in volunteer activities and contribute to society.

Charitable commitment:

Indicator	Unit	2021
Total volunteer hours	Hour	304
Total number of volunteers	Person	147

Case Thoughtful Elderly Services

In order to ensure that elderly passengers can receive timely help when they are unwell, BCIA, via the BCIA Passenger Service Promotion Committee, mobilized and called on employees to form an employee volunteer team providing help to passengers in need, which had been joined by nearly 700 employees by the end of 2021. The team provides members with proper training, unites them with a robust volunteer culture, and offers legal help to them when they encounter legal issues arising from their helping passengers so that they are not only able and willing to help but also have no hesitation in helping passengers in trouble, thus bringing care and warmth to passengers.



Elderly service volunteer team

Case BCIA Youth Volunteer Association Spreads Aviation Knowledge

On March 5, 2021, on the 58th "Lei Feng Remembrance Day," BCIA, via the BCIA Volunteer Association, organized a series of online and face-to-face aviation-related science communication lectures with a focus on "rebuilding the national gate" and "safe, green, smart, and humanistic airport" with topics covering airport safety and security, operation, and service, which were excellently received. The BCIA Volunteer Association will continue to provide extensive services, using concrete action to speak for the Beijing Capital International Airport's sense of responsibility as the first national gate of China.



Corporate science communication lecture

Key Performance Indicators

	2019	2020	2021
Passenger throughout (10,000 person times)	10,001	3,451	3,264
ACI airport service quality (5 points)	4.99	5.00	5.00
Passenger complaint response rate (%)	100	100	100
Flight punctuality rate (%)	81.44	87.32	89.44
Greenhouse gas emissions (Scope 1) (tCO ₂ e)	918.99	925.08	798.42
Greenhouse gas emissions (Scope 2) (tCO ₂ e)	352,105.07	353,751.88	356,886.60
Total greenhouse gas emissions (tCO ₂ e)	353,024.06	354,676.96	357,685.02
Greenhouse gas emissions intensity (tCO ₂ e per 10,000 person times)	35.30	102.77	109.55
Comprehensive energy consumption (TCE)	93,032.74	83,073.3	80,524.75
Comprehensive energy consumption intensity (TCE per 10,000 person times)	9.30	24.07	24.66
Purchased electricity consumption (kWh)	250,723,169.2	190,474,991.29	184,985,114.39
Gasoline consumption (tonne)	180.37	149.99	118.88
Diesel consumption (tonne)	126.42	151.03	143.39
Purchased heat consumption (GJ)	1,810,353.29	1,735,731.49	1,682,480.18
Total water consumption (tonne)	2,160,100	1,275,683.24	946,132.00
Purchased electricity consumption intensity (kWh per 10,000 person times)	25,069.56	55,194.14	56,658.74
Gasoline consumption intensity (kilogram per 10,000 person times)	18.04	43.46	36.41
Diesel consumption intensity (kilogram per 10,000 person times)	12.64	43.76	43.92
Purchased heat consumption intensity (GJ per 10,000 person times)	181.02	502.96	515.31
Water consumption intensity (tonne per 10,000 person times)	187.03	369.65	289.79
On-the-job employees (person)	1,581	1,563	1,567
Minority employees (person)	78	81	87
Labour contract signing rate (%)	100	100	100
Total training hours (hour)	124,558	76,367	102,410
Total investment in employee trainings (RMB10,000)	767.07	334.7	473.8
Percentage of employees who are protected by collective bargaining agreement (%)	100	100	100
Voluntary service activities (participation) ⁷	450	/	147

⁷BCIA did not arrange voluntary service activities in 2020 due to the COVID-19 pandemic.

HK-ESG Index

Subject Areas, Aspects, General Disclosures and KPIs	Page(s)	Explanatory Notes
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.	55-62	Climate Change Emissions Management
KPI A1.1 The types of emissions and respective emissions data.	57	Emissions Management
KPI A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	57,87	Climate Change Key Performance Indicators Note: According to the national carbon emission verification methods, the Company's greenhouse gas emissions include carbon dioxide that comes from power consumption (GPU excluded, merchants included), purchased heat, and diesel and gasoline combustion. Other emissions are very little.
KPI A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	61	Emissions Management
KPI A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	61	Emissions Management
KPI A1.5 Description of emissions target(s) set and steps taken to achieve them.	55-56	Climate Change
KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	60-61	Emissions Management
Aspect A2: Use of Resources		
General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	61-67	Use of Resources
KPI 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).	67,87	Use of Resources Key Performance Indicators
KPI A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	67,87	Use of Resources Key Performance Indicators
KPI A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	61-67	Use of Resources

Subject Areas, Aspects, General Disclosures and KPIs	Page(s)	Explanatory Notes	
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	67	Use of Resources
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.		The Company does not engage in the use of packaging for manufactured goods, so it is not applicable.
Aspect A3: The Environment and Natural Resources			
General Disclosure			
Policies on minimising the issuer's significant impacts on the environment and natural resources.			
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	61-68	Use of Resources Biodiversity
Aspect A4: Climate Change			
General Disclosure			
Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.			
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	55-57	Climate Change
B. Social			
Employment and Labour Practices			
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.			
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	71-73	Employee Relations
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	71	Employee Relations
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	72	Employee Relations
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			
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	76-78	Employee Assistance
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	76	Employee Assistance
KPI B2.2	Lost days due to work injury.	76	Employee Assistance
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	76	Employee Assistance

Subject Areas, Aspects, General Disclosures and KPIs	Page(s)	Explanatory Notes	
Aspect B3: Development and Training			
General Disclosure			
Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.			
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	73-75	Employee Development
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	73	Employee Development
KPI B3.2	The average training hours completed per employee by gender and employee category.	74	Employee Development
Aspect B4: Labour Standards			
General Disclosure			
Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.			
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	71	Employee Relations
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	71	Employee Relations
KPI B4.2	Description of steps taken to eliminate such practices when discovered.		No illegal employment in 2021.
Operating Practices			
Aspect B5: Supply Chain Management			
General Disclosure			
Policies on managing environmental and social risks of the supply chain			
KPI B5.1	Number of suppliers by geographical region.	83-84	Collaborative Development
KPI B5.1	Number of suppliers by geographical region.	84	Collaborative Development
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	83-84	Collaborative Development
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	83-84	Collaborative Development
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	83-84	Collaborative Development
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.			
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	46-50	Rights and Interests of Customers Smart Upgrade Note: The matters relating to labelling are not applicable due to the nature of the Company's business.
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.		The Company does not engage in the production of goods, so it is not applicable.
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	46	Rights and Interests of Customers
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	50	Smart Upgrade

Subject Areas, Aspects, General Disclosures and KPIs		Page(s)	Explanatory Notes
KPI B6.4	Description of quality assurance process and recall procedures.		The Company does not engage in the production of goods, so it is not applicable
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	46	Rights and Interests of Customers
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.		21-23	Integrity Construction
KPI 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.	21	Integrity Construction
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	21	Integrity Construction
KPI B7.3	Description of anti-corruption training provided to directors and staff.	22	Integrity Construction
Community			
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.		85-86	Rural Revitalization Volunteering
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	85-86	Rural Revitalization Volunteering
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	85-86	Rural Revitalization Volunteering

Reader Feedback

Dear reader:

Thank you for reading *BCIA's 2021 ESG report*. We look forward to receiving your suggestions and input to help BCIA systematically and scientifically reflect its willingness, actions and performances in creating economic, social and environmental values, and improve its management and practices of corporate social responsibility.

Your information:

Name:

Tel:

Company Name:

Email:

What is your overall evaluation of the ESG of BCIA?

Excellent Good Poor

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

Excellent Good Poor Not clear

How do you rate BCIA's financial performance?

Excellent Good Poor Not clear

How do you rate BCIA's safety protection measures?

Excellent Good Poor Not clear

How do you rate BCIA's passenger service?

Excellent Good Poor Not clear

How do you rate BCIA's environmental protection performance?

Excellent Good Poor Not clear

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

Excellent Good Poor Not clear

How do you rate BCIA's contribution to the society?

Excellent Good Poor Not clear

More suggestions for BCIA's work on ESG are welcomed.

