



2024

Environmental, Social and Governance
(ESG) Report



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Message from the Chairman

In 2024, Shenzhen Airport firmly dedicated to the positioning of a location gateway and a complex international aviation hub, we worked together and capitalized on the momentum, and continued to make efforts in key areas such as corporate governance, safe operations, service experience, green and low-carbon development, and social harmony. Building a solid "foundation" for high-quality development, shaping "new advantages", injecting "living water source", we made every effort to push the construction of a high-quality innovative international aviation hub to a higher level!

Improve the governance system and enhance management effectiveness.

Improving governance is an important guarantee for the Company to achieve high-quality development. We have put in place a comprehensive risk management system, regularly carried out annual risk assessment, formulated risk response measures and dynamically tracked their implementation. We have further improved the compliance management system persistently, established a compliance review mechanism for major decisions, and entered into a compliance commitment letter with all staff members. Efforts have been made to advance the development of a "clean airport" culture, so as to create a compliance culture atmosphere. Information disclosure has been strengthened to protect the legitimate rights and interests of investors; and multi-channel, multi-angle and multi-level communication has been carried out. Strong momentum have been injected into sustainable development by improving governance efficiency. The Company has been rated Grade A in the Information Disclosure Assessment of Shenzhen Stock Exchange for 16 consecutive years.

Build a strong foundation for development and guard the defense line of life.

Safety is the lifeline of the civil aviation industry. We have always put safety in the first place, thoroughly implemented the important discourse of General Secretary Xi Jinping on work safety, firmly established the concept of safe development, and solidly promoted the three-year drive to address the root causes of workplace accidents and ensure work safety. Specifically, we have printed and distributed the "4+2+N" core risk control list, formulated guidelines on bird strike prevention, carried out work safety rectification, continued to promote the "three-basic" construction, and organized standard teams to carry out drills. A three-prevention work system of "one emergency plan, two schemes, two lists, two disaster disposal guidelines, and three tables" has been put in place to steadily guard the bottom line of safety. No unsafe incidents of sign and above from liability cause for 7 consecutive years.

Put Passengers First to Build a Humanistic Hub. We have always adhered to the people-centered development idea and are committed to providing passengers with an outstanding travel experience. The number of registered users of "One Certificate (Code) Pass" has reached 50,000. We have fully realized the facial recognition boarding of domestic flights, launched the fully entrusted luggage inspection mode of international transit flights to China, reduced the waiting time of transfer passengers by nearly 40 minutes. The annual passenger volume has exceeded 60 million, ushering in a new milestone of Shenzhen Airport. Shenzhen Airport has successfully passed the SKYTRAX Five-star Airport Review, won the Best Airport in the Asia-Pacific Region with Over 40 Million Passengers by Airports Council International (ACI) for 5 consecutive years, and received the CAPSE "Best Airport Award" for 8 consecutive years. "Shenai Quancheng" and Excellent Five-star Service Brand System Management and One Certificate (Code) Pass have been rated as China Civil Airport Excellent Service Case, and made every effort to meet the people's demand for better travel.

Lead the green transformation and build an eco-airport. We have integrated green development in our DNA to help achieve the "Dual-Carbon" Goals. Efforts have been made to improve the ecological conservation management system, systematically carry out climate change response work, continuously strengthen the treatment of waste water, waste gas, solid waste and noise pollution, and constantly improve the efficiency of resource utilization. We have completed the re-certification of the energy management system, the supervision and audit of the environmental management system. The utilization rate of APU replacement facilities and the proportion of new energy for new vehicles in the flying area have reached 100%. We won the 2024 China Civil Airport Carbon Emission Management Ability Improvement Outstanding Case Award, practicing the concept of green development with practical actions.

Pass on the Power of Warmth and Share the Development Achievements.

We have officially established friendship airport relations with Vienna Airport, Austria, and signed strategic cooperation agreements with Liaoning Airport Group, Yunnan Airport Group and Beijing Daxing Airport. , joining hands to promote the development of the industry. We continuously improve the career development system, through multi-level training, smooth promotion channels and humane care, we continue to enhance the sense of belonging and cohesion of employees, and realize the common growth of employees and the Company. Giving full play to the advantages of the Company, we have helped with rural economic development and improved people's livelihood. A regular voluntary service mechanism has been established. We have provided a total of 61,018 hours of voluntary service throughout the year, transferring positive social energy with practical actions and demonstrating corporate responsibility.

Embrace the sea of stars and build a bright future together. In 2025, guided by the goal of building a world-class airport, we will continue to improve the quality of operations and service level, create greater value for all stakeholders, work together with ecological partners, and jointly formulate a magnificent blueprint of the construction of a transport power. We will further inject strong impetus into the high-quality development of regional economy, make greater contributions to Shenzhen to build a modern international metropolis with global influence!



About Shenzhen Airport

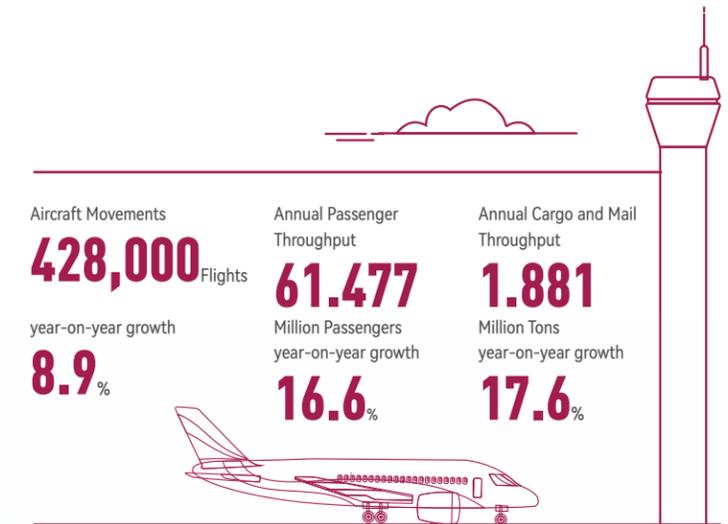
Company Overview

Listed on the Shenzhen Stock Exchange in 1998, Shenzhen Airport lies in Shenzhen Bao'an District and locates on the east bank of the Pearl River Estuary, 32km away from the downtown of Shenzhen. The Pearl River Delta region where the airport is situated is one of the largest air transportation markets in China, which has powerful economic strength, talent accumulation and industry gathering.

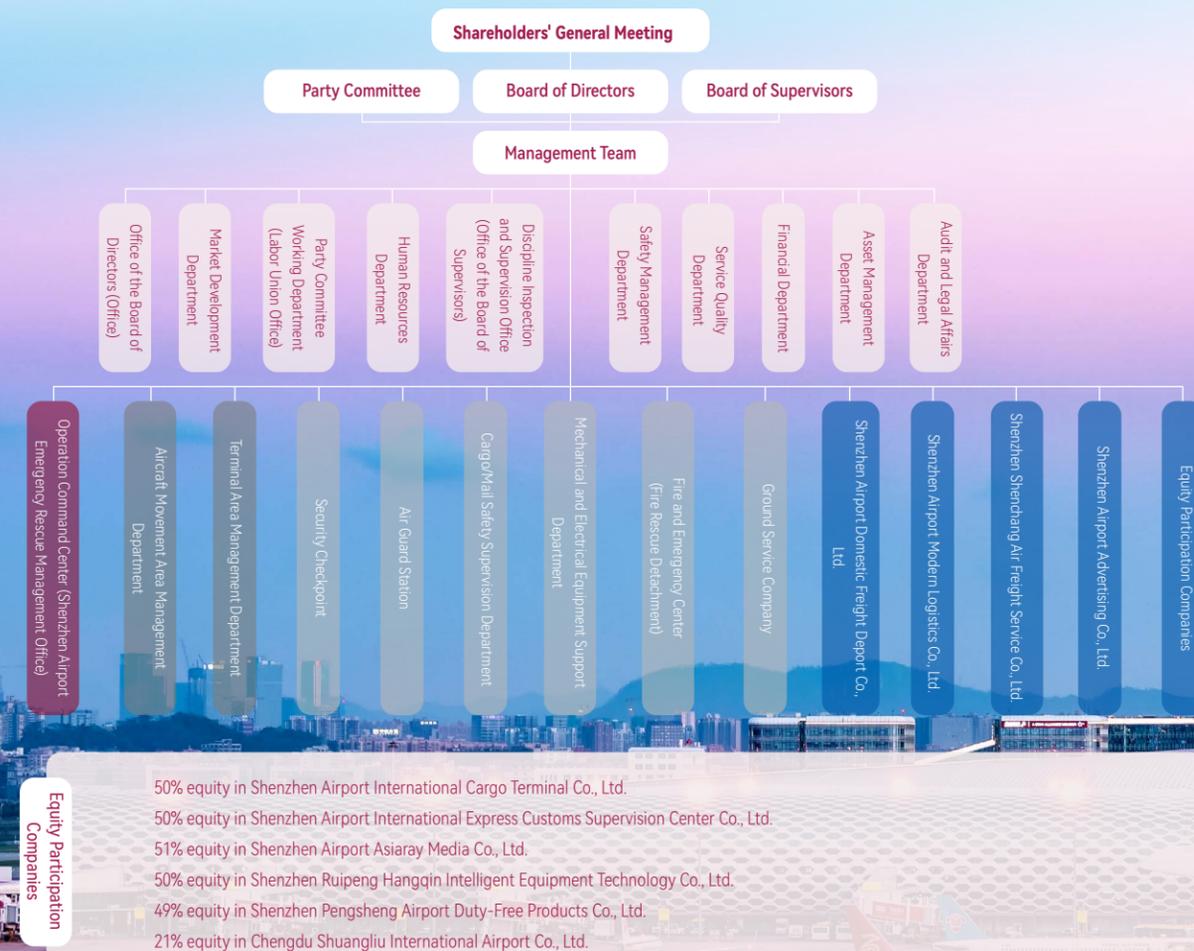
As the operation management institution of Shenzhen Airport, the Company deals in aviation business, together with non-aviation businesses derived from the main aviation business. Shenzhen Airport's operational infrastructure consists of one 451,000-square-meter terminal building, one approximately 240,000-square-meter satellite concourse, and two runways, with its airfield classified as ICAO Code 4F.

Shenzhen Airport fully grasps the favorable opportunity of the rapid development of civil aviation industry, and comprehensively enhances the radiation power and influence of high-quality and innovative international aviation hub, with the development indexes such as single-day passenger flow, single-day flight volume, and single-month passenger flow hitting new highs one after another. As of the end of September 2024, Shenzhen Airport's international passenger routes had connected 47 destinations on five continents around the world, recovering to 92% of the same period in 2019; the number of domestic destinations had reached 139, exceeding the level of the same period in 2019. In 2024, the passenger throughput of Shenzhen Airport exceeded the 60 million mark for the first time, reaching 61.477 million, up 16.6% year-on-year. The cargo and mail throughput totaled 1.881 million tons, an increase of 17.6%; a total of 428,000 aircraft movements, up 8.9% year on year. In particular, the airport ranks second nationwide in domestic passenger throughput and maintains the top position in domestic cargo and mail throughput.

Shenzhen Airport will foster the new "Three runways, Three terminals and One satellite hall" pattern in the foreseeable future. The airport will also endeavor to develop into an international integrated transportation hub that integrates with "Sea, Land, Air, High-Speed Rail, Intercity Rail And Subway" transport.



Organizational Structure



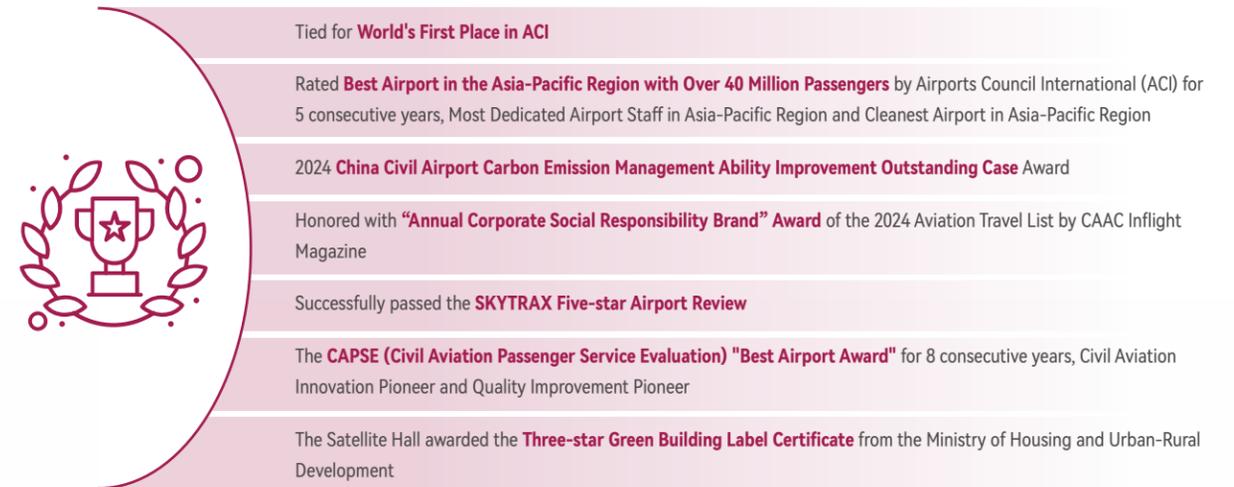
Corporate Culture



Data in 2024



Awards & Honors



ESG Awards



Party Building

Adhering to the Party's leadership and strengthen Party building is the "root" and "soul" of state-owned enterprises. Shenzhen Airport has profoundly studied and implemented the ethos of the Communist Party of China and the Second and Third Plenary Sessions of the 20th Central Committee, earnestly implemented the decision-making and deployment of the Company's Party Committee. The Company has given full play to the leading role of Party building, promoted the quality and efficiency of Party building work, providing a strong political and organizational guarantee for its high-quality development.

In-depth Learning and Meticulous Understanding — Consolidate the Ideological Foundation

Study and implement the plenary session spirit with heightened political consciousness

We held a special seminar on studying and implementing the ethos of the Third Plenary Session of the 20th CPC Central Committee, organized a publicity group to carry out 57 special lectures, invited experts to teach courses on the spirit of the Plenary Session, the new Company Law, and management reform, and formed a broad consensus on implementing the ethos of the Plenary Session through theoretical guidance and group discussions.

57

Special Lectures on Propagating and Implementing the Ethos of the Third Plenary Session of the 20th CPC Central Committee Held

133

Group Study Sessions on Party Discipline Learning and Education

69

Warning Education Sessions

41

Party Discipline Lectures

Conduct learning and education on Party discipline with high standards

We have formulated the Party discipline study and education program, and clarifies 16 key tasks. We have further organized the Party discipline learning and education class, carried out the "Regulations" special counseling and "Tempering" sand table training. Visits to the cultural celebrity good family style education practice bases have been organized to carry out clean government education activities, and promote the good style of clean government.

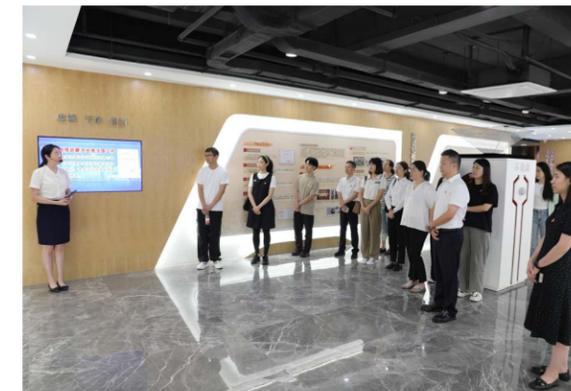


Party Discipline Learning and Education Class Organized

Party-Enterprise Integration—Enabling Grassroots Governance

Enhance the visibility and influence of our Party-building brand

Efforts have been made to deeply implement the "Party building for cohesion" project, carry out special actions to enhance the value of Party building, and promote the iterative upgrading of 38 "One Party Branch, One Brand", 9 "One CYL, One Public Welfare Program", and 10 "One Trade Union, One Feature" programs. We held a series of "Red Crossing Season" characteristic Party building activities, collecting 148 red poetry recitation and transcription works and 61 Party building courseware works. In the form of situational sand table, music Party lessons, etc., the "Qimingxing" Party organization secretary's performance ability training, the "Party Elite" empowerment training, and the Party members' pioneer "inheritance" training were carried out to promote the improvement of political literacy and performance ability.



The "Party Elite" Empowerment Training

Honors

The "Strong Foundation for Party Building" Project was awarded the Excellent Case of "High-quality Party Building Leading High-quality Development of State-owned Enterprises" by the Shenzhen Party Building Research Association, and was officially published by the Party Building Reading Press of the Party Organization Department of the CPC Central Committee.



Improve the quality of Party building

We conducted 42 Party Committee regulation and guarantee sessions and 5 central group study session, and supervised the handling of 162 important political documents, effectively promoting the transformation of learning results. We further completed the election of the Discipline Inspection Commission of the Security Inspection Station and the Ground Service Company, and standardized the establishment of 4 joint Party branches, completed the by-election and general election of 9 Party branch members, further improving the organizational construction. The closed-loop management mechanism of "monthly prompt - quarterly notification - annual assessment" was put in place to standardize the work of "three meetings and one lesson", the relationship management of party organizations, and the development of Party members at the grass-roots level, continuously improving the standardization level of Party building.



ESG Governance

According to the China Securities Regulatory Commission's "Code of Corporate Governance for Listed Companies" and "Self-Regulatory Guidelines for Listed Companies of Shenzhen Stock Exchange", Shenzhen Airport has integrated the concept of sustainable development into the Company's business practice, established and improved the ESG management structure. Stakeholder communication and key issue analysis has been continuously carries out, gradually improving the level of sustainable management, and creating a sustainable future together with stakeholders.

In 2024, the Board of Directors reviewed ESG important issues such as climate change, noise management, employee rights and benefits, passenger services, customer privacy, corporate governance, and shareholder protection to understand the achievement of business-related ESG goals and promote sustainable development performance in an orderly manner. This Report provides detailed information on the progress and effectiveness of the Company's 2024 ESG work and was approved by the Board of Directors on April 23, 2025.

ESG Management

Shenzhen Airport has gradually established a sustainable development management structure composed of the Board of Directors, Strategy Committee, ESG Working Group, various departments and subsidiaries, clarified the responsibilities and division of labor at each management level, systematically promoted ESG work, and conducted proper information disclosure and communication.

Decision-making tier	Board of Directors	As the highest decision-making body of the ESG management system, the Board of Directors is responsible for determining the Company's ESG management structure and management strategy, ensure that appropriate and effective ESG risk management (including climate change) and internal control systems are in place, hear the outcomes of ESG discussions on important issues (including climate change), monitor the progress of ESG objectives; review and approve the Company's ESG Annual Report.
Management tier	Strategy Committee	The Chairman serves as the convenor of the Strategy Committee. The Strategy Committee determines the ESG management objectives, policies and implementation paths, evaluates and identifies ESG-related risks and opportunities, integrates key issues into the Company's overall strategy, and conducts regular management and supervision.
Implementation tier	ESG Working Group	The ESG Working Group is the daily office of ESG management, led by the Office of the Board of Directors and composed of full-time (part-time) employees responsible for ESG work within the business scope of each department to jointly clarify the Company's ESG work content, goal decomposition and responsible entities, and review the accuracy of the content disclosed in the ESG Report.
	Departments and Subsidiaries	According to the ESG work content involved in each department and subsidiary, management objectives and plans have been formulated under the guidance of the Company's overall policy, comprehensively promoting the implementation of various issues and achieving actual results. The ESG work content and results have been calculated and organized, and reported to the ESG Working Group for information disclosure.

Stakeholder Communication

Through the regular communication mechanism, Shenzhen Airport actively listens to the opinions, expectations and demands of stakeholders, and builds a more harmonious relationship with stakeholders through more channels and ways.

Stakeholders	Expectations and Demands	Communication Mode
 Shareholders	<ul style="list-style-type: none"> Economic Benefits Corporate Governance Information Disclosure 	<ul style="list-style-type: none"> Shareholders' General Meeting Information Disclosure Investor Meeting Performance Presentation Investor Communication Phone Number Website & E-mail
 Government and Related Regulatory Units	<ul style="list-style-type: none"> Safety Guarantee Passenger Service Employee Rights and Benefits Social Welfare 	<ul style="list-style-type: none"> Thematic Reporting Surveys and Visits Working Meetings Advisory Disclosure Statistical Reports
 Passengers	<ul style="list-style-type: none"> Safety Guarantee Passenger Service 	<ul style="list-style-type: none"> Passenger Service Satisfaction Survey
 Employees	<ul style="list-style-type: none"> Employee Rights and Benefits Remuneration and Benefits Career Development 	<ul style="list-style-type: none"> Democratic Communication Conference Employee Representative Council Trade Union Employee Representative Committee on Occupational Health and Safety Matters
 Peers	<ul style="list-style-type: none"> Compliance with Industry Norms Promotion of Industry Development 	<ul style="list-style-type: none"> Working Meetings Exchange Learning
 On-site Airlines and other Tenant Units	<ul style="list-style-type: none"> Safety Guarantee Passenger Service Collaborative Development 	<ul style="list-style-type: none"> Aircraft Movement Area (Apron) Management Committee Operations Coordination and Management Committee Service Quality Improvement Committee Security Management Committee Working Meetings Communication
 Suppliers	<ul style="list-style-type: none"> Transparent Procurement Financial Status 	<ul style="list-style-type: none"> Market Research Contract Negotiation Production guarantee meeting Symposium Written correspondence Instant Messaging
 Community	<ul style="list-style-type: none"> Community Development Volunteer Service Social Welfare 	<ul style="list-style-type: none"> Major Event Guarantee Volunteer Activities Charity Activities

Material Issue Management

Materiality analysis helps enterprises identify and assess potential risks, providing support for decision-making and management. In accordance with the latest disclosure standards update the analytical methods such as *GRI Standards*, *IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information*, *Self-regulatory Guidelines No. 17 for Companies Listed on Shenzhen Stock Exchange—Sustainable Development Report (for Trial Implementation)*, *Self-regulatory Guidelines No. 3 for Companies Listed on Shenzhen Stock Exchange—Preparation of Sustainable Development Report*, Shenzhen Airport conducted research and assessment on material issues from two dimensions: "impact materiality" (the significance of the impact on the economy, environment and social sustainability) and "financial materiality" (the significance of the impact on corporate finance) in 2024. The concerns of all parties and their financial impact on the Company were comprehensively reviewed to screening for topics of ESG significance, disclose them in detail in the Report, and continuously improve ESG management to better respond to the expectations and demands of stakeholders.

Material Issue Evaluation Process

Formation and Identification of ESG Issues

Based on the analysis of internal and external development trends, a list of ESG issues is formed by referring to authoritative sustainable development report guidelines and standards in China and abroad, mainstream ESG rating systems in China and abroad, sustainable development issues of concern to the same industry, and common concerns of internal and external stakeholders. Material general issues and industry-specific issues are identified.

Stakeholder Survey

We conducted a survey on key internal and external stakeholders, carried out "impact materiality assessment" and "financial materiality assessment" in the principle of dual materiality, formed a matrix of material issues for 2024, and identified the material issues and their priorities for this year.

Issue Confirmation and Disclosure

The Board of Directors, in combination with the suggestions of internal management and external experts, reviews the screening and analysis results to confirm highly material ESG issues. For material issues, the Report should focus on disclosing their governance, strategy, risk and opportunity management, indicators and goals, etc.

Material Issue Evaluation Results



High	Medium	Average
12 Safe and Efficient Operation	1 Energy Management	6 Waste Management
13 Service Quality	2 Addressing Climate Change	10 Biodiversity Protection
14 Occupational Health and Safety	3 Resource Utilization	11 Circular Economy
15 Employee Rights and Welfare	4 Pollutant Emissions	19 Supply Chain Management
16 Customer Privacy	5 Water Resources Management	20 Industry Exchange
17 Diversity, Equality and Inclusiveness	7 Noise Management	24 Intellectual Property Protection
25 Business Ethics	8 Greenhouse Gas Emissions	30 Equal Treatment of Small and Medium-sized Enterprises
26 Compliant Operation	9 Environmental Compliance	31 Transparency of Information Disclosure
27 Corporate Governance	18 Employee Training and Development	
28 Shareholder Rights Protection	21 Technological Innovation	
	22 Community Public Welfare	
	23 Rural Revitalization	
	29 Risk Management	



Responsibility Topic

Hub Capacity to Leapfrog to the World-class Level

On December 23, 2024, the annual passenger throughput of Shenzhen Airport officially exceeded 60 million, making it the fourth airport in the Chinese mainland to cross the "60 million mark". The leap in airport hub capacity will provide a stronger momentum and strong support for Shenzhen to accelerate the construction of a more globally influential economic center city and a modern international metropolis.

Improve the Route Network and Build An Air Bridge for Urban Development

Weave a dense international route network

Shenzhen Airport has opened and increased more than 20 international passenger routes from Shenzhen to Mexico City, Cairo, Vienna, Budapest, Riyadh, Madrid, etc., connecting more than 47 destinations on five continents. More than 800 inbound and outbound passenger flights per week have further narrowed the distance between Shenzhen and important cities in the world.

Passenger throughput exceeded the **6,000** mark for the first time in a year

Single day passenger throughput over **200,000** passengers

The number of flights guaranteed for the year exceeded the **400,000** mark for the first time

Maximum number of single day flights **1,300** flights

International and regional passenger traffic over **5** million passengers

Expand domestic destinations

Keeping up with the hot spots in the domestic market, we have opened 17 new domestic destinations such as Xinyang, Anyang, Ezhou, Wuyishan and Liupanshui, expanding domestic destinations to 139. Every effort has been made to restore the "Shenzhen - Nyingchi" direct passenger flight route. The airlines companies have also been encouraged to further increase the flight frequency of 8 domestic top 10 airport routes from Shenzhen to Beijing, Shanghai, Chengdu, Hangzhou and Chongqing, realizing public transportation operation of business express flights during peak hours.

Promote Connectivity and Enhance the Competitiveness of Airport Hubs

Improve the layout of city terminals

In cooperation with Guangming District Investment Control Group and Nansha Bus Company, we have opened Guangming and Nansha City Terminals respectively, improving the comprehensive transportation system inside and outside the city.



Guangming City Terminal



Nansha City Terminal

Increase the number of "Shenzhen Express" flight routes

In response to the demand of the domestic public/business service market, the number of "Shenzhen Express" flight routes have increased from 13 to 17, and the number of express flights, passenger traffic and passenger load factor have increased significantly over the previous year. The annual passenger load factor of Shenzhen-Xi'an route reached 91.4%. Over the past year, the "Shenzhen Express" service has transported more than 33 million passengers, not only building a fast air channel between Shenzhen and major urban clusters in China such as Beijing-Tianjin-Hebei Region, Yangtze River Delta and Chengdu-Chongqing, but also injecting new vitality into the high-quality development of airport passenger transport.

Attract passengers from Hong Kong and Macao to fly with Shenzhen Airport

We have launched the "Via Shenzhen-Hong Kong Air-Rail" intermodal product, and provided check-in and luggage check through services for "air and sea transport" passengers at the airport ferry terminal.

Seize the opportunity of the opening of the Shenzhen-Zhongshan Bridge

We have actively extended the service chain to the west bank of the Pearl River Estuary, expanded the aviation hinterland, and built and put into use the Shenzhen-Zhongshan and Shenzhen-Jiangmen Aviation Hubs at Shenzhen Airport with high quality. Relying on high-quality facilities, high-standard service processes and high-frequency shuttle bus lines, we provide comfortable, efficient and convenient air travel services for passengers in Zhongshan and Jiangmen. It will help build a modern integrated transportation system of the two cities with "air and ground transport linkage".



Shenzhen-Zhongshan Airport



Shenzhen-Jiangmen Airport

In 2024, the number of passengers from Zhongshan and Jiangmen traveling to and from Shenzhen Airport for flights surged by over **230** % compared to pre-route-opening levels.

Launched "Shenzhen Express" flight routes and increased the number of flight routes from **13** to **17**

Shenzhen Airport City Terminals have covered **8** cities including Shenzhen, Hong Kong, Dongguan, Huizhou, Zhongshan, Jiangmen, Zhuhai and Guangzhou.

In the future, Shenzhen Airport will continue to expand international passenger routes from Shenzhen to world-class Bay areas, hot cities in Europe, America and Australia, node cities of "Belt and Road" countries and cities with high industrial correlation with Shenzhen. Efforts will be made to deeply tap the business and tourism markets of hinterland countries in Southeast Asia and Northeast Asia, and expand new domestic passenger routes with market potential, activate new market demand in the west Bank of the Pearl River relying on Zhongshan and Jiangmen Airports, and continue to implement the strategy of attracting tourists from Hong Kong and Macao.

Responsibility Topic

"Shenai Quancheng", Meticulous Companionship

In order to improve the quality of service brand, continue to improve the "Shenai Quancheng" service matrix, extend the service brand cluster, advance the in-depth service brand building, Shenzhen Airport has adhered to the "Full Staff Attendants" concept, focused on drawing the "one blueprint" brand matrix, established "a set of mechanisms" and "a number of benchmarks". All these efforts are to achieve goal-based brand building and responsibility-based brand management, continuously enhance the industry influence of the service brand.

Drawing the "One Blueprint" Brand Matrix

Centering on "Shenai Quancheng", Shenzhen Airport has continuously improved the building of service brand matrix around the needs of passengers, and formed a three-dimensional service system covering multiple sub-brands.



Establish A "Set of Mechanisms" for Brand Management

In order to ensure the effective promotion and continuous optimization of the service brand, Shenzhen Airport has established a set of impeccable service brand management mechanisms.

- 1 Brand promotion and publicity**
Strengthen brand promotion by refining the service brand concept, reinventing the brand story, and shooting promotional videos and microfilms.
- 2 Risk control and response**
Organize the risk prevention and control list of each service sub-brand, and formulate a brand risk response program to ensure the sound operation of the service brand.
- 3 Enhancement of full service awareness**
Integrating the all-staff service mindset into service brand training content, strengthen staff service awareness, skills training and assessment work relying on service access training, service business training and other forms.
- 4 Health airport construction**
Carry out health training, AED first aid training, micro-class and other activities, upgrade the "Healthy Airport, Shenzhen Cares" service sub-brand, and further improve the level of airport medical rescue services.

Establish "a number of benchmarks" for service branding

Shenzhen Airport establishes service brand benchmarks and enhances brand influence through industry evaluations, experience exchanges and selection of outstanding employees.

Industry evaluation and promotion	Experience exchange and sharing	Promotion of Core Brand Values	Cultural Material Design	Festival activity upgrade
Actively participate in the industry evaluation activities organized by the Airport Association and ACI, promote the "Shenai Quancheng" brand and "Shen Series" sub-brands, and enhance the industry influence.	Work with airline companies and other resident units, carry out benchmarking service brand experience exchange activities to expand the coverage of the "1+N" service brand building model.	Select Outstanding Employees who carry forward the core values of the brand, and display the core values of the service brand through brand publicity, image display, publicity and training.	Start with "Shenan Youli" to design stickers, refrigerator magnets and other materials to spread brand culture to employees, tourists and on-site personnel.	Upgrade the "Shenai Tongxing" and "Shenai Yinfa" sub-brands in combination with Children's Day, "the Double Ninth Festival" and other festivals, carry out interactive experience activities for tourists, and enhance brand awareness.



Special Passenger Protection



Pet Service

Honors

- ❖ Shenai Quancheng Service Brand won the First Place in the CAPSE Airport Service Brand Index List 2024.
- ❖ At the ACI Global Summit, the ACI introduced the Group Standard of "Contactless Service for Civil Airport Passengers" edited by the Company, receiving high attention from global peers.
- ❖ As the only representative of civil aviation, Shenzhen Airport attended the International Organization for Standardization Academic Exchange Meeting and shared humanistic airport practices.
- ❖ Included into the ACI Director General's "Excellent Airport Service Quality List" for the first time.
- ❖ Shenai Quancheng and Excellent Five-star Service Brand System Management and One Certificate (Code) Pass have been rated as China Civil Airport Excellent Service Case.



Focus on Low-carbon Development for an Ecological Future

Shenzhen Airport has improved its environmental management system, scientifically addressed the challenge of climate change and attaches great importance to the protection of biodiversity. Also promoting the optimization of energy structure and waste recycling, fully practicing the concept of green development, Shenzhen Airport is committed to building a green, low-carbon and eco-friendly modern airport.

Issues Involved

Addressing Climate Change, Pollutant Emissions, Waste Treatment, Ecosystem and Biodiversity Conservation, Environmental Compliance Management, Energy Use, Utilization of Water Resources, And Circular Economy

Contributions to the UN SDGs



Improve Environmental Management

Shenzhen Airport strictly abides by the *Environmental Protection Law of the People's Republic of China* and other relevant laws and regulations, improves the ecological conservation management system based on the ISO 14001 environmental management system. Efforts have been made to deeply implement the concept of green development, and actively coordinate with the supervision and law enforcement inspection of the ecological environment authorities. Shenzhen Airport is committed to building a green, low-carbon and sustainable modern airport, and contributing to the ecological conservation endeavor.

During the reporting period, the Company had no serious or large-scale environmental emergencies or ecological damage incidents, nor was it summoned or penalized for ecological and environmental issues or environmental violations.

Total Investment in Environmental Protection RMB **259.83** million

Taking up **5.48%** of Operating Revenue

Certified according to ISO 14001:2015 Environmental Management System, covering **100%** of the business scope.

Improvement of management structure: Establish a three-tier ecological conservation management system consisting of the ecological conservation leading group, functional departments and grass-roots production units, with the chairman of the Board of Directors as the leader of the leading group.

Environmental emergency management: We formulate emergency plans for sudden environmental risk events, carry out environmental risk assessment regularly, identify potential environmental risks, and formulate corresponding countermeasures and annual drill plans and training plans.

Improvement of the environmental system: The ecological conservation management system has been formulated, and environmental commitments such as "Strengthening Ecological Governance to Promote Harmonious Coexistence between Man and Nature", "Actively Addressing Climate change and Supporting the Achievement of the 'Double-carbon' Goals" and the "Environmental Statement of the Company" have been issued; these efforts are intended to build a green airport with harmonious coexistence between man and nature.



Environmental monitoring: We strictly abide by national and local laws, regulations and relevant provisions, prepare environmental monitoring plans in strict accordance with relevant requirements, and entrust qualified third-party environmental monitoring units to carry out environmental monitoring of air, water quality, catering fume, radiation and noise to ensure that all environmental elements comply with relevant standards.

Formulation of environmental goals: We integrate the concepts and measures of ecological conservation and environmental protection into the whole process of corporate operations and management, identify relevant environmental risks and impacts, formulate and implement the annual implementation plan for ecological conservation, clarify the work objectives and corresponding measures, and continuously reduce the impact on the environment.

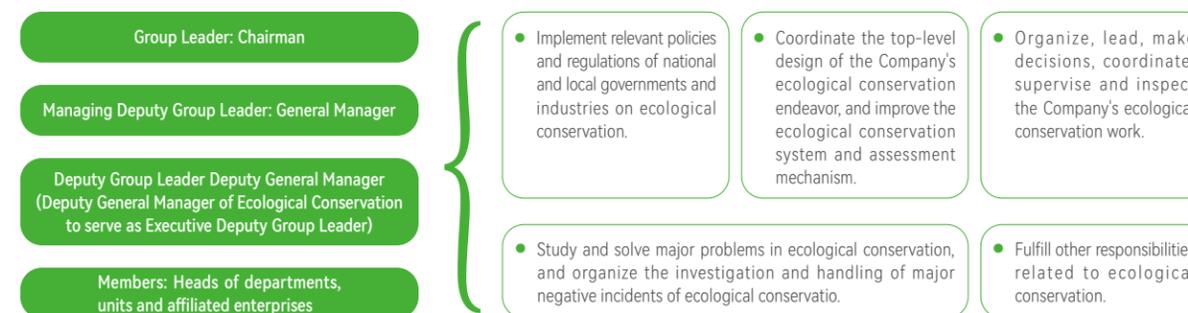
Serious environmental assessment: The Company has put in place an environmental protection responsibility system, and the ecological conservation leading group has formulated the objectives for ecological conservation, including environmental protection, organized the implementation of the ecological conservation responsibility system assessment; the management departments at all levels are responsible for goal and responsibility decomposition and incorporate them into the Company and departmental performance responsibility system and post responsibility system for assessment, and the assessment results are linked to personnel performance.

Addressing Climate Change

Climate change is a major challenge shared by the human society. Shenzhen Airport has actively implemented the requirements of The State Council's "Action Plan for Carbon Peak before 2030" and issued the commitment of "Actively Addressing Climate change and Supporting the Achievement of the 'Double-carbon' Goals". In accordance with the framework recommendations of "Self-Regulatory Guidelines for Shenzhen Stock Exchange Listed Companies No. 17—Sustainable Development Reporting (Trial)" and "International Financial Reporting Standards No. 2 - Climate-Related Disclosure", we have improved the governance structure for addressing climate change, strengthened climate risk assessment and response capacity building, improved emergency plans, and enhanced operational resilience in extreme weather. We are committed to building a low-carbon, eco-friendly and sustainable green aviation hub, and constantly improving our ability to cope with climate change.

Governance

The Company takes climate change as the main consideration factor of strategic issues, and has established an ecological conservation leading group for greenhouse gas management and climate change response. The ecological conservation leading group is responsible for coordinating and promoting ecological conservation of the Company, coordinating and solving major green development issues, and achieving high-quality development.



Strategy

The Company actively responds to the requirements of the national "Dual-carbon" strategy and identifies the possible impacts of climate-related risk opportunities on its own operations, in order to address climate change risks and capitalize on transformation opportunities.



Risk and Opportunity Management

The Company is actively concerned itself on the potential impacts of climate change on infrastructure, operations, and revenues, as well as transition risk opportunities such as policy changes, technological advances, and shifts in market demand. Efforts have been made to continuously improve the response ability to extreme weather events, assess the impact of extreme weather such as rainstorms and typhoons on airport infrastructure. TCFD recommendations have been used to identify climate-related risks and opportunities and incorporate them into internal and external environmental risk management. The application of new green technologies such as energy conservation and emission reduction, pollution reduction and carbon reduction products has been increased to actively respond to risks related to climate change.

- 

Strengthen the adaptation to physical climate risks, mainly including improving the safety level of flood control and drainage at the site, strengthening biodiversity protection at the site, improving the moisture and waterlogging resistance of various facilities and equipment and systems, continuously promoting the construction of Sponge City, eliminating old fuel equipment, strengthening emergency management, etc., to ensure the continuity and safety of corporate operations and continued improvement of climate resilience and sustainable development.
- 

Actively pay attention to green finance. We have purchased insurance products for extreme weather events to reduction risks, and adopted green and low-carbon new technologies and products such as pure electric vehicles, energy-saving lighting fixtures, smart lighting systems, and smart energy management systems to improve energy efficiency and cope with extreme weather. Carbon verification has been implemented to prepare for inclusion in the carbon trading market. Furthermore, we are actively seeking policy support such as tax incentives and financial subsidies to reduce the cost of transformation and accelerate the construction of a green and low-carbon airport.
- 

Large-area oil spill and large-area oil spill emergency response drills for mobile refueling trucks in the aircraft movement area, chemical leakage emergency response drills for aviation materials storage, oil spill emergency response drills for tractors, emergency response drills for medical sewage tank operation emergencies in Terminal 3 have been carried out.

Indicators and Goals

The type of greenhouse gas emitted by the Company is primarily carbon dioxide. Production and operation activities involving greenhouse gas emissions mainly include fuel consumption of ground service vehicles, gas consumption of staff restaurants, and electricity consumption such as Terminal and Satellite Hall operations.

The company has completed the preparation of the 2024 GHG emissions report and Environment in accordance with the "Greenhouse Gas Emissions Accounting and Reporting Requirements Part 6: Civil Aviation Enterprises" (GB/T 32151.6-2015) and "Guidelines on Greenhouse Gas Emissions Accounting Methods and Reporting Formats of Chinese Civil Aviation Enterprises (Trial)", to quantify and report greenhouse gas emissions generated by its production systems. The electricity greenhouse gas emissions were 92,168.43 tons of carbon dioxide equivalent, gasoline, diesel, natural gas greenhouse gas emissions reached 3978.98 tons of carbon dioxide equivalent.

In the future, the Company will further strengthen the management of Scope III greenhouse gas emissions, and gradually collect statistics on Scope III greenhouse gas emissions from employee travel and commuting.

Carbon emission intensity decreased by 8.50%	Non-fossil energy consumption 20,178.67 tons of standard coal	Non-fossil energy consumption accounting for 91.22%
Fossil energy consumption 1942.70 tons of standard coal	Total greenhouse gas emissions per unit production (Scope I and Scope II) 25.59 tons of carbon dioxide equivalent per 10,000 person-times	Total greenhouse gas emissions per unit energy consumption (Scope I and Scope II) 7.11 tons of carbon dioxide equivalent per 10,000 person-times

Indicator	2024	Unit
Total Greenhouse Gas Emissions ^{Note 1}	15.73	10,000 tons of carbon dioxide equivalent
Scope I: Direct greenhouse gas emissions	0.40	10,000 tons of carbon dioxide equivalent
Scope I: Indirect greenhouse gas emissions ^{Note 2}	15.33	10,000 tons of carbon dioxide equivalent
Greenhouse gas emission intensity	25.59	t CO ₂ /10,000 Person-times

Note 1: Gasoline, diesel and natural gas consumption are included within the scope of Shenzhen Airport Co., Ltd. (excluding independent legal entities therein), and the natural gas CO₂ emission factor is Shenzhen Landmark 0.0022t CO₂/m³.
Note 2: The electricity power carbon emission factor of Shenzhen area is 0.9489t CO₂/MWh.



Strengthen Pollution Prevention and Control

Led by green development, Shenzhen Airport continues to strengthen wastewater, waste gas, waste and noise management, effectively reducing the impact of operations on the environment, and moving towards the goal of a green airport.

Wastewater Management

The Company strictly abides by the relevant laws, regulations and standard documents such as the *Water Pollution Prevention and Control Law of the People's Republic of China* and *Control and the Regulations on Ecological Environmental Protection of Shenzhen Special Economic Zone*, and has established a sound wastewater discharge management system. We have implemented water-saving actions, reduced the amount of fresh water taken from production and life and the discharge of sewage, and standardized the detection, treatment and supervision of storage tanks, medical wastewater, kitchen sewage, oily sewage, aviation sewage and other related work. The wastewater discharge compliance rate is 100%.

Aviation Sewage Discharge	Domestic Sewage Discharge	Total Wastewater Discharge	Wastewater Discharge Goal
2,013.60 Tons	1,004,080 Tons	1,006,094 Tons	1,022,000 Tons

Waste Gas Management

The Company complies with the "Comprehensive Emission Standards for Air Pollutants" and has formulated an internal system titled "Ecological Conservation Management System" to monitor and manage waste gas emissions from ground service vehicles and carbon dioxide generated by natural gas combustion in the flight area to ensure that the emission concentration of waste gas complies with national and local laws and regulations.

The pollutants in the Company's exhaust gas mainly come from the gasoline and diesel consumed by the operation vehicles within the site. Such pollutants mainly include carbon monoxide, hydrocarbons, nitrogen oxides and particulate matters, etc. After third-party testing, the exhaust emissions of the Company's operation vehicles all meet the national standard requirements.

- 

Actively promote new energy equipment and vehicles

Actively promote new energy equipment and vehicles. With the exception of firefighting, ambulance, refueling, emergency protection and new energy vehicles with fewer than two options, the proportion of electric vehicles in the new and updated aircraft movement area reached 100% in 2024.
- 

Carry out exhaust control of non-road mobile machinery

In 2024, the exhaust emissions of new and updated diesel equipment/vehicles shall be no lower than the current national standards, and the exhaust smoke of in-service fuel non-road diesel mobile machinery met the Class III limit values in the "Exhaust Smoke Limits and Test Methods of Non-road Diesel Mobile Machinery".
- 

Conduct ongoing exhaust smoke regulation

Implement 100% installation of catering fume purification facilities according to the requirements, and carry out fume emission testing in accordance with the relevant requirements of "Shenzhen Cooking Fume Emission Control Code". The passing rate of the test results is 100%. The installation of online monitoring system for oil fume and the monitoring of oil fume emission have been completed.
- 

Implement use management of alternative facilities for aircraft APUs

The installation of 60 on-bridge air conditioners and 75 on-bridge power supplies in Terminal T3 has been completed, and the support capacity of aircraft APU ground replacement equipment has been improved by about 27%, which has greatly reduced the exhaust emissions during aircraft parking at passenger boarding bridges.

Waste Management

The Company strictly implements the relevant requirements of *The Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste* and the *Pollution Control Standards for Hazardous Waste Storage*, and actively standardizes the classification and transportation of domestic waste, the collection and transfer of hazardous waste. A garbage classification management ledger has been established to record the type, quantity and destination of garbage, and ecological civilization construction training has been carried out. A Hazardous Waste Management Plan is formulated every year, featuring hazardous waste generation, hazardous waste reduction plan objectives and measures.

Category	Type of Waste	Reduction and Non-hazardous Treatment Method
General Waste	Kitchen Waste	Kitchen waste and recyclables are disposed of by qualified third parties, while other municipal solid waste is disposed of by relevant municipal units.
	Recyclables	
	Other Waste	
Hazardous Waste	Other organic solvent waste (discarded hair spray mousse, perfume, mosquito repellent, etc.), used chargers, used fluorescent lamps, etc.	Centralized treatment by a qualified third-party company

Category	Total Emissions (Tons)	2024 Emissions Reduction Target (Tons)	Density (Tons/10,000 People)	Compliance Disposal Rate (%)
General Waste	43,404.57	7,500	7.06	100
Hazardous Waste	17.88	15	0.002	100

Noise Management

The Company strictly abides by The Law of the People's Republic of China on the Prevention and Control of Noise Pollution and other laws and regulations, and has issued the "Notice on the Adjustment of Special Groups for the Prevention and Control of Noise Pollution of Joint Stock Companies", further clarified the main responsibilities and tasks of each unit for the prevention and control of aircraft noise. Cooperation with air transport enterprises and air traffic control departments has been strengthened to promote various airport noise mitigation work, continuously work together to improve the implementation rate of noise reduction flight procedures, and report the implementation of airlines on a monthly basis.

Implementation Rate of Noise Reduction Flight Procedures by Aircraft

98.83%

Optimize the Use of Resources

Shenzhen Airport has always adhered to the concept of green development, and promoted green and low-carbon transformation by strengthening energy management, promoting energy conservation and carbon reduction, optimizing the use of water resources, and vigorously developing the recycling economy, supporting the commitment of creating an efficient, eco-friendly and sustainable modern aviation hub.

Energy Management

The Company fully implements the "dual-control" management of energy consumption and total carbon emissions and intensity of carbon emissions, actively carries out the accounting and verification of greenhouse gas emissions and energy consumption, and continuously promotes the realization of near-zero emissions of greenhouse gases to meet the challenges brought by climate change. Actively responding to actions related to winning the Blue Sky Defense War, the Company effectively reduces carbon emissions by introducing new energy vehicles, strengthening vehicle exhaust control, and promoting the application of APU alternative facilities. By 2025, the Company will strive to consume no more than 4.16 tons of standard coal per 10,000 passengers per unit of passenger traffic. During the reporting period, the Company's annual energy management targets were met.



Annual total energy consumption control target 26,040 tons of standard coal	Actual annual total energy consumption 22,121 tons of standard coal	Total energy consumption per million revenue 4.67 tons of standard coal per million revenue
Clean energy use 316.31 tons of standard coal	The proportion of clean energy use 1.57%	Natural gas consumption 201,949 cubic meters
Diesel consumption 1,072.52 tons	Gasoline consumption 75.67 tons	Purchased electricity 164.1877 million KWH
		The company's photovoltaic power capacity in 2024 8.4053 million KWH
		Comprehensive energy consumption per unit of passenger transport 3.6 tons of standard coal /10,000 people

1

- A total of 12,771 LED lamps have been put into use in the office area of Terminal 3, which is expected to save 108.15 metric tons of coal equivalent a year and reduce carbon emissions by 835.02 tons a year.

2

- The transformation of the GTC building intelligent lighting system has been completed. By replacing energy-saving LED lamps, adding sensors, re-developing the control interface and control logic and other measures, the lighting control system of the Ground Transportation Center has been greatly improved in the degree of automation, energy utilization efficiency and system reliability. After the project was launched, the lighting energy consumption has decreased by 26.20% year-on-year, revealing evident energy conservation and consumption reduction effect.

3

- Vigorous efforts have been made to build a "green terminal" by optimizing the energy-saving operation manual of major energy consumption systems and equipment, strengthening the monitoring and evaluation of energy consumption indicators such as water, electricity and cooling. The Satellite Hall has received the "Three-star Green Building Label Certificate" from the Ministry of Housing and Urban-Rural Development.

7

- Active efforts have been made to promote new energy equipment and vehicles. With the exception of firefighting, ambulance, refueling, emergency protection and new energy vehicles with fewer than two options, the electrification rate of newly added and updated airfield ground vehicles reached 100% in 2024.

4

- Self-service has been promoted in the whole process, and differentiated security check, self-service security check, "paperless" and other boarding services were improved, providing passengers with a more convenient, efficient and low-carbon boarding experience.

5

- The aircraft taxi routes have been continuously optimized, and new aircraft "green taxi" technology was actively introduced to reduce aircraft carbon emissions.

6

- A new phase of 23 MW rooftop and parking shed photovoltaic power generation project has been completed, and the 400 kW water surface photovoltaic pilot project of the aircraft movement area transfer reservoir has been completed.

8

- Vigorous efforts have been made to fully promote the planning and construction of new energy vehicle charging facilities in the aircraft movement area. The intelligent monitoring platform was used to analyze charging efficiency, equipment status and energy consumption data, optimize operations management, realize the coordinated development of charging facilities and new energy vehicles, and improve the application level of green energy at the airport.

Honors

- In July 2024, Shenzhen Airport passed the re-certification of energy management system and the supervision and audit of Environmental Management System.
- In May 2024, Shenzhen Airport received the 2024 China Civil Airport Carbon Emission Management Ability Improvement Outstanding Case Award.
- In December 2024, the Satellite Hall received the "Three-star Green Building Label Certificate" from the Ministry of Housing and Urban-Rural Development.



Water Resource Management

The Company follows the principle of water conservation of "double control of total amount and intensity, planned water use, comprehensive utilization, scientificity and rationality, and improved efficiency", and promotes the economical utilization of water resources.

- Water management has been strengthened, and water use plans have been scientifically and reasonably declared, so as record and analyze monthly water use data, and promptly keep informed of the implementation of indicators.



- Vigorous efforts have been made to promote the use of water-saving appliances and high-quality water-saving appliances have been installed in strict accordance with national standards.

- Active efforts have been made to improve the measurement network to effectively enhance the measurement monitoring capacity; the pipe network leak detection, maintenance and inspection have been strengthened to eliminate leakage.

- Post and display the publicity content of the water conservation regulations on the bulletin boards and electronic screens in areas such as the office areas, cafeterias, toilets, work areas, parking lots, passenger areas and other areas, constantly increasing employee publicity and training on water use. Efforts have also been made to protect and rationally develop and utilize the water resources around the airport, encourage and support the development and utilization of sewage, recycled water, seawater and rainwater projects.

The Company's water usage target for 2024

1,360,000 cubic meters

Total water consumption

1,341,918 cubic meters

marking a reduction of

18,082 cubic meters from the annual total water consumption control target

Water consumption intensity

218.28 cubic meters / 10,000 person-times

Fresh water consumption

1,004,080 cubic meters

Recycled water consumption

337,838 cubic meters

Ratio of recycled water consumption

25.18%

Develop a Circular Economy

The Company actively develops a circular economy, keeps plastic pollution under strict control, increases green procurement, promotes green office, and drives efficient utilization of resources and sustainable development.

Packaging materials used

13,780 kg

Intensity of packaging material consumption

2.24 kg/10,000 persons

Usage of biodegradable packaging materials

13,780 kg

Keep plastic pollution under strict control

Business units in the terminal are strictly required not to prohibit the provision of disposable non-degradable plastic bags, plastic straws,tableware/cups, mixing sticks, packaging bags, and supervision efforts have been increased to conduct random checks on the implementation of plastic pollution control. We have also actively cooperated with the CAAC Shenzhen Supervision Bureau to carry out plastic pollution inspections on all resident units and flights operating at Shenzhen Airport.

Increase green procurement

Green products featuring energy conservation, water conservation, environmental protection, regeneration and comprehensive utilization of resources are given priority in the procurement of supplies of staff canteen, watchkeeper dormitory, office areas and production support.

Promote green office

We have continuously promoted paperless office, purchased recycled office supplies such as recycled paper and recycled consumables, and limited the use of disposable office supplies.

Advance green operations

We have advanced the scale and international application of "paperless" travel and "whole-process self-service", and 65.59% of domestic passengers travelled paperlessly in 2024.

Protect the ecological environment

Adhering to the ecological conservation concept of "respecting nature, adapting to nature and protecting nature", Shenzhen Airport has formulated the policy document "Strengthening Ecological Governance and Promoting Harmonious Coexistence between Man and Nature", insisting on integrating green development into all aspects of construction, operation and management, and strictly implementing the red line of ecological conservation, the bottom line of environmental quality, the upper limit of resource utilization and the negative list of environmental access requirements. All these efforts are intended to reduce the impact on the ecological environment.

Green buildings

- From the beginning of planning and design, Shenzhen Airport Satellite Hall has adhered to the core concept of "greenness, energy conservation, environmental protection and health", focusing on safety and durability, health and comfort and resource conservation, etc., reaching an industry-leading level in terms of indoor and outdoor landscape environment creation, building energy efficiency improvement, green operations management and other aspects. It was awarded the Three-star Green Building Mark by the Ministry of Housing and Urban-Rural Development in 2024, becoming the first airport terminal project in South China to receive this certification.

Ecological governance

- Efforts have been made to comprehensively carry out biodiversity risk assessments. Relying on the intelligent wildlife management system and the bird-strike prevention innovation workshop, we have conducted research on and application of ecological bird-proofing technology at the airports.
- Following the concept of ecological governance, we have actively carried out research on the activities of birds around the airport and the ecology of the flight area, and unfolded trajectory tracking of birds, bird banding monitoring, bird activity collection, and bird activity analysis and prediction at Shenzhen Airport and in the central and southern regions of CAAC.



Advocate A Green Lifestyle

Shenzhen Airport has actively organized ecological conservation theme activities, and regularly carried out energy conservation and environmental protection training to extensively advocate a green lifestyle, comprehensively enhance the environmental awareness of employees and passengers, and jointly promote the construction of a green airport.

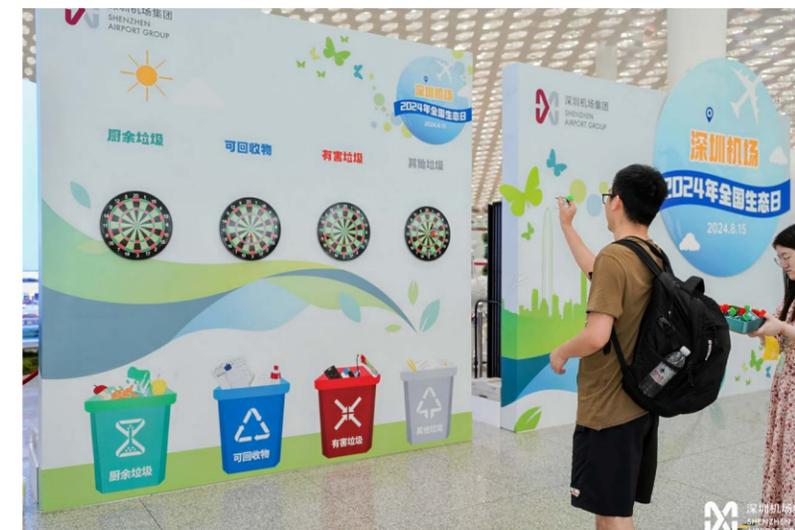
Environmental Protection Training Sessions	Total Hours of Environmental Protection Training	Participants of Environmental Protection Training	Environmental Protection Activities
49	73	1,816	13
Sessions	Hours	Participants	Activities

Launch ecological conservation activities

Continuous efforts have been made to strengthen the development of enterprise ecological culture, and launch themed publicity activities such as "Zero Waste City", "World Earth Day", "National Energy Conservation Publicity Week and Low-carbon Day", "June 5th World Environment Day", National Ecological Day, Water Conservation. We have extensively promoted General Secretary Xi Jinping's concept of ecological conservation, popularized the concept of energy conservation, carbon reduction and green development, and helped promote the formation of green and low-carbon development modes and production methods and lifestyles.

Conduct train on energy conservation and environmental protection

We have actively organized the learning of greenhouse gas emission accounting, environmental impact assessment, aviation noise and other knowledge, participated in zero-carbon building, green building and energy metering review and other training. We have further encouraged total involvement in low-carbon actions, carried out energy equipment inspection and maintenance and energy conservation self-inspection, so as to prevent the occurrence of "air escape, emitting, dripping, leakage", ever-burning lamps and ever-flowing water and other phenomena.



National Ecological Day Publicity



Earth Day Publicity



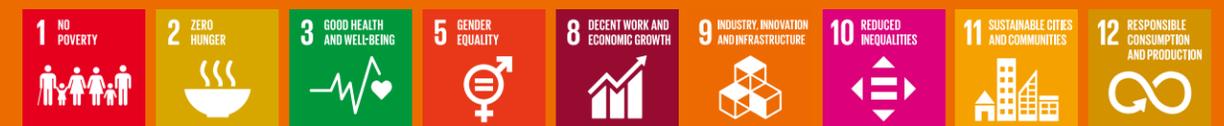
Sincere Companionship for Safe Travel Guarantee

Shenzhen Airport always adheres to the people-oriented concept, integrates social responsibility into corporate development practice, takes building a solid safety foundation as the bottom line, and provides quality service as the core. Continuous efforts are made to protect the rights and interests of passengers, care for the growth of employees, build a responsible supply chain, and help rural revitalization. Actively involved in social welfare undertakings, Shenzhen Airport practices corporate responsibility with practical actions, and works with all parties to create a better tomorrow.

Issues Involved

Product Safety and Quality, Customer Service and Rights, Rural Revitalization, Social Contribution, Supplier Management, Supply Chain Security, Employee Recruitment and Employment, Employee Remuneration and Benefits, Employee Health and Safety, Employee Development and Training, and Employee Satisfaction

Contributions to the UN SDGs

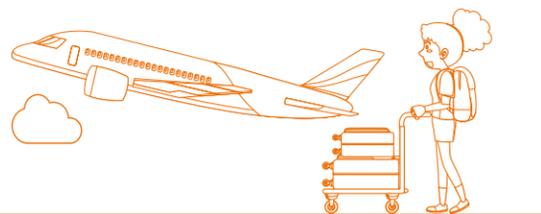


Strengthen and Expand the Main Business

Firmly dedicated to the positioning of a location gateway and an integrated international aviation hub, Shenzhen Airport focuses on the main responsibility and main business, continues to expand passenger and cargo business, and drives a new leap of the capacity level of the aviation hub.

Passenger Service

The company has comprehensively expanded international and domestic routes, actively leveraged its regional advantages, integrate into the development of the Bay Area, accelerated the construction of a world-class international airport, and comprehensively enhanced the airport's comprehensive competitiveness.



Achieve a big leap in business scale

The annual passenger traffic exceeded the 60 million mark for the first time, reaching 61.477 million; the single-day passenger traffic exceeded 200,000 passengers, and the single-month passenger traffic reached 5.666 million passengers in October; during the year, 428,000 flights were guaranteed, breaking the 400,000 mark for the first time, and the maximum number of single-day flights was 1,300, all of which hit a record high in the Airport.

Enhance Slot Resource Value

We have vigorously coordinated the CAAC in the Spring Festival travel rush, summer rush and other peak seasons to release temporary slot increment. During the Spring Festival travel rush, the homecoming routes from Shenzhen to Yichang, Mianyang, Wanzhou and Dazhou were increased. During the summer rush, the tourism routes from Shenzhen to Baotou, Hailar and Urumqi were increased. These measures are intended to meet the travel needs of passengers in different periods.

Freight Service

The Company continues to optimize the logistics ecological layout, vigorously promotes the construction and upgrading of facilities, actively introduces smart logistics technology, comprehensively improves the efficiency of logistics operation and service quality, and builds a modern and intelligent logistics service system.



Further Expand the Freight Service

The cargo volume totalled 1.881 million tons in the year, ranking third in China. A total of 25 new international freight routes have been opened and increased, covering 26 countries and regions around the world. Domestically, six domestic freight routes connecting Zhengzhou, Wuhan, Daxing, Beijing, Pudong and Wuxi have been increased.

Further Unblock the Freight Channel

We have successfully attracted 17 airline companies such as Qatar Airways and Atlas Air to enhance capacity, increasing 18 international freight destinations such as Mexico and Cincinnati (Fifth Freedom Flight route), with the number of all-cargo destinations reaching 64, of which 42 are international and regional all-cargo destinations.

Honors

- ❖ The 2024 Special Contribution Award of China Cross-border E-commerce Logistics, Brand Enterprise Award of the Logistics and Supply Chain Industry.
- ❖ The Diamond Award and Gold Medal in the 2024 CAPSE Civil Aviation Quality Improvement Practice Competition.



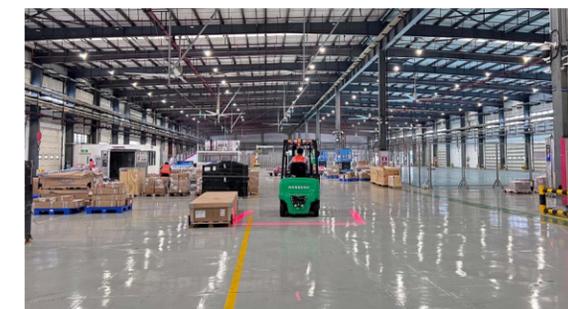
Increased Asean and EU Freight Routes

Further Improve Freight Facilities

B3 International Cargo Facility has been put into operation smoothly, becoming the first international cargo facility in China run under the "intelligent and remote" supervision mode; the Freight Forwarding Warehouse in the South Freight Area has been officially put into operation, and has attracted the entry of 7 strategic customers for logistics development; the Aviation Cross-border E-commerce Processing Warehouse has been put into operation, and the Cainiao Import Special Area has been launched, pushing the cross-border e-commerce business support capability to a new level.



Jingdong Logistics' South China Aviation Hub Center Has Opened its Warehouse



B3 International Cargo Facility Put into Operation

Further Optimize Freight Service

New Cross-border E-commerce Flight Routes Opened

5

Annual Air Cargo Volume for Cross-border E-commerce Reached

326,000 Tons



Expand pre-receiving extension service

We have added two pre-receiving warehouses in Zhongshan and Jiangmen, and opened three overseas cargo terminals in Budapest of Hungary, Frankfurt of Germany, and Mexico City to enhance our global air freight service capacity.

Provide high-quality cross-border E-commerce service

We have opened five new cross-border e-commerce flight routes, implemented the 9610 bonded transshipment service, and set up an exclusive air freight center for the leading cross-border e-commerce logistics enterprises, delivering 326,000 tons of cross-border e-commerce goods, marking an increase of 60.3%.



Jiangmen Pre-receiving Warehouse Put into Use



Budapest Overseas Freight Depot Launched

Launch a one-stop pet travel service

We have put the country's first pet departure hall into use, and comprehensively upgraded the pet transportation hardware and software facilities, service processes, and service items, so as to meet the growing demand for pet transportation with more professional and intimate services, and help build Shenzhen into a pet-friendly city.



China's First Pet Departure Hall Put into Use at Shenzhen Airport

Launch the bonded display and trading service of imported exhibition commodities

After the bonded goods at the airport bonded logistics center complete the guarantee procedures, they can be transported to the International Convention and Exhibition center for display and sale, effectively easing the financial pressure on enterprises, saving operating costs, and speeding up the flow of commodities.



The bonded display business for imported exhibition commodities has been launched

Intelligent Logistics Pilot Operation

- Build the industry's first cross-border e-commerce special goods management system, realize the batch transportation of cross-border e-commerce electrified goods, and significantly improve the efficiency of cross-border e-commerce goods transportation.
- The B3 International Cargo Facility has been put into operation to achieve 24-hour "intelligent and remote" supervision, increasing its comprehensive guarantee efficiency of departure and entry by 40%, and the cargos can be picked up within 24 hours after entering the airport.
- The final inspection of the freight one-code project has been completed, and industry promotion has been carried out continuously, realizing data interaction with Wuxi Airport and Zhengzhou Airport.

Honors

- ❖ Four projects, namely, Digital Exploration and Practice of Cargo Trajectory (Freight One Code), Establishment of Express Center Operations Control System, Intelligent Cargo Security System, and Integrated Logistics Information Service Platform, have been included in the "Typical Practice Cases of Intelligent Logistics Development" issued by the CAAC.

Build a Strong Foundation for Security

Safety is the lifeline of civil aviation. Shenzhen Airport strictly adheres to laws and regulations such as the *Work Safety Law of the People's Republic of China*, the *Administrative Measures on the Implementation of Civil Aviation Safety Responsibility*, the *Administrative Regulations on the Dual Prevention Work Mechanism of Civil Aviation Safety Risk Hierarchical Control and Hidden Danger Investigation and Management*. Efforts have been made to comprehensively strengthen the safety management system, effectively control core safety risks, and advance the establishment of an emergency management mechanism, actively cultivate the safety culture of "everyone aware of safety and how to respond to emergencies", and guarantee safe travel of passengers.



Provided full support for the first arrival of "Beluga" transport aircraft to Shenzhen

No unsafe incidents of sign and above from liability cause for **7** consecutive years

Investment in Work Safety RMB **102.1613** Million

Ratio of Investment in Work Safety to Operating Revenue **2.16%**

Successfully completed the safety guarantee and incident prevention and control work during "Two Sessions", the Summer Davos Forum, the China-Africa Cooperation Forum, the Mid-Autumn Festival and the 75th Anniversary of the National Day and other major events and sensitive periods.

Improve Security Management

The Company has steadily promoted the three-year action of safety production treatment, continued to optimize the top-level design, established and improved the safety management system, deepened the implementation of safety production responsibilities, promoted the rectification of safety production and the investigation and management of hidden dangers, and built a solid foundation for safe and stable development.

Safety Goals and Their Achievement

No.	2024 Safety Goals	Achievement Rate
1	Transport aviation liability accidents from liability cause of the Airport 0	100%
2	Hijacking, bombing and other on-board terrorist incidents and air safety responsibility accidents from liability cause of the Airport 0	100%
3	Ground liability accidents and major and extra serious maintenance liability accidents from liability cause of the Airport 0	100%
4	Occurrence of sign incidents from liability cause of the Airport per 10,000 flights ≤0.05	100%

Successfully passed the supervision and audit of the 2024 ISO 45001 Occupational Health and Safety Management System

Major and extra serious transport aviation accidents

0

Occurrence of below major aviation ground accidents per 10,000 flights

0%

Number of production safety accidents from liability cause

0

Unsafe incidents of sign and above of civil aircraft

0

Hijacking, bombing and other on-board terrorist incidents

0



➔ Improve Safety Management System

We have formulated the "Implementation Plan for the Three-year Action to Tackle the Root Causes of Work Safety (2024-2026)", revised 10 safety system documents including the "Work Safety Responsibility System", "Safety Risk Hierarchical Control and Hidden Danger Investigation and Management System", and "Dangerous Operation Management Measures", updated 828 system documents, and organized special inspections of outsourcing business. All these efforts have been intended to continuously consolidate the foundation of safety management.

➔ Consolidate Work Safety Responsibility

- We have issued the "Implementation Plan for the Establishment of the Safety Responsibility System in 2024", revised the "Work Safety Responsibility System", formulated safety assessment indicators in 2024, signed 19 Safety Goal Assessment Liability Statements with all units, implemented the assessment mode of monthly dynamic indicators + fixed indicators, and comprehensively consolidated the safety production responsibility of all employees.
- We have further formulated the "Administrative Measures for Rewards and Punishments in Work Safety" to clarify the mechanism of rewards and punishments for work safety. The responsibility is investigated in accordance with the principles of "same responsibility for Party and government, one post and two responsibilities, and accountability for negligence", and corresponding punishments are imposed against units or individuals that have unsafe incidents according to their duties and responsibilities. The leaders and employees who are punished shall, according to the severity of the case, be subject to performance deduction at different levels.



➔ Carry out Hidden Danger Investigation And Management

We have investigated the security facilities and equipment of 761 access control points and air/land side connection fire evacuation access control points of Shenzhen Airport Terminals accessible to passengers, 12 cargo corridors in the aircraft movement area, 15 special operation corridors, 10 control area crossings, and air/land side unattended channels in the cargo area, identified and eliminated potential air defense security hazards; we have also organized and carried out special activities such as 3-month safety rectification work, special rectification of apron operation safety, and safety hazard investigation on traffic control facilities and equipment in the control area to ensure safe and smooth operations throughout the year.

Security risks in key business areas jointly identified according to the Company's core businesses and processes	Items of safety hazard investigation	Rate of potential safety hazard investigation
382	1,140	100%

Prevent Security Risks

The Company has comprehensively strengthened core security risk management and control, issued the "4+2+N" core risk management and control list, continued to enhance aviation security capabilities, advanced runway safety coordination, built a strong bird safety barrier, guaranteed network information security, and systematically improved risk prevention level.



Enhance Safety Guarantee Capabilities

Efforts have been made to promote the integration and application of "Easy Security Check" and CT technology to create national demonstration easy security channels. The efficiency of passenger release can reach 220-230 person-times/hour during peak passenger flow, achieving high safety and efficiency levels. Meanwhile, the innovative introduction of AI foreground auxiliary interpretation and background quality control has further enhanced the safety margin and improved the monitoring efficiency.

We have carried out special actions on runway safety management, and weaved a tight runway safety prevention and control network by holding special warning and education meetings on runway safety, conducting special supervision on runway safety, organizing runway safety risk screening, strengthening communication and cooperation with air traffic control stations, and carrying out special inspections on risk management measures.



Advance runway safety coordination

We have completed the rectification of 36 mis-taxiing risks in the aircraft movement area, organized the key members related to the regulation, flight and operation safety of each resident unit to establish a mis-taxiing risk research group in the aircraft movement area, established a mis-taxiing risk investigation and communication mechanism in the aircraft movement area, and continued to improve the level of mis-taxiing risk control at the Airport.



Improve air defense and security

We have carried out 15 security tests such as explosion-proof safety check, unclaimed baggage disposal, cargo security, and vehicles at crossings, found and corrected 46 problems, comprehensively improving the level of air defense security management.

20

Runway Inspections on Foot Throughout the Year

- In view of bird activities, bird activity monitoring has been carried out in mountains, beaches, reservoirs, Hai Shang Tian Yuan and other areas around air routes, and timely control measures have been taken and an early warning given to airline companies when bird activities are found to have an impact on aircraft operations.
- Bird strike prevention personnel conduct dynamic bird repelling in the airfield every day to reduce the impact of birds on aircraft operations.
- According to the bird activities, the arrangement of bird repelling equipment has been promptly adjusted, and the effectiveness of the equipment has been monitored.
- As per the seasonal characteristics, the grass has been cut in time to reduce the activities of birds and foraging grounds.
- In light of the breeding characteristics of insects, the food source of birds in the aircraft movement area has also been kept under control to reduce the food source of birds in the flight area.

Build a Strong Bird-proofing Safety Barrier



Bird-strike sign incidents in the area of responsibility

0

The "Shenzhen Airport Bird Strike Prevention Work Guide Using the Five-Dimensional(Zoning, Classification, Categorisation, Seasonal and Temporal)" in combination with our bird control work experience has been highly recognized by the CAAC Central and Southern Regional Administration.



Secure the Transportation of Hazardous Goods

We have revised the Air Transportation Manual and Field Workflow for Hazardous Goods, and issued the "Shenzhen Airport Hazardous Goods CBTA Training System Establishment Plan" to promote the establishment of a hazardous goods CBTA training system, continuously improving the hazardous goods transportation management capacity.

Organized **12** important aviation ground service providers to carry out a special evaluation of security capabilities, and checked **28** problems

We have systematically sorted out the aviation ground service providers at Shenzhen Airport and organized the safety evaluation of 47 service providers; we have also carried out research on safety management mode, formulated the "Shenzhen Airport Safety Management Measures for Aviation Ground Service Providers", and innovatively established Shenzhen Airport Safety Management Mechanism for Aviation Ground Service Providers.

Promote Service Provider Safety Management



Protect Aviation Information Security

Improve information security management mechanism

We have revised the "Shenzhen Airport Aviation Safety Information Management System", standardized the collection, analysis and application of aviation safety information reports, and realized safety information sharing and timely risk prevention and control.

Establish the emergency response mechanism

We have clarified the requirements for data security management, including data categorization and classification, data lifecycle management, data security incident response, and personal information security incident monitoring, early warning mechanism and emergency response process, etc., in order to improve the emergency handling ability of events and protect the interests of personal information owners.

Carry out in-depth statutory self-inspection

Efforts have been made to carry out the statutory self-inspection demonstration projects. We have invited more than 80 industry experts to carry out statutory self-inspection systematic capacity improvement training, and improve the compliance level; the special teams have been arranged for statutory self-inspection against the self-inspection list, identifying and rectifying 171 hidden dangers in aggregate; the statutory self-inspection module on the safety and quality platform has been put into trial use to improve the self-inspection information management efficiency.

Strengthen the awareness of information security

Through a combination of online and offline forms involving thematic training, in-class tests, OA portal publicity and information security consultation days, we have strengthened training on information security awareness and privacy protection for all staff members. In 2024, We conducted 4 thematic trainings covering data compliance obligations for all staff, baseline information security skills and phishing email prevention and security awareness and conducted in-class tests with a passing rate of 100%.

In 2024, the Company had no network information security incidents. In 2024, The confidentiality agreement signing rate of key positions, partners and information system development units reached

100%

Enhance Fire Safety

The "Shenzhen Airport Fire Safety Management System" has been revised to standardize the Company's fire safety management, prevent fires and reduce fire hazards, and protect the life and property safety of personnel in the area of responsibility; the 11th "Fire Prevention Open Day Activity" of the Aircraft Movement Area was held to popularize the knowledge of fire safety in the aircraft movement area, strengthen the awareness of fire safety of personnel, and improve the fire prevention and fire handling ability of the operators of the airport and various resident units.



The 11th Fire Prevention Open Day Activity

We have carried out an annual fire safety assessment, covering a total of **451,000** square meters in the terminal building and **57,365.5** square meters in the GTC building, and identified **56** hidden risks.



2024 Fire Safety Accountability System Training

Deepen Emergency Management

The Company have continuously improved the emergency management system establishment of Bao'an Airport, formulated "The Company's Emergency Plan Management Regulations" and "The Company's Emergency Exercise Management Regulations". Efforts have been made to improve the emergency rescue organization structure, enhance the establishment of an emergency plan system, strengthen the emergency exercise and training inspection and supervision, and further enhance the emergency response capability.

We have continuously revised and improved the "Shenzhen Bao'an International Airport Emergency Rescue Manual", formed an airport emergency plan system with 1 master plan and 22 special plans, and compiled and formed the "Emergency Plan Operation Manual" to strengthen the operability and pertinence of emergency plans.



A three-level emergency command mechanism of "commander in chief - field commander - unit commander" has been established, forming a responsive emergency response process organizational structure featuring unified command, upper and lower linkage.

Emergency training sessions **465**
Training participants **68,545**

Every year, we formulate the work plan for emergency drills and training, arrange special personnel to review the drill plan, supervise and follow up the development of emergency drills and training, and effectively improve the emergency response capacity.

Emergency drills conducted throughout the year **617**
Drill participants **13,606**



Case

Jointly Carried out Technical Research and Application Project of Civil Aviation Emergency Management System Establishment with the Civil Aviation Management Institute of China

In deep cooperation with experts from the Civil Aviation Management Institute of China, we have carried out the "Technical Research and Application Project of Civil Aviation Emergency Management System Establishment", and proposed an emergency management system that adapts to the operation characteristics of the airport industry composed of "plan and system", "organization and resources", "emergency training", "emergency drill" and "evaluation and improvement", forming a closed-loop workflow for sustainable improvement. The project has formed a closed-loop workflow for sustainable improvement, and won the Third Prize in Civil Aviation Science and Technology Award of the China Air Transportation Association.

Foster A Safety Culture

The Company strictly implements the work of work safety training and education, cultivates the safety culture, popularizes the safety knowledge, creates a strong atmosphere of work safety, and improves the safety awareness and ability of the staff members in all aspects.



Organization of safety-specific training

More than 230 people were arranged for safety training and assessment on the Safety Responsibility System and Dual Prevention Mechanism to consolidate and enhance the awareness of compliance of all units and levels of the Company.



Organization of Work Safety Month activities

We held the CAAC safety publicity and consultation activities in the Shenzhen area themed with "everyone aware of safety and how to respond to emergencies—Keeping Life Channels Clear" to publicize civil aviation safety knowledge to passengers.



Popularization of safety knowledge

We built the Shenzhen Airport Safety Popularization Experience Museum which is open to passengers and the public, and hosted 23 popularization activities throughout the year, covering more than 1,100 people. Internally, 48 training sessions of various types were organised and attended by 1,200 people.



Advancement of the "Three-Basic" construction

We continued to promote the construction of seven "three-basic" teams, arranged for 430 standard teams to carry out more than 800 large-scale training sessions, and organized the declaration of 7 QC teams, 9 quality trustworthy teams and 7 safety production demonstration teams.

Case

Promote Training Through Competitions to Improve the Skill Level of Safety Inspectors

In order to implement the important instructions and instructions of General Secretary Xi Jinping on civil aviation safety work and comprehensively improve the job quality and professional level of civil aviation safety inspectors, the CSAC has organized the four units of Shenzhen Airport Security Checkpoint, Air Guard Station, Cargo/Mail Safety Supervision Department and China Southern Cargo Airlines Shenzhen Security Checkpoint to successfully hold the first Shenzhen Civil Aviation Safety Inspector Job Vocational Skills Competition. As the organizer, Shenzhen Airport took the initiative to provide sufficient human and material support for the success of the competition. The company through the race to promote training, race to promote learning, the organization of the unit of all the security inspectors to participate in the comprehensive improvement of the unit's employees' job quality and business level, of which 4 people won the "South China technical experts" title.



Safety education and training sessions **2,104**

Total staff safety training hours **159,026** hours

Safety education and training cumulative participants **106,017**

Safety education and training coverage rate **100%**

Provide Quality Services

Shenzhen Airport focuses on the whole process of passenger experience, improves travel efficiency, enhances the service management system, optimizes the service process, pays attention to and protects the legitimate rights and interests of customers, and brings a more satisfactory travel experience for travelers.

ACI Airport Service Quality Assessment Score 5 points (Full Marks)	CAPSE Airport Service Assessment Score 4.19 points	No service errors or above events and major negative social impact events during the year
461 "Full Staff Attendants" training sessions held, attended by 18,599 participants	The effective complaint rate of passengers decreased by 28.67% year-on-year	Registered members more than 1.8 million

Improve the Efficiency of Flight Operations

The Company focuses on the core indicators of operations, constantly explores to improve the level of the obstacle limitation surface management, strengthens the normal management of flights, and ensures passengers' scheduled travel.

Focus on the core indicators of operations

With 428,000 flights throughout the year, Shenzhen Airport had a normal flight release rate of 87.33% and a bridge parking rate higher than the average level of airports with over 20 million passengers, successfully completing 230 important flights during the "Two Sessions" and International Cultural Industries Fair.

Enhance flight normality management

With the implementation of PLAN X and PLAN A runway operation mode in cooperation with the Air Traffic Management Bureau, we can release about 10 more flights/hour in the morning peak, greatly improving the release rate. We have also set up a special working group to improve the normality of flights, and organized a weekly review meeting for air traffic control units, airline companies and various support units, significantly improving the normality rate of flights and the success rate of quick pass.

Improve the level of UAV interference risk prevention

We have officially introduced UAV early warning and defense technical services and liftoff object/airborne object air monitoring system, and developed the Shenzhen Airport UAV interference prevention joint working mechanism, effectively improving the level of the obstacle limitation surface management.

Optimization of aircraft control operations

We have coordinated with air traffic control units to optimize the control operation plan, raised the flight altitude of the approach flights over the Nansha area, and mitigated the impact of aircraft noise.



Runway 1 Southing Taxiway Put into Use, Effectively Enhancing the Runway Utilization

Improve the Service Management System

Through improving the service quality management system and strengthening the service quality improvement measures, the Company has gradually improved the service quality management system and comprehensively improved the service quality management level of Shenzhen Airport.

Enhance the Service Standards

- We have issued the "Service Quality Management Manual for the Main Aviation Business (2024)" to improve quality management requirements based on service culture, service exchanges, service documents and emergency management, and updated 11 documents of service quality standards and processes of Shenzhen Airport.
- Edited "Contactless Service for Civil Airport Passengers" which was introduced at the ACI Global Summit, invited to ACI Standing Committee on Global Facilitation and Services, marking the recognition of Shenzhen Airport by the global civil aviation industry in terms of service standard research and service facilitation.

Enhance the Level of Service Quality

- We have incorporated the awareness of Full Staff Attendants into the new version of service access courseware, recruited 23 lecturers, offered 18 exchange courses, and carried out 461 training assessments, covering more than 18,000 people.
- We have worked with representatives of Shenzhen Quality Association and many other enterprises to carry out customer satisfaction management practice exchanges, jointly explore new ideas and new methods to improve service quality through the promotion of advanced quality management tools and methods.



Improve Passenger Travel Experience

The Company has always adhered to the "people-centered" development idea, and constantly upgraded service facilities, optimized the service process in accordance with the requirements of high standards, high level and high quality, and continued to improve the whole chain of services to provide passengers with a more convenient and comfortable travel experience.

Improve passenger service facilities

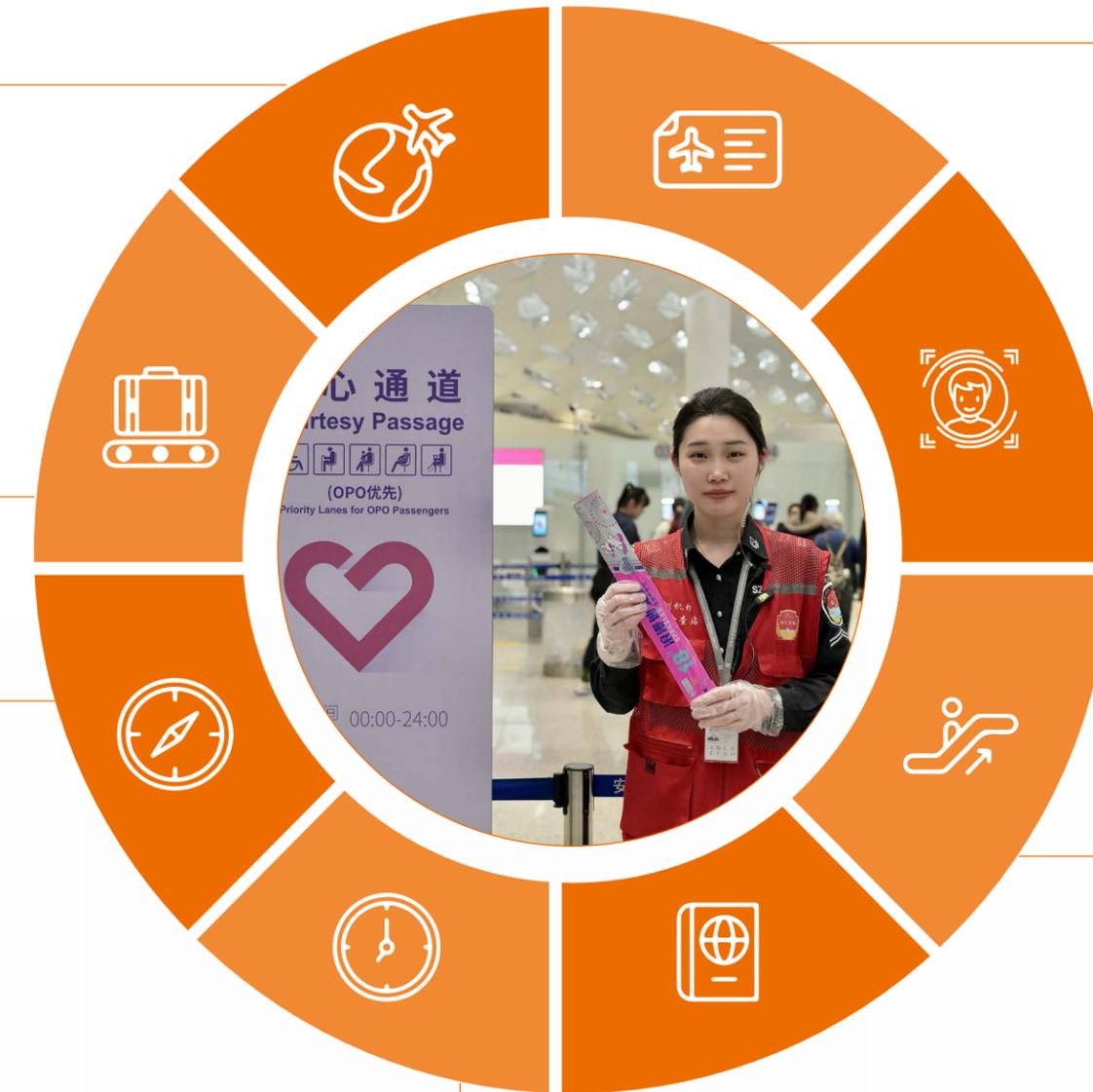
We have optimized the international gate system and international flight check-in function to provide passengers with better information reminders; efforts have been made to promote the establishment of overnight rest areas for transfer passengers in the international waiting area, the addition of reclining chairs, 24-hour operation of restaurants, convenience stores and duty-free shops; we have also improved the service facilities such as Baby Care Rooms, children's parks and currency exchange in the international waiting area; in cooperation with the Municipal Foreign Affairs Office, we have also built a one-stop comprehensive service center for foreign passengers; and we have increased the number of shower rooms in the domestic arrival area.

Improve the convenience of international transit

We have launched the fully entrusted luggage inspection mode for international connecting flights to China, reducing the waiting time for transfer passengers by nearly 40 minutes. The MCT in the same building of international connecting flights to China has been reduced to 110 minutes. The 24-hour direct transit passenger inspection exemption policy has been implemented to improve the efficiency of international connecting flights, benefiting about 72,000 passengers throughout the year.

Enhance the efficiency of passenger travel

We have promoted the pilot use of "One Certificate (Code) Pass". With more than 50,000 registered users, it has been used for 8,900 times cumulatively, winning the recognition of the CAAC in the field survey.



Fully promote flight delay e-meal vouchers

We have achieved full coverage of T3 and Satellite Hall, with the participation of 12 airline companies and 54 stores. We have launched the Satellite Hall boarding gate takeout service, achieving a multi-win situation of passenger service, cost reduction of airline companies and commercial benefits.

Paperless boarding rate of domestic passengers

65.59%

The paperless boarding rate goal of domestic passengers in 2024

65%

Fully implement facial recognition boarding for domestic flights

The self-service boarding gates in Terminal 3 have fully realized facial recognition boarding, and the boarding efficiency has increased by 50%, guaranteeing more than 3.43 million passengers in total.

Upgrade the "Senior & Young" Passenger Service

We have promoted the "age-friendliness" of facilities and services, optimized the flow of the wheelchair-accessible passage, and completed the renovation of the blind path in front of the elevator in the public area of the terminal to ensure compliance with barrier-free construction standards. For elderly passengers, a love bracelet has been launched to facilitate employees to identify elderly passengers and provide effective assistance, and a service guide card for elderly passengers has been designed to provide process guidance and kind reminders for elderly passengers.

Shorten the cut-off time of domestic flights

We have improved the refined service level of all aspects of the passenger service guarantee, strengthened the service guarantee work for late passengers, and further shortened the actual cut-off time to 38 minutes on an internal trial basis.

Implement the goal of building a child-friendly city

In the West Wing Corridor International Area of T3, a children's playground with the theme of "Suitcase Travel" has been added to enrich the service facilities for child passengers; Printing of maps of children's services and fun classroom activities for infants and toddlers have been carried out regularly.

Protect the Rights and Interests of Passengers

The Company has set up a multi-channel feedback mechanism to collect passengers' suggestions and respond to them in a timely manner for improvement. Meanwhile, the Company strictly complies with data protection laws and regulations to ensure the security of passengers' personal information and enhance customer satisfaction.

Listening to customer feedback

We have set up a multi-channel feedback mechanism composed of a customer service hotline, an official website, mobile applications and an on-site suggestion box to widely collect passengers' opinions and suggestions. Meanwhile, regular passenger satisfaction surveys are conducted to deeply analyze customer needs and experience pain points, continuously optimize service processes and facilities, and improve service quality.

Customer complaint handling

We have unified the entrance of demand management, integrated the management interface of people's livelihood demands and Airport Call Center, realized the whole chain and channel management of people's livelihood demands, optimized the processing flow of people's livelihood demands at Shenzhen Airport, and improved the timeliness and effectiveness of the disposal of all kinds of demands.

We have also organized qualification training and exchange activities for complaint management personnel, as well as awareness-raising activities on laws and regulations on the protection of passengers' consumer rights and interests, in order to enhance the level of complaint management and handling by practitioners.

We have conducted proper demand management through all channels, and launched a fast-track mechanism for handling flight delay complaints during the flight delay season, effectively disposing of 276 site complaints, decreasing the annual total number of complaints and effective complaint rate year-on-year.

In 2024, Shenzhen Airport received a total of **276** complaints within its area of responsibility, with a customer complaint rate of **4.49** per million and a **100%** complaint handling rate.

Protect Customer Privacy

The Company strictly follows the *Network Security Law of the People's Republic of China* and *Civil Code of the People's Republic of China* to provide comprehensive, institutional and technical safeguards for the parts of service links that involve passengers' personal privacy. In 2024, the Company had no breaches of private customer information.

The Company has established the "Personal Information Protection Guidelines" in accordance with legal requirements, defining the purpose and scope of the collection and use of personal information and describing the manner in which personal information is collected, stored, used, shared, transferred, and publicly disclosed within this scope. Among other things, the scope includes personally identifiable information, flight information, location information, contact information, luggage information and more. The above general information required for travel will be applied to various services provided by the Company, including transportation recommendations, location navigation, map services, etc., according to the passengers' needs. In the event of privacy issues such as leakage of passengers' information, or leakage of personal information in violation of laws and regulations, the customer shall have the right to make a request to the Company for deletion of personal information and to withdraw consent to the handling of his/her personal information.

The Company strictly requires its employees to comply with the laws, prohibits the employees from privately disseminating passenger information and has no tolerance for any employee who discloses the users' personal privacy.



Customer Satisfaction

In 2024, Shenzhen Airport conducted a total of 6,982 customer satisfaction surveys, which included four major aspects—overall satisfaction with airport service quality, special passenger satisfaction, flight delay passenger satisfaction, and airline company satisfaction. The surveys were carried out through field visits and surveys, and telephone call-backs, etc., and passengers' satisfaction with the overall quality of airport services, overall Special Traveler Satisfaction, delay flight passenger satisfaction, and airline company satisfaction were all improved.



Sample size of annual passenger satisfaction self-evaluation

6,982

Sample size of the annual special passenger service survey

611

Customer satisfaction

92.4%

Including,

The average level of passenger satisfaction with airport service quality was

92.4%, up **1.09** percentage points from 2023

The overall satisfaction of special passengers was

98.8%, up **0.41** percentage points from 2023

The delay flight passenger satisfaction was

74.9%, up **1.9** percentage points from 2023

The airline company satisfaction was

94.6%, up **4.42** percentage points from 2023

Enhance Business Quality

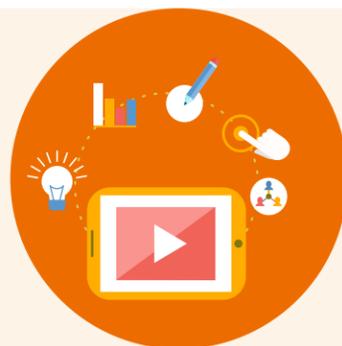
The Company optimizes its commercial layout by introducing more internationally renowned brands and local specialty brands to create diversified consumption scenarios, and strengthens the supervision and evaluation of the service quality of the merchants, committing itself to providing passengers with a richer, more convenient and high-end commercial consumption experience.

➤ Promote investment attraction upgrading with high quality



➤ Introduce the world's leading media operator

We have introduced JCDecaux, the world's leading professional media operator, in an open recruitment process, and carried out a comprehensive media transformation and upgrading. New technologies, new applications and new ideas have been introduced, and promoted new construction and renovation of advertising media, showing an international, modern and intelligent high-quality media image, and creating a high-quality media art space.



In accordance with the requirements of Shenzhen to build a pilot demonstration zone of socialism with Chinese characteristics, we have introduced international and domestic first-class brands, and increased the percentage of first-class brand releases, improving the overall advertising quality of the Airport and creating a gathering and display platform for international luxury brands.

Promote Cultural Exchange

With humanistic care as its core, Shenzhen Airport continues to enhance passengers' travel experience through diversified cultural activities and innovative services. Combining traditional festivals and theme culture, we have linked resources from all parties to create unique service brands, integrate traditional culture with modern technology, and create a warm and pleasant travel atmosphere for passengers.

Assist in the organization of the Shenzhen New Year Art Care Series, we brought the audience a wonderful audio-visual feast and welcomed the New Year together in the name of music.

We also held the Mid-Autumn Festival Garden Party Activity themed with "full moon embraces the splendor, and joy is shared at this moment", adding a different holiday color to the passengers waiting for their flights.

Together with the Shenzhen-Zhongshan Bridge Administration Center, we hosted the "Passage over Lingdingyang—Shenzhen-Zhongshan Bridge Theme Photography Exhibition", showing the grandeur and humanistic temperature of the century project in an all-round way.

In combination with the theme festivals, we worked with the resident units to integrate resources, enhance passenger experience through humanities exhibitions, science and technology interactions and other activities to create a humanistic service journey.

On the Double Ninth Festival, we sent our regards to the elderly passengers in celebration of the Festival.

Adhere to a People-centered Approach

Talents are the core competitiveness of enterprise development. Shenzhen Airport attaches importance to the growth and development of employees, offers fair and legal employment opportunities and a competitive salary and benefit system, provides employees with an equal and broad career development platform, and promotes the common growth and progress of the Company and its employees.

Protect Employee Rights and Interests

The Company is committed to building an equal and diversified, inclusive workplace environment, properly protecting the rights and interests of employees with heart and soul, providing employees with a broad career development platform, and enhancing the sense of acquisition, belonging and happiness of employees.

Compliance Employment

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 established and improved the "Recruitment Management Measures", "Management Personnel Selection and Appointment Measures" and other internal systems. A standardized operation process covering the whole process from job demand determination, recruitment channel selection, candidate screening, interview and recruitment to on-board handling has also been put in place to ensure that recruitment work is rule-based and orderly.

In 2024, the Company provided diversified employment opportunities for the community through continuous business expansion and diversified layout, absorbing a cumulative total of 440 new hires throughout the year. Continuous efforts have been made to increase the introduction of high-quality talents, actively expand recruitment channels, strengthen the online recruitment platform and official public number publicity. We have also gone to the colleges and universities in Shenzhen, Guangzhou, Tianjin and other cities to carry out campus recruitment and advance in-depth school-enterprise cooperation, and unfold the social recruiting work of electromechanical operation and maintenance, medical and nursing, and firefighting positions as needed to provide a solid talent guarantee for the Company's high-quality development.

The Company strictly conducts its employment work in accordance with the "Recruitment Management Measures". No act that undermined fairness and impartiality occurred during the recruitment process in 2024.

Incidents of employee discrimination	Labor contract signing rate	Social insurance coverage rate
0	100%	100%

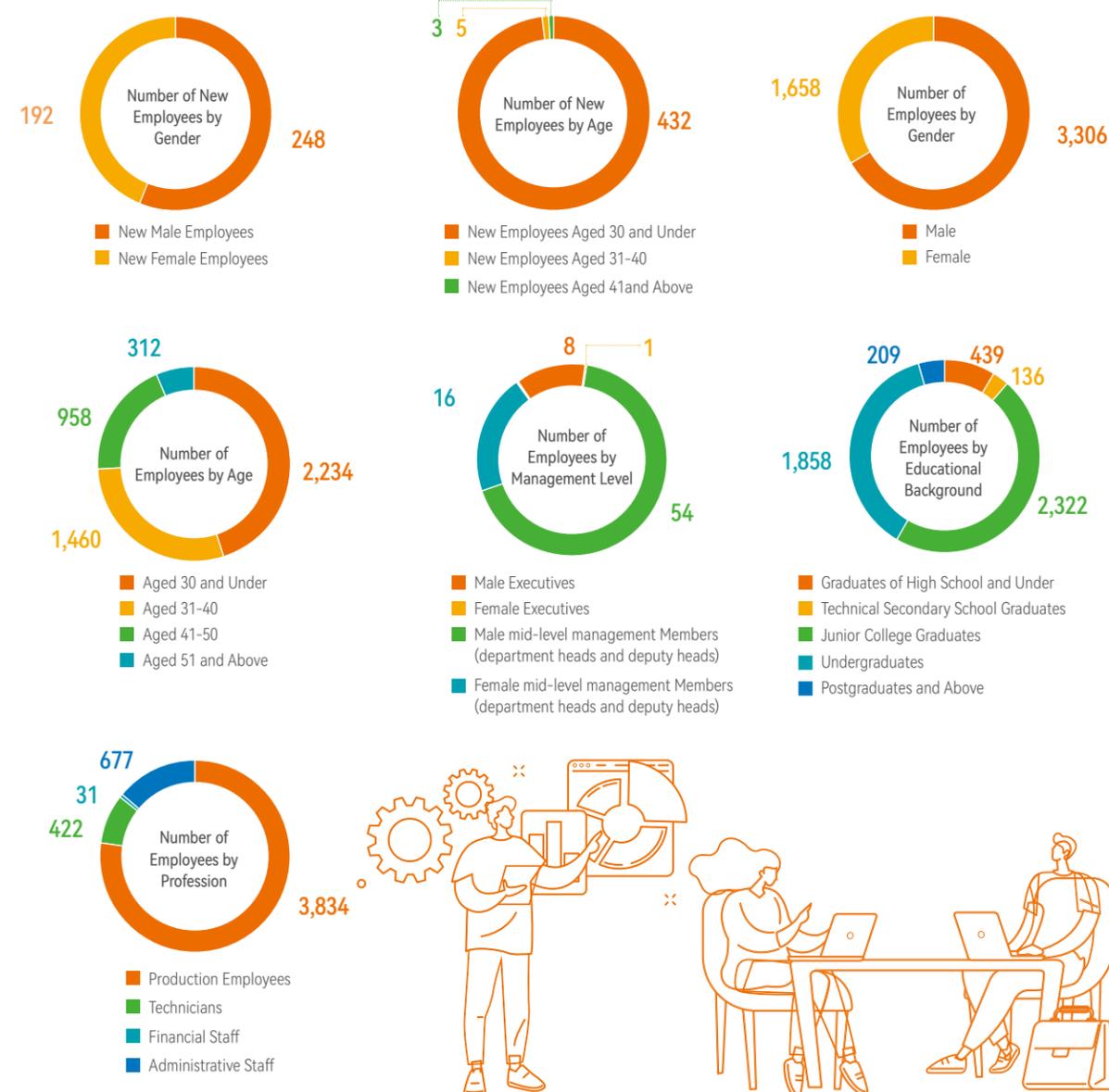
Employee Composition

Total Number of Employees	Number of New Jobs Created for the Year	Number of Newly Recruited Fresh Graduates
4,964	440	382

Focus on Low-carbon Development for an Ecological Future

Sincere Companionship for Safe Travel Guarantee

Deepen Governance to Empower Development Excellence



Employee Turnover

Indicator		2024
Total Turnover Rate		2.19%
Employee Turnover Rate by Gender	Male Employees	1.52%
	Female Employees	3.49%
Employee Turnover Rate by Age	Turnover Rate of Employees Aged 30 and Under	4.23%
	Turnover Rate of Employees Aged 31-50	0.30%
	Turnover Rate of Employees Aged 51 and Above	0
Employee Turnover Rate by Region	Turnover Rate of Chinese mainland Employees	2.19%
	Turnover Rate of Hong Kong, Macau and Taiwan Employees	/
	Turnover Rate of Foreign Employees	/



Diversified Fusion

In strict reference to International Labor Organization and other internationally recognized human rights norms, the Company has formulated the "Human Rights Policy Statement", made commitments and requirements in respect of and protection of human rights for assurance of all-round legalization and compliance of labor practices, and encourages the joint venture companies, suppliers, customers and other business partners to abide by this statement.

- We are firmly committed to the principles of diversity and equal employment and prohibit employment discrimination in the hiring of employees.
- We strictly implement superior laws and regulations as well as internal salary and welfare regulations, follow the principle of equal pay for equal work, and eliminate discrimination caused by gender, age, ethnicity, religion, disability and other factors.
- We respect the reasonable labor will of employees, and put an end to illegal practices such as forced labor and child labor, taking them as the red line in employee recruitment.
- We are committed to promoting a harmonious, inclusive and equitable work environment that prohibits sexual and other workplace harassment, abuse and violence.

By the end of 2024, the Company had recruited/employed a total of



Remuneration and Benefits

The Company follows the principle of fairness and reasonableness, and value orientation, matching the amount of labor of the employees, and makes legal and compliant payment of salaries. Meanwhile, the Company pays social insurance and housing provident fund in accordance with relevant regulations, implements employee holidays, and provides various welfare guarantees.

Remuneration Incentives

Based on the value of the position and the ability and contribution of the employees, we provide accurate matching salary compensation. In order to stimulate the work enthusiasm and creativity of employees, we have continued to improve the incentive mechanism of performance-based remuneration, and closely linked individual bonuses with individual performance and the overall performance of the unit, so as to realize precise and scientific incentives, and effectively stimulate the entrepreneurial enthusiasm of employees.

Welfare Guarantee

In strict accordance with national regulations, we pay social insurance and housing provident fund in full for employees, and provide enterprise annuity, supplementary medical insurance and other special benefits to effectively protect the basic rights and interests of employees. In terms of leave rights, we strictly follow national and local laws and regulations to provide paid annual leave, sick leave, marriage leave, funeral leave, maternity leave, parental leave, nursing leave, etc.



Democratic Management

The Company actively promotes democratic management, continuously improves and implements the system of employees' congress, encourages employees to express their personal demands, listens to their voices, solves their concerns, and builds harmonious and stable labor relations

Implementing democratic management

Emphasizing the employees' right to information and participation, we implement the system of employees' congress and decide on important matters involving the immediate interests of the employees through deliberation.

Unblock communication channels

We convene meetings on the management of occupational health and safety affairs, establish a mechanism for employees' daily correspondence and visits, collect employees' opinions and suggestions, and properly deal with their complaints.



Held the Employees' Congress on Occupational Health and Safety



Workforce Engagement Survey

The Company carried out the 2023 Workforce Engagement Survey, involving the in-service employees and dispatched workers of the functional departments and Support units. A total of 5,422 employees participated in the survey, accounting for 99.32% of the total planned number of participants. According to the evaluation results, the overall workforce engagement in 2023 was 94.49%, an increase of 0.49% compared with 2022. In recent years, the Company's workforce engagement has shown a continuous rising trend.



Grow Together

The Company has always adhered to the concept of prioritizing the development of talents, closely focusing on its development strategy, making every effort to create a highly adaptable talent training mechanism, continuously improving the training system, and building career development channels with clear paths and clear goals for the employees, helping them achieve their personal career goals and fulfill their career dreams.

Support Employee Growth

Employee growth and development is critical to enhancing the competitiveness of an organization. The Company has built a multi-channel, multi-level training system and clear, diversified career development channels to promote the ability improvement of employees.

Total Employee Training Investment

4.3394 million yuan

Training investment per 1 million yuan revenue

1,000 yuan

Employee Training Coverage Rate

100%

Total Number of Employees Trained

372,352 person-times

Total Employee Training Hours

524,778

Average Employee Training Hours

105.73



Offered the special training of "Management Improvement · Innovation and Efficiency" to help management personnel improve their comprehensive management capabilities.



Selected 16 business backbones to external airports for exchange and learning, expanding the external vision of management personnel.



"Touyan Linghang" Comprehensive English Ability Improvement Training



Special Training on CPR and AED Operation



"Top Ten Internal Trainers" Selection and Commendation Activity



Special Training on "Teaching Design Innovation and Practice"

We held the first "Top Ten Internal Trainers" Selection and Commendation Activity to create a good atmosphere of "comparison, learning, catching up, helping and exceeding" and promote the professional growth of internal trainers.

We carried out special training on improving the teaching ability of internal trainers, introduced excellent teachers from Shenzhen Airlines and China Southern Airlines, integrated theoretical teaching and practical guidance, and improved the teaching level of internal trainers.

The teaching experience sharing session themed with "Teachers' Ingenuity Building the Future Together" was held to promote the exchange of internal trainers' professional knowledge and teaching experience and broaden their teaching horizons.

In order to promote training through competitions, we organized internal trainers to participate in the 10th "Shenzhen Good Lecturer" Teaching Skills Competition, and the Company won the "Excellent Organization Award" and two internal trainers received the "Excellent Teaching Plan Design Award".

Diversified Employee Training

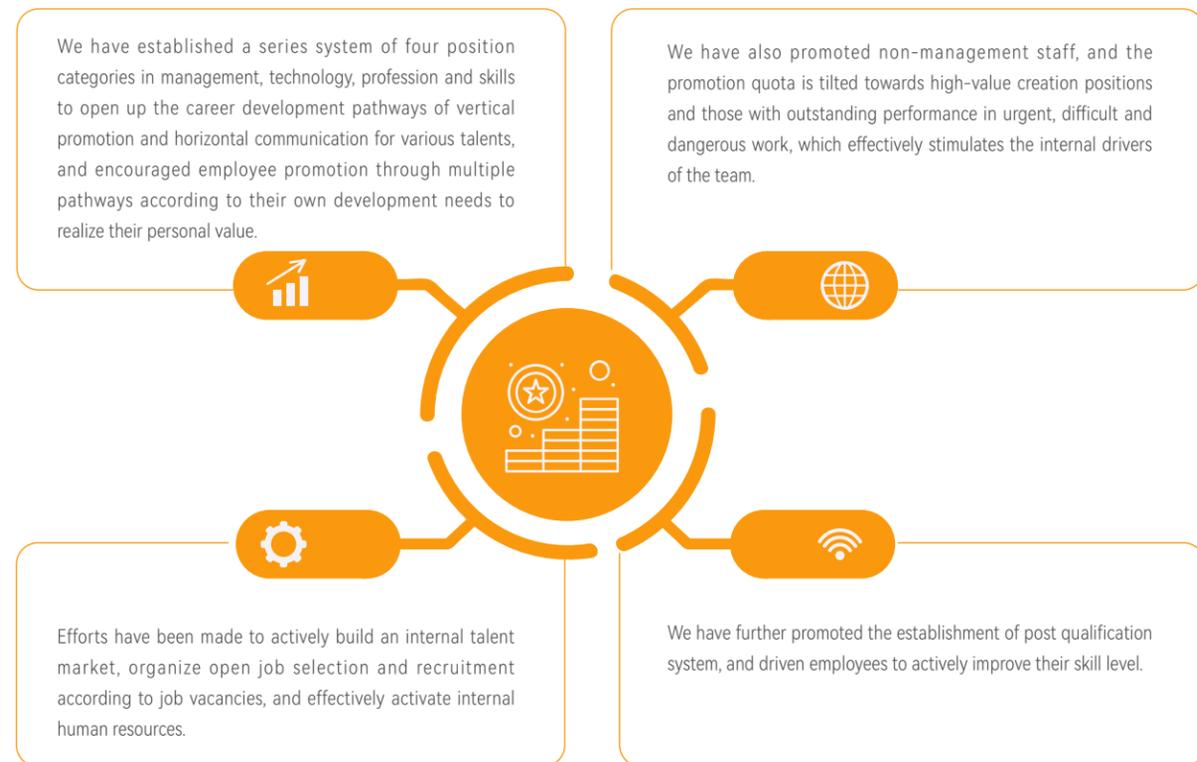
Strengthen the Training of Internal Trainers

Employee Training		Training Coverage Rate (%)	Training Hours Per Capita (Hours)
Employee Training Coverage by Gender	Female Employees	100	103.63
	Male Employees	100	106.74
Employee Training Coverage by Employee Level	Senior Management	100	137.27
	Middle Management	100	130.73
	Grassroots Employees	100	117.63
	Ordinary Employees	100	104.55

Assist Career Development

The Company unblocks career development pathways and perfects the performance appraisal mechanism to fully motivate employees to actively pursue and realize their career development goals.

Promotion Pathways



Performance Assessment

The Company utilize performance management tools such as personal performance commitment to organize and carry out annual performance assessment of employees. The assessment content mainly includes employee performance assessment and democratic evaluation, and the assessment results will be fed back after the assessment is completed. If an employee has any objection to the results of the annual performance assessment, he/she can appeal to the Human Resources Department at the same level within five working days after the results are notified. Each department shall review the complaint and respond promptly.

Build a Happy Workplace

The Company attaches importance to better humanistic care as well as physical and mental health of employees, thus carries out a variety of cultural and sports activities to enrich the life of employees, and provide care and support for difficult employees, female employees, retired employees, and create a warm and harmonious workplace atmosphere.

"Vibrant Four Seasons" Series Activities
The Company carried out a wide range of activities such as the "Vibrant Four Seasons" Series Activities, the Spring Festival's Eve Dinner Contest, Lantern Festival Garden Party, the Sports Culture Festival, the "Meet a Better Self" 8th March Women's Day Activity, "Full moon Mid-Autumn Festival in the Airport" Mid-Autumn Festival Garden Party to enrich the spiritual and cultural life of employees.

Sports Culture Festival

"Full moon Mid-Autumn Festival in the Airport" Mid-Autumn Festival Garden Party

Spring Festival's Eve Dinner Contest

"Meet a Better Self" 8th March Women's Day Activity

"Cool Summer" Care Activity

"Thoughtful" Employee Care
We visited 118 difficult employees and purchased holiday gifts worthy of RMB 6.32 million for employees throughout the year, and carried out a series of "Cool Summer" care activities to help employees spend the summer safely.

Provided assistance to **124** employees in need

Heartwarming Companionship" Psychological Care

"Psychological Service Month" Activity. We held the "Psychological Ability Improvement and Cheerful Mentality Construction" Lecture, one female employee psychological counseling session, 6 "EAP+ business" psychological group sessions, one Senior Executives and Middle Personnel Psychological Lecture and one music healing salon psychological stress relief group counseling session. A total of more than 200 employees participated in these activities.

Permanent Psychological Counseling Service Hotline. We conducted 10 one-on-one psychological counseling interviews and experience day activities, provided one-on-one offline psychological counseling for more than 50 employees, and developed the employees' positive and healthy mentality.



"Healthy Mind" Activity

"New Guardian" Service Care

We have promoted the construction of Spiritual Station and enriched the leisure and relaxation places for employees. In combination with the heart-to-heart talk, visit reception and visit mechanism, we have provided advance response and immediate response, and gradually connected the "last kilometer" of employee care.



Protect Occupational Health

The Company attaches great importance to the occupational health of its employees, strictly abides by *The Labor Law of the People's Republic of China*, *The Law on the Prevention and Control of Occupational Diseases* and other laws and regulations. Health check-ups are organized for in-service personnel to strengthen the occupational health control of employees, and create a safe working environment.



We have purchased the Guangdong Province and Shenzhen Mutual Assistance Insurance Plan for all employees in full amount, orderly carried out staff supplementary medical insurance renewal work, expanded term life insurance for labor interns, and helped employees solve their worries.

We have properly guaranteed environmental maintenance and material supply of the Apron Care Station and the "Ping'an Cabin" shared lounge, and improved the rest environment of outdoor workers.

We held a management meeting on occupational health and safety affairs, collected 28 suggestions from employees on office environment, labor protection appliances, canteen catering, commuter buses, etc., and promoted the closed-loop rectification of problems by means of checklist management and the implementation of the number cancellation system.

Physical Checkup Coverage Rate

100%

Total Number of Employees Participating in the Physical Checkup

4,964

Employment Injury Insurance Input

RMB 490,000

Total Number of Employees Covered by Employment Injury Insurance

4,964

Employment Injury Insurance Coverage Rate

100%

Number of Work-related Deaths

0

Rate of Work-related Deaths

0%

Work-related Deaths per 100 million of Operating Revenue

0

Number of Employees with Work-related Injury

10

Work-related Injury Rate

0.2%



Work Together for Win-win Cooperation

The Company regards suppliers as close comrades, continues to improve supply chain management and in-depth exchanges and scientific research project cooperation with industry professionals, and guides the development direction of the industry with technological innovation.

Deepen Cooperation and Exchanges

The Company actively participates in international exchange activities, promotes the sharing and collaboration of global aviation resources, and further improves the service level and operational efficiency.

- As the only representative of civil aviation, Shenzhen Airport attended the International Organization for Standardization Academic Exchange meeting and shared the practice of humanistic airport construction.
- The Airport Council presented the "Civil Airport Passenger Contactless Service Standards" edited by the company at the ACI Global Summit, which received high attention from global peers.

Build a Sustainable Supply Chain

Shenzhen Airport abides by the *Tendering and Bidding Law of the People's Republic of China* and other laws and regulations, and has revised the "Regulations on the Management of Tendering and Procurement", formulated the "Regulations on Contract Management" and the "Management Measures for Suppliers", etc. We optimize the whole life cycle of suppliers, such as supplier recruitment, contract performance and post-evaluation, improve the quality of supplier management, promote the unity of supplier management concepts, systems and processes, and ensure the smooth operation of enterprise production development.

The Company organizes comprehensive supplier assessment on a regular basis every year and evaluates the quality, safety, ecological conservation, integrity, honesty, timeliness, cooperation and service of suppliers, strengthening the comprehensive assessment of suppliers.

Practice Transparent Procurement

According to the "Regulations on the Management of Tendering and Procurement", we have clearly defined the requirements for the respective responsibilities of the Procurement Department, Demand Department, Business Management Department and other departments, scientifically and reasonably formulated project technical standards and procurement documents. Quality, environmental protection, safety, integrity and payment guarantee of small and medium-sized enterprises have been integrated into the tendering and procurement process, emphasizing the selection of more eco-friendly suppliers compliant with industry standards and having safety qualifications under the same conditions, and continuous tracking the performance of suppliers.

Conduct Supplier Management

According to the "Management Measures for Suppliers", the selection, use and withdrawal mechanism of suppliers has been clearly defined, and the classification, grading and dynamic management of suppliers has been implemented. Meanwhile, the supplier's sustainability development has been regularly evaluated.

Supplier access

In the selection process, the access conditions of suppliers are set according to the specific characteristics of the procurement project, such as past performance, industry regulation or qualification requirements, environmental protection requirements of plants and materials.

Supplier selection

In the selection of suppliers, the qualification certificate, management system certification, past performance, technical ability, etc., are as important factors in the evaluation according to the actual needs of the project, so as to ensure that suppliers have the ability to meet procurement requirements.

Supplier assessment

Regular daily dynamic assessment is conducted. Evaluation indicators are set according to the characteristics of the project, including but not limited to quality, cooperation, integrity, integrity, etc. There is a veto system in safety management, integrity work, illegal violations and other aspects. During the performance period, the suppliers will be awarded or punished according to the rating results. The incentive measures include issuing Excellent Supplier Certificate of the Year, priority recommendation right, contract renewal, waiver of performance bond, etc. Punishment measures include investigating the liability for breach of contract, inclusion into the List of Untrustworthy Suppliers, advance termination of the contract, and suspension from participating in the Company's procurement activities within the specified period of time.

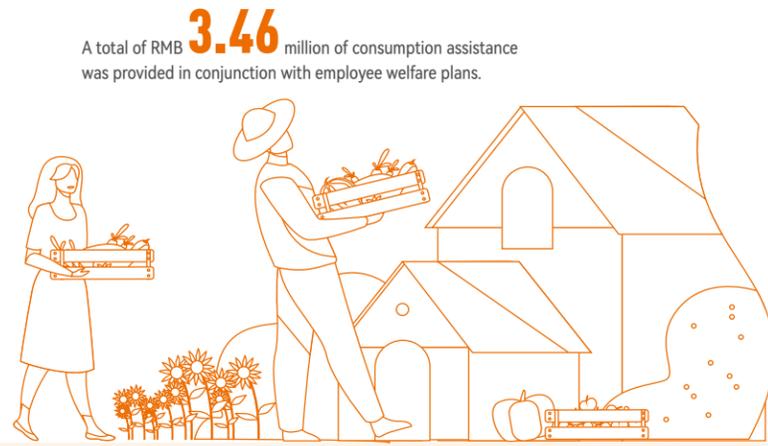
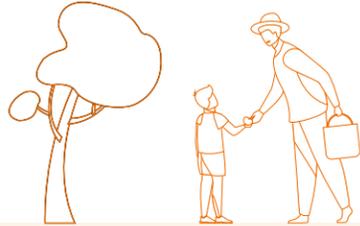
Supplier exit

the contract term expires, and the rights and obligations of both parties have been fulfilled; both parties reach a consensus and decide to terminate the contract during the performance period; the contract is terminated in advance due to breach of contract or inclusion into the List of Untrustw.



Support Rural Revitalization

Shenzhen Airport actively responds to the call of the Party and the state, dispatches business backbones to carry out village assistance, and combines its own advantages to promote consumption assistance, help agricultural products "fly" out of the mountains, and inject new vitality and new impetus into rural revitalization. In 2024, the Company purchased more than 4,900 packages of high-quality agricultural products from Jiantou Town, Dongyuan County, Heyuan City, Guangdong Province, at one time, including Shiping tea, rice cakes, chestnuts, etc., with a total value of RMB 490,000.



A total of RMB **3.46** million of consumption assistance was provided in conjunction with employee welfare plans.

Actively Launch Social Welfare Programs

The fragrance always stays in the hand that gives the rose. Shenzhen Airport Volunteers Association brings the advantages of the airport window into full play, encourages employees and drives the public to regularly participate in terminal volunteer services, conveys warmth with love, and gives back to society with actions.

Volunteers of Shenzhen Airport Volunteers Association

3,406

Cumulative Volunteers Serving Throughout the Year

15,638 Person-times

Total Volunteering Hours

61,018



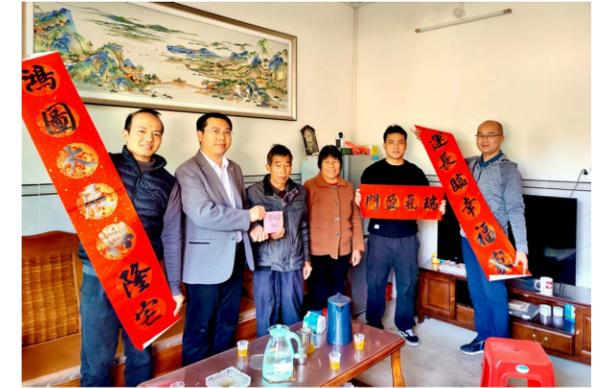
We held the 7th "Yiqixing" Airport Public Welfare Month Series of Activities, and carried out nearly 10 "One Group One Public Welfare Program" activities, including Household Help, Youth Blood Donation, Charity Donation, Free Haircut, Free Diagnosis, Clearance Knowledge Promotion in the Community, and Cargo Knowledge Publicity.



We also unfolded the "Pengcheng Airport Research Tour" Practice Activity. Students from Children's Welfare Home and Shenzhen Experimental Primary School were arranged to visit the terminal building, and learn about civil aviation knowledge.



The town/village resident work team joined hands with the Futian Chamber of Commerce to donate books, basketballs, footballs, household electrical appliances and assistance payments worthy of about RMB 5,000 to the primary and secondary schools in the town.



The Jiantou Town town/village resident work team visited the families in Dawang, Xinzhong, Ca'e and Changxin Villages during the Spring Festival, bringing them Spring Festival couplets and assistance payments.



We dispatched 40 airport volunteers to successfully complete the security work of large-scale events and exhibitions such as the arrival and departure of athletes at the National Swimming Championship and the airport pickup of participants to the International Cultural Industries Fair, guaranteeing the security of more than 1,300 people involved in the competitions and exhibitions from more than 60 flights.



During the Spring Festival travel rush, the "Warm Winter Action" volunteer service was carried out, with 1,933 volunteers providing 7,572 hours of service.



The Airport Volunteer Service Market is launched to popularize civil aviation knowledge, provide traffic inquiry guidance and assistance services for citizens and passengers traveling to and from the airport.



Shenzhen Airport Volunteer Service U Station has built a sunshine volunteer service station for the physically challenged to provide more comprehensive, thoughtful and high-quality services for the majority of special passengers.



Deepen Governance to Empower Development Excellence

Shenzhen Airport adheres to legal and compliant governance, strengthens the risk management mechanism to ensure the safety of operations, and consolidates the education of clean government to create a clean and positive development environment. Actively promote innovation-driven development, and comprehensively improve the Company's high-quality development level.

Issues Involved

Innovation Drive, Equal Treatment of Small and Medium-sized Enterprises, Sustainable Development Governance Mechanism, Anti-commercial Bribery and Anti-corruption, and Anti-unfair Competition

Contributions to the UN SDGs



Legal and Compliant Governance

Shenzhen Airport continues to optimize its corporate governance system, enhance the efficiency of its capital operations, implement comprehensive risk management and actively communicate with investors in a effective manner. It is committed to achieving sound business growth and sustainable development.

Governance Structure

As of December 31, 2024, the total issued share capital of the Company had reached 2,050,769,509 shares, and Shenzhen Airport (Group) Co., Ltd. is the largest shareholder of the Company. In strict accordance with the requirements of the *Rules of Shareholders' General Meetings of Listed Companies of China Securities Regulatory Commission*, the Company has established the "Rules of Procedure for the Shareholders' General Meeting of Shenzhen Airport Co., Ltd.", taking the Shareholders' General Meeting as the highest authority to ensure that all shareholders, especially minority shareholders, enjoy equal status and fully exercise their rights. The Company strictly abides by *The Company Law of the People's Republic of China* and other requirements, and has formulated the "Articles of Association of Shenzhen Airport Co., Ltd." (hereinafter referred to as the Articles of Association), clarifying the business purpose, Shareholders' General Meeting, Board of Directors, Board of Supervisors and other relevant systems, and making amendments according to the actual situation. A corporate governance structure consisting of the Shareholders' General Meeting, the Board of Directors, the Board of Supervisors, the Party Committee, and the management has been established to ensure the performance of relevant responsibilities.

In 2024, the Company held

Shareholders' General Meetings	Board of Directors Meetings	Board of Supervisors Meetings	Audit Committee Meetings	Remuneration Committee Meetings	Nomination Committee Meetings
2	7	6	5	2	1



Board Diversity

Name	Position	Gender	Age	Term of Office Start Date	Professional Competence			
					Industry Experience	Risk Management	Finance	Law
Chen Fanhua	Chairman	Male	58	October 11, 2021	✓	✓		✓
Lin Xiaolong	Director	Male	56	March 16, 2020	✓	✓		
Liu Feng	Director & General Manager	Male	55	October 11, 2021	✓	✓		
Xu Yan	Director	Female	50	August 30, 2017	✓	✓		
Zhang Yan	Director	Female	53	March 16, 2020	✓	✓		
Chen Jinquan	Employee Director	Male	57	September 22, 2023	✓	✓		
He Yun	Independent Director	Male	74	May 29, 2019	✓		✓	
Zhang Dunli	Independent Director	Male	53	January 29, 2024			✓	
Zeng Di	Independent Director	Male	43	January 29, 2024				✓
Ye Wenhua	Chairman of the Board of Supervisors	Male	56	March 16, 2020	✓	✓		✓
Pan Minghua	Supervisor	Male	58	October 11, 2021	✓	✓	✓	
Li Jie	Employee Director	Female	52	September 22, 2023	✓	✓		
Li Jian	Deputy General Manager	Male	57	April 25, 2019	✓	✓		
Wu Qiaojun	Deputy General Manager	Male	47	February 26, 2020	✓	✓		
Chang Wen	Deputy General Manager	Male	49	February 26, 2020	✓	✓		
Du Guangze	Deputy General Manager	Male	57	October 11, 2021	✓	✓		
Sun Zhengling	Secretary of the Board of Directors & Corporate Finance Officer	Male	58	April 18, 2011	✓	✓	✓	

Ratio of Independent Directors in the Board of Directors
33.33%

Ratio of Female Directors
33.33%

Ratio of Independent Directors in the Audit Committee
66.67%

Ratio of Independent Directors in the Nomination Committee
66.67%

Ratio of Executives in the Board of Directors
11.11%

Attendance of Board of Directors Members
98.41%

Ratio of Independent Directors in the Remuneration Committee
66.67%



Investor Relations Management

The Company abides by *The Company Law of the People's Republic of China* and other relevant laws and regulations as well as the "Articles of Association", and has established the "Investor Relations Management System" to reasonably protect the legitimate rights and interests of investors. Attaching great importance to communication with investors, we carry out communication through multiple channels, perspectives and levels, effectively enhance investors' comprehensive cognition of the Company, and maintain positive interaction between the Company and investors.

Shenzhen Airport attaches great importance to investor returns, follows the CSRC's encouragement of dividend orientation, takes multiple measures to increase the dividend rate. The annual profit distributed in the form of cash from 2023 to 2025 is no less than 45% of the distributable profit realized in the year. The proportion of cash dividends in 2023 was 51.70%. The Company attaches great importance to communication with investors through multiple channels, perspectives and levels. Through statutory information disclosure, participation in institutional investor strategy meetings, responses to issues related to the Shenzhen Stock Exchange's Hudongyi Platform, organizing field surveys for investors and other means, the Company effectively enhances investors' overall cognition and maintains a positive interactive relationship with

investors, and continues to gain market recognition and support. Investors can also communicate with the Company in a timely manner through field survey, investor hotline (0755-23456331), fax (0755-23456327), E-mail (szjc@szairport.com), conference call, Shenzhen Stock Exchange's Hudongyi Platform and other means.

In 2024, the Company held

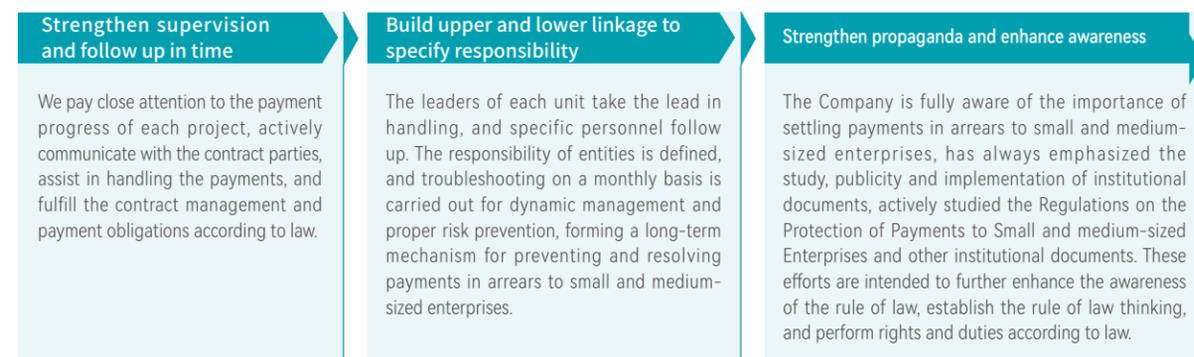


Communication channels



Protect the Rights and Interests of Small and Medium-sized Enterprises

The Company attaches great importance to preventing and resolving the problem of payments in arrears to small and medium-sized enterprises, and carries out the investigation of related problems of payments in arrears to small and medium-sized enterprises one by one, finding no payments in arrears to small and medium-sized enterprises.



Information Disclosure

The Company abides by *The Company Law of the People's Republic of China* and other relevant laws and regulations as well as the Articles of Association, and has established the "Information Disclosure Affairs Management System" and other relevant information disclosure systems, and standardizes information disclosure through internal control processes such as "Preparation and Disclosure Process of Periodic Reports", "Preparation and Disclosure Process of Interim Announcements" and "Major Information Disclosure Process". In 2024, the Company disclosed 98 disclosure documents.

Honors

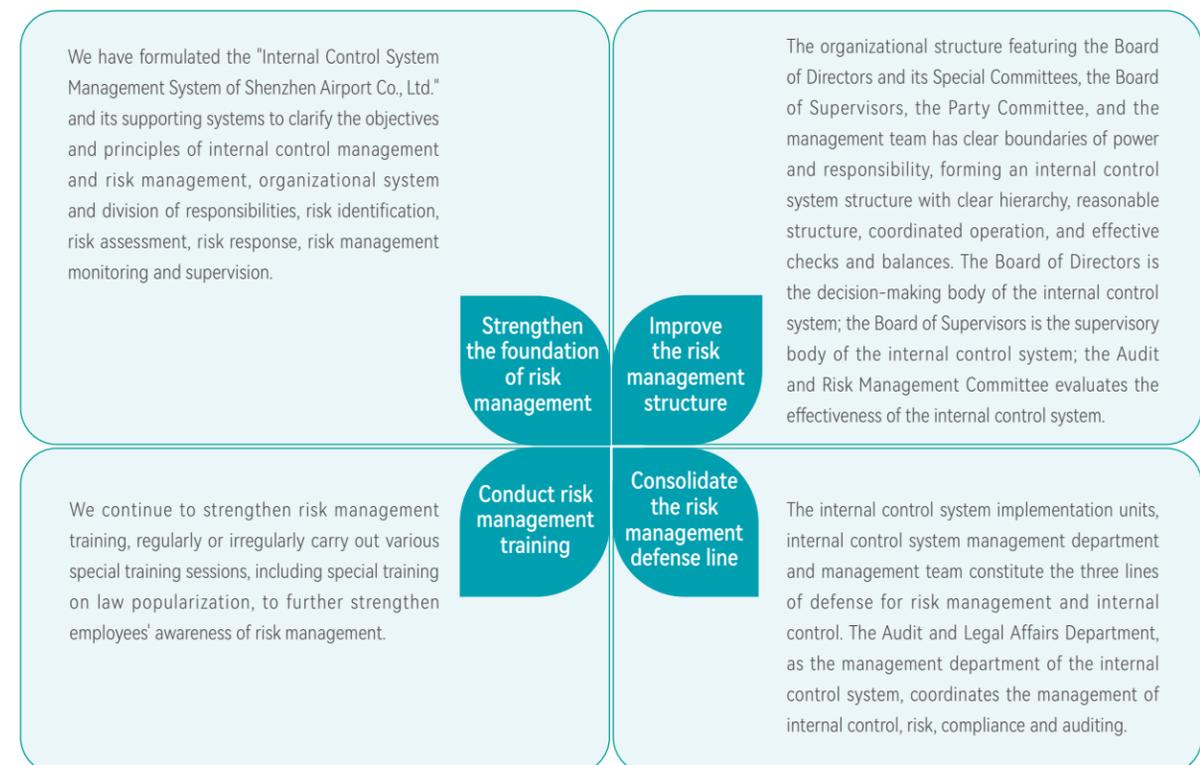
- ❖ Rated "Level A" of Information Disclosure of Shenzhen Stock Exchange Listed Companies for 2023-2024 in October 2024
- ❖ Rated "Level A" of Information Disclosure of Shenzhen Stock Exchange Listed Companies for 16 Consecutive Years
- ❖ Honored with Golden Information Disclosure Award at 2023 Golden Bull Awards in October 2024
- ❖ Rated GoldenBee 2024 Outstanding Sustainability Report of Listed Companies in the Greater Bay

Enhance Risk Management

Shenzhen Airport attaches great importance to risk management, internal controls and compliance management, and has established a comprehensive risk management system, regularly carried out annual risk assessment, developed risk response measures and dynamically track their implementation. Continuous efforts have been made to strengthen the establishment of internal control system, establish a sound internal control organization system and institutional system, and regularly carry out internal control evaluation and internal control audit. The compliance management system and institutional system has been continuously improved to develop the compliance culture, and conduct compliance reviews for major projects.

Risk Management

The Company attaches great importance to risk management. By strengthening the foundation of risk management, improving the risk management structure, consolidating the risk management defense line, and continuously carrying out risk management training, the Company comprehensively improves its risk prevention and control capabilities, builds a comprehensive and multi-level risk management system, and safeguards its high-quality development.





Internal Audit

The Company has established an independent internal audit body which carries out internal audit work as guided by the Audit and Risk Management Committee under the Board of Directors. The internal audit work is supervised by the Chairman of the Board of Directors, and the Chairman of the Board of Supervisors is entrusted with co-management of the internal audit work as needed. The internal audit body and internal auditors perform their audit and supervisory duties independently in accordance with laws, regulations and internal rules, and are not subject to interference by other internal organizations, branches or individuals.

Compliance Management

The Company has set up a Chief Compliance Officer, established a Compliance Committee, issued compliance management measures and three-year implementation plan for system established. The Company has further put in place a compliance review mechanism for major decisions, embedded compliance review into actual business processes, and achieved full coverage of compliance reviews for major decisions, economic contracts, rules and regulations. All employees have signed the compliance commitment, creating a compliance culture atmosphere.

Improve the three-tier organizational structure system

- We make use of the existing organizational structure to improve the compliance management organizational system in an "embedded" way, and form a vertical three-tier structure system from top to bottom composed of the decision-making level, management level and executive level. The compliance management lead department is designated and "three lines of defense" dominated by the business department, the compliance management department and the supervision department are constructed horizontally. Each business and functional department has a compliance manager.

Strengthen the establishment of compliance management operation mechanism

- We adhere to the risk orientation and have established a compliance risk identification, evaluation, review, supervision, reporting, investigation and evaluation mechanism. In the actual implementation process, the compliance risk control is embedded in the business and operations management process through the compliance audit mechanism for major decision-making matters.

Develop a total compliance culture

- Leading cadres take the lead in learning compliance and give full play to their exemplary leading role; the Compliance Commitment Letter is signed, and the compliance responsibilities of key positions are specified; regular compliance training and legal education are carried out to enhance the compliance awareness and consciousness of all employees.

Tax Management

By building an efficient and intelligent tax management system, the Company comprehensively improves the efficiency and accuracy of tax declaration, and identifies and responds to potential tax risks in advance. Meanwhile, the Company has always strictly complied with national tax laws and regulations, adhered to the principle of integrity management, actively fulfilled tax obligations, and ensured the standardization, transparency and compliance of tax management, laying a solid foundation for its sustainable development.

Individual income tax

We withhold and pay individual income tax on wages and salaries, labor remuneration, incidental income, annual one-time bonus, etc. for employees of the Company.

Stamp duty

The contract types involved in the Company mainly include sales contract (0.3‰), construction contract (0.3‰), technical contract (0.3‰), leasing contract (1‰), processing contract (0.3‰) and so on.

VAT

Equipment leasing business is subject to VAT at a rate of 13%; real estate leasing is subject to VAT at a rate of 9% and 5% according to the time of acquisition; domestic aviation business and other modern services are subject to VAT at a rate of 6%, and international aviation business is subject to VAT at a rate of 0%.

Corporate income tax

The applicable corporate income tax rate for the Company is 25%.

Surcharge on VAT

7%, 3% and 2% of the actual VAT paid.

Real estate tax and urban land use tax

The real estate tax shall be levied on an ad valorem basis, and shall be calculated by multiplying the remaining value of the original value of the real estate after a one-time reduction of 30% by the tax rate of 1.2%; the urban land use tax adopts the fixed tax rate of RMB 3 per square meter.



Deepen the Construction of Integrity

Shenzhen Airport strictly abides by national policies, continuously improves its integrity management mechanisms, strengthens internal supervision, regularly carries out integrity education and training, enhances the integrity awareness of all employees, and creates a clean and upright enterprise atmosphere.

Improve the Management Mechanism

The Company has issued the "Guidelines on Coordinated Work through the Two Responsibilities", clarifying the task list and responsibility implementation mechanism for full and rigorous Party self-governance. Meanwhile, we have issued the "Anti-Corruption and Anti-Bribery Statement of Shenzhen Airport Co., Ltd." to provide clear policy guidelines for business integrity. Every year, we formulate the key points of improving Party conduct and clean government building and anti-corruption work in accordance with the actual work, and regularly have personnel in key positions solemnly sign a Letter of Commitment to Business Integrity to demonstrate their firm determination to adhere to integrity and refuse corruption. The cooperation between the Company and the third parties must strictly abide by the "Integrity Agreement of Shenzhen Airport Co., Ltd.," so as to strengthen the supervision of business partners in anti-corruption, anti-bribery and other aspects, ensure the transparency and compliance of the cooperation process, and maintain a fair and just business environment.

Adhere to Strict Discipline

The Company strictly cracks down on violations of discipline and law, deepens the supervision mechanism of the "critical minority", actively carries out special management of the "four-style" problem, and strives to improve the level of clean governance.



Strictly and expeditiously investigate violations of discipline and law

A total of 479 intra-party talks were held throughout the year, and 92 files on the integrity of Party members and leading cadres were established and improved. The key personnel were organized to sign 857 copies of "Letter of Commitment to Business Integrity".



Advance special rectification of the "four-style" problem

Special rectification of the "four-style" problem was carried out, and special rectification implementation plans were formulated. A "retrospective" inspection on the management of the use of business entertainment expenses were carried out, and the revision and improvement of the management system of fund settlement and financial reimbursement was urged.

Focusing on the "critical minority", strengthen supervision and management



The responsible persons were given relevant party disciplinary and political sanctions or admonitions, and the financial violations were promptly recovered.

Violation Reporting and Handling

The Company consciously accepts the supervision of all parties, and non-compliance acts can be reported to the leadership, the Discipline Inspection Committee, and the Discipline Inspection and Supervision Department.
 Report Phone: 13530319110, 23456332
 Email: gufenjijian@szairport.com (received by the Discipline Inspection and Supervision Department)
 Or mails can be sent to "Airport Joint Stock Company Discipline Inspection Office" at Office Building A,T3, Shenzhen Airport, Bao'an District, Shenzhen.

Promote a Culture of Integrity

The Company gives Party classes on clean government by the secretary of the Party Committee and collective integrity talks by the secretary of the Discipline Committee, sets up a "Clean Airport Publicity Group" to give away integrity lessons, regularly reports typical cases and organizes the watching of warning education films to carry out warning education. Family-enterprise interaction and family style theme activities are organized to comprehensively promote the development of a culture of integrity.

- Party classes on clean government were given by the secretary of the Party Committee to carry out integrity education on directors, management and middle management.
- The secretary of the Discipline Committee held a collective integrity talk for newly promoted cadres.
- The "Clean Airport Publicity Group" was set up to give away integrity lessons to 300 person-times from 14 units.
- The Company regularly reports typical cases and organizes the watching of warning education films to carry out warning education, so as to urge grass-roots units to carry out "education of people around based on actual cases", and "promote rectification with cases".
- We organized 29 family representatives of employees in key positions with high risk of integrity to carry out family-enterprise interactive communication activity with the theme of "Self-cultivation and Family Management by Integrity", and guided grassroots units to carry out various forms of family-style themed activities.



Family-enterprise Interactive Communication Activity



New Employee Saloon with the Theme of "Integrity Talk by New Employees"

Indicator	Unit	2024
Number of anti-corruption complaints	Complaints	5
Number of anti-corruption training sessions conducted	Sessions	50
Number of employees receiving anti-corruption training	Persons	4,500
Ratio of employees receiving anti-corruption training	%	91
Average hours of employees receiving anti-corruption training	Hours	4
Number of directors receiving anti-corruption training	Persons	9
Ratio of directors receiving anti-corruption training	%	100
Average hours of directors receiving anti-corruption training	Hours	8

Advocate Fair Competition

The Company has formulated the policy document of "Shenzhen Airport Co., Ltd. Supplier Code of Conduct", clearly advocating the principle of free and fair competition. Suppliers shall strictly abide by relevant laws and regulations, refrain from participating in any discussion, communication, information sharing or agreement that may violate applicable antitrust and competition laws, ensure the legality and compliance of business conduct, and jointly maintain a healthy and orderly market competition environment.

Innovation-driven Development

Shenzhen Airport has formulated and adhered to the development concept of innovation and empowerment, focused on the three core areas of "safe operations, excellent service and efficient operations", seized the strategic opportunity of building a high-quality and high-level international aviation hub, accelerated the commercial application of innovative projects and innovative results, and strengthened the management and protection of intellectual property rights.

Improve Innovation Management Mechanism

The Company has formulated internal innovation management documents such as "Innovation Management Regulations" and "Management Measures for Special Funds for Innovation" to standardize the whole process management of innovation projects, innovation funds, innovation achievements and innovation rewards. Meanwhile, the Company has formulated innovation goal planning, and clarified the direction and focus of innovation and development, ensuring that the innovation work is advanced in an orderly manner.

Short-term Goal

Consolidating the Foundation and Accelerating the AI Scene Implementation

A special working group will be set up to promote the implementation of mature projects such as AI security inspection and map interpretation and intelligent operations control systems, improve existing technical systems such as bird strike prevention and paperless services, and explore asset-light cooperation models. The intellectual property management mechanism will be simultaneously optimized, initially building a commercial transformation pathway.

Medium-term Goal

Establishment of Ecosystem and Intelligent Airport

Deepen the scale application of artificial intelligence and big data in flight scheduling, passenger service and other scenarios, and basically realize intelligent security check process. Form a two-wheel drive model of "technology output + standard guidance" to create industry benchmark solutions.

Long-term goal

Global Leadership and Innovation-driven Growth

By deepening the integration and application of technologies such as artificial intelligence and the Internet of Things, we will build an open and collaborative innovation ecosystem and strive to develop into the benchmark of the intelligent airport industry. Actively expand international cooperation and deliver Intelligent Airport solutions with Shenzhen characteristics. Meanwhile, we will further explore the application of new energy, unmanned equipment and other emerging technologies to help the long-term development of the civil aviation power strategy.

Accelerate Scientific and Technological Innovation

The Company innovates in safety management tools and service modes, and comprehensively improves the safety level, service quality and flight operation and management efficiency empowered by technological innovation.



Innovation in Safety Management

- We will improve the bird strike prevention system, optimize the video monitoring of operations in the aircraft movement area, introduce bug monitoring equipment, and reduce bird food sources.
- The working ladder and unpowered equipment will be systematically checked to prevent unsafe incidents.



Innovation in Service Model

- We apply AI recognition technology in security check. Four "Easy Security Check" channels in China start using CT security check equipment for hand baggage, and the facilities and equipment of the whole channel are configured as "self-verification gate + portable CT+ millimeter wave human door + automatic basket return + human/luggage binding system".
- We promote self-service equipment, realize facial recognition boarding. The paperless boarding rate reaches 65.59% and self-service baggage check rate is 45%.



Technology Innovation Empowerment

- We have completed the design, project approval and research and development of the integrated active operation control system. Based on the big data platform, we have realized the functions of flight operation situation prediction and early warning, online cooperation of business processes, flight process management and operation quality management.
- We have advanced the establishment of a digital ramp tower remote monitoring system, and won the approval by the Air Traffic Control Office of the Civil Aviation Administration on a pilot basis

Facilitate the Transformation of Innovations

The Company actively explores the commercial transformation of innovation achievements, successfully develops domestic and international markets through self-developed equipment, and promotes the efficient transformation of technical value into commercial value.

- The qualification of the domestic sales agent of the self-developed Class C aircraft rapid removal equipment was successfully invited on the Shenzhen Stock Exchange.

- Emergency evacuation and transport tooling and other innovative products for medium and heavy special vehicle equipment have been successfully sold to Hungary, China's Hong Kong SAR and other places.

- The breakthrough of bearing matrix technology and dynamic balance technology has been completed in the development of Class D and E aircraft removal equipment. A testing machine has been manufactured and field-testing and data collection have been carried out. The main 3D modeling and mechanical CAE simulation tests have been completed.

Intellectual Property Protection

The Company focuses on intellectual property management, protecting its own intellectual property interests as well as fully respecting external intellectual property rights. We encourage all units to actively innovate, apply for patents for eligible innovations in a timely manner, and conduct proper daily management and maintenance of patents.

Obtained

4
national patents

Obtained

1
invention patent

Obtained

3
utility model patents

Total number of valid patents

43

Copyrights

12



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ESG Key Performance Chart

Name	Unit	2024
Passenger Traffic	10,000 Passengers	6,147.70
Cargo Volume	10,000 tons	188.1
Aircraft Movements	10,000 Flights	42.8
ACI Overall Passenger Satisfaction	5 Points	Tied for World's First Place (5 Points)
Passenger Complaint Handling Rate	%	100
Normal Flight Release Rate	%	87.33
Total Assets	RMB 10,000	2,417,385.14
Operating Revenue	RMB 10,000	473,930.82
Net Profit Attributable to Shareholders of Listed Companies	RMB 10,000	44,303.96
Investment in Work Safety	RMB 10,000	10,216.13
Investment in Environmental Protection	RMB 10,000	25,983.46
Greenhouse Gas Emissions (Scope I)*	TCE	3,952.12
Greenhouse Gas Emissions (Scope II)*	TCE	153,355.48
Total Greenhouse Gas Emissions*	TCE	157,307.60
Greenhouse Gas Emissions Density	TCE/10,000 Person-times	25.59
Comprehensive Energy Consumption	Tons of Standard Coal	22,100.86
Comprehensive Energy Consumption Density	Tons of Standard Coal/10,000 Person-times	3.59
Purchased Electricity *	million KWH	164.1877
Gasoline	Tons	75.67
Diesel Oil	Tons	1,072.52
Water Consumption*	Tons	1,004,080
Consumption Density of Purchased Electricity	KWH /10,000 Person-times	26,707.04



Name	Unit	2024
Gasoline Consumption Density	KG/10,000 Person-times	12.31
Diesel Consumption Density	KG/10,000 Person-times	174.46
Water Consumption Density	Tons/10,000 Person-times	218.28
Clean Energy Usage	Tons of Standard Coal	316.31
Proportion of Clean Energy Use	%	1.57
Total Wastewater Discharge	Tons	1,006,094
Recycled Wastewater	Tons	337,838
General Waste Emissions	Tons	43,404.57
Hazardous Waste Emissions	Tons	17.88
Total Number of Employees	Persons	4,964
Number of Minority Employees	Persons	225
Labor Contract Signing Rate	%	100
Total Hours of Training	Hours	524,778
Total Investment in Employee Training	RMB 10,000	433.94
Cumulative Volunteers Serving Throughout the Year	Person-times	15,638

Notes:

Scope of Statistics for 2024

- Greenhouse gas (carbon dioxide) emissions (Scope I) are calculated based on natural gas consumption, gasoline and diesel consumption and corresponding emission factors, of which the natural gas carbon dioxide emission factor is Shenzhen Landmark 0.0022t CO₂/m³;
- Greenhouse gas (carbon dioxide) emissions (Scope II) are calculated according to power consumption, steam consumption and corresponding emission factors. The power carbon emission factor is 0.9489t CO₂/MWh for Shenzhen;
- Power conversion coefficient: When the quantity is 0.1229 kg standard coal/KWH, the gasoline conversion coefficient is 1.4714kgce/kg and diesel conversion coefficient 1.4571kgce/kg.

About this Report

This is the third Environmental, Social and Corporate Governance Report ("ESG Report" or "this Report") publicly released by Shenzhen Airport Co., Ltd. (hereinafter referred to as the "Company"). This Report is based on the principles of openness and transparency and discloses the Company's results in environmental, social and corporate governance in 2024.

Range of Time

This Report is an annual report covering the period from January 1 to December 31, 2024, with some content extending modestly to previous years.

Scope of Organization

Unless otherwise specified, the main content and relevant data of this Report cover the Company and its subsidiaries, and are consistent with the 2024 Annual Report of Shenzhen Airport Co., Ltd.

Basis of Preparation

Global Reporting Initiative Sustainability Reporting Guidelines (GRI Standards)

State-owned Assets Supervision and Administration Commission of the State Council "Guiding Opinions on Central Enterprises in the New Era to Fulfill High Standards of Social Responsibility"

State-owned Assets Supervision and Administration Commission of the State Council "Reference Index System for ESG Special Report of Listed Companies Controlled by Central Enterprises"

China Association for Public Companies "Guidelines for Sustainable Development Reporting of Public Companies"

"Self-Regulatory Guidelines for Shenzhen Stock Exchange Listed Companies No. 17—Sustainable Development Reporting (Trial)"

"Self-Regulatory Guidelines for Shenzhen Stock Exchange Listed Companies on GEM No. 3—Sustainable Development Report Preparation"

Source of Information

The information and data disclosed in this Report have been obtained from official documents, reports or relevant public materials of the Company and its subsidiaries. The financial data in this Report are denominated in RMB, and in case of any inconsistency with the Annual Report, the Annual Report shall prevail.

Reliability Assurance

The Board of Directors and all directors warrant that there are no false records, misleading statements or material omissions in the contents of this Report.

Appellation Description

In this Report, "stakeholders" are sometimes referred to as "you" and "Shenzhen Airport Co., Ltd." is sometimes referred to as "Shenzhen Airport" "The Company" or "we" for ease of presentation and reading.

Report Acquisition

This report is prepared in both Chinese and English. In case of any discrepancy or inconsistency between the two versions, the Chinese version shall prevail. To browse online or download this Report, please visit our website: <https://www.szairport.com/>.

Feedback

Your suggestions and comments are an important reference for us to improve our ESG performance for sustainable development. We sincerely invite you to scan the QR code on the bottom right to give us your comments or suggestions, and work with Shenzhen Airport to build a better and more sustainable society.

Scan for feedback





 深圳市机场股份有限公司
SHENZHEN AIRPORT CO., LTD.

Address: Tower A, T3 Business Office Building, Shenzhen Bao'an International Airport

Tel: 0755-23456331

Fax: 0755-23456327

Website: www.szairport.com

Email: szjc@szairport.com