

把安全放在首位
Put safety in the first place

用服务赢得客户
Win customers with services

让信息创造价值
Create value with information

2015

中国民航信息集团公司
China TravelSky Holding Company
社会责任报告
Social Responsibility Report

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关于本报告

本报告是中国民航信息集团公司（以下简称“中国航信”、“公司”或“我们”）第七次向社会公开发布的年度企业社会责任报告。本报告印刷版以中英文版编制，报告电子版可在中国民航信息集团公司网站（www.travelsky.net）在线浏览或下载。

✈ 报告范围

本报告的时间跨度是 2015 年 1 月 1 日至 2015 年 12 月 31 日。如无特别说明，报告中的数据和案例均源于公司总部及下属经营单位。

✈ 发布周期

《中国民航信息集团公司社会责任报告》为年度报告。

✈ 编写标准

报告编制依据 2008 年 1 月国务院国有资产监督管理委员会（简称“国资委”）《关于中央企业履行社会责任的指导意见》，同时参考了全球报告倡议组织（Global Reporting Initiative, GRI）的可持续发展报告指南（G4.0）。

✈ 内容选择与安排

本报告内容的选择遵循 GRI 的实质性、利益相关参与方、可持续发展背景及完整性原则，并结合企业实际情况，通过行业对标研究、企业发展战略分析、关键议题识别和利益相关方沟通，确定报告的具体内容。

✈ 指标选择与收集

在披露指标的选择方面，本报告主要考虑了与关键议题绩效相关的各具体指标的相关性、实质性以及可获得性。所采用的指标既与社会责任主要议题高度相关，又能有效反映出中国航信在相应议题的绩效表现，同时能够通过现有的管理体系进行收集。

本报告的数据和案例来源于公司正式文件和统计报告，以及所属企业履行社会责任情况汇总及统计。为增强报告的可比性，部分表述及数据适当追溯以前年份。

随着我们社会责任管理工作进一步提升与精细化，我们将会在今后的报告中逐步对披露指标进行优化和完善。如无特别注明，本报告中所提及的货币单位均为人民币。

如无特别说明，本报告所示数据均未经审计。

About This Report

This Report is the annual CSR report publicly released by China TravelSky Holding Company (hereinafter referred to as "TravelSky", "the Company" or "We") to the society for the 7th time. The printout edition of this Report is made in Chinese and English its electronic edition can be browsed or downloaded from the website of China TravelSky Holding Company (www.travelsky.net).

Scope of this Report

This Report covers the time frame from Jan. 1, 2015 to Dec. 31, 2015. All data and cases in this Report are derived from the Company Headquarters and its subsidiaries unless otherwise specified.

Release period

CSR Report of China TravelSky Holding Company is released annually.

Preparation standard

This Report is prepared according to the Guidelines for Central Enterprises to Fulfill Social Responsibilities issued by State-owned Assets Supervision and Administration Commission of the State Council (SASAC for short) in Jan. 2008 and referring to Sustainability Reporting Guidelines (G4.0) released by Global Reporting Initiative (GRI).

Content selection and arrangement

Contents of this Report are selected in conformance to GRI's principles including substantiality, stakeholders' participation, sustainable development background and integrity, and determined through industry benchmarking research, corporate development strategy analysis, key issue identification, and stakeholder communication in combination with actual corporate conditions.

Index selection and collection

With respect to the selection of disclosed indexes, this Report mainly considers the correlation, substantiality, and availability of indexes related to the performance of key issues. The utilized indexes are highly correlated to the main issues of social responsibility, effectively reflect the performance of TravelSky in corresponding issues, and can be collected through the existing management system.

All data and cases in this Report are derived from formal documents and statistical reports of the Company, and summary and statistical data of social responsibility fulfillment of subordinate enterprises. Some statements and data may be traced back to the previous years in order to enhance report comparability.

We will optimize and complete the disclosed indexes stage by stage in future reports with the further improvement and refinement of our social responsibility management.

The currency unit mentioned in this Report is RMB unless otherwise noted.

All data in this Report is not audited unless otherwise specified.



管理层致辞

Management Address

集团公司总经理、党委书记

崔志雄

Cui Zhixiong, General Manager and Secretary
of the Party Committee of TravelSky

2015 年是“十二五”的收官之年，我们深入贯彻中央、国资委等上级单位的决策部署，扎实做好各项工作，收入利润连续七年保持稳定增长，完成了国有资产持续保值增值的既定目标，公司改革发展质量得到进一步优化。

“十二五”期间，我们积极应对“新常态”的市场环境，抓改革、稳增长、调结构、谋布局、强管理，圆满完成“世博会”、“十八大”、“APEC 峰会”、“抗战胜利 70 周年纪念活动”等重大保障任务，安全形势持续平稳；新系统研发取得重大进展；新基地建设稳步有序推进，支持公司未来中长期发展的保障体系逐步形成；科学管理和精细管理有效实施，切实提升“安全”管理水平和工作效率，为公司可持续发展奠定了坚实的基础。

我们时刻牢记作为央企应履行的社会责任。2015 年，我们牢固树立“一手抓运行安全，一手抓信息安全”的新安全观，安全生产责任制落实到人，不断完善安全生产的组织管理体系、制度流程体系和技术支撑体系；我们加大科技创新力度，提升科技转化能力，助推行业发展，实现与利益相关方共同发展；我们始终把员工权益的保障放在首要位置，重视青年员工的培养，关心退休员工的生活，营造和谐的企业氛围；我们注重加强智力帮扶力度，促进帮扶点科学、可持续发展。2016 年，面对新形势、新机遇、新挑战，我们要坚定信心、迎难而上，抓住一切有力因素，提质增效，全力推动中国航信和各利益相关方发展迈上新台阶。

The year of 2015 is the last of “the 12th Five-Year Plan”, during which we have deeply carried out the decisions and arrangements of the Central Government and SASAC, etc. and worked hard and meticulously to make the revenue and profit keep a steady increase in seven consecutive year, complete the goal of continual appreciation of state-owned assets, and further optimize the reform and development of the Company.

During “the 12th Five-Year Plan”, we have actively responded to the “new normal” market environment, promoted reform, kept a steady growth, adjusted the structure, planned the layout, strengthened management, and completed significant security tasks for “World Expo”, “The 18th National Congress of the Communist Party of China”, “APEC”, and “70th Anniversary of Victory of Anti-Japanese War” etc. to keep steady security situation; progress has been made in new system R&D; the new base construction has been boosted steadily and orderly, and a security system has been gradually formed to support the medium and long-term development of the Company; scientific management and fine management has been effectively implemented and “safety” management level improved so as to lay a solid foundation for the sustainable development of the Company.

We have always been keeping the social responsibility to be fulfilled by a centrally-administered state-owned company in mind. In 2015, we firmly established the new security concept of “promoting both operation safety and information safety” to implement safety production responsibility system to every person, continually improved the organization and management system, process system, and technology support system of safety production; we reinforced scientific and technological innovation, promoted scientific and technology transformation capacity, and boosted industry development to achieve mutual development with stakeholders; we always put the protection of rights and interests of employees in the first place, attached great importance to the cultivation of young employees, and concerned the life of retired employees to create a harmonious corporate atmosphere; we laid emphasis on strengthening intelligence help to promote the scientific and sustainable development of the helped organizations.

In 2016, under new situation, new opportunities, and new challenges, we shall face the difficulties with firm confidence, catch hold of all favorable factors, and improve quality and efficiency to drive the development of both TravelSky and stakeholders to a new level.



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关于航信 About TravelSky

公司概况
企业文化
公司风险防范
利益相关方参与
企业荣誉和行业影响力

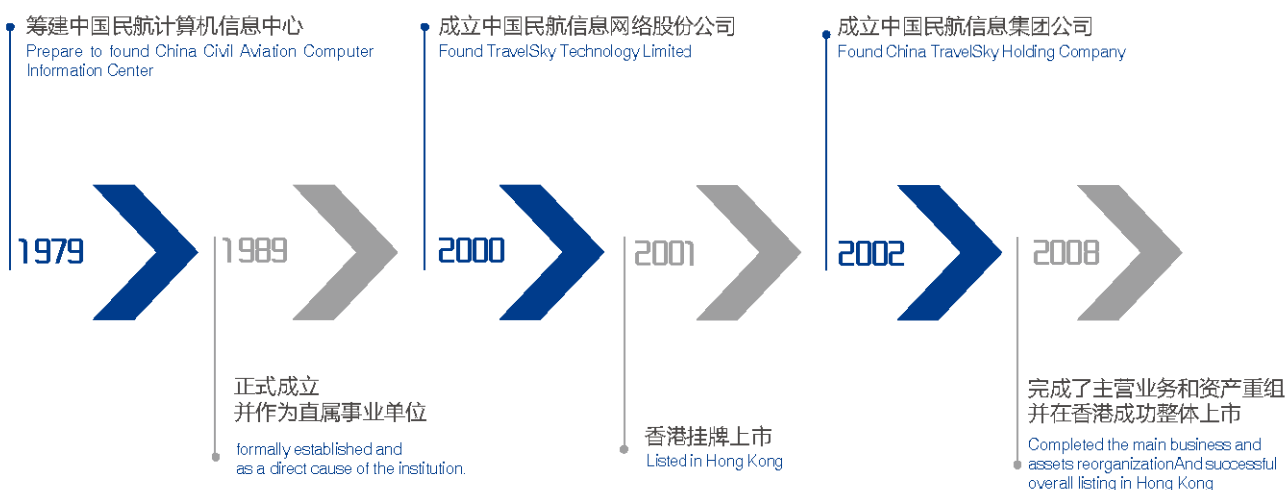
Company Profile
Corporate Culture
Risk Prevention of the Company
Participation of Stakeholders
Enterprise Honor and Industry Influence

公司概况 | Company Profile

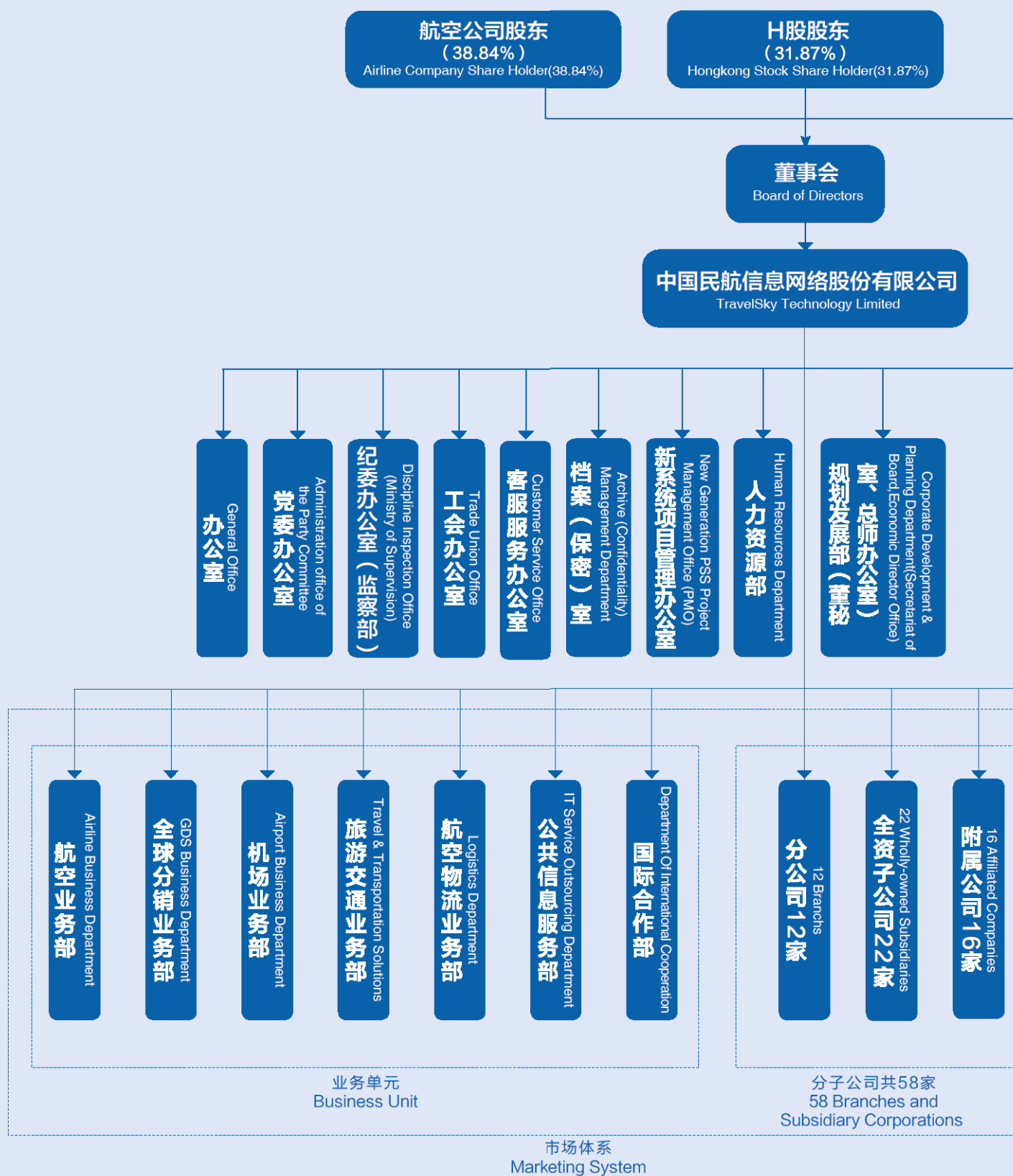
公司沿革 | Corporate History

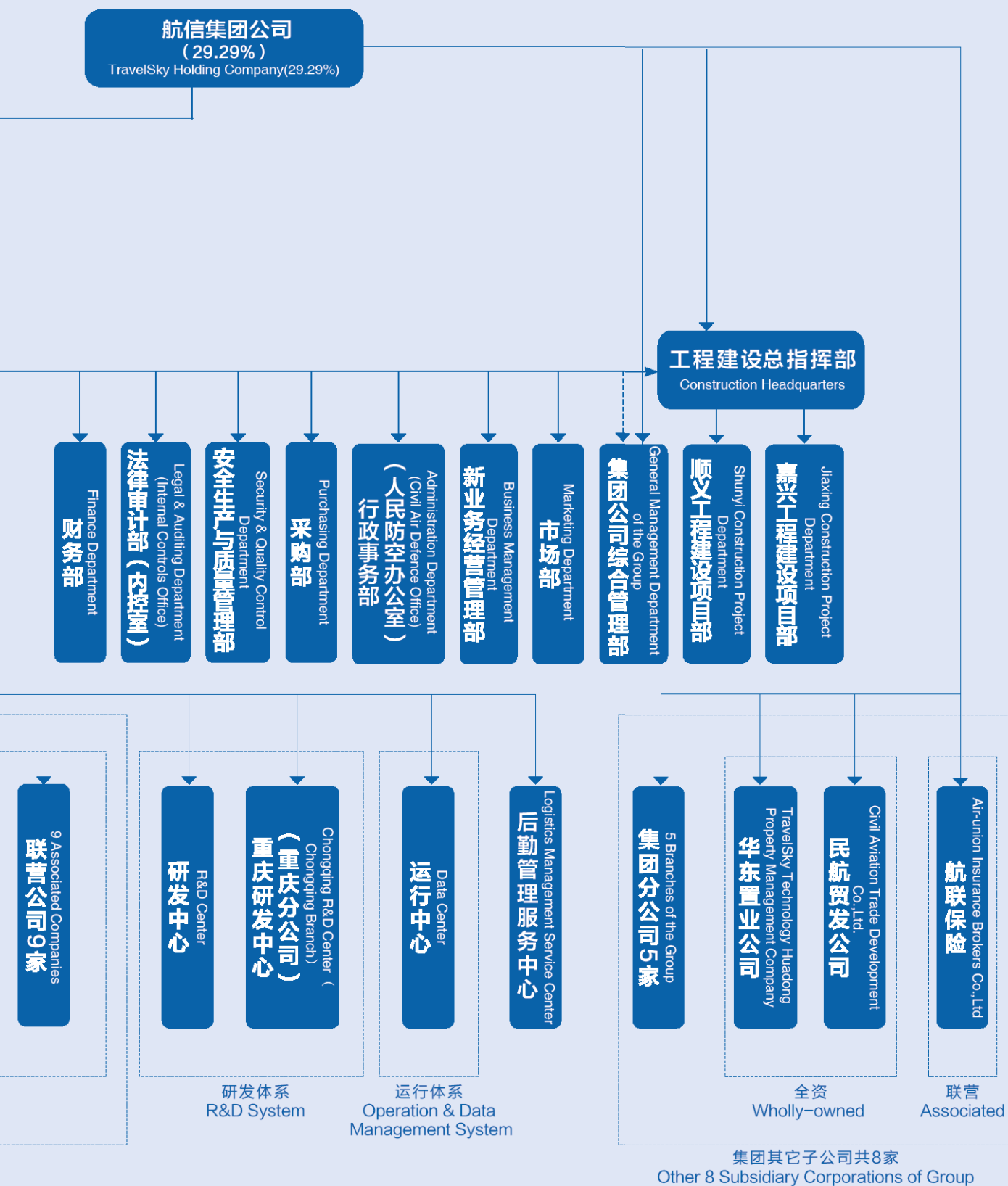
中国民航信息集团公司（以下简称中国航信或公司）是经国务院批准组建的国有独资大型 IT 科技企业，前身为中国民航计算机信息中心。中国民航计算机信息中心经民航总局批准于 1979 年开始筹建，1989 年正式成立并作为直属事业单位。2000 年，中国民航计算机信息中心联合当时所有国内航空公司，发起成立中国民航信息网络股份有限公司（以下简称航信股份公司）。2001 年，在香港联交所主板挂牌上市交易。2002 年，以中国民航计算机信息中心为主体，成立中国民航信息集团公司，中国航空结算中心划入。2008 年，将中国航空结算中心改制为中国航空结算有限责任公司，集团公司及中国航空结算有限责任公司的资产与业务注入航信股份公司，完成了以航信股份公司为主体的主营业务和资产重组并在香港成功整体上市。

China TravelSky Holding Company (hereinafter referred to as TravelSky or the Company) is a solely-state-owned large-scale scientific and technological enterprise approved by the State Council. Its predecessor is Civil Aviation Computer Information Center, which was prepared to be built by CAAC in 1979 and officially founded as a public institution directly under the State Council in 1989. In 2001, TravelSky Technology Limited, which was jointly founded in 2000 by Civil Aviation Computer Information (CACI) Center and all domestic Chinese airlines, got listed on the main board of Hong Kong Exchanges. In 2002, China TravelSky Holding Company, with TravelSky Technology Limited as its core, was founded, with Accounting Center of China Aviation (ACCA) included. In 2008, ACCA was restructured into Accounting Centre of China Aviation Limited Company, and the assets and business of TravelSky and Accounting Centre of China Aviation Limited Company were injected into TravelSky Technology Limited. And China TravelSky Holding Company, with TravelSky Technology Limited as its core, completed main business and asset restructuring and got listed in Hong Kong.



组织架构 | Organization Structure





中国民航信息网络股份有限公司于下列附属公司中持有直接控制性权益：中国航空结算有限责任公司（结算公司）、中国民航信息网络股份（香港）有限公司、中国民航信息网络股份（新加坡）有限公司、中国民航信息网络股份（日本）有限公司、中国民航信息网络股份（韩国）有限公司、中国民航信息网络股份（欧洲）有限公司、中国民航信息网络股份（美国）有限公司、中国民航信息网络股份（澳洲）有限公司、中国航信北美研发中心、台湾中航信有限公司、北京民航信息科技有限公司、上海民航信息科技有限公司、广州民航信息技术有限公司、内蒙古民航信息科技有限公司、湖南民航信息技术有限公司、浙江民航信息科技有限公司、河南民航信息科技有限公司、中航信华东数据中心有限责任公司、天信达信息技术有限公司、中航信移动科技有限公司、中航信凯亚（北京）置业有限公司、北京中航信旅行社有限公司、北京航聚信息科技有限公司、深圳民航凯亚有限公司、海南民航凯亚有限公司、湖北民航凯亚有限公司、重庆民航凯亚信息技术有限公司、云南民航凯亚信息有限公司、厦门民航凯亚有限公司、青岛民航凯亚系统集成有限公司、西安民航凯亚科技有限公司、新疆民航凯亚信息网络有限责任公司、成都民航西南凯亚有限责任公司、上海捷行电子商务有限公司、北京航信华仪软件技术有限公司、北京中航信柏润科技有限公司、广西桂云数据服务有限公司及广州航旅天空信息科技有限公司。公司于下列联营公司中持有益权：上海民航华东凯亚系统集成有限公司、沈阳民航东北凯亚有限公司、黑龙江航信空港网络有限公司、云南航信空港网络有限公司、上海东美在线旅行社有限公司、大连航信空港网络有限责任公司、河北航信空港网络有限公司、广州空港航翼信息科技有限公司及烟台航信空港网络有限公司。

TravelSky Technology Limited had a direct controlling equity interest in each of the following subsidiaries: Accounting Centre of China Aviation Limited Company (ACCA), TravelSky Technology (Hong Kong) Limited, TravelSky Technology (Singapore) Limited, TravelSky Technology (Japan) Limited, TravelSky Technology (Korea) Limited, TravelSky Technology (Europe) GmbH, TravelSky Technology (USA) Ltd., TravelSky Technology Australia Pty. Ltd., TravelSky R&D USA, INC., TravelSky Technology (Taiwan) Limited, Beijing TravelSky Technology Limited, Shanghai TravelSky Information Technology Limited, Guangzhou TravelSky Information Technology Limited, Inner Mongolia TravelSky Information Technology Limited, Hunan TravelSky Information Technology Limited, Zhejiang TravelSky Information Technology Limited, Henan TravelSky Information Technology Limited, TravelSky Technology Huadong Data Center Limited, InfoSky Technology Co., Ltd., TravelSky Mobile Technology Limited, TravelSky Cares (Beijing) Real Estate Limited, Beijing TravelSky Travel Service Limited, Beijing HangJu Information TravelSky Technology Limited, Cares Shenzhen Co., Ltd., Hainan Civil Aviation Cares Co., Ltd., Cares Hubei Co., Ltd., Cares Chongqing Information Technology Co., Ltd., Aviation Cares of Yunnan Information Co., Ltd., Civil Aviation Cares of Xiamen Ltd., Civil Aviation Cares of Qingdao Ltd., Civil Aviation Cares Technology of Xi'an Ltd., Civil Aviation Cares Technology of Xinjiang Ltd., Aviation Cares of Southwest Chengdu, Ltd., Shanghai Yeexing E-Business Limited, Beijing TravelSky HuaYi Software Technology Co., Ltd., Beijing TravelSky Birun Technology Co., Ltd., Guangxi TravelSky Cloud Data Service Co., Ltd. and Guangzhou Skyecho Information Technology Limited. The Company also held an equity interest in each of the following associated companies: Shanghai Civil Aviation East China Cares System Integration Co., Ltd., Shenyang Civil Aviation Cares of Northeast China, Ltd., Heilongjiang TravelSky Airport Technology Limited, Yunnan TravelSky Airport Technology Limited, Shanghai Dongmei Aviation Tourism Online Co., Ltd., Dalian TravelSky Airport Technology Limited, Hebei TravelSky Airport Technology Limited, Guangzhou Airport AirSpan Information Technology Co., Ltd. and Yantai TravelSky Airport Technology Limited.

业务领域 | Scope of Business

中国航信是全球第四大旅游分销信息处理系统运营商、全球第一大航空结算数据处理服务商，是国家规划布局内重点软件企业、国家级高新技术企业，运营的计算机数据库及网络系统被工信部列为国内对公服务的八个重要信息系统之一，纳入国家信息安全管理体系。公司拥有计算机信息系统集成一级资质以及信息系统运行维护一级资质。

TravelSky, the world's fourth largest operator of GDS and the world's largest service provider of aviation clearing data processing, is the key software enterprise within national planning and layout and national high-tech enterprise. The operated computer database and network system are listed as one of the eight important information systems of services to public at home and brought into national information security system by Ministry of Industry and Information Technology. The Company has Grade I qualifications of computer information system integration and information system operation and maintenance.

主要面向

Aimed at

我们主要面向航空公司、机场、机票销售代理、旅游企业及民航相关机构和国际组织，提供全方位的产品、服务和技术支持

We provide all-around products, services, and technical supports mainly for airlines, airports, ticket agents, travel agencies, and civil aviation related institutions and international organizations

服务客户

Customer service

30 多家国内航空公司、350 多家外国及地区性航空公司、近 200 个国内机场、100 多个海外机场以及 8000 多家机票销售代理

Serve more than 30 domestic airlines, more than 350 foreign and regional airlines, nearly 200 domestic airports, more than 100 overseas airports, and more than 8,000 ticket agents

业务领域 Scope of Business

服务范围

Service scope

我们把服务范围延伸到了 300 多个国内城市、100 多个国际城市

We extent our services to more than 300 domestic cities and more than 100 international cities

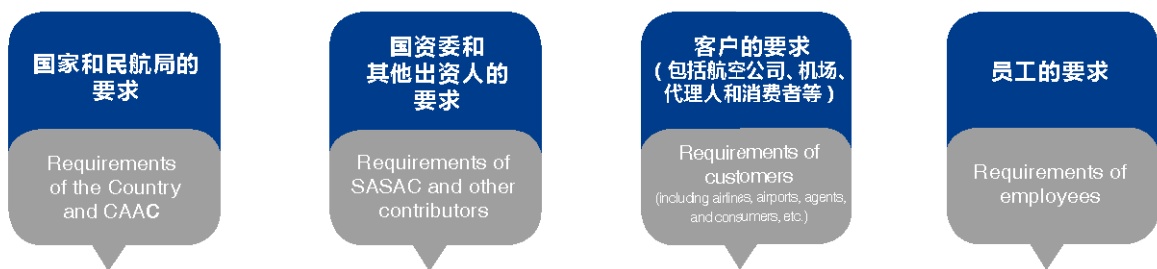
企业文化 | Corporate Culture

● 企业使命：致力成为航空旅游业领先的信息技术及商务服务提供商

Corporate mission: The Company is committed to becoming the leading IT and business service provider in aviation tourism.

使命明确了中国航信在中国航空旅游业中应该扮演的角色，赋予了中国航信对股东、客户、员工应该承担的责任，充分体现了各利益相关者的要求：

The mission specifies the role TravelSky should play in China's aviation tourism, endows TravelSky with responsibilities for shareholders, customers, and employees, and reflect the requirements of stakeholders:



支持航空和旅游产业的高速增长和竞争要求；成为保障国家信息安全的骨干力量之一

support the rapid growth and competitive requirements of aviation and tourism industries; become an important force for ensuring national information security

中国航信成为中国航空和旅游产业的高科技、强有力的和独特的服务提供商；保持在中国市场第一的位置；提供长期稳定和具有吸引力的投资回报

TravelSky shall become a powerful and unique high-tech service provider in China's aviation and tourism industries; hold the first position in Chinese market; provide long-term, steady and attractive return on investment

高效的、高质量和低成本的信息服务；客户满意度高

effective, high-quality, and low-cost information services; high customer satisfaction

提供有吸引力的工作环境和良好的发展空间

provide attractive work environment and good development space

经营理念 Operation philosophy

把安全放在首位
Put safety in the first place

安全是航信生存的基础，是航信发展的最大保障。我们不断改善安全生产环境，不断梳理、完善管理流程和制度，建立健全应急管理体系，加大安全生产投入，严防系统安全事故发生，以安全保障发展

safety is the basis on which TravelSky can survive and the greatest guarantee for the development of TravelSky. We continually improve safety production environment, modify and improve management flow and system, establish and improve emergency management system, increase input into safety production, and take strict precautions against safety accidents so as to ensure development safely

用服务赢得客户
Win customers with services

我们时刻关注客户满意度，用心聆听行业的声音、客户的声音，以专家视角深入而精准地把握行业动态和客户需求，深入推广“全流程服务”，在行动中将客户满意当成工作的头等大事来落实，全面提升服务水平

we attach great importance to customer satisfaction, attentively listen to industry sound and customer sound, deeply and precisely hold industry trends and customer demands from the perspective of experts, thoroughly promote "full-flow service", and enhance customer satisfaction in work in order to completely improve service level

让信息创造价值
Create value with information

我们专注于信息技术的研究、开发与应用，为客户提供高品质信息产品和服务，帮助客户拓展业务，改善服务，提高运营效率

we concentrate on the research, development, and application of information technology, providing customers with high-quality information products and services, helping customers expand their business, improve their services and increase their operating efficiencies

公司风险防范 | Risk Prevention of The Company

风险防控 | Risk Prevention and Control

● 风险内控体系建设 Establishing of internal risk control system

2015 年，我们已经全部完成对下属 44 家境内分子公司（含香港公司）风控体系建设，并建立了集团公司统一和各分子公司适用的内控手册、内控评价标准、风险评估手册以及风控工作长效机制。

我们将内控体系建设与企业全面风险管理相结合，把内部控制作为防范和化解风险的重要手段，把全面风险管理作为检验和提升内部控制的重要标准，不断完善“以内部环境为重要基础、以风险评估为重要环节、以控制措施为重要手段、以信息沟通为重要条件、以内部监督为重要保证，规范、科学、管用、高效”的内部控制体系。

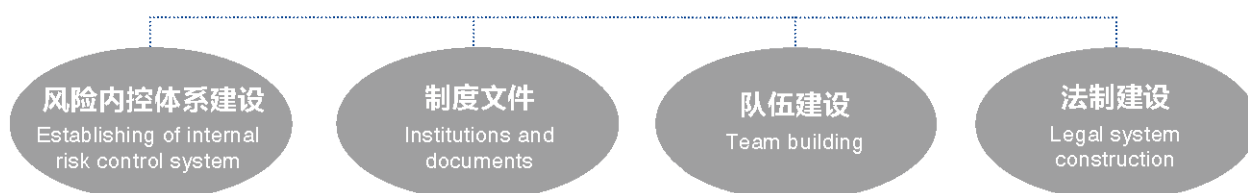
结合内外部审计和纪检监察，形成监管合力。2015 年，公司重视内外部审计监督和纪检监察在完善内部控制、防范重大风险、提高经营管理水平方面的作用，共开展内部各类检查 57 次。在此基础上，结合上级主管单位及外部审计检查的结果，全方位、多角度地开展检查，逐步形成监管合力，促进各类检查在及时发现问题、明确责任主体、经营合法合规、防范和控制风险等方面的作用。

In 2015, we entirely constructed risk control systems for the 44 domestic subsidiaries and branches (including HK subsidiary), and established the unified internal control manual, internal control evaluation standard, risk evaluation manual, and risk control long-term mechanism which are applicable to all subsidiaries and branches.

We have combined the construction of internal control system with the overall risk management of enterprise, taken internal control as an important means to prevent and relieve risks, made the overall risk management an important standard to test and improve internal control, continually improved the standard, scientific, effective, and efficient internal control system "with internal environment as an important basis, risk evaluation as an important step, control measures as a significant way, information communication as a significant condition, and internal supervision as an important guarantee".

We have made combined regulation with internal and external audit and discipline inspection and supervision. In 2015, the Company attached great importance to the functions of internal and external audit and discipline inspection and supervision in improving internal control, preventing major risks, and enhancing operation and management level, and conducted 57 internal inspections. Based on this and in combination with the results of superior administrative units and external audits and inspections, we have carried out omnibearing inspection from multiple perspectives, gradually formed combined regulation, and promoted the functions of inspections in finding problems, specifying responsibility subject, making legal and compliant operation, and preventing and controlling risks, etc.

风险防控 Risk prevention and control



● 制度文件 Institutions and documents

我们不断完善和修订各项规章制度，优化业务流程。新颁布了 25 项涉及技术、商务、保密、财务等生产经营活动所需的规章制度。

We have continually improved and revised our rules and regulations and optimized the business process. As with institutional construction, we have promulgated 25 rules and regulations concerning and required by technology, business, confidentiality, finance, and other production and operation activities.



促进新系统项目的规范化管理方面

In promoting the standardization management of the new system project

制订了《新一代旅客服务系统建设项目管理办法（暂行）》

We have formulated Measures for Administration of The New-Generation Passenger Service System Construction Project (Provisional) to promote the standardized management of the new system projects



财务管理方面

To conduct financial management

制订了《全面预算管理制度》、《全成本精细化核算管理办法》等

Established Overall Budget Management System and Measures for Administration of Full-Cost Fine Accounting, etc. to conduct financial management



商务制度建设方面

Commercial system construction

颁布了《产品推优管理办法（试行）》、《商务数据使用管理规定》等

Issued Measures for Administration of Product Optimization Promotion (Trial) and Administrative Provisions of Business Data Use, etc. to carry out business institution construction

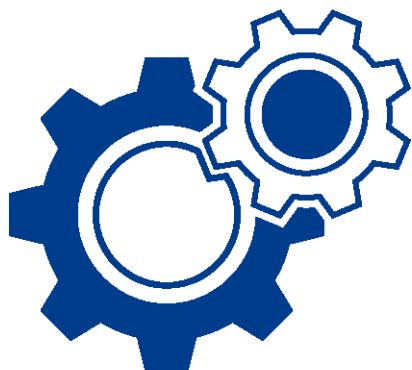
加强信息安全制度建设，制定研发阶段信息安全体系。制订了《软件系统立项过程信息安全定级管理规范》、《软件安全开发设计规范》等文件；完成了公司研发阶段信息安全体系建立工作，从立项、设计、开发、测试、评审、上线管控、安全考核与责任追究等 7 个方面，完成了 14 份标准、制度、流程文档的编制工作等。

公司在原有内控手册的基础上，充分考虑五部委发布的 18 项《企业内部控制应用指引》，进一步梳理公司目前的制度体系、业务流程、控制措施和风险事件，修订完善公司内控手册，并建立持续更新优化的工作机制，提升内控手册的实效性。

Strengthen the construction of information security institution and establish an information security system at R&D stage. We have formulated Specifications of Information Security Grading during Project Approval of Software System and Design Code of Software Security Development, etc.; we have completed the building of information security system at the R&D stage of the Company and compiled 14 standards, institutions, and process documents, etc. from seven aspects including project approval, design, development, test, review, online control, safety assessment, and accountability, etc.

The Company has further taken 18 Application Guidelines for Enterprise Internal Control issued by five ministries and commissions into account based on the original internal control manual, further put the current institutional system, business process, control measures, and risk events of the Company in order, revised and improved the internal control manual of the Company, and constructed a continually updated and optimized working mechanism to enhance the effectiveness of the internal control manual.

● 队伍建设 Team building



中国航信内设专职部门负责统一协调、组织公司及分支机构的风控体系建设，对内控体系健全性、合理性、有效性进行检查、评价和意见反馈，开展公司全面风险评估和风险应对等工作。

TravelSky has a special department to be responsible for uniformly coordinating and organizing the risk control system construction of the Company and its branches, inspecting, evaluating, and providing feedback of integrity, rationality, and effectiveness of the internal control system, and carrying out overall risk assessment and risk response

2015 年，公司总部设置内控专职人员，各成员企业安排专（兼）职人员负责内控风险管理工作。我们定期组织开展业务培训，提升专兼职员工业务水平，提升员工内控风险管理意识。

etc. In 2015, the Company Headquarters assigned full-time staff and member enterprises have arranged full-time (part-time) staff to be in charge of internal risk control management. We have regularly organized and implemented business training to improve the professional skills of both full-time and part-time staff and their consciousness of internal risk control management.

● 法制建设 Legal system construction



我们制定了《中国航信落实中央企业法制工作新五年规划实施方案》，细化和分解各项重点任务，推进法治航信建设。

We have made Plan of TravelSky in Implementing New Five-Year Planning of Legislative Affairs for Centrally-Administered State-Owned Enterprises to refine and decompose key tasks and boost the construction of legal TravelSky.

2015 年，共对 9 家分子公司从公司治理、合同管理、公章管理、重大决策、规章制度、诉讼管理等方面的合法合规性进行梳理，出具检查报告和管理建议书，确保企业经营管理合法合规，有效防范和全面监控法律风险，提高企业法律治理水平。

In 2015, we have inspected the legality and compliance of nine branches and subsidiaries from corporate governance, contract management, seal management, major decisions, rules and regulations, and lawsuit management, etc. and issued inspection reports and management proposals to ensure legal and compliant operation and management, effectively prevent and entirely supervise law risks, and improve the legal governance level of enterprises.

党风廉政 | The Party's Working Style and a Clean & Honest Administration

● 落实两个责任 Implementing two responsibilities

2015年,公司党委多次开展中心组学习,深入领会习近平总书记和其他领导同志的讲话精神并研究贯彻意见。公司制订并出台《中国航信巡视工作暂行办法》。中国航信巡视组已完成9家分子公司的巡视工作。公司纪委为落实“两个全覆盖”的工作任务,制订并出台《中国航信纪委关于派驻纪检监察工作机构的实施方案》,加强了驻外分子公司纪检监察机构力量。

In 2015, the Party Committee of the Company repeatedly carried out center group study to thoroughly understand the speech spirits of Xi Jinping, General Secretary, and other leaders, and research and implement the opinions. The Company has formulated and introduced Interim Measures for TravelSky Inspection. The inspection team of TravelSky has completed inspection in nine branches and subsidiaries. In order to implement “two full coverage” tasks, the Commission for Discipline Inspection of the Company has formulated and introduced Plan of Dispatching Discipline Inspection and Supervision Organ by Commission for Discipline Inspection of TravelSky to strengthen the power of discipline inspection and supervision organ of overseas branches and subsidiaries.



● 纠正“四风”，落实中央八项规定精神

Correcting “four undesirable work styles” and implementing the spirit of an “eight-point” guideline for fighting bureaucracy and formalism and rejecting extravagance among party members

公司纪委把纠正“四风”、落实中央八项规定精神的要求作为年度工作的重点、节假日重要节点的工作安排要点及干部集体约谈的重点。定期开展监督检查及抽查,2015年,通过清理整顿,“四风”问题得到了一定的遏制。集团公司总部及下属公司分别对存在的办公用房、公车使用等问题进行了整改。

The Commission for Discipline Inspection of the Company has taken the correction of four undesirable work styles (formalism, bureaucratism, hedonism and extravagance) and the implementation of the spirit of an “eight-point” guideline for fighting bureaucracy and formalism and rejecting extravagance among party members as annual work focus, key work points of holidays and festivals, and the focus of collective cadre talks within appointed time. The Company has regularly carried out supervision, inspection and spot check. In 2015, through screening and rectification, it restrained “the four undesirable work styles” to some extent. In addition, the Company Headquarters, branches and subsidiaries have respectively rectified the use of office occupancies and official business vehicles, etc.









● 权力监督 Right supervision

公司党委与下属单位签订年度党风廉政建设责任书，制订《中国航信领导干部履行党风廉政建设责任清单》，分别从组织领导、严肃纪律、正确履职、监督管理、廉洁自律等五大方面制订责任清单，在公司中层以上干部范围内试行清单式管理。

The Party Committee of the Company has signed Letters of Responsibility for the Party's Working Style and a Clean & Honest Administration with the branches and subsidiaries of the Company and formulated List of Responsibilities of TravelSky Leading Cadres in Fulfilling the Party's Working Style and a Clean & Honest Administration from organizational leadership, discipline strengthening, correct duty performance, supervision and administration, and honesty and self-discipline, etc., and conduct trial list management among the middle-level cadres and above of the Company.



利益相关方参与 | Participation of Stakeholders

利益相关方	范畴	要求与期望	沟通与回应方式
 政府和监督机构	<ul style="list-style-type: none"> 中国政府及经营活动所在地政府 	<ul style="list-style-type: none"> 合规经营 提供就业岗位 贡献社会经济 	<ul style="list-style-type: none"> 政策指示发布 国家部委和地方政府会议 专题汇报 报告与拜访
 出资人	<ul style="list-style-type: none"> 国务院国资委为出资者代表 	<ul style="list-style-type: none"> 提高盈利能力和核心竞争力 确保国有资产保值增值 发挥国有企业社会经济价值 	<ul style="list-style-type: none"> 参加会议 汇报 与主管部门日常沟通
 投资者	<ul style="list-style-type: none"> 购买公司股票的投资人 	<ul style="list-style-type: none"> 及时合规的信息披露 降低企业经营风险 提高公司价值和市值 良好的经营业绩 保护股东利益 	<ul style="list-style-type: none"> 公司年 / 中报 业绩发布会 股东大会 路演 推介活动 投资者对话与反馈
 合作伙伴	<ul style="list-style-type: none"> 与公司签署战略合作协议、组建联合公司的企业 	<ul style="list-style-type: none"> 提高战略合作领域的盈利能力 提升联营公司的盈利能力 保证合作伙伴的共同利益 	<ul style="list-style-type: none"> 合同执行 定期会议 高层会晤 文件函电来往 日常联络
 客户	<ul style="list-style-type: none"> 使用公司产品和服务的客户 	<ul style="list-style-type: none"> 提供质量出众、价格合理的产品 提供高效、优质的服务 为客户创造价值 	<ul style="list-style-type: none"> 客户会 客户经理与驻场客户代表 客户拜访 客户通讯期刊 满意度调查
 员工	<ul style="list-style-type: none"> 集团公司及下属所有员工 	<ul style="list-style-type: none"> 提供安全、健康的工作环境 尊重员工权益 广阔的职业发展空间 民主参与 	<ul style="list-style-type: none"> 职工代表大会 工会 团委
 行业	<ul style="list-style-type: none"> 公司所在的航空运输旅游信息服务行业 	<ul style="list-style-type: none"> 创新技术研发 推动行业进步 	<ul style="list-style-type: none"> 制定行业标准 加入行业协会 研讨交流 开展合作
 社区	<ul style="list-style-type: none"> 公司业务开展所在地区，包括本土和海外 	<ul style="list-style-type: none"> 促进社区的繁荣和发展 保障安全、环保的环境 	<ul style="list-style-type: none"> 参加社区活动 在社区需要的时候提供援助 开发低碳环保产品 环保意识宣传 志愿者活动 社区公益活动

Stakeholders	Scope	Requirements and expectation	Communication and response ways
 Governments and supervising institutions	<ul style="list-style-type: none"> Chinese Government and local governments in which operating activities are implemented 	<ul style="list-style-type: none"> Compliant operation Providing jobs Contributing to social economy 	<ul style="list-style-type: none"> Issuing of policies and instructions Meetings held by national ministries and commissions, or local governments Subject reports Report and visit
 Contributors	<ul style="list-style-type: none"> SASAC of the State Council is the representative of contributors 	<ul style="list-style-type: none"> Improving profitability and core competitiveness Maintaining or increasing the state-owned assets Bringing the socio-economic value of the state-owned enterprise into play 	<ul style="list-style-type: none"> Attending meetings Report Daily communication with competent departments
 Investors	<ul style="list-style-type: none"> Investors who purchase the Company's stocks 	<ul style="list-style-type: none"> Timely and compliant information disclosure Reducing corporate operation risks Improving corporate value and market value Sound operating performance Protecting shareholders' benefits 	<ul style="list-style-type: none"> Corporate Annual and Interim report Performance presentation Shareholders' meetings Road shows Promotion campaigns Conversations with and feedbacks of investors
 Partners	<ul style="list-style-type: none"> Enterprises entering into strategic cooperation agreements with the Company and organizing joint companies 	<ul style="list-style-type: none"> Improving the profitability of the strategic cooperation field Enhancing the profitability of joint companies Ensuring common interests of partners 	<ul style="list-style-type: none"> Contract execution Regular meeting High-level meeting Document and correspondence contact Daily contact
 Customers	<ul style="list-style-type: none"> Customers who use the products and services of the Company 	<ul style="list-style-type: none"> Providing products with superior quality and reasonable prices Providing effective and high-class services Creating value for customers 	<ul style="list-style-type: none"> Customer meetings Customer managers and field customer representatives Customer visits Customer communication periodicals Satisfaction survey
 Employees	<ul style="list-style-type: none"> All employees of both the Company and its branches and subsidiaries 	<ul style="list-style-type: none"> Providing safe and healthy work environment Respect employees' rights and interests Wide career development space Democratic participation 	<ul style="list-style-type: none"> Conferences of worker representatives Labor unions Youth League committees
 Industry	<ul style="list-style-type: none"> Air transportation and travel information service industry in which the Company is devoted to 	<ul style="list-style-type: none"> Innovative technology R&D Driving industry progress 	<ul style="list-style-type: none"> Formulating the industrial standard Joining the industry association Discussion and exchange Developing cooperation
 Communities	<ul style="list-style-type: none"> The regions in which the Company's business is carried out, including local and overseas regions 	<ul style="list-style-type: none"> Promoting the prosperity and development of communities Ensuring safe and environmentally-friendly environment 	<ul style="list-style-type: none"> Participating in community activities Providing help for communities if needed Developing low-carbon environmentally-friendly products Publicizing environmental protection awareness Volunteer activities Public benefit activities of communities

企业荣誉和行业影响力 | Enterprise Honor and Industry Influence

2015 年公司获得的主要奖项及资质 | Main Awards and Qualifications Acquired by the Company in 2015



2015 年公司创造的行业影响力 | Industry Influence of The Company in 2015

● 发布航指数 Issuing airline index

《2015 年航指数年度白皮书》正式向社会发布。航指数依托中国航信系统数据，致力于为民航业、旅游业等相关行业和政府机构提供最权威、最及时、最具有价值的数据统计与分析结果。

2015 Annual Airline Index White Paper has been officially issued to the society. Airline index, relying on TravelSky system data, is committed to providing the most authoritative, timely, and valuable data statistical and analytical results for the civil aviation industry and tourism industry, etc. and government agencies.

● **参与制订行业标准** Participating in formulating industry standard

编制并发布行业标准包括：《旅客航空运输登机牌二维条码格式和技术要求》、《附加服务中逾重行李电子化处理规范》、《中国民航航空公司旅客预订数据交换规范》、《民航机场收费简化开账数据规范》、《民航货运简化联运开帐数据规范》等，并参与 ITSS 国家标准《信息技术服务 咨询设计 第 1 部分：通用要求》的制订工作。

The compiled and released industry standards include 2D Barcode Formats and Technical Requirements of boarding Passes of Passengers in Air Transportation, Specification of Electronic Processing of Excess Baggage in Additional Services, Specification of Passengers' Booking Data Exchange of CAAC Airline, Specification of Charge Simplification Billing Data of Civil Aviation Airports, and Specification of Civil Aviation Cargo Transportation Simplification and Through Transportation Billing Data, etc. In addition, the Company has participated in the formulation of ITSS Information Technology Service and Consulting Design Part I: General Requirements.

● **民航信息系统国产化投产** Commissioning of domestically produced civil aviation information system

投产国产化核高基转报系统，实现中国航信国产化运营“0”的突破。

投产国家核高基项目电子客票系统，实现第一个民航核心交易系统在我国自主知识产权的 TODE 中间件、中标麒麟操作系统以及达梦数据库上的成功运行。

投产国家核高基项目 EMD 系统，实现第一张 EMD（电子杂费单）在开放国产化环境的成功出票。

Commission the domestically produced Switching System of Core Electronic Devices, High-end Generic Chips and Basic Software Project to break TravelSky's record of "zero" operation of the domestically produced system.

Commission the Electronic Ticket System of national Core Electronic Devices, High-end Generic Chips and Basic Software Project to achieve the successful operation of the first core trading system of civil aviation on TODE, Neokylin, and DM with proprietary intellectual property rights.

Commission the EMD (Electronic Miscellaneous Document) system of national Core Electronic Devices, High-end Generic Chips and Basic Software Project to achieve the successful issuing of the first EMD under the open and domestically produced system environment.



Issuing airline index



Participating in formulating industry standard



Commissioning of domestically produced civil aviation information system



4

保障安全运行 Guarantee Safe Operation

加强安全绩效管理
提升安全运行能力
注重产品质量安全

Strengthen Safety Performance Management
Enhance the Safe Operation Ability
Focus on Product Quality and Safety

2015 年，是国家加强网络安全立法之年，也是公司安全生产工作新指导思想的落地之年。我们始终坚持“把安全放在首位”的理念，将生产、信息安全视为立司之本和社会责任，积极开展安全宣传教育，不断强化“红线”意识；规范责任分解，严格责任追究，层层落实安全责任体系；在过去的安全生产经验基础上，总结出符合公司生产实际的制度流程；加大技术投入和国产化水平，提高系统安全的可控能力；紧跟技术发展的形式并针对管理过程中发现的问题，提出和建立信息安全制度体系建设，并开展信息安全专项治理，夯实安全基础。中国航信已经连续第九年保持了运行安全平稳态势。

In 2015, China strengthened network security legislation and the Company carried out the new guiding ideology of safety production. We always stick to the idea of "Safety First", deem production and information security as the basis of the Company and social responsibility, actively implement safety publicity and education, and continually strengthen "red line" consciousness; we seek to standardize responsibility decomposition, enhance accountability, and put safety responsibility system into place layer upon layer; based on the past safety production experience, we try to summarize institutions and flows conforming to actual production of the Company; we endeavor to increase the technology input and the level of domestic production and improve the controllability of system safety; and closely follow the trend of technological development, propose and establish an information security system, carry out special governance of information security, and lay a solid foundation for safety. TravelSky has been keeping smooth and steady operation safety in nine consecutive years.



加强安全绩效管理 | Reinforcing Safety Performance Management

2015 年，新数据中心建设取得进展，新一代系统投产与系统迁移工作开始出现交织，重点保障任务依旧繁重，公司多措并举，确保生产活动安全、平稳、有序。

In 2015, we made progress in the construction of the new data center and interweaved the new-generation system commissioning with system migration, but we were still confronted with heavy support tasks. Therefore, we took multiple measures simultaneously to ensure safe, steady, and orderly implementation of production activities.

安全管理理念 | Safety Management Philosophy

“安全第一”理念是中国航信不容动摇的立司之本，是做好各项工作的根本保障。我们通过安全宣传、警示教育、制度保障、讲座培训等多种形式，继续巩固与深化公司安全文化建设，持续打造“全员重安”的安全氛围。

The philosophy of “Safety First” is the unshakable basis of TravelSky and the guarantee to complete all kinds of work. We continue to consolidate and deepen the safety culture construction of the Company and create the atmosphere of “All Staff Pay Attention to Safety” through safety publicity, warning education, institutional guarantee, and lecture and training, etc.



安全制度建设 | Safety System Construction

2015 年，我们加强源头管控，重制度、抓落实、严监督，不断推进制度体系、技术体系和监测体系建设，实现从立项、设计、开发到上线运营的全流程安全管控，初步建成了研发阶段信息安全体系，编制完成文件 16 份，在制度层面实现了对系统从单一运行保障向全流程研发安全管控的转变。

In 2015, we strengthened the source control, attached great importance to institution, implementation, and supervision, continually carried the construction of institutional system, technological system, and supervision system forward, achieved the overall flow safety control from project approval, design, and development over online operation, preliminarily established an information security system for R&D stage, compiled 16 documents, and transformed the system from single operation guarantee to overall flow R&D safety control.

安全责任机制 | Safety Responsibility Mechanism

2015 年，我们坚持“一岗双责，党政同责”，进一步明确了运行安全、信息安全及行政安全责任，狠抓安全生产责任制落实，与各单位签订了《安全生产责任书》，明确要求各单位认真落实“四个责任”，并在各项安全检查中进行重点跟踪，确保安全生产责任制层层分解、落实到位。公司重新调整了安全生产考核体系，加大了研发阶段漏洞的管控力度。

In 2015, we adhered to “Two Duties for One Post, The Same Responsibility for the Party and the Government”, further specified responsibilities of operation safety, information security, and administration safety, strictly implemented safety production responsibility system, entered into Safety Production Responsibility Agreement with various organizations, clearly required those organizations to seriously put “four responsibilities” into practice, and mainly tracked safety inspection to ensure layer-by-layer decomposition and implementation of safety production responsibility system. The Company readjusted safety production assessment system and enhanced the control of R&D flaws.



提升安全运行能力 | Improving Safety Operation Capacity

安全检查 | Safety Inspection

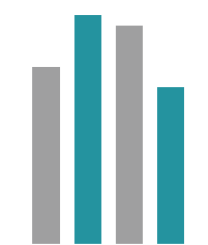
公司安全生产管理部门先后对十余家生产单位进行了应用系统开发安全的专项检查，并督促落实了相关的整改，提高了安全巡检的力度与频度。

The safety production management department of the Company has conducted special inspection of application system development safety among more than ten production organizations, urging them to implement related rectification, and increased the intensity and frequency of safety patrol inspection.

应急演练 | Emergency Drill

为切实提升机场保障能力，对机场保障预案中应急场景与处置措施进行了补充，对离港前端系统的应急功能进行了完善升级，总部生产部门全年开展应急演练 257 次，分支机构完成机场大规模应急演练 66 次，切换本地备份航班演练 2831 个，进一步提升了系统、网络及前端分支的保障能力。

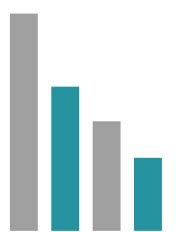
We have supplemented emergency scenes and treatment measures in the pre-arranged airport guarantee plan and improved and upgraded the emergency function of departure leading-end system to improve the guarantee capacity of airports. The production department of the Headquarters has conducted 257 emergency drills all through the year, branches and subsidiaries have completed 66 large-scale airport emergency drills, and 2831 local backup flights are switched for drills, so as to further improve the guarantee capacity of systems, network, and leading end branches.



总部生产部门全年开展应急演练

257 次

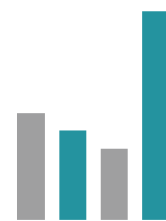
Headquarters has conducted 257 emergency drills all through the year



分支机构完成机场大规模应急演练

66 次

Branches and subsidiaries have completed 66 large-scale airport emergency drills



切换本地备份航班演练

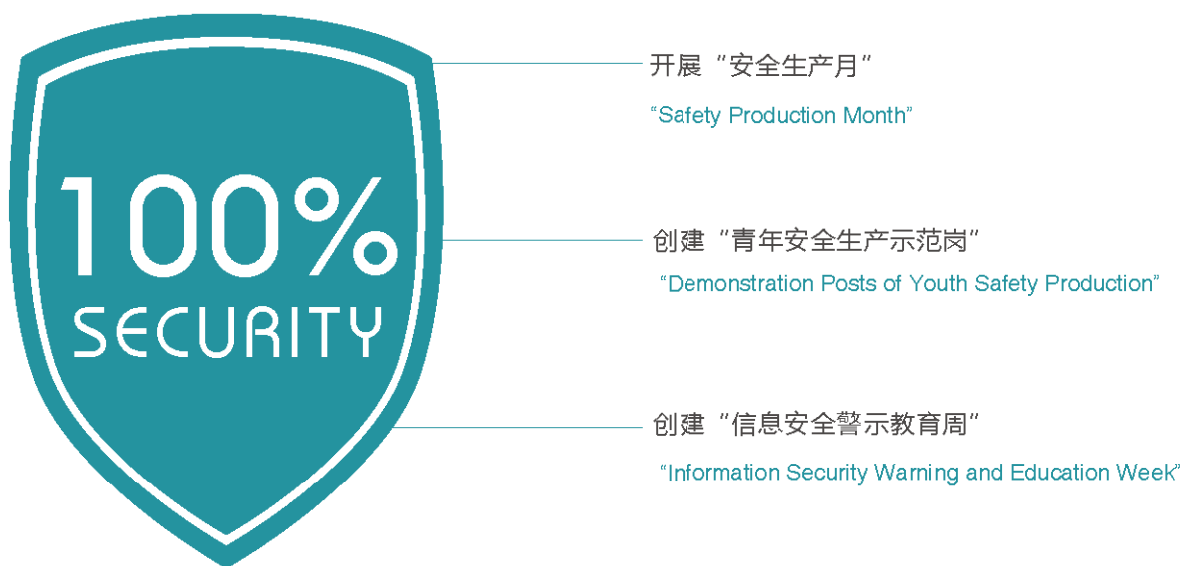
2831 个

2831 local backup flights are switched for drills

安全培训 | Safety Training

2015 年，安全形势出现了新变化，“安全”的内涵出现了新延展。针对新的形势，我们先后开展了形式多样的全员安全意识提升活动，包括“安全生产月”、创建“青年安全生产示范岗”、“信息安全警示教育周”等活动。

In 2015, the security situation experienced changes and the meaning of “safety” was extended. Under the new circumstance, we have successively carried out various safety consciousness improvement activities among all the staff, including “Safety Production Month”, “Demonstration Posts of Youth Safety Production”, and “Information Security Warning and Education Week”.



在青岛、北京举办了 2 次集中式安全培训，分别组织业界安全领域学者、安质部专家、总部安全能手从深化思想认识、指导工作思路、讲解前沿技术、解决突出问题等多维度进行授课，共计 120 余名骨干员工参加，增强了骨干员工安全技能，提升了安全意识，有效促进了“全员重安”氛围的形成。

Two centralized safety trainings were held in Qingdao and Beijing, by separately organizing industry scholars in safety field, experts of Safety & Quality Department, and safety masters of the Headquarters to give lessons in deepening ideological understanding, guiding the thinking of work, explaining cutting-edge technologies, and resolving prominent problems, etc. More than 120 key employees attended the training, which enhanced the safety skills of key employees, improved their safety consciousness, and effectively promoted the formation of the atmosphere “All Staff Pay Attention to Safety”.

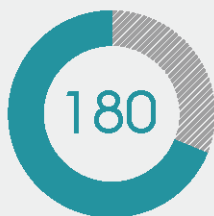


案例：开展“青年安全生产示范岗”创建活动

Case: Creating “Demonstration Posts of Youth Safety Production”

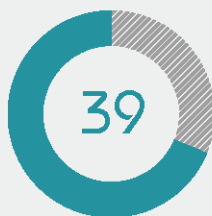
为进一步激励并引导航信青年职工强化安全生产意识，提高安全生产技能，参与安全生产管理，助力公司发展创造良好的安全生产环境，2015年6月-11月，由中国航信安全生产与质量管理部和团委共同主办，运行中心团委承办“中国航信2015年度安全生产教育实践活动暨“青年安全生产示范岗”创建活动”。本次活动以“青春创建中国梦--青安岗在行动”为主题，以安全生产月为启动点，以活动先进评优为结束点，共持续180余天。参与单位覆盖了总部和各分支机构共39个单位及部门，参与人数达到1945人，其中35周岁以下青年1475人，约占总人数的75.8%。

From June to November 2015, the “2015 TravelSky Annual Safety Production Education and Practice Activity: Creating Demonstration Posts of Youth Safety Production” was held by the Youth League Committee of Operation Center, and jointly sponsored by the Department of Safety Production and Quality Management and the Youth League Committee of TravelSky. The aim was to further stimulate and guide young staff of TravelSky to strengthen their safety production consciousness, improve their safety production skills, participate in safety production management, and help the Company develop and create a sound safety production environment. This activity was themed on “Youth Creates Chinese Dream - Youth Safety Surveillance Post in Action”, starting with the “Safety Production Month”, and ending with the advanced personnel appraisal in the activity. It lasted for more than 180 days, covered 39 organizations and departments from the Headquarters, branches and subsidiaries, and attracted 1,945 participants, with 1,475 ones under 35 years old, accounting for 75.8% of all the participants.



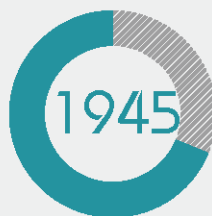
持续天数

It lasted for more than 180 days



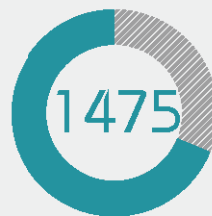
参与单位及部门

covered 39 organizations and departments



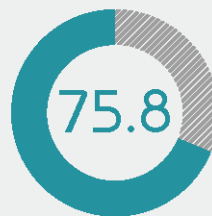
参与人数

1,945 participants



参与青年

1,475 young participants



青年占比

Young employees take 75.8% of all

隐患排查 | Hidden Danger Identification

构建完成主动防御体系，集团公司240个网站首次全部实现实时安全监测，模拟渗透攻击技术获得突破；与公安部网络安全通报中心、国家互联网应急中心等权威单位建立了漏洞通报渠道，有力提高了公司网站的信息安全水平。

We have established a proactive defense system, all 240 websites of the Company have achieved real-time safety monitoring for the first time, and we have made breakthrough in simulated penetration attack technology; we have built a loophole notification channel with Network Security Notification Center of Ministry of Public Security and CNCERT, etc., powerfully improving the information security level of the corporate website.

注重产品质量安全 | Emphasizing Product Quality Safety

面对愈演愈烈的网络攻击和盗取数据，公司积极转变传统的安全管理思维，不断推动主动防御的安全可控体系建设。坚持走安全可控道路，组织完成了利用自主研发的 TODE 中间件和开源中间件的研究工作，逐步替代国外大型商用软件，目前自主研发的中间件应用率超过 50%；国产操作系统和数据库在部分电子客票销售系统中顺利投产；结合新一代系统投产、新数据中心搬迁、老旧设备升级等工作，稳步推进了硬件设备的安全可控进程，全年新投产服务器国产化比例达到 100%，网络和存储设备均超过 85%。

The Company has actively transformed the traditional safety management thinking pattern and continually promoted the construction of proactively defensive and controllable safety system to cope with increasingly fierce network attack and data stealing. We have been insisting on safety controllability and have organized the gradual replacement of foreign large-scale commercial software with self-developed TODE and open source middleware, with the utility ratio of self-developed middleware of over 50%; the domestic operating system and database have been smoothly commissioned in some electronic ticket sales systems; the safety controllability progress of hardware equipment has been steadily boosted in combination with the commissioning of the new-generation system, the removal of the new data center, and upgrading of used equipment, etc. and the ratio of yearly operated domestic servers accounted for 100%, with both the ratio of network and that of storage device exceeding 85%.



专注于安全生产
Devote to safety production

同时，我们还注重加强旅客数据安全保护。推进电子客票权限管控功能改造，实现了针对提取旅客数据行为的自动监控，实现了航旅纵横机票验真反欺诈功能，切实保障了旅客数据信息安全。

In the meantime, we have laid emphasis on the protection of passenger data safety. We have carried forward the reconstruction of permission control function of electronic ticket, achieved automatic monitoring of extracting passenger data and ticket verification and anti-fraud of Umetrip, and ensured data information security of passengers.



5

持续稳健经营

Continuing and Prudent Operation

优化战略布局
完善业务类型
提升客户体验

Optimizing Strategic Layout
Perfecting Business Types
Improving Customer Experience

优化战略布局 | Optimizing Strategic Layout

我们积极拓展海外旅客服务系统市场，实现了大陆民航信息服务系统首次进入台湾市场。加快布局低成本航空市场，推出“增值易”解决方案，助力航空公司客户提高附加服务收入。首次涉足航空公司咨询类业务。机场无线智能应用平台通过试点与机场柜台、行李系统以及微信平台的结合，打造旅客全流程服务生态闭环，已与多家机场达成合作意向。整合公共信息服务资源，为政企行业客户提供多种专业信息化服务，品牌影响力持续扩大。推广“通关一体化”工程和货运安检系统，已完成与多家客户签约。

We have actively expanded the market of overseas passenger service system and enabled the mainland civil aviation information service system to enter Taiwan market for the first time. We have accelerated the layout of low-cost aviation market, launched an “easy appreciation” solution, and helped airline customers increase their ancillaries. We have first stepped into airline consulting business. The wireless airport intelligence application platform has been in pilot combination with airport counter, baggage system, and WeChat platform to create an ecological closed-loop of full flow services for passengers, on which we have reached cooperation intention with many airports. We have integrated public information service resources, provided to clients from governments and enterprises with multiple professional informationalized services and continually expanded our brand influence. We have promoted “Customs Clearance Integration” project and cargo transport security check system and have signed contracts with many customers.



完善业务类型 | Perfecting Business Types

公司在主营市场继续保持优势地位。

The Company has been keeping a competitive edge in the main market.



结算业务覆盖全球 50 余个中性电子客票 (BSP) 市场，是全球第一大航空结算数据处理服务商

拥有国内 30 余家航空公司客户，成为全球第三大旅客服务系统 (PSS) 供应商

分销服务深入境内 8000 余家机票分销商

Has been the world's largest aviation accounting data processing service provider in the world, with the accounting business covering more than 50 BSP markets across the world

We had more than 30 airline customers both at home, becoming the globally third largest PSS provider

The distribution service has entered into more than 8,000 ticket distributors at home



分销超过 350 家海外航空公司机票
Distributed tickets for over 350 overseas airlines

国内分销市场份额超过 99%
The market share in the domestic distribution market of over 99%

机场离港系统覆盖国内外 300 余家机场，在国内机场服务产品中占据重要市场地位

The airport departure system has covered more than 300 international and domestic airports, holding a significant market position in the domestic airport service products

此外，在移动互联应用、大数据开发、云服务、业务外包等领域，公司取得重大突破，将业务范围成功拓展到民航旅游之外的行业。

In addition, the Company has made major breakthroughs in mobile internet application, big data development, cloud service, and business outsourcing, etc., and successfully expanded the business scope to industries beyond civil aviation tourism.

提升客户体验 | Improving Customer Experience

我们不断扩大客户服务管理系统应用覆盖范围，实现了服务工作全方位监控和量化考核。

We have continually expanded the application coverage of customer service management system and have achieved all-around monitoring and quantitative assessment of services.



我们持续加强服务工作督查管理，形成了客户走访定期汇报机制。

We have continued strengthening service supervision and management and formed a regular customer visit report mechanism.



公司全面启动互联网 + 客户服务工作，完成了在线培训网站、微信号、移动应用平台建设，用户体验不断提升。

The Company has comprehensively launched internet + customer services, completed the construction of online training websites, WeChat ID, and mobile application platform, and increasingly improved user experience.



我们持续举办“共翔社区”，讨论议题范围不断扩大，涉及航空公司销售渠道管控、旅客信息安全、服务能力提升等多个方面，已成为中国民航旅客服务系统社区的标志性品牌。

We have persisted in holding “PSS Development Community” seminar and have continually expanded the range of discussion topics, involving sales channel control, passenger information security, and service improvement, etc. of airlines, which has become a landmark brand of civil aviation PSS community.



国内出发 Domestic Departures

香港・マカオ・台湾出発
선 출발

国内出发
Domestic Departures

D01-D58

国内出发
국내선



Departures

C01-C61

国内線
국내선



请将二维码或条形码正面向上放入扫描区

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案例：保障航空公司利益，智能系统实时监控显实力

Case: ensuring the benefits of airlines and real-time monitoring by the intelligence system

近年来，随着航空旅游业的发展，航空系统恶意占座现象日趋严峻。2014 年 11 月 23 日，东航官网所售邯郸到上海的航班（MU5658）24 小时内累积恶意占座次数达到了 1111 次，这意味着每个座位被频繁恶意预定 5 次以上。恶意占座行为造成座位虚耗，损害了航空公司和消费者的利益，严重扰乱了市场秩序。

为解决这个难题，上海公司电商研发团队对销售数据和网站日志进行了长期的观察，发现与其通过不断增加交易规则限制操作，不如对其下订单的过程进行监控。随即开发了一个名为 FraudOrder 基于用户行为特征和 SVM 模型的系统，该系统不仅能以较高的精确度识别出恶意占座订单，还能在下订单前 0.1 秒内判断出该订单的恶意程度，为网站处理恶意订单提供准确的参考依据。

FraudOrder 在一定程度上，填补东航的收益漏洞。往年的春运前期，都是东航官网被恶意占座高峰期，2015 年的高峰期已经不复存在了。一些航班可疑占座率从 70% 降到了 20%，这些航班的上座率平均提升了 10 个百分点。

Vicious seat occupying has been increasingly worsening with the development of aviation tourism for the past few years. On November 23, 2014, within 24 hours the times of viciously occupying seats of Flight Handan-Shanghai (MU5658) sold on China Eastern Airlines official website reached 1,111, meaning every seat was frequently and viciously booked for more than five times. Vicious occupying leads to seat waste, damages the benefits of both airlines and consumers, and severely disrupts market order.

In order to resolve the problem, the E-commerce R&D team of Shanghai subsidiary found that it would be better to monitor the order placing process than restricting operations through continually increasing transaction rules after long-term observation of sales data and website logs. So the team immediately developed FraudOrder based on user behaviors' characteristics and SVM. This system can not only precisely identify vicious occupying orders, but also judge the vicious degree of an order within 0.1s before placing the order, so as to provide accurate reference basis for websites to process vicious orders.

FraudOrder has filled in the revenue gap of China Eastern Airlines to some extent. The earlier stage of transport during the Spring Festival in former years was the fastigium of vicious seat occupying on the official website of China Eastern Airlines. However, the fastigium disappeared in 2015. The suspicious seat occupying rates of some flights reduced from 70% to 20% and their average attendance rates rose by 10%.



机场自助值机
Airport Common Use
Self Service (CUSS)



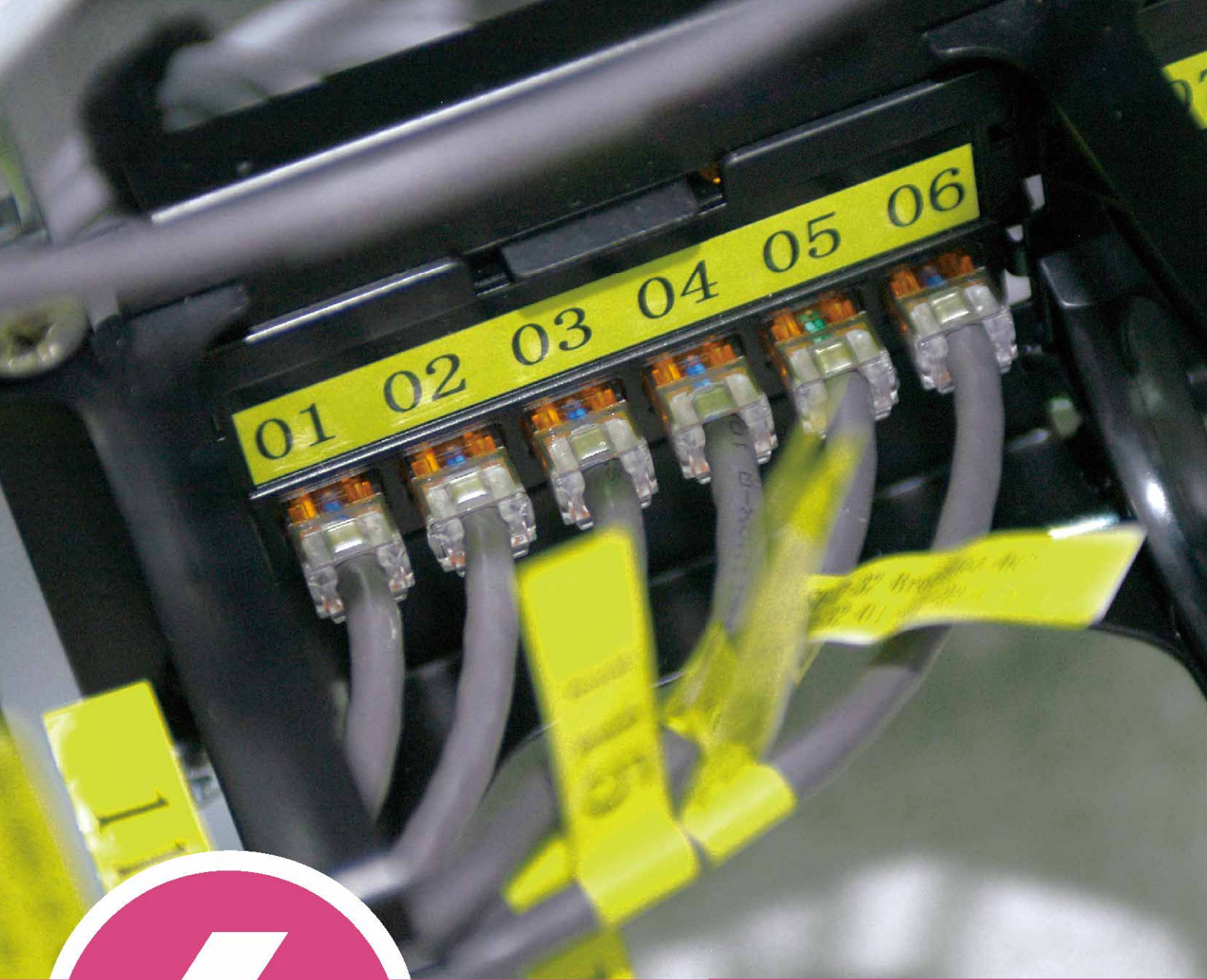
机场自助值机
Airport Common Use
Self Service (CUSS)



机场自助行李托运
Airport Self Bag Drop (SBD)



机场自助登机门
Airport Self Boarding Gate (SBG)



6

坚持创新发展

Adhere to Innovation and Development

创新技术体系
提升科研能力
加强技术创新
助推行业发展

Innovative Technology System
Promoting Scientific Research Ability
Strengthening Technological Innovation
Boosting Industry Development

创新技术体系 | Innovative Technology System

公司确立以总部研发中心为核心、北美研发中心为先导、重庆研发中心为延伸、分子公司研发机构为补充的分布式协同研发体系。聘请国内外专家，引进先进技术和方法，建立开放、高效的研发机制。采用自主掌控、开放式研发的集成创新模式，推进新一代旅客服务系统研发工作。积极承担“核高基专项”“云计算工程项目”等国家科技项目任务，与其他单位实施联合攻关。

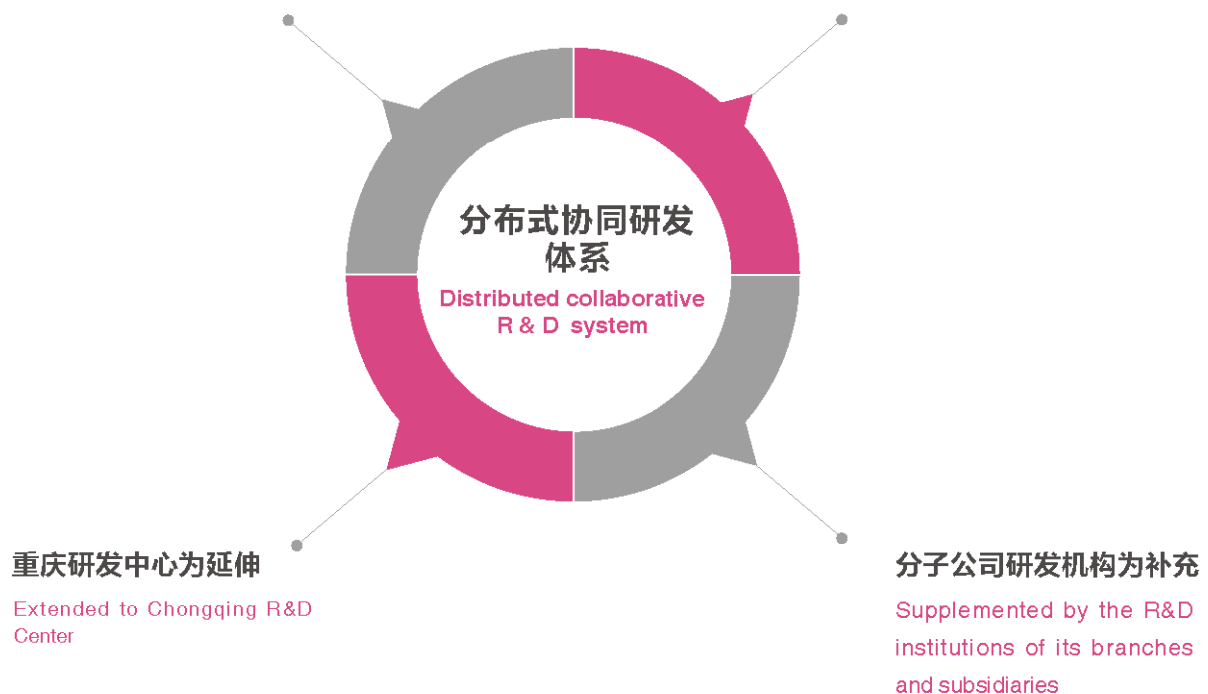
The Company has established a distributed and coordinated R&D system centered on Headquarters R&D Center, guided by North America R&D Center, extended to Chongqing R&D Center, and supplemented by the R&D institutions of its branches and subsidiaries. We have employed international and domestic experts, introduced advanced technologies and methods, and established an open and effective R&D mechanism. We have boosted the R&D of the new-generation PSS with an integrated innovative mode which adopts autonomously controlled and open R&D. We have actively undertaken some national science and technology projects such as "Core Electronic Devices, High-end Generic Chips and Basic Software Project" and "Cloud Computing Engineering Project" and tackled key problems jointly with other organizations.

以总部研发中心为核心

To the headquarters of the core research and Development Center

北美研发中心为先导

North American R & D Center for the pilot



提升科研能力 | Promoting Scientific Research Ability

2015 年我们持续加大自主创新投入的同时，还注重加强人才培养力度，推荐研发中心 1 人成功列入科技部综合运输与智能交通领域十三五专家，并持续推进高级工程师推荐选拔工作。公司连续四年支持工信部、教育部和江苏省人民政府共同主办的“中国软件杯”大学生软件设计大赛，报选公司所出赛题的参赛学生连续两年夺得特等奖。此外，加强同科研院所及外部智慧资源的更广泛的产学研对接，获批天津市高校研究生教育校外创新实践基地建设单位。

While continually increasing input in independent innovation, we attached great importance to talent cultivation in 2015. One person in R&D center was recommended and successfully listed as one of the “13th Five-Year Plan” experts in comprehensive transportation and intelligent transportation of Ministry of Science and Technology. And the Company continued to boost the recommendation and selection of senior engineers. The Company has supported the “China Software Cup” Undergraduate Software Design Competition jointly held by Ministry of Industry and Information Technology, Ministry of Education, and People’s Government of Jiangsu Province for four consecutive years and the participating students who have been enrolled in the competition topic provided by the Company have won Outstanding Awards in two consecutive years and the participating students who have been enrolled in the competition topic provided by the Company have won Outstanding Awards in two consecutive years. Moreover, we have reinforced production-study-research connection with scientific research institutions and external intelligence resources, and have been approved as an off-campus innovation and practice base construction organization of college postgraduate education of Tianjin Province.

持续加大自主创新投入

Continually increasing
input in independent
innovation

注重加强人才培养力度

We attached great importance
to talent cultivation

支持“中国软件杯”
大学生软件设计大赛

The Company has supported
the “China Software Cup”
Undergraduate Software
Design Competition jointly
held

加强同科研院所及外部
智慧资源的更广泛的产
学研对接

We have reinforced
production-study-research
connection with scientific
research institutions

加强技术创新 | Strengthening Technological Innovation

公司以新一代旅客服务系统建设为主要抓手，不断打造自主知识产权，提升技术创新能力。

The Company has attached great importance to the construction of the new-generation PSS, insisted on creating proprietary intellectual property rights, and improved technological innovative ability.

新系统建设取得重大进展

The construction of the new system has made major progress

1

新一代航班管理系统在国航投产，顺利将航空公司航班控制系统核心功能转移至开放平台。新一代国际运价搜索系统及系列解决方案逐步落地，提高了航空公司收益，提升了旅客体验。新一代离港系统完成了方案整体设计，全面启动核心功能开发。新一代预订系统完成了统一订单查询在多个渠道的业务投产，核心预订功能进入全面开发阶段。

The new-generation flight management system has been commissioned in Air China, which can smoothly transform core functions of flight control systems of airlines to an open platform. The new-generation international transportation price searching system and its serial solutions have been gradually implemented to increase the profits of airlines and improve passenger experience. The new-generation departure system has gone through the overall plan design and the comprehensive launch of core function development. The new-generation booking system has completed the business production of unified order inquiry in several channels and the core booking function has entered into the entire development stage.

2

关键技术攻关成效显著

Key technological breakthroughs have made remarkable results

持续开展主机性能优化和功能外移，系统资源消耗大幅降低。完成运维服务交付系统私有云阶段性建设，资源交付效率不断提高，运维成本持续降低。国产化电子客票系统在西藏航空试点成功，实现国内大规模交易领域国产化零突破。基础平台方面，大数据平台功能不断扩展，数据处理能力显著提升。

We have persisted in host performance optimization and external removal of functions, so as to dramatically reduce system resource consumption. We have completed the phased construction of private cloud of the operation and maintenance service delivery system, so as to continually improve resource delivery efficiency and continually reduce operation and maintenance cost. The domestically produced electronic ticket system has gone through successful pilot in Tibet Airlines to break the record of zero domestic large-scale transaction. With respect to the foundation platform, functions of big data have been continually expanded and data processing capacity has been significantly improved.



案例：民航登机旅客肖像验证系统

Case: Boarding passenger photo verification system of civil aviation

在国内登机流程中，主要包括值机、安检和登机三个环节，安检环节确保旅客没有携带违禁品进入隔离区，并且通过人工核实，证件和旅客本人相对应。但是在登机环节，如何保证旅客与票对应，一直困扰着机场工作人员。在中国航信的离港前端 ANGEL NEWAPP 中，我们提供了安检再确认系统解决该问题。该系统可以将安检系统采集到的人脸照片展示在离港前端中，供工作人员人工比对。自动对比旅客过安检时的肖像与登机时肖像的相似程度功能。如果相似程度过低，则自动报警，为民航安全增加一份保障。

The domestic boarding flow mainly includes check-in, security check, and boarding. Security check ensures that a passenger enters the isolation area without prohibited goods and the certificate corresponds to the passenger through human verification. However, how to ensure a passenger corresponds to a ticket is still a problem for airport staff. We have hereby provided a security check re-confirmation system in ANGEL NEWAPP (departure leading end of TravelSky) to resolve the problem. This system can display the face photo acquired by the security check system to the departure leading end for the staff to make comparison. It can automatically compare the photo of a passenger in security check with the image in boarding. It will make automatic alarm if the similarity is too low so as to improve the assurance for civil aviation safety.



助推行业发展 | Boosting Industry Development

我们积极推进国家战略性新兴产业项目，完成国家云计算工程专项平台主体框架研发。首次被列为国家信息技术服务标准制定单位。深入开展产学研合作，“中国民航物联网联合实验室”已完成货运安检产品及民航情报分析系统开发。3项民航科技项目通过验收。全年新增技术发明专利授权4项、计算机软件著作权登记30余项、民航行业标准12项。承担民航“十三五”规划前期研究，新获批民航科技创新重大专项1项。

We have actively carried forward national strategic emerging industry project and completed the R&D of main framework of the national special cloud computing engineering platform. We have been listed as an organization to formulate national information technology service standards. We have made in-depth cooperation among enterprises, scientific research institutions, colleges and universities, and “Chinese Civil Aviation Laboratory of Internet of Things” has completed the development of freight security check and civil aviation intelligence analysis system. Three civil aviation science and technology projects have been checked and accepted. Four authorized technological invention patents, more than 30 registered computer software copyrights, and 12 civil aviation industry standards have been added all the year round. We have assumed the preliminary research of civil aviation “13th Five-Year Plan” and one major special project in civil aviation science and technology innovation has been recently approved.

3

3项民航科技项目通过验收

3 civil aviation science and technology projects have been checked and accepted

4

全年新增技术发明专利授权4项

4 authorized technological invention patents

30

计算机软件著作权登记30余项

More than 30 registered computer software copyrights

12

民航行业标准12项

12 civil aviation industry standards have been added all the year round

1

新获批民航科技创新重大专项1项

Civil aviation science and technology innovation project has been recently approved



7

关爱员工成长

Care for The Growth of Employees

保护员工权益
促进员工成长
营造和谐氛围
丰富员工生活

Protecting Rights and Interests of Employees
Promoting Employees Growth
Building a Harmonious Atmosphere
Enriching Employees Life

保护员工权益 | Protecting Rights and Interests of Employees

尊重人权 | Respecting Human Rights

我们积极推进基层平等协商和签订集体合同工作，不断扩大集体协商的覆盖范围，同时持续将劳务派遣形式员工转换为劳动合同形式员工，维护了员工的合法权益，有效调动了员工的积极性。推动续签《中国民航信息集团公司集体合同（草案）》、《中国民航信息集团公司女职工权益保护专项集体合同（草案）》、《中国民航信息集团公司劳动安全卫生专项集体合同（草案）》，一直以来，中国航信新员工和续约员工的集体合同签订率均为 100%。

We have actively boosted equal consultation at the grass-root level and signed collective contracts, continually expanded the coverage of collective negotiation, and continued transforming dispatched employees into contract employees so as to maintain legitimate rights and interests of employees and effectively arouse their enthusiasm. We have promoted the renewal of Collective Contract of China TravelSky Holding Company (Draft), Special Collective Contract of China TravelSky Holding Company on Protection of Female Staff's Rights and Interests (Draft), and Special Collective Contract of China TravelSky Holding Company on Work Safety and Health (Draft), with the collective contract signing rate of both new employees and renewing employees of TravelSky keeping 100%.



《中国民航信息集团公司集体合同（草案）》

The renewal of Collective Contract of China TravelSky Holding Company (Draft)



《中国民航信息集团公司女职工权益保护专项集体合同（草案）》

Special Collective Contract of China TravelSky Holding Company on Protection of Female Staff's Rights and Interests (Draft)



《中国民航信息集团公司劳动安全卫生专项集体合同（草案）》

Special Collective Contract of China TravelSky Holding Company on Work Safety and Health (Draft)

民主管理 | Democratic Management

我们进一步落实职代会职权，完善职代会工作制度，提升公司的科学化、民主化管理水平。召开了中国航信二届五次职工代表大会。审议《总经理工作报告》、《中国航信总部员工岗位管理办法（草案）》、《中国航信总部员工薪酬管理办法（草案）》、《中国航信总部员工绩效管理办法（草案）》。

We have further put functions and power of workers' congress into practice, completed the work system of workers' congress, and promoted the scientific and democratized management level of the Company. We have held the 5th Session of the 2nd TravelSky Workers' Congress and deliberated the Work Report of General Manager, Measures for Administration of Employee Posts of TravelSky Headquarters (Draft), Measures for Administration of Employee Salaries of TravelSky Headquarters (Draft), and Measures for Administration of Employee Performances of TravelSky Headquarters (Draft).



《总经理工作报告》

Work Report of General Manager



《中国航信总部员工岗位管理办法(草案)》

Measures for Administration of Employee
Posts of TravelSky Headquarters (Draft)



《中国航信总部员工薪酬管理办法(草案)》

Measures for Administration of Employee
Salaries of TravelSky Headquarters (Draft)



《中国航信总部员工绩效管理办法(草案)》

Measures for Administration of Employee
Performances of TravelSky Headquarters (Draft)

促进员工成长 | Promoting Employee Growth

搭建职业发展平台 | Setting Up a Career Development Platform

我们深入开展班组建设活动。2015 年，公司组织 26 个基层单位的 190 名班组长，参加了为期一年的中央企业第七期班组长岗位管理能力资格认证远程培训班。公司工会专门为航信的班组长定制、举办了五期、各为期一周的班组管理培训班（2 期班组管理基础培训班、1 期市场营销班组管理专项培训班、1 期班组项目管理专项培训班，1 期班组管理高级研修班），来自 53 个基层单位的 229 名班组长参加了培训。通过管理理论、互动体验、参观学习等综合课程，提升了班组长的管理理论素养，普及了经典的管理方法，拓宽了工作思路，提升了班组长的综合素质，指导了工作实践。培训获得参训学员的广泛好评。我们还启动了运行保障、产品研发、客户服务、市场营销、经营管理等五型示范班组的评选活动。

We have deeply carried out team building activities. In 2015, the Company organized 190 team leaders from 26 grass-root organizations to participate in the 7th remote training class of post management capability qualification authentication of team leaders from the centrally-administered state-owned company for one year. The company's labor union specially made five customized team management training classes for team leaders of TravelSky (with each class lasting one week) (two fundamental team management training classes, one special marketing team management training class, one special team project management training class, and one advanced team management workshop), with 229 team leaders from 53 grass-root organizations attending the training. The comprehensive courses such as management theory, interactive experience, and visit and learning improved the theoretical attainment of team leaders, popularized classic management methods, expanded their thinking of work, enhanced their comprehensive quality, and guided their working practices. The training gained wide praise of students. In addition, we also initiated demonstration team appraisal and election activities in five aspects including operation guarantee, product R&D, customer service, marketing, and operation management.



26 个基层单位的 190 名班组长
190 team leaders from 26 grass-root organizations



来自 **53** 个基层单位的 229 名班组长
229 team leaders from 53 grass-root organizations

完善绩效管理体系 | Improving the Performance Management System

我们高度重视提升员工的绩效表现水平，提高绩效考核指标设置的科学性与精细化，完善绩效目标执行过程中的辅导，加强员工个人绩效与部门绩效、公司绩效的联动，给予绩优员工相对更加优厚的薪酬回报，不断提高各级各类员工绩效管理的规范化程度。

We have attached great importance to the promotion of employee performance, improved the scientificity and refinement of performance assessment index setting, perfected the tutorship during performance goal execution, strengthened the linkage among individual performance, department performance and company performance, provided more favorable remuneration for excellent employees, and continually improved the standardized degree of performance management of employees at different levels.

培养国际化人才 | Cultivating Internationalized Talents

公司注重国际化人才培养。外派骨干员工赴海外分支机构轮岗工作是公司培养国际化人才的重要方式，也是公司培训体系中实践锻炼培训一项重要内容。经过几年的摸索与梳理，公司已建立起成熟的轮岗工作选派机制。通过一年的轮岗时间，提升外派员工对海外市场的总体了解和整体认识。2015 年，公司选派了两名员工分别赴新加坡公司及欧洲公司进行轮岗工作。

The Company lays emphasis on the cultivation of internationalized talents. Assignment of key employees to overseas branches and subsidiaries for work shift is one important way for the Company to cultivate internationalized talents and one important item of practice and training of the corporate training system. The Company has established a mature work appointment shift mechanism through years of exploration and arrangement. One year of work shift will promote assigned employees' general understanding of the overseas market. In 2015, the Company selected and assigned two employees to separately work in Singaporean subsidiary and European subsidiary in shifts.



开展职业技能竞赛 | Carrying Out Professional Skill Competition

公司广泛开展了职工技能竞赛活动。举办了中央企业级的“中国航信 2015 年民航旅客订座系统操作技能竞赛”和“中国航信 2015 年信息安全技能竞赛”。在中国航信 2015 年民航旅客订座系统操作技能竞赛中，有来自全国 23 个不同的单位和部门近 300 名选手参加了竞赛，37 名选手受到表彰。全国 25 家单位的近 400 名职工参加了“中国航信 2015 年信息安全技能竞赛”，共有 48 名职工获得优异成绩并得到表彰。参赛职工在活动中交流学习、切磋技艺、共同锻炼和提高了业务技术能力。

The Company has carried out professional skill competition activities within a wide range, including “2015 Civil Aviation Passenger Booking System Operating Skill Competition of TravelSky” and “2015 Information Security Skill Competition of TravelSky” on the centrally-administered state-owned company level. In the “2015 Civil Aviation Passenger Booking System Operating Skill Competition of TravelSky”, nearly 300 contestants from 23 organizations nationwide attended the competition, in which 37 contestants were commended. Nearly 400 employees from 25 organizations nationwide attended “2015 Information Security Skill Competition of TravelSky”, in which 48 employees obtained excellent performance and were commended. During the competition, participants communicated, learned, compared, and exercised with each other, so as to improve their technical abilities.



营造和谐氛围 | Building a Harmonious Atmosphere

珍视员工奉献 | Cherishing Employee Dedication

我们建立了市场化的薪酬管理体系，确立了“以岗定薪、按绩取酬”的科学化薪酬管理机制，优化了员工薪酬结构、完善了员工薪酬长期增长机制，并采取了骨干津贴等多角度的薪酬激励手段。

We have established a market-oriented salary management system by adopting a scientific salary management mechanism of “determining salary according to post and getting remuneration according to performance”, and taking some salary incentive measures from multiple perspectives such as backbone subsidy, which has optimized the salary structure of employees, and improved the long-term employee salary growth mechanism.



案例：深圳公司开展了员工合理化建议活动，共收集到员工 37 条建议，通过投票的方式对合理化建议的实用性及可行性进行了评审，采纳了员工的 22 条建议，并评选出优胜奖 4 名、积极奖 8 名。公司制作了宣传专栏，及时公布了合理化建议的采纳情况，对提出合理化建议的员工进行物质奖励和精神认可，以保障员工参与公司管理的热情。

Case: Shenzhen subsidiary carried out an activity of collecting employees' rational advices, during which the subsidiary received 37 advices from employees, adopted 22 by reviewing the practicability and feasibility of them by voting, and selected 4 winners for outstanding performance and 8 winners for active participation. The Company also made a special publicity column to timely publish the acceptance of the rational advices, and provided material awards and spiritual approval for employees who proposed rational advices so as to ensure the participation enthusiasm of employees.



关注女性员工发展 | Concerning the Development of Female Employees

关心关爱女职工，开展“秀妳”专项活动；持续完善了女职工大病互助基金；运行维护“爱心妈妈小屋”；开展了女职工“推荐好书给你读”主题活动。

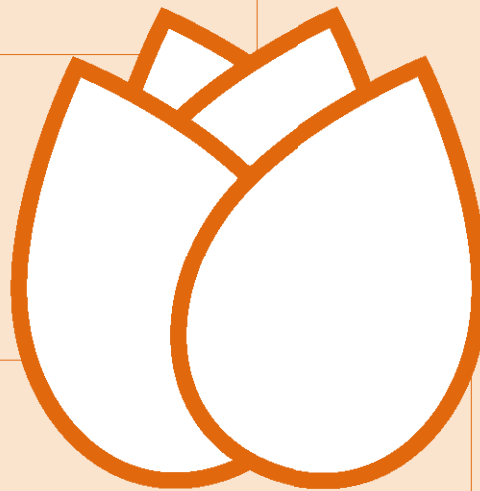
We show our cares and concerns for female staff by carrying out the special activity of "Show Yourself", continuing the completion of mutual fund for female staff in case of serious illnesses, operating and maintaining the "Caring Mother Cabin", and holding the activity themed by "Recommending good books to you".

- 关心关爱女职工，开展“秀妳”专项活动

We show our cares and concerns for female staff by carrying out the special activity of "Show Yourself"

- 持续完善了女职工大病互助基金

Continuing the completion of mutual fund for female staff in case of serious illnesses



- 运行维护“爱心妈妈小屋”

Operating and maintaining the "Caring Mother Cabin"

- 开展了女职工“推荐好书给你读”主题活动

Holding the activity themed by "Recommending good books to you"

关注新员工成长 | Focusing on the Growth of New Employees

每年的新员工入职培训是公司培训工作的重要内容，新员工入职培训是新员工快速熟悉、适应组织环境，准确定位角色，充分发挥自己才能的一个重要指引。2015年，公司新员工培训呈现出三大特点：一是参训员工多。2015年新员工入职培训参训员工共221人，为历年最多；二是覆盖范围广。除股份公司本部130名新员工外，来自结算公司、北京航信、移动科技、青岛凯亚、湖南航信、浙江航信、中国航信旅行社的91名新员工也参加此次培训，切实促进了公司本部与各分子公司新员工间的相互交流；三是培训课程内容全面，形式丰富。课程分为室外拓展环节以及室内授课环节，授课内容包括了公务礼仪、公文写作、民航基础知识以及公司相关业务等，共有28门课之多，是历年新员工培训课程安排最充实最紧凑的一次，为新员工们展示了民航业以及中国航信的全貌。

The annual new employee orientation training is one important item of corporate training and one important guide for new employees to get rapidly familiar with and adapted to the organizational environment, accurately position their roles, and give full play to their talents. In 2015, the new employee orientation training presented three characteristics. First of all, there were a great number of participating employees, totaling 221 ones in 2015, the greatest number over the years. Second, it had a wide coverage. Apart from the 130 new employees from the Company Headquarters, the 91 new employees from the Clearing Company, Beijing TravelSky, Mobile Technology, Qingdao Civil Aviation Cares, Hu'nan TravelSky, Zhejiang TravelSky, and TravelSky Agency also participated in the training, which promoted the mutual communication among employees from the both Company Headquarters and its branches and subsidiaries. Third, the training courses had comprehensive contents and rich patterns. The courses were divided into outdoor development and indoor lessons, including official business etiquette, document writing, basic civil aviation knowledge, and related corporate business, etc., totaling 28 courses, which had been the most substantial and compact in the past new employee training course arrangement and displayed the full view of civil aviation industry and TravelSky.

新员工培训后，员工进入见习岗位，在一年的见习期中，各单位（部门）根据工作需要，安排专人单独或集中对新员工进行岗位再培训。在新员工入职满一年后，人力资源部集中组织应届毕业生工作满一年培训。通过培训，引导员工系统梳理工作一年来的体会与收获，帮助员工解决在实际工作中产生的疑惑，提升自我认同。同时，明确职业角色定位，培养主动积极的工作心态。

After orientation training, the new employees would take the probation posts. During one year of the probation, organizations (departments) would arrange special persons to make individual or collective post retraining on new employees as needed. When new employees have worked for one year, HR Department collectively organizes training on current year's graduates who have worked for one year. The training guides employees to systematically sort out their experience and harvests in the past year, helps employees resolve doubts in work, and promotes their self-identification. In the meantime, the training can help employees position their professional roles and cultivate their active and positive mental attitude.



辩论现场
Debate Competition



案例：举办“诚信”主题辩论赛

Case: Holding a debate themed by “Honesty”

2015年12月，为了给航信员工提供施展才华的舞台，让青年员工在实践中增知识、长才干，党委办公室主办2015中国航信“诚信”主题辩论赛。此次辩论赛得到了广大员工的广泛关注与支持。来自直属、结算、研发、运行、分支等单位的六支参赛队伍，进行了初赛、半决赛和决赛三轮角逐，为航信员工奉献了一场场思辨与语言的盛宴。

In December 2015, Party Committee Office held the 2015 TravelSky “Honesty” Debate in order to provide a platform for employees to show their abilities and let young employees enrich their knowledges and improve abilities in practice. This debate attracted wide attention and support of the staff. Six participating teams from the direct subordinate unit, accounting unit, R&D unit, operation unit, branches and subsidiaries contended in the preliminary contest, semi-finals, and finals, offering a feast integrating thinking and debate to TravelSky employees.

初赛辩题

Debate

topics of the
preliminary
contest:

“诚信主要靠自律还是他律”

“Does honesty depend on self-discipline or external discipline?”

“对不讲诚信的人应不应该讲诚信”

“Shall we be honest to people who are not honest?”

“人际关系是以诚信为基础还是以利益为基础”

“Are interpersonal relationships based on honesty or benefits?”

半决赛辩题

Debate

topics of
semi-finals:

“互联网对弘扬诚信是利大于弊还是弊大于利”

“Does Internet do more good than harm or do more harm than good for honest promotion?”

“对企业而言，诚信还是利益更重要”

“Which is more important to an enterprise, honesty or benefit?”

决赛辩题

Debate

topic of
finals:

“提供优质服务，态度还是技术更重要”

“Which is more important in providing quality service, attitude or technology?”

丰富员工生活 | Enriching Employees Life

文体活动 | Recreational and Sports Activities

开展“航信职工大讲堂”系列活动；积极开展职工业余体育活动，增强职工体质。举办了足球、篮球、乒乓球、羽毛球、游泳、钓鱼、桥牌、网球等八项“航信杯”体育比赛。举办了职工体育大会，开展了健步走等群众健身活动，展示了职工体育活动成果。组织职工参加了 FESCO 联赛等国内体育交流赛事，取得了优异成绩。举办了“中国梦·劳动美”中国航信职工战略构想演讲活动。

We have carried out "TravelSky Staff Auditorium" serial activities and implemented leisure staff sports activities to improve health of staff. We have held eight "TravelSky Cup" sports competitions including football, basketball, table tennis, badminton, swimming, fishing, bridge, and tennis. We have held a staff sports meeting and some fitness activities such as Vigorous Walk, and displayed the results of staff's sports activities. We have organized staff to participate in FESCO league match and other domestic sports events, and achieved excellent performance. In addition, we have held "Chinese Dream - Labor Beauty" TravelSky Staff Speech on Strategic Thinking.



2015 年中国航信体育大会健步走活动
2015 TravelSky Sports Meeting Brisk Walking Activity



2015 航信杯乒乓球赛
2015 TravelSky Cup Table Tennis Competition

员工关怀 | Employee Care

持续实施了“心健康·新旅程”职工关爱 EAP 计划。聘请专业机构为职工提供心理健康检查服务。举办了心理健康培训讲座。为全国各地的职工提供了心理咨询服务，职工关爱计划的实施，增强了职工的心理健康意识，帮助职工掌握了情绪管理及压力应对方法，全面提升了职工心理健康水平。

We have persisted in implementing "Psychological Health and New Journey" Employee Assistance Program (EAP). We have employed a professional institute to provide psychological health inspection for staff, held psychological health training lectures, and provided psychological counseling for staff nationwide. The EAP has strengthened the psychological health consciousness of staff, helped staff master methods for emotion management and pressure coping, and comprehensively improved the psychological health level of staff.

帮扶困难员工 | Helping the Needy Employees

启动了第二期中国航信“职工爱心互助金”，加强了职工互助合作。开展了职工帮扶慰问工作。开展了以“关心 关爱 温暖常在”主题的送温暖活动和“服务暖心 清凉沁心”为主题的送凉爽活动。两次活动从行政和工会渠道共筹集慰问金 117.5 万元。公司领导分赴京内外的 16 家最基层单位，看望慰问了 67 名困难职工。各级工会组织也积极开展了各具特色的“送温暖、送凉爽”活动，合计慰问了 2000 余名职工。

We have launched the second TravelSky “Mutual Aid Money for Employees”, strengthened mutual cooperation with staff, and carried out staff assistance and condolence work. We have implemented a heart-warming activity themed by “Care, Love, Warming You Always” and a coolness-sending activity themed by “Service warming your heart and coolness calming your mind”, both of which have raised RMB 1.175 million Yuan of consolation money from administration and labor union. The Company leaders have come to 16 most grass-root organizations both in and out of Beijing to visit 67 needy employees. In addition, work unions at all levels have held characteristic “heart-warming and coolness-sending” activities and visited more than 2,000 employees in total.

关爱退休员工 | Caring About Retired Staff

我们关爱退休员工，继续做好退休人员的管理与服务工作，及时研究面临的新情况新问题，积极探索做好退休人员管理与服务工作的新途径新办法，不断完善退休人员管理与服务工作的体制、机制和制度。

We have been showing care for retired employees, continued managing and serving the retired staff, timely found out new measures to cope with new situations and new problems, actively explored new ways to manage and serve the retired personnel, and continually improved the system, mechanism, and institution of managing and serving the retired staff.



退休老同志舞蹈队
Dance team constituted by retired staffs



8

坚持绿色发展

Adhere to Green Development

推进绿色创新
施行低碳运营
倡导绿色办公

Carrying Green Innovation Forward
Implementing Low-carbon Operation
Advocating Green Office

推进绿色创新 | Carrying Green Innovation Forward

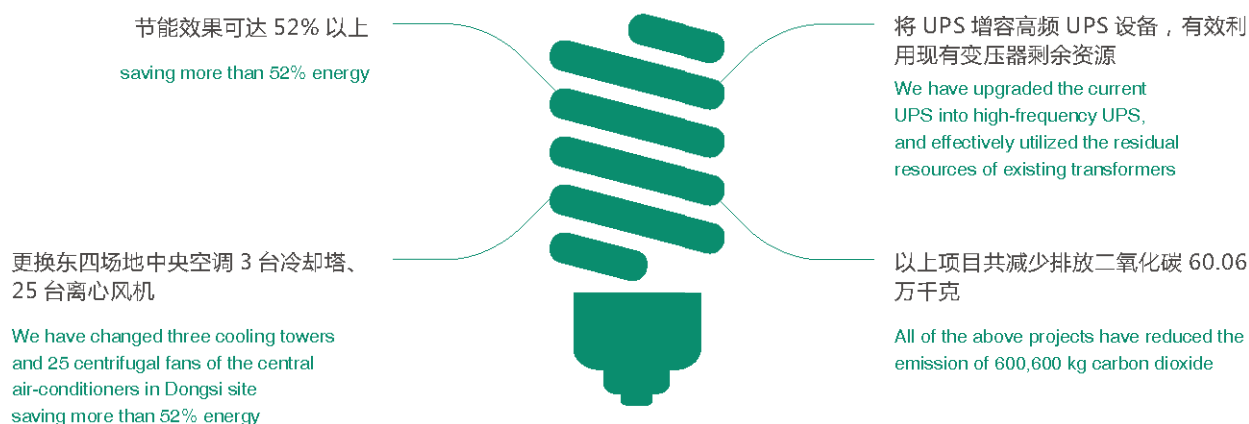
2015 年,中国航信在保证安全生产的基础上,持续通过淘汰产能低下的老旧设备、引进高效节能的新技术、加强节能改造、做好节能宣传等多种方式,减少资源与能源的消耗,为企业降低成本,提高资源的使用效率。

In 2015, on the basis of ensuring safe production, TravelSky continually reduced resource and energy consumption, cut down corporate cost, and improved resource availability by eliminating old equipment with low capacity, introducing new effective and energy-efficient technologies, strengthening energy conservation transformation, and publicizing the energy conservation, etc.

施行低碳运营 | Implementing Low-carbon Operation

通过数据中心配电、空调系统改造项目的实施,将中国航信北京东四场地绝大部分灯具更换为 LED 灯管,发光效率更高,同时完成计量及智能控制安装工作,节能效果可达 52% 以上;更换东四场地中央空调 3 台冷却塔、25 台离心风机,降低制冷机的冷凝温度,提高设备散热效率,达到节电的目的;将 UPS 增容高频 UPS 设备,有效利用现有变压器剩余资源,在带相同负载的情况下,所产生的能耗减少,从而达到节能减排的目的。以上项目共减少排放二氧化碳 60.06 万千克。

By implementing data center power distribution and air-conditioning system reconstruction project, we have replaced the vast majority of lamps of TravelSky Dongsì site, Beijing with LED lamps to improve the luminous efficiency, and completed measurement and intelligent control installation, saving more than 52% energy. We have changed three cooling towers and 25 centrifugal fans of the central air-conditioners in Dongsì site, reduced the condensing temperature of the refrigerating machine, and improved heat dissipation efficiency of equipment, so as to save electricity. We have upgraded the current UPS into high-frequency UPS, and effectively utilized the residual resources of existing transformers, so as to reduce energy consumption under the same load and achieve the goal of energy conservation and emission reduction. All of the above projects have reduced the emission of 600,600 kg carbon dioxide.







中国航信北京东四办公区集中监控系统项目通过搭建机房内智能化系统集成管理平台、改造原有电力监测系统、建立机房动力环境监控系统、建立 UPS 蓄电池单体带内阻监控系统、建立建筑设备监控管理系统、建立视频监控系统，能够实现远端控制、智能管理、维护工作电子化，节约人员成本，为设备节能减排提供决策支持。

The centralized monitoring system project of TravelSky Dongsì Office Area in Beijing can achieve remote control, intelligent management, and maintenance electronization, save human cost, and provide decision support for energy conservation and emission reduction of equipment by setting up an integrated management platform of intellectualized system in the machine room, reforming the original power monitoring system, and establishing power environment monitoring system of the machine room, UPS storage battery cell with internal resistance monitoring system, construction equipment monitoring management system, and video monitoring system.

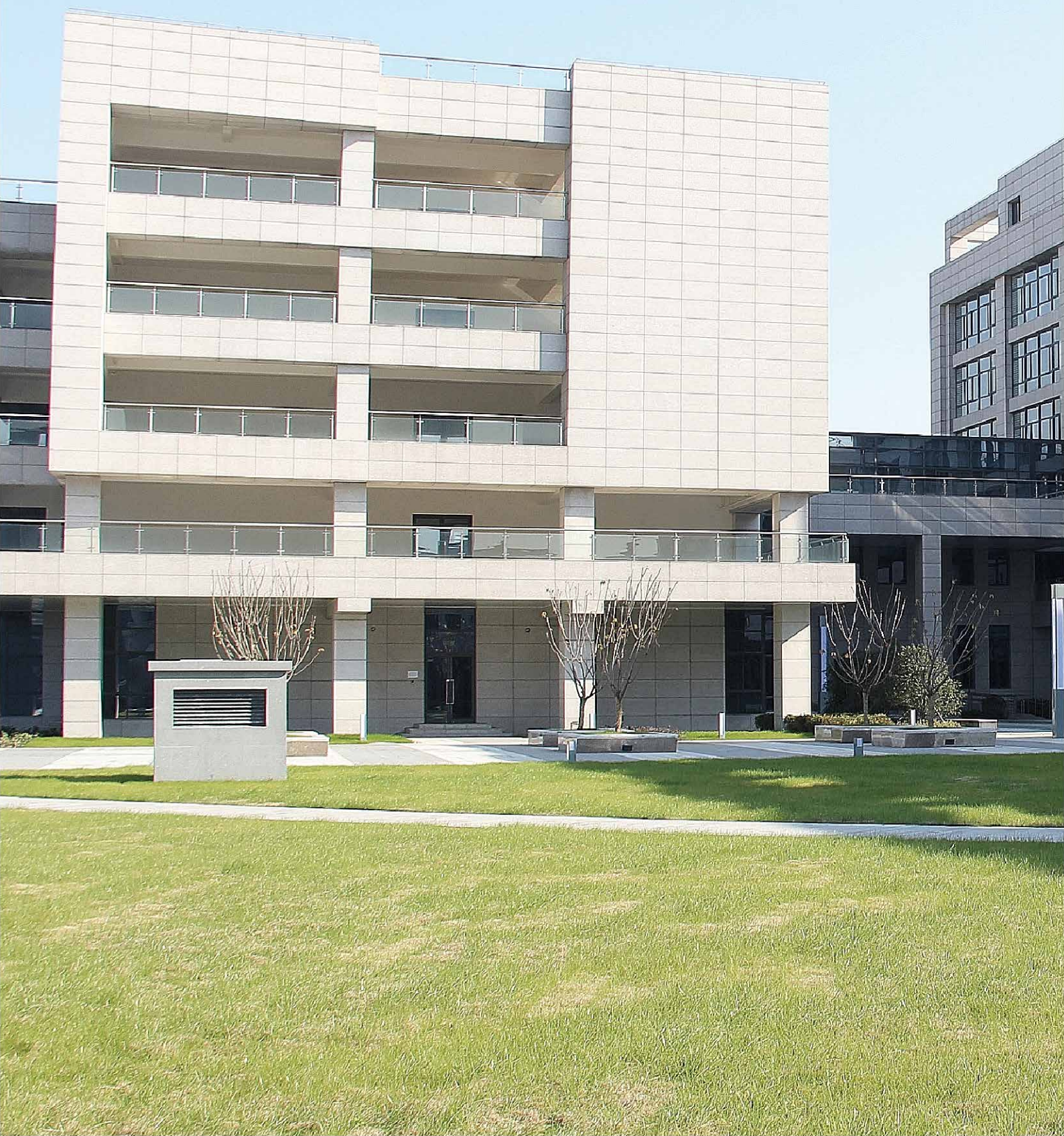
中国航信北京顺义高科技产业园区在暖通设计、楼宇自控和空调热回收方面采用多种节能和控制技术，真正实现建设绿色数据中心的宗旨。整个制冷系统通过提高冷冻水供水温度、特定季节自然冷却等多种先进技术，满足节能减排的要求；使用创新的楼宇控制技术，来实现对新园区空调及变配电设备、照明、冷热源系统等系统的管理；通过空调热回收技术的研究和实践，实现热能的二次利用，从而减少能源的直接消耗和排放，以达到节能和环保的目的。上述技术的采用，在满负荷运转情况下，预计年节约电能约 3000 万度。

TravelSky High-Tech Industrial Park in Shunyi District of Beijing has used several energy-saving and control technologies in heating and ventilation design, building automation, and air-conditioning heat recovery to achieve the purpose of constructing a green data center. The overall refrigerating system meets the requirements of energy conservation and emission reduction by means of improving the supply temperature of chilled water and natural cooling in some seasons, etc.; the innovative building automation technology can be used to manage air-conditioners, power transformation and distribution equipment, lighting, and heating and cooling source system in the new park; the research and practices on air-conditioning heat recovery technology can achieve second utilization of thermal energy so as to reduce direct consumption and emission of energy and save energy and protect the environment. It is expected that the utilization of the afore-said technologies can save about 30 million kWh of electricity per year under full load operation.

中国航信中央企业（嘉兴）共用信息（灾备）服务中心采用河水空调自然冷却系统，取服务中心附近的低温河水作为天然冷源，在过渡性季节，实现河水与离心机组联合为数据中心机房供冷；在冬季，通过热交换为冷冻水降温，替代离心机组等，独立为 1 号数据中心供冷，以节省空调系统运行能耗，减少自来水损失，降低空调系统运行费用，并达到节能减排的目的。项目改造建成并达到满负荷运行后，估算数据中心每年节电量为 684.57 万千瓦时，节约市政水 11.52 万立方米。

TravelSky Centrally-Administrated State-Owned Enterprise (Jiaxing) Sharing Information (Disaster Backup) Service Center uses air-conditioning natural cooling system with river water, which takes the low-temperature river water near the Service Center as a natural cold source and supplies cold source for the data center machine room jointly with river water and centrifugal unit in the transition seasons. In winter, heat exchange is used to cool the chilled water and replace the centrifugal unit, etc. to independently supply cold source to No.1 data center in order to save the operation consumption of the air-conditioning system, reduce the tap water loss, cut down the operation expense of the air-conditioning system, and achieve energy conservation and emission reduction. Upon the completion of project reconstruction and full-load operation, the data center is expected to save 6.8457 million kWh of electricity and 115,200 m³ of municipal water per year.







倡导绿色办公 | Advocating Green Office



中国航信认真开展 2015 年全国节能宣传周和全国低碳日活动，积极推进中国航信节能减排宣传工作。

我们制定了操作性较强的宣传方案，对活动时间、活动内容进行了周密详细的安排布署，要求各部门及所属企业加强重视，认真组织好活动，向员工普及生态文明知识，宣传节能低碳、勤俭节约的生活理念，倡导可持续发展的生活方式和消费方式，做到逐级抓落实，切实保障活动取得实效。中国航信制作了全国节能宣传周和全国低碳日活动主题海报和宣传片，向员工普及低碳城市概念，宣传低碳办公、低碳生活和低碳出行的实用小窍门，引导职工从点滴做起，从自身做起，使节能减排成为广大职工的自觉行动。通过全方位、多层次的大力宣传，加深了员工对节能降耗工作的认识，让节能减排意识真正走进大家生活和工作的方方面面，使节能减排落到实处，为公司节能减排、降本增效、可持续发展提供了保障。

TravelSky has earnestly carried out 2015 National Energy Conservation Publicity Week and National Low Carbon Day activities to promote the publicity of energy conservation and emission reduction.

We have made a publicity plan with strong operability, carefully arranged and deployed activity time and contents. All departments and subordinate enterprises are required to take it seriously, carefully organize the activities, popularize ecological civilization knowledge to their employees, publicize the of energy-saving, low-carbon, diligent and thrifty living concepts, advocate sustainable way of living and consumption, implement it at all levels and ensure the activity achieve substantial results. TravelSky has made posters and advertising videos themed by National Energy Conservation Publicity Week and National Low Carbon Day to popularize the idea of low-carbon city and tips of low-carbon office, low-carbon life, and low-carbon travel to employees, and guide employees to start from trivial things by themselves to enable energy conservation and emission reduction to become one conscious action of all the staff. The all-around and multi-level vigorous publicity has deepened employees' understanding of energy conservation and consumption reduction, brought the energy conservation and emission reduction into all aspects of life and work of the staff, put the energy conservation and emission reduction into practice, and provided a guarantee for the Company to achieve energy conservation and emission reduction, cost decreasing and benefit increasing, and sustainable development.





案例：深圳公司机房运用虚拟机技术，将大量物理服务器转换成虚拟服务器，大幅提高了服务器硬件性能的利用率，从而消减了物理服务器的整体数量。从实际使用效果上观察，使用两组三台服务器构成的虚拟机集群，就可满足过去约 40 台物理服务器的业务需求，能耗降低明显。在运维管理中，引入了 VPN 远程技术，结合堡垒机等安全设备，形成了较好的远程维护能力。不仅可以大幅度缩减应急响应速度，还减少了人员车辆往返的成本。

Case: The machine room of Shenzhen subsidiary has utilized the virtual machine technology to transform a large number of physical servers into virtual servers, which has substantially improved the utilization ratio of the hardware performance of servers and thus cut down the quantity of physical servers. Seen from the actual use effect, the utilization of two sets of virtual machine cluster composed of three servers can meet the business requirements of approximately 40 physical servers in the past, distinctly reducing energy consumption. With respect to operation and maintenance management, VPN remote technology has been introduced to form sound remote maintenance capacity in combination with such safety equipment as Access Gateway. This can not only substantially decrease the emergency response speed, but also reduce the travel cost of personnel and vehicles.









指南针

New COMPASS

向日葵志愿服务小组

9

服务社会民生

Serve the Society and Livelihood

承担重大任务保障
便捷日常旅客出行
参与社会公益事业

Undertaking Security Guarantees of Major Tasks
Providing Convenience for Passengers' Daily Travel
Participating in Social and Public Welfare Undertakings

承担重大任务保障 | Undertaking Security Guarantees of Major Tasks

2015 年，公司承担重保任务共有 70 余天，除做好“春运”、“两会”等常规重保任务外，我们积极落实国家与上级主管单位要求，以最高标准完成了“抗战胜利 70 周年活动”重保任务。

In 2015, the Company undertook the security guarantees of major tasks for more than 70 days. Apart from some common security guarantees of major tasks such as “Spring Festival Travel Rush” and “NPC & CPPCC”, we also put requirements of the State and superior competent organizations into practice and completed the security guarantee of “70th Anniversary of Victory of Anti-Japanese War” in the highest standard.

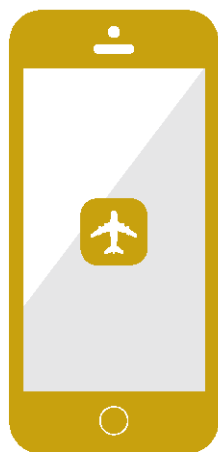
便捷日常旅客出行 | Providing Convenience for Passengers' Daily Travel

通过智能终端设备，旅客与网络保持了实时在线获取信息的能力。在移动互联网、云计算、物联网等新技术推动下，传统的机票销售行业的平台和模式都发生了很大的变化。一方面新技术的融合可以为机票销售行业带来新的业务推广手段和平台，如 APP 实现机票预订、支付出票等；另一方面也带来机票销售行业的业务模式的重构，如航空公司直销模式越来越接近最终消费者。

随着移动互联网的快速发展，更多的移动终端设备（最终消费者）收集，通过数据挖掘，机票销售行业“大数据”应用将真正定位到某一个用户身上，针对用户个性化定制的应用服务和营销方式将成为便捷日常旅客出行的发展趋势。

Passengers can acquire online information in real time via intelligent terminal equipment. Driven by mobile internet, cloud computing, Internet of Things, and other new technologies, the platforms and modes of the traditional ticket sales industry have experienced great changes. On the one hand, the integration of new technologies can bring new business promotion means and platforms to the ticket sales industry, e.g. ticket booking, payment, and issuing on APP. On the other hand, it also brings business mode reconstruction to ticket sales industry, e.g. the direct selling mode of airlines is getting increasingly closer to the final consumers.

With the rapid development of mobile internet, through data collection and mining by more mobile terminal equipment (final consumers), the application of “big data” of ticket sales industry will be truly positioned to individual users, and application services and marketing ways customized for users will become the development trend facilitating passengers' daily travel.



新技术的融合可以为机票销售行业带来新的业务推广手段和平台，如 APP 实现机票预订、支付出票等

The integration of new technologies can bring new business promotion means and platforms to the ticket sales industry, e.g. ticket booking, payment, and issuing on APP

带来机票销售行业的业务模式的重构，如航空公司直销模式越来越接近最终消费者

It also brings business mode reconstruction to ticket sales industry, e.g. the direct selling mode of airlines is getting increasingly closer to the final consumers.

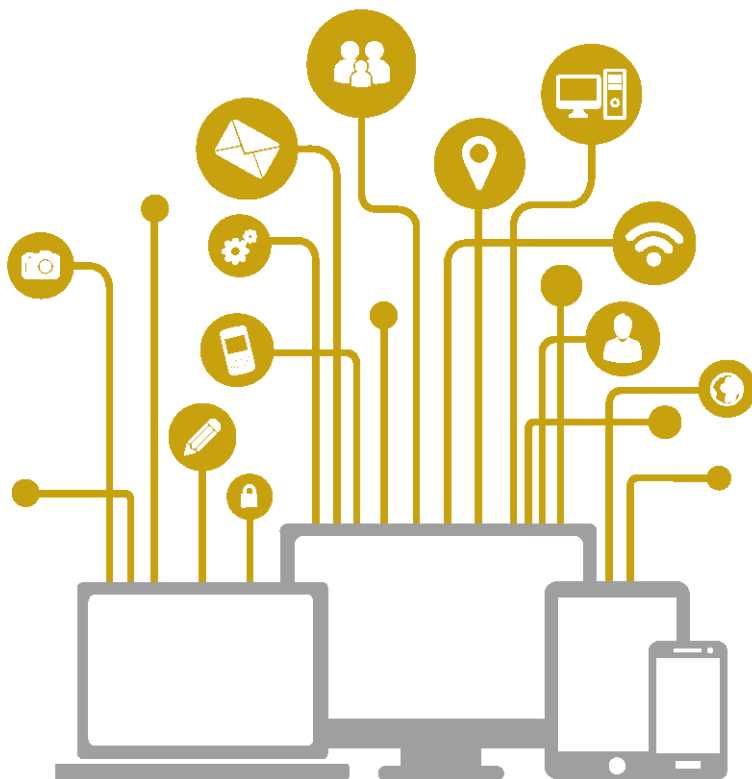


案例：中国航信推出的“余程宝”，立足于积极探索提供价值信息供旅客进行购票决策的服务模式，致力打通旅客飞行出行前“服务”环节，通过挖掘航信资源、技术、数据优势，研发一款移动互联网 APP 应用，向旅客提供独一无二的出行前信息、在恰当的时机帮助旅客进行行程决策。并提供便利的机票查询预订等后续全流程服务，逐步形成客流获取大量高价值“C”端用户。

Case: “Yuchengbao” released by TravelSky, based on the service mode of actively exploring and providing valuable information for passengers to help them make ticket purchase decision, is dedicated to undertaking the pre-travel “service” for passengers and researching and developing one mobile internet APP by excavating resource, technology, and data technologies of TravelSky so as to provide passengers with unique pre-travel information and help them make journey decisions at the appropriate time. Besides, it provides convenient ticket inquiry, booking, and other subsequent full-flow services and gradually acquires a large number of high-value “C” users through passenger flow.

案例：2015 年 6 月 30 日，上海公司开发的东航新版 KIOSK 产品在虹桥浦东两场进行了落地测试。该版本开拓了一种全新的旅客自助值机思路，从业务角度出发，将旅客区分为个人出行和家庭出行，让旅客一目了然，眼前一亮。其中家庭值机中的允许儿童自助值机功能又是此版本的一大突破，拥有陪行大人的儿童今后可以同普通旅客一样在自助柜机上进行值机，更加细化的服务，能更加方便不同出行目的旅客。

Case: On June 30, 2015, the new edition of China Eastern Airlines KIOSK developed by Shanghai subsidiary went through two tests before its launch separately in Shanghai Hongqiao Airport and Shanghai Pudong Airport. This edition exploits a brand-new passenger self check-in thought and divides passengers into individual travel and family travel according to business types, which enables passengers to understand the check-in process fully at a glance. The children self check-in function under the family check-in is another breakthrough, which allows children accompanied by adults to check in on CUSS like common passengers. The more refined service brings more convenience for passengers with different travel purposes.



参与社会公益事业 | Participating in Social and Public Welfare Undertakings

定点帮扶山西省神池县 | Targeted Assistance to Shenchi County, Shanxi Province

中国航信注重发挥自身行业特点和优势，坚持“科技扶贫、信息扶贫，全员扶贫、精准扶贫”的原则和方针，在智力帮扶方面持续发力，推动当地广大干部群众提升干事创业的素质和能力；同时在基础设施帮扶、品牌宣传帮扶、信息和电商帮扶、教育文化帮扶和贫困家庭结对帮扶等五个方面拿出重点举措，为神池发展和百姓致富创造便利条件。2015年，公司制定《中国航信定点帮扶神池工作规划（2015-2020）》，全年共安排扶贫资金及捐赠物资约230多万元。

TravelSky gives full play to its industrial characteristics and advantages and insists on the principle and policy of "Supporting the poor precisely using technology and information, with all staff involved". TravelSky has continued to boost assistance in intelligence and drive local cadres and masses to promote their entrepreneurship quality and ability. In the meantime, the Company has taken major actions in five assistance aspects including infrastructure, brand publicity, information and e-commerce, educational culture, and pairing with needy family to create convenience for the development of Shenchi County and for the masses to acquire wealth. In 2015, the Company has formulated TravelSky Work Plan for Targeted Assistance to ShenChi County, with the poverty alleviation funds and the value of donated goods and materials amounting to more than RMB 2.3 million Yuan throughout the year.



为贫困山区捐赠物资
Donation for the rural village

中国航信对神池县义井镇实施农村人畜饮水安全工程建设，重点解决该镇 6 个村人畜饮水困难问题。广泛利用自有网络平台、客户服务平台和微信微博平台为神池农特产品发送公益广告，宣传神池地标产品品牌。利用淘宝公众平台宣传推荐神池特色农产品，帮助当地企业在不到一个月的时间内实现网上新增交易 10 多万元。在中国航信的大力支持和帮助下，由神池县科技服务中心建设的信息服务平台取得新进展，平台以最便捷的手段将供求信息和科技信息送到农户和小微企业手上，给农户和小微企业带来实实在在的帮助。资助 45 万元优先安排奖励神池县 2015 年度在立德树人方面表现突出的优秀教师。此外，公司团委发动团员青年和热心职工，开展“中国航信 爱在神池”为主题的捐赠活动，共捐赠 20 包 700 余件衣物，定点捐赠神池县烈堡乡贫困家庭。同时捐赠笔记本电脑 10 台和 400 余册计算机方面的图书提供给神池县职业中学教学和学生使用。

TravelSky has implemented the construction of drinking water safety project for rural people and livestock in Yijing Town, Shenchì County to resolve the difficulty in drinking water for people and livestock in two villages of the town. We have widely taken advantage of our network platform, customer service platform, and Wechat and Weibo platforms to send public service advertisements for agricultural local products of Shenchì County and publicize the landmark product brands of Shenchì County. We have utilized the public platform of Taobao to publicize special agricultural products of Shenchì County and helped the local enterprises achieve transaction increase of more than RMB 100,000 Yuan from the internet within one month. With the help and support of TravelSky, the information service platform constructed by Science and Technology Service Center of Shenchì County has made new progress, which sends supply and demand information and scientific and technological information to farmers and small and micro enterprises conveniently and rapidly and substantially helps both farmers and small and micro enterprises. The fund of RMB 450,000 Yuan has been preferentially awarded to prominent teachers who have had outstanding performance in morality and education. In addition, the Youth League Committee of the Company has arisen young league members and warmhearted staff to carry out a donation activity themed by "TravelSky Love in Shenchì" to totally donate 20 packs of clothes, totalling more than 700 pieces for the needy families in Liebao Town, Shenchì County. Besides, we have donated 10 laptops and more than 400 books on computer to Vocational Middle School of Shenchì County for teaching and learning.



暖冬行动

启动“暖冬行动”志愿者服务活动 | Initiating “Warm Winter” Volunteer Service Activity

春运是涉及亿万人民群众切身利益、社会各方面高度关注的一项重要民生工程，中国航信团委号召各基层团组织，启动“暖冬行动”志愿者服务活动。

作为民航业信息保障单位，中国航信对志愿者进行服务岗前培训，注重技术能力提高，加快应急反应速度，在春运时间紧，任务重的特殊环境中，使志愿者能迅速进入角色，将服务热情和服务能力相结合，进而提高志愿服务效能。

一时的引导只是解决了旅客民航出行的表面问题，想要治标又治本，还得让旅客“自己动手，丰衣足食”。志愿者在活动中将中国航信推出的旅客出行服务手机APP“航旅纵横”推荐给旅客，面对面教会旅客使用“航旅纵横”查询航班动态，办理手机值机等，为每一位旅客提供多样民航出行选择，使春运变得“简单”，让每一位旅客都享受到民航出行带来的方便快捷。

Since Spring Festival Travel Rush is one of the important livelihood projects involving the vital interests of hundreds of millions of people and closely concerned by all walks of life, Youth League committee of TravelSky has called upon all grass-root organizations of the Youth League to initiate “Warm Winter” volunteer service activity.

TravelSky, as an information assurance organization of civil aviation industry, has conducted pre-job training for volunteers, stressed the improvement of their technical skills, and accelerated their emergency reaction speed, so as to enable them to play their roles in a rapid manner, combine their service enthusiasm with service ability, and improve their service efficiency under the special environment that the Spring Festival Travel Rush presents challenging tasks within limited time.

Temporary guidance only resolves the artificial problems of passengers who travel via civil aviation. To solve the problems for good, we shall let passengers resolve the fundamental problems by themselves. Volunteers has recommended to passengers the “Umetrip”, a travel service APP released by TravelSky, and taught them face to face how to use it to inquire flight information and handle mobile check-in. With various civil aviation travel selections for each passenger, Spring Festival Travel Rush is made simple and every passenger is able to enjoy the convenience and swiftness brought by civil aviation travel.



志愿者们在北京首都机场
Volunteers on Beijing Capital International Airport



志愿者们广州白云机场
Volunteers on Guangzhou Baiyun International Airport

学雷锋志愿服务活动常态化 | Popularization of Learn-from-Lei Feng Voluntary Service Activity

中国航信一直重视并支持学雷锋志愿服务活动的开展，不断弘扬雷锋同志服务人民、助人为乐的奉献精神，培育良好道德风尚，展示航信人的精神风貌。2015年，中国航信各单位结合实际，组织开展贴近生产生活需求的，便民利民、帮困解难、扶老助残、捐资助学等志愿服务活动，有的单位已连续十几年定点资助偏远地区小学，有的单位成立了学雷锋服务小组，学雷锋志愿服务活动在航信已蔚然成风，渐趋常态化。

TravelSky has always attached great importance to and supported the implementation of Learn-from-Lei Feng voluntary service activities in order to constantly carry forward the dedication spirit of Comrade Lei Feng in serving the people and helping others, cultivate good morality, and demonstrate the spirit of TravelSky staff. In 2015, all organizations of TravelSky organized and carried out some voluntary service activities which met production and living demands such as providing convenience and favor for the people, helping the poor and resolving their problems, helping the old and disabled, and donating money to education according to practical conditions. Some organizations have conducted targeted assistance to remote primary schools for a dozen years and some organizations have formed Learn-from-Lei Feng service groups. The Learn-from-Lei Feng voluntary service activities have become a common practice and become gradually normalized at TravelSky.



研发中心在北京市丰台区东铁匠营第二小学举行学习雷锋主题志愿者活动
R&D center organized Learning Lei Feng Spirit theme volunteer activity in Beijing Fengtai Dongtiejiangying Second Primary School



广州航信联合南航青年志愿者协会开展“为爱行走 -- 公益徒步活动”

Guangzhou TravelSky united youth voluntary association of China Southern Airlines to carry out “Walk for Love – Public-Benefit Walking”



华东凯亚前往无锡市南长区扬名街道清二社区开展温暖社区老人活动

East China Cares Company held Caring for the Seniors theme activity in Wuxi Nanchang district Yangming street Qing'er Community



广西分公司员工及家属利用双休日时间到桂林园博园参加义务植树活动
Guangxi Branch employees and their family participated in Guilin Expo Park Tree Planting volunteer activity together at weekend

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2016 年是“十三五”的开局之年，是全面深化改革的攻坚之年，更是中国航信提质增效、转型升级的关键之年。我们既要清醒认识在保安全、稳增长、促转型、强党建上的艰巨性复杂性，又要看到中央坚持创新驱动发展，着力加强结构性改革，推动深化改革落地的有利机遇。

2016 年，公司将进一步做好安全生产的责任落实和风险控制，重点开展生产监控体系、数据安全体系和人才队伍体系建设，推动安全、先进、高效、绿色的生产运营。

2016 年，公司将以提高发展质量和效益为出发点，优化业务结构，合理配置资源，推进国际化经营，提升公司竞争力，为利益相关方创造更大的价值。

2016 年，公司将继续加强社会责任建设。营造和谐氛围，珍视员工贡献；继续加大定点帮扶，尤其是智力方面的帮扶力度；积极参与社区共建，支持公益事业，为全面建成小康社会而努力。

展望未来，中国航信全体干部职工将进一步解放思想，坚定信心，迎难而上，抓住一切有利因素，全力推动公司发展迈上新台阶！

2016 is the beginning year of the "13th Five-Year Plan", a crucial year for comprehensively deepening reform, and a key year for TravelSky to improve its quality, enhance its efficiency, and make transformation and upgrading. We shall clearly know the arduousness and complexity in safety guarantee, growth stability, transformation promotion, and party building strengthening and grasp the opportunity of insisting on innovation-driven development, strengthening structural reform, and promoting and deepening reform by the central Party.

In 2016, the Company will further put responsibilities of safety production into practice and conduct risk control, emphasize the establishment of production monitoring system, data safety system, and talent team system, and boost safe, advanced, efficient, and green production operation.

In 2016, starting with the improvement of its development quality and benefit, the Company will optimize its business structure, rationally allocate resources, carry internationalized operation forward, enhance company competitiveness, and create more value for stakeholders.

In 2016, the Company will continue to strengthen the construction of its social responsibility. Specifically, the Company will build a harmonious atmosphere, cherish employee dedication; continue to reinforce targeted assistance, especially in intelligence; actively participate in community co-construction, support public welfare undertakings, and strive for a comprehensive well-off society.

Looking into the future, all cadres and staff of TravelSky will further free their mind, firm their confidence, face the difficulties, and catch hold of all favorable factors to promote the Company development in reaching a new level!

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	编号	内容	相关性	披露页码
战略分析	1.1	机构最高决策者就可持续发展与机构及其战略的相关性的说明	高	3—4
	1.2	主要影响、风险及机遇的描述	高	4—6
机构概况	2.1	机构名称	高	6
	2.2	主要品牌、产品和服务	高	10
	2.3	机构的运营架构	高	7—8
	2.4	机构总部的位置	高	封底
	2.5	机构在多少个国家运营，在哪些国家有主要业务，或那些国家与报告所述的可持续发展事宜特别相关	高	9
	2.6	所有权的性质及法律形式	高	6
	2.7	机构所服务的市场	高	10
	2.8	报告机构的规模	高	6
	2.9	报告期内机构规模、架构或所有权方面的重大变化	高	—
	2.10	报告期内所获得的奖项	高	19
报告参数	3.1	所提供信息的报告期	高	1—2
	3.2	上一份报告的日期	高	1—2
	3.3	报告周期	高	1—2
	3.4	查询报告或报告内容的联络方式	高	88
	3.5	界定报告内容的过程	高	1—2
	3.6	报告的边界	高	1—2
	3.7	指出任何有关报告范围及边界的限制	高	1—2
	3.8	对披露合资、附属机构、租用设施、国外采购业务等能够严重影响报告可比性的实体的处理方式	中	—
	3.9	数据测量方法及计算基准	高	1—2
	3.1	解释重订前期报告所载信息的影响及重订的原因	高	—
	3.11	报告的范围、边界或所用的测量方法与此前报告期间的重大差异	中	—
	3.12	用表格确定各标准披露在报告中的位置	高	—
	3.13	机构为报告寻求外部审验的政策及现行措施	高	—

编号	内容	相关性	披露页码
治理、承诺和利益相关方参与	4.1 机构的治理架构，包括最高治理机构下各个委员会	高	7-8
	4.2 最高治理机构的主席是否兼任行政职位	高	3
	4.3 如机构属单一董事会架构，请指出最高治理机构中独立和非执行成员的人数和性别	高	—
	4.4 股东及员工向最高治理机构提出指导或建议的机制	高	17-18
	4.5 最高治理机构成员、高层经理及行政人员的报酬与机构绩效之间的关系。	高	—
	4.6 避免最高治理机构出现利益冲突的程序	高	—
	4.7 最高治理机构任职资格说明	高	—
	4.8 机构内部制定的使命陈述或价值观，行为守则和关乎经济、环境及社会绩效的原则，以及其实施状况	高	11
	4.9 最高治理机构对报告机构如何确定和管理经济、环境及社会绩效，以及对机构是否遵守国际公认的标准、行为守则及原则的监督程序。	高	12
	4.1 评估最高治理机构本身绩效的程序	高	—
	4.11 解释机构是否及如何按预警方针或原则行事	高	12-16
	4.12 机构参与或支持的外界发起的经济、环境及社会公约、原则或其他倡议	高	19-20
	4.13 在协会或国内、国际相关组织的成员资格	高	19-20
	4.14 机构的利益相关方群体列表	高	17-18
	4.15 识别及决定利益相关方的根据	高	17-18
	4.16 利益相关方参与的方法	高	17-18
	4.17 利益相关方参与的过程中提出的关键主题及顾虑，以及机构回应的方式	高	17-18
经济绩效指标	EC1 机构产生及分配的直接经济价值	高	7-8
	EC2 气候变化对机构活动产生的财务影响及其风险、机遇	中	—
	EC3 机构养老金固定收益计划所需资金的覆盖范围	高	—
	EC4 政府给予的重大财政补贴	不适用	—
	EC5 不同性别的工资起薪水平与机构重要运营地点当地的最低工资水平的比例范围	高	—
	EC6 机构在各重要运营地点对当地供应商的政策，措施及支出比例	不适用	—
	EC7 机构在重要运营地点聘用当地社区员工的程序，以及在当地社区聘用高层管理人员所占的比例	高	—
	EC8 机构通过商业活动、实物捐赠或免费专业服务等形式主要为公共利益开展的基础设施投资及服务及其影响	高	70-76
	EC9 机构对其重大间接经济影响的理解和说明	高	—
环境绩效指标	EN1 所用物料的重量或体积	低	—
	EN2 采用经循环再造的物料的百分比	中	—
	EN3 初级能源的直接能源消耗量	高	—
	EN4 初级能源的间接能源消耗量	高	—
	EN5 通过节约和提高能效节省的能源	高	56, 60
	EN6 提供具有能源效益或基于可再生能源的产品及服务的计划，以及计划的成效	高	56-63
	EN7 减少间接能源消耗的计划，以及计划的成效	高	56, 60
	EN8 按源头说明总耗水量	中	—
	EN9 因取水而受重大影响的水源	低	—
	EN10 循环及再利用水的百分比及总量	低	—
	EN11 机构在环境保护区或其他具有重要生物多样性意义的地区或其毗邻地区，拥有、租赁或管理土地的位置及面积	不适用	—
	EN12 描述机构的活动、产品及服务在生物多样性方面，对保护区或其他具有重要生物多样性意义的地区的重大影响	不适用	—

编号	内容	相关性	披露页码
EN13	受保护或经修复的栖息地	不适用	—
EN14	管理对生物多样性影响的战略、目前的行动及未来计划	不适用	—
EN15	按濒危风险水平，说明栖息地受机构运营影响，列入国际自然保护联盟(IUCN)红色名录及国家保护名册的物种数量	不适用	—
EN16	按质量说明，直接和间接温室气体总排放量	中	—
EN17	按质量说明，其它相关间接温室气体排放量	中	—
EN18	减少温室气体排放的计划及其成效	高	56
EN19	按质量说明，臭氧消耗性物质的排放量	不适用	—
EN20	按类别及质量说明，氮氧化物(NO)、硫氧化物(SO)及其它主要气体的排放量	不适用	—
EN21	按重量及排放目的地说明污水排放总量	不适用	—
EN22	按类别及处理方法说明废弃物总重量	高	—
EN23	严重泄露的总次数及总量	不适用	—
EN24	按照《巴塞尔公约》附录 I、II、III、VIII 的条款视为有毒的废弃物经运输、输入、输出或处理的重量，以及运往全世界的废弃物的百分比	不适用	—
EN25	受机构污水及其他径流排放严重影响的水体及相关栖息地的位置、面积、保护状态及生物多样性价值	低	—
EN26	降低产品及服务的环境影响的计划及其成效	高	63—64
EN27	按类别说明，售出产品及回收售出产品包装物料的百分比	不适用	—
EN28	违反环境法律法规被处重大罚款的金额，以及所受非经济处罚的次数	中	—
EN29	为机构运营目的而运输产品、其它货物及物料以及机构员工交通所产生的重大环境影响	低	—
EN30	按类别说明总环保开支及投资	高	—
LA1	按雇佣类型、雇佣合约、性别及地区划分的劳动力总数	高	—
LA2	按年龄、性别及地区划分的新进员工和员工流失总数及比率	高	—
LA3	按主要业务地区划分，只提供给全职员工的福利	高	50
LA4	受集体协商协议保障的员工百分比	高	—
LA5	有关重大运营变化的最短通知期，包括指出该通知期是否在集体协议中具体说明	高	44—54
LA6	职工健康与安全委员会中员工代表在总职工人数中所占的百分比	高	—
LA7	按地区和性别划分的工伤、职业病、误工及缺勤比率，以及和工作有关的死亡人数	中	44—54
LA8	为协助劳工及其家属或社区成员应对严重疾病而安排的教育、培训、辅导、预防与风险控制计划	高	—
LA9	与工会达成的正式协议中的健康与安全议题	高	46—48
LA10	按性别和员工类别划分，每名员工每年接受培训的平均时数	高	46—48
LA11	加强员工持续就业能力及协助员工转职的技能管理及终生学习计划	高	—
LA12	按性别划分，接受定期绩效及职业发展考评的员工百分比	高	—
IA13	按性别、年龄组别、少数族裔成员及其它多元化指标划分，治理机构成员和各类员工的组成	高	—
LA14	按员工类别和主要运营地区划分，男女基本薪金和报酬比率	高	—
LA15	按性别划分，产假/陪产假后回到工作和保留工作的比率	高	—
HR1	含有人权条款或已进行人权审查的重要投资协议和合约的总数及百分比	高	—
HR2	已进行人权审查的重要供应商、分包商、其他商业伙伴的百分比，以及采取的行动	中	—
HR3	就经营相关的人权政策及程序，员工接受培训的总小时数，以及受培训员工的百分比	高	46—48
HR4	歧视个案的总数，以及机构采取的纠正行动	高	44—45

编号	内容	相关性	披露页码
HR5	已发现可能违反或严重危及结社自由及集体谈判的运营点或主要供应商，以及保障这些权利的行动	低	—
HR6	已发现具有严重童工事件风险的运营点和主要供应商，以及有助于有效杜绝童工的措施。	低	44—45
HR7	已发现具有严重强迫与强制劳动事件风险的运营点和主要供应商，以及有助消除一切形式的强迫与强制劳动的措施。	低	44—45
HR8	安保人员在运营相关的人权政策及程序方面接受培训的百分比	不适用	—
HR9	涉及侵犯原住民权利的个案总数，以及机构采取的行动	不适用	—
HR10	接受人权审查和 / 或影响评估的运营点的百分比和总数	中	—
HR11	经由正式申诉机制解决的与人权有关的申诉数量。	高	—
SO1	实施了当地社区参与、影响评估和发展计划的运营点比例	高	—
SO2	已实施腐败风险分析的业务单位的总数及百分比	高	16
SO3	已接受机构的反腐败政策及程序培训的雇员的百分比	高	16
SO4	针对腐败个案所采取的行动	高	16
SO5	对公共政策的立场， 以及在发展及游说公共政策方面的参与	高	39, 42
SO6	按国家说明，对政党、政治人士及相关组织做出财务及实物捐献的总值	不适用	—
SO7	涉及反竞争行为、反托拉斯和垄断措施的法律诉讼的总数及其结果	高	—
SO8	违反法律法规被处重大罚款的金额，以及所受非经济处罚的次数	高	—
SO9	对当地社区具有重大潜在影响或实际负面影响的运营点	不适用	—
SO10	在对当地社区具有重大潜在影响或实际负面影响的运营点实施的预防和消除措施	不适用	—
PR1	在生命周期阶段为改进产品和服务的在健康与安全上的影响而进行的评估，以及须接受这种评估的重要产品及服务类别的百分比	高	—
PR2	按后果类别说明，违反有关产品及服务健康与安全影响的法规及自愿性准则的事件总数	中	—
PR3	程序要求的产品及服务信息种类，以及需要标明这种信息的重要产品及服务的百分比	中	—
PR4	按后果类别说明，违反有关产品及服务信息和标识的法规及自愿性准则的事件总数	低	—
PR5	有关客户满意度的措施，包括调查客户满意度的结果	高	32
PR6	为遵守有关市场推广的法律、标准及自愿性准则而制定的计划	中	—
PR7	按后果类别说明，违反有关市场推广的法规及自愿性准则的事件总数	低	—
PR8	侵犯客户隐私权及遗失客户资料的经证实投诉总数	高	—
PR9	如有违反提供及使用产品及服务的法律法规，说明相关重大罚款的总金额	高	—

11 | GRI Indexes

No.	Contents	Relevance	Page (s) for Disclosure
Strategy and Analysis	1.1 Statement from the most senior decision-maker of the organization on relevance of sustainability to the organization and its strategy for addressing sustainability	High	3–4
	1.2 Description of key impacts, risks and opportunities	High	4–6
Organizational Profile	2.1 Name of the organization	High	6
	2.2 Primary brands, products and services	High	10
	2.3 Operating structure of the organization	High	7–8
	2.4 Location of the organization's headquarters	High	Back cover
	2.5 Number of countries where the organization operates, and names of countries with either significant operations or that are specifically relevant to the sustainability topics covered in the report.	High	9
	2.6 Nature of ownership and legal form	High	6
	2.7 Market served by the organization	High	10
	2.8 Scale of the reporting organization	High	6
	2.9 Significant changes during the report period regarding the organization's size, structure or ownership	High	—
	2.1 Awards received in the reporting period	High	19
Report Parameters	3.1 Report period for information provided	High	1–2
	3.2 Date of most recent report	High	1–2
	3.3 Reporting cycle	High	1–2
	3.4 Contact point for questions regarding the report or its contents.	High	88
	3.5 Process for defining report contents.	High	1–2
	3.6 Boundary of the report.	High	1–2
	3.7 State any specific limitations on the scope and boundary of the report	High	1–2
	3.8 Treatment of entities for which disclosing joint ventures, subsidiaries, leased facilities and overseas procurement businesses may significantly affect the comparability of the report.	Medium	—
	3.9 Data measurement techniques and the basis of calculations	High	1–2
	3.1 Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	High	—
	3.11 Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	Medium	—
	3.12 Tables identifying the location of the standard disclosures in the report.	High	—
	3.13 Policy and current practice with regard to seeking external assurance for the report.	High	—

No.	Contents	Relevance	Page (s) for Disclosure
Governance, Commitments and Stakeholder Engagement	4.1 Governance structure of the organization, including committees under the highest governance body	High	7-8
	4.2 Indicate whether the Chairman of the highest governance body is also an executive officer.	High	3
	4.3 If the organization has a unitary board structure, state the number and gender of independent and non-executive members in the highest governance body.	High	-
	4.4 Mechanisms for shareholders and employees to provide recommendations and guidance to the highest governance body	High	17-18
	4.5 Linkage between compensation for members, senior managers and administrative staff of the highest governance body and the organization's performance	High	-
	4.6 Procedures in place for avoiding conflicts of interest in the highest governance body	High	-
	4.7 Explanation of Qualifications of members in the highest governance body	High	-
	4.8 Internally developed statements of mission or values, code of conduct and principles relevant to economic, environmental and social performance, and the status of their implementation	High	11
	4.9 Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance, and the organization's compliance with internationally agreed standards, codes of conduct and principles.	High	12
	4.10 Procedures for evaluating the highest governance body's own performance	High	-
	4.11 Explanation of whether and how the precautionary approaches or principles are addressed by the organization.	High	12-16
	4.12 Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or which it endorses.	High	19-20
	4.13 Membership in the associations or relevant national/international organizations	High	19-20
	4.14 List of stakeholder groups of the organization	High	17-18
	4.15 Basis for identification and selection of shareholders with whom to engage	High	17-18
	4.16 Approaches to shareholder engagement	High	17-18
	4.17 Key topics and concerns that has been raised through shareholder engagement and how the organization has responded to those key topics and concerns	High	17-18
Economic Performance Indicators	EC1 Direct economic value generated and distributed by the organization	High	7-8
	EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change	Medium	-
	EC3 Coverage of the organization's defined benefit plan obligations	High	-
	EC4 Significant financial assistance received from government.	NA	-
	EC5 Range of ratios of entry level wage by gender compared to local minimum wage at significant operation locations.	High	-
	EC6 Policies, practices and proportion of spending on locally-based suppliers at significant operation locations.	NA	-
	EC7 Procedures for local hiring and proportion of senior management hired from the local communities at significant operation locations.	High	-
	EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement.	High	70-76

No.	Contents	Relevance	Page (s) for Disclosure	
EC9	Understanding and describing of significant indirect economic impacts.	High	—	
Environmental performance indicators	EN1	Materials used by weight or volume	Low	—
	EN2	Percentage of materials used that are recycled input materials.	Medium	—
	EN3	Direct energy consumption by primary energy source.	High	—
	EN4	Indirect energy consumption by primary energy source.	High	—
	EN5	Energy saved due to conservation and efficiency improvements.	High	56, 60
	EN6	Initiatives to provide energy-efficient or renewable energy-based products and services and effect of the initiatives.	High	56–63
	EN7	Initiatives to reduce indirect energy consumption and effect of the initiatives.	High	56, 60
	EN8	Total water consumption by sources.	Medium	—
	EN9	Water sources significantly affected by withdrawal of water.	Low	—
	EN10	Percentage and total volume of water recycled and reused.	Low	—
	EN11	Location and size of land owned, leased or managed in, or adjacent to, protected areas or areas of high biodiversity value outside protected areas.	NA	—
	EN12	Description of significant impacts of activities, products and activities on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	NA	—
	EN13	Habitats protected or restored.	NA	—
	EN14	Strategies, current actions and future plans for managing impacts on biodiversity.	NA	—
	EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. the impacted of the organization’s operation on the habitats in accordance with endangered level	NA	—
	EN16	Total direct and indirect greenhouse gas emissions by weight.	Medium	—
	EN17	Other relevant indirect greenhouse gas emissions by weight.	Medium	—
	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	High	56
	EN19	Emissions of ozone-depleting substances by weight.	NA	—
	EN20	Emissions of nitric oxide (NO), sulfur oxide (SO) and other significant gases by type and weight.	NA	—
	EN21	Total wastewater discharge by weight and destination.	NA	—
	EN22	Total weight of waste by type and disposal method.	High	—
	EN23	Total number and volume of significant spills.	NA	—
	EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of Basel Convention Annex I, II, III, and VIII, and percentage of waste shipped internationally.	NA	—
	EN25	Location, size, protected status and biodiversity value of water bodies and relevant habitats significantly affected by the reporting organization’s discharge of water and runoff.	Low	—
	EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	High	63–64
	EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	NA	—

No.	Contents	Relevance	Page (s) for Disclosure	
FN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations Amount	Medium	—	
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization’s operations, and transporting members of the workforce.	Low	—	
EN30	Total environmental protection expenditures and investments by type.	High	—	
Social Performance Indicators	LA1	Total workforce by employment type, contract and region, broken down by gender	High	—
	LA2	Total number and rate of new employees and employee turnover by age group, gender and region	High	—
	LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operation areas.	High	50
	LA4	Percentage of employees covered by collective bargaining agreements.	High	—
	LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	High	44–54
	LA6	Percentage of employee representatives in worker health and safety committees in total workforce	High	—
	LA7	Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region and gender.	Medium	44–54
	LA8	Education, training, counseling, prevention and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	High	—
	LA9	Health and safety topics covered in formal agreements with trade unions.	High	46–48
	LA10	Average hours of training per year per employee by gender and by employee category.	High	46–48
	LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	High	—
	LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	High	—
	IA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	High	—
	LA14	Ratio of basic salary and compensation of men to women by employee category and main operation regions.	High	—
	LA15	Ratio of going back to work and retaining the job after maternity leave/paternity leave, by gender.	High	—
	HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that have undergone human rights screening.	High	—
	HR2	Percentage of significant suppliers, subcontractors and other business partners that have undergone screening on human rights and actions taken.	Medium	—
	HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, and the percentage of employees trained.	High	46–48
	HR4	Total number of incidents of discrimination and corrective actions taken.	High	44–45
	HR5	Operation points or significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Low	—

No.	Contents	Relevance	Page (s) for Disclosure
HR6	Operation points and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Low	44–45
HR7	Operation points and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of any forms of forced or compulsory labor.	Low	44–45
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	NA	—
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	NA	—
HR10	Percentage and total number of operation points that have been subject to human rights review and/or impact assessments.	Medium	—
HR11	Number of complaints concerning aspects of human rights resolved through formal complaints mechanism.	High	—
SO1	Percentage of operation points with implemented local community engagement, impact assessments and development programs.	High	—
SO2	Total number and percentage of business units analyzed for risks related to corruption.	High	16
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	High	16
SO4	Actions taken in response to incidents of corruption.	High	16
SO5	Public policy positions and participation in public policy development and lobbying.	High	39, 42
SO6	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.	NA	—
SO7	Total number of legal actions for anti-competitive behavior, anti-trust and monopoly practices and their outcomes.	High	—
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulation	High	—
SO9	Operation points with significant potential impact or actual negative impacts on local communities.	NA	—
SO10	Prevention and elimination measures taken in operation points with significant potential or actual negative impacts on local communities.	NA	—
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	High	—
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Medium	—
PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	Medium	—
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Low	—
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	High	32
PR6	Programs for adherence to laws, standards and voluntary codes related to marketing communications.	Medium	—
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, by type of outcomes.	Low	—
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	High	—
PR9	Total monetary value of significant fines (if any) for non-compliance with laws and regulations concerning the provision and use of products and services.	High	—

Social Performance Indicators

12 | 信息反馈

Information Feedback

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