



山东港口  
SHANDONG PORT GROUP

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

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

Stock Code: 06198.HK 601298.SH

**2021**

# Sustainability Report



# ABOUT THE REPORT

## Reporting Introduction

This report is the sixth Sustainability Report issued by Qingdao Port International Co., Ltd. (“Qingdao Port”, “the Company” or “We”), which mainly outlines the concepts, practices and performance of sustainable development of the Company in environment, society and governance.

## Reporting Period

From 1 January 2021 to 31 December 2021 and certain statements and data have exceeded the above period.

## Reporting Coverage

This report covers the Company, its branches, holding subsidiaries, certain joint ventures and associated companies.

## Reporting Publication Cycle

This report is published annually.

## Reporting Data Explanation

The data disclosed in this report comes from internal statistics of the Company or manual sorting. Unless otherwise stated, the amount of money involved in this report is denominated in RMB.

## Reporting Reference Standard

This report refers to the *No.1 Self-discipline Supervision Guideline on Standardization Operation for Listed Companies* of the Shanghai Stock Exchange, *the Guidelines for Environmental, Social and Governance Reporting Guide* of The Stock Exchange of Hong Kong Limited (“HKEx”) and *Sustainability Reporting Standards* of the Global Reporting Initiative (GRI), which are based on the industry background, highlighting the characteristics of the enterprise.

## Reporting Language

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

## Access to the Report

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

## Related Instructions

Unless otherwise stated, the words and terms in this report are the same as those defined in the Annual Report of the Company on A and H shares.

The interpretation right of this report is owned by the general office of board of directors of the Company.





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# Chairman's Statement

Times stops for no one, and the seasons keep. The year of 2021 is the year that Qingdao Port forged ahead in reform and successfully won the good starting of “14th Five-Year Plan”. Qingdao Port joins hands with the community to overcome difficulties, seize opportunities, pioneer and innovate, and make great progress in production and operation, enterprise reform, business innovation, intelligent green, people-oriented benefits, and service to the society to achieve the satisfaction of the shareholders of the Company and stakeholders.

Adhere to the performance as the first and steadily improve performance. Relying on the larger platform of Shandong Port, the Company gives full play to its business synergy advantages, actively responds to the challenges brought by the complex and changeable international and domestic situation and epidemic situation, holds hands with the ship companies and cargo owners, and makes concerted efforts to continuously improve its production and operation. In 2021, the Group completed cargo throughput of 568 million tons and the container throughput reached 23.71 million TEUs, representing an increase of 5.6% and 7.8% respectively as compared to the same period in the prior year. The Company's net profit attributable to shareholders of the Company was RMB3,964 million, representing an increase of 3.18% as compared to the same period in the prior year, achieving earnings per share of the Company of RMB0.61. The Company is committed to efficient operations to create more value to the shareholders of the Company and bring more returns for society.

Improve corporate governance and enhance endogenous power. We adhere to governance on the rule of law, continue to improve and improve rules and regulations, deepen the construction of internal control system, identify and control key risks, promote refined management, and improve the modernization of governance capability. In accordance with corporate governance practices, the operation of the three meetings, information disclosure and investor relationship are promoted with high standards. The rights and responsibilities of modern corporate governance system featured by the three meetings and one management become clear and efficient. We promote the construction of compliance culture, abide by business ethics, attach importance to the reasonable demands of stakeholders, and build a good relationship of mutual benefit and harmonious development.

Enlarge the hub function and extend the service chain. We adhere to the two-way development of land and sea, strengthen port linkage, jointly build a transit network radiating northeast Asia port groups, and create a transit channel for domestic trade from north to south. We strengthen the radiation force of the hinterland, and focus on building a logistics network that is “based in Shandong, connecting along the Yellow River, radiating the whole country, and connecting the world”, resulting in the volume of sea-rail intermodal containers continues to grow rapidly, and the growth rate is leading in China. We grasp the trend of consumption upgrading, cooperate with shipping companies to launch the “Fruit Express”, accelerate the construction of a distribution center for consumer goods in northern China, and promote the transformation from a production port to a production and subsistence port, so as to satisfy the yearning of the people in the hinterland of the port for a better life.

Serve the “dual-carbon” strategy and implement green development. The Company actively implements the national requirements of “carbon peaking and carbon neutrality”, actively implements the concept of green development, optimizes the energy structure, and applies clean energy. We formulate the “dual-carbon” implementation plan and three-year action plan, promote low-carbon energy consumption, green transportation, intensive resource utilization, and intelligent management models, and accelerate the construction of a world-leading intelligent green port. In 2021, the Group built the world's first intelligent air-rail test section, creating a new model of three-dimensional container transportation. The single-machine operating efficiency of a fully automated container terminal reached 52.1 units/hour, setting a world record for the seventh time. We built the first oil and power hybrid intelligent tugboats in domestic, started the construction of the first hydrogen refueling station in the port field, and continued to lead the trend of green development. We increased investment in environmental protection, built the walls with wind protection and dust suppression, increased dust-removing equipment, strengthened sewage treatment and recycling, and further improved governance capability on environment.





Focus on benefiting employees and share development results. We adhere to people-oriented, attach importance to the life safety and occupational health of employees, continue to build a “safety firewall”, accelerate the mechanization, automation and intelligence of high-risk operations, and comprehensively build a safe port in nature. We continue to build a dense “prevention and control network” for the epidemic, implement normalizing epidemic prevention and control in key positions, and maintain the first line of defense at sea. We regularly carry out practical activities with “I do practical things for the masses”, and achieve real results. We insist that “development depends on employees, development is for employees, and development achievements are shared by employees”, increase skills training, improve employee wages and benefits, and smooth employee career development channels. A number of cultural and sports associations have been established to enrich the spiritual and cultural life of employees and continuously improve employees’ sense of gain, happiness and security.

Bravely shoulder social responsibilities and demonstrate the responsibility of state-owned enterprises. We know that the development of the enterprise is benefited from the harmonious and stable social environment and the era of forging ahead. The Company always regards giving back to the society as an important responsibility, actively participates in social welfare, and invests human, material and financial resources to consolidate the achievements of poverty alleviation, community assistance, volunteering and other public welfare activities. In 2021, the Company participated in social emergency tasks such as marine oil spill rescue, marine decontamination, and ex-service warship towing, opened up green channels for the transportation of flood materials to Henan Province, and assisted in the construction of “House of Hope” to improve the living and learning environment of children in need, delivering positive energy and promote the harmonious development of society by actual actions.

Looking forward to 2022, challenges and opportunities coexist. There are still many uncertainties in the COVID-19 epidemic and the external economic environment. At the same time, policies such as the “Belt and Road”, RCEP, Shandong Free Trade Zone and other policies continue to empower, and the advantages of Shandong port integration reform and development are gradually emerging. The Company will rely on the advantages of Shandong Port platform, aim at the vision of “world-class marine port”, seize strategic opportunities, continue to deepen reforms, develop emerging industries, improve the level of intelligent green development, enhance business performance and corporate governance efficiency, and accelerate the construction of Northeast Asia International shipping hub.

In the new year, we will inherit the excellent cultural genes and excellent entrepreneur spirit of Qingdao Port, seize the opportunity of policy empowerment, and fully integrate into the new development pattern of “the domestic circulation as the mainstay and the domestic and international circulations reinforcing each other”, and actively to deal with the challenges of global environmental and social issues, work side by side with all stakeholders, and move forward courageously with uplifting spirit and continuous practice, so as to contribute to the realization of the United Nations 2030 Sustainable Development Goals.

**Su Jianguang**

*Chairman*

*April 2022*



# About Us

## (I) Company profile

The Port of Qingdao commenced operations in 1892. Located between the Bohai Rim port region and the Yangtze River Delta port region in the PRC and occupying a central position among ports in Northeast Asia, it is an important hub of international trade in the West Pacific and one of the world's largest comprehensive ports.

The Company, established on 15 November 2013, was listed on the main board of the HKEx on 6 June 2014 and the main board of the Shanghai Stock Exchange on 21 January 2019, respectively. The Company is a primary operator of the Port of Qingdao and operates four port areas in Qingdao, including Qianwan Port, Huangdao Oil Port, Dongjiakou Port and Dagang Port. It is mainly engaged in the provision of stevedoring of various cargoes such as containers, metal ore, coal, crude oil and the ancillary services, logistics and port value added services, port ancillary services and financial services.

As of 31 December 2021, the Company operated 92 berths at the Port of Qingdao, which included 62 berths dedicated to handling single type of cargo and 30 general berths capable of handling metal ore, coal and other general cargo. Leveraging natural deep-water advantage and industry leading facilities and equipment, the Company can accommodate the world's largest container vessels, iron ore vessels and oil tankers. The Company took full advantages of its port resources, reasonably planned its investment portfolio, and established a diversified enterprise group covering terminal, logistics and financial businesses. In 2021, the gross berth productivity (GBP) of Maersk ships in Qingdao Port continued to rank first in the world. Our fully automated container terminal set a world record with the average unit operating efficiency of 52.1 units/hour, and the unit handling efficiency of iron ore was kept at its maximum of 3,200 tons/hour.



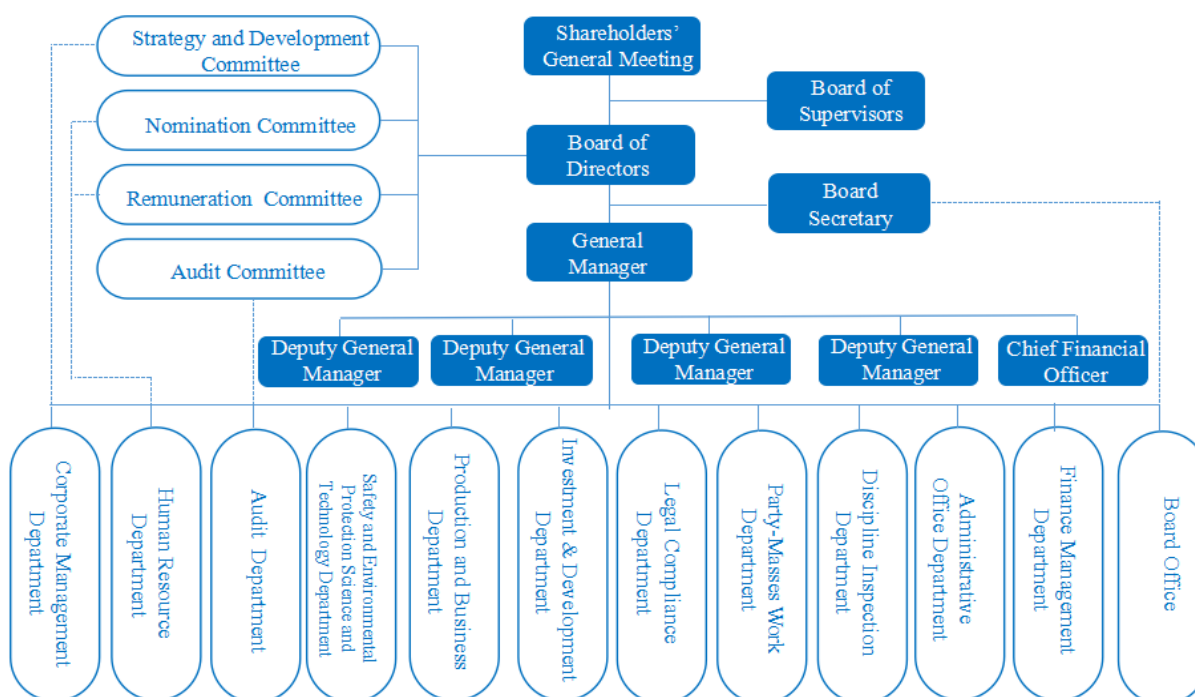
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Qingdao Port  
2021

## (II) Corporate governance

### Governance structure

We firmly believe that a favorable governance structure is the strong guarantee for sustainable development of the Company. The Company has established a governance structure with “three meetings and one management” including shareholders’ general meeting, board of directors, supervisory committee and senior management, among which, the board of directors and the supervisory committee contained employee representatives, effectively ensuring that employees enjoy full rights in corporate governance. The “three meetings and one management” undertakes their designated responsibilities independently and concertedly to fully perform duties. As of the date of this report, the Company’s governance structure is as follows:



### Risk management and internal control

The Company promoted the construction of modern enterprise system, established and maintained reasonable and effective risk management and internal control systems, and made a set of management systems to practice, including *Internal Control Management System*, *Comprehensive Risk Control System* and *Internal Audit System*, etc.

In 2021, the Company set up a special class for internal control work to organize the revision and update of the *Internal Control Manual* and *Risk Management Manual*, to carry out special actions to identify key risks, and to densify the key risk defense lines. The Company strengthened the implementation of the internal control system, improved the long-term mechanism, cultivated the internal control culture, promoted the integration of internal control management into daily work, and promoted the unification of system regulations and work implementation. The Company combined regular inspection and supervision to conduct multi-dimensional, in-depth and full-coverage internal control audits and special evaluations, continuously improved risk prevention and control capabilities, and promoted the effective operation of the internal control system.

In 2021, the Company strengthened management innovation, improved the performance appraisal system, gave full play to the role of the audit center, coordinated the deployment of grass-roots audit forces and social audit resources, and provided a strong mechanism and organizational guarantee for audit work. In terms of audit work, the Company has won honors and awards such as “Advanced Unit of Internal Audit in Shandong Province”.



In 2021, the Company organized and implemented a series of trainings to improve the level of corporate governance, targeting the Company's directors, supervisors, senior management, middle managers, business backbones and relevant professional management personnel in stages, levels and topics, publicizing and implementing laws and regulations, securities regulatory rules and corporate governance systems to improve the compliance awareness of all employees continuously.



In July 2021, Qingdao Securities Regulatory Bureau went to the National Patriotic Education Demonstration Base and the Qingdao Port Automation Terminal to investigate and guide the work.

In July 2021, the Company held special training on system publicity and implementation, as well as internal control evaluation to enhance the awareness of risk prevention and consolidate the main responsibility of internal control management.



In August 2021, the Company held a special training on listing compliance governance to learn the newly revised *Securities Law of the People's Republic of China* to help directors, supervisors and senior managers understand securities regulatory requirements, clarify their responsibilities and obligations, and enhance their awareness of normative governance.



### (III) Honesty

#### Incorruptible employment

The Company attaches great importance to the incorruptible employment of the management at all levels. The Company abides by the *Anti-Unfair Competition Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China* and other relevant laws and regulations, formulates and implements management methods including *Measures for Implementing "Three Majors and One Greatness" Decision-making System (Trial)* to enhance the supervision of power operation process. The Company organizes management at all levels and employees to sign *Document to Exercise Full and Strict Governance over the Party*, to fully strengthen integrity supervision over them. The Company highlights education on Party discipline and laws and regulations and organizes management to learn President Xi Jinping's words on exercising full and strict governance over the Party and laws and regulations and regulated documents about incorruptible employment by means of *Learning of Theoretical Central Group of Party Committee*, *Monthly Law Study*, education and training for all employees to build a faithful, clean and responsible management team. In 2021, the Company's employee integrity education coverage rate achieved 100%.



#### CASE



Meeting on construction of the Party conduct and a clean government and anti-corruption work

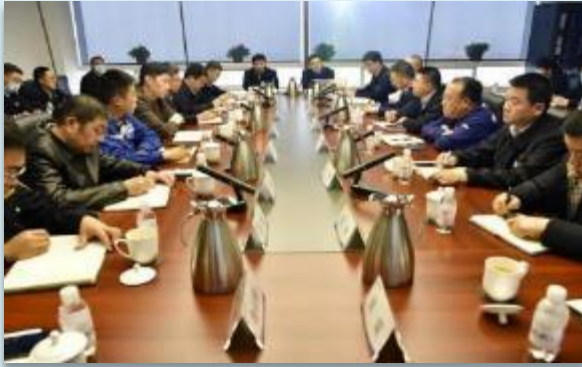


Special meeting on comprehensive and strict governance over the Party

The Company strengthened supervision and inspection of incorruptible employment, and opened reporting channels such as mailbox for letters, oral report, call in and the Internet, to timely handle reporting cases. Supervisions were given to key fields like bidding and purchasing, engineering construction, key links and posts to avoid integrity risks. The Company hired external supervisors for construction of the Party conduct and a clean government to improve the supervision from the public.

The Company actively promoted the construction of "Incorruptible Port", and conducted warning education regularly. The Company compiled typical cases, insisted on printing and distributing "Weekly Cases", reminded employees to keep the alarm bell ringing, and enhanced the awareness of integrity risk prevention and control of all employees. In 2021, the Company organized management personnel to regularly watch theme films on Party conduct and clean government and warning education films, participated in the report meeting of integrity education, and visited the Shandong Port warning education hall and the Qingdao Municipal Transportation Bureau's integrity education exhibition hall. The Company carried out "Qinggang Qingfeng" incorruptibility publicity for financial appointees, business personnel, grass-roots management personnel and key personnel, compiled the stories of "Integrity in the Public Service", and carried out the creation of incorruptible cultural works. The Company has set up a public account "Qinggang Qingfeng" of WeChat to strengthen the publicity of incorruptibility culture and promote the incorruptibility culture to be deeply rooted in the hearts of the people.





Holding warning education meeting for business employees



Organizing tour for senior managements to the warning education center

The Company attaches great importance to management of anti-corruption and anti-money laundering and formulates *Measures for Administration of Examination and Approval of Payment* which standardizes all kinds of fund payment procedures, approval authority and relevant requirements, strictly manages the fund payment process, and prevents corruption, money laundering and other illegal risks. In 2021, there were no corruption lawsuits filed against the Company and its employees that have been concluded.

## Honest operation

The Company adheres to the principles of willingness, fairness, equal compensation, honesty and credit in business activities, abides by social morality and business ethics, and accepts the supervision of the government and the public. The Company does not make exaggerated publicity and false advertising, or seek illegitimate benefits through bribery, smuggling and other illegal activities. The Company respects other people's property, intellectual property rights and other legitimate rights and interests, and does not engage in unfair competition, and maintain normal social and economic order.

We always keep paying taxes according to law in mind, fulfil statutory obligations and timely pay taxes in full. Since 2014, the Company was rated as "A-level taxpaying enterprise" every year, and the tax amount paid by the Company ranked top among the companies in Qingdao City, contributing a lot to local economic and social development.

We strictly abide by the *Civil Code of the People's Republic of China*. We strictly comply with and perform our contract commitments. In the process of contract signing, implementation and management, the Company, through equal consultation, communication and coordination, guarantees the interests of itself and its customers or suppliers and tries our best to achieve win-win cooperation.

The Company insists on participating in market competition with the method of fairness, justice, equality and mutual benefit, and abides by the *Price Law of the People's Republic of China*, *Law of the People's Republic of China on Ports*, *People's Republic of China Anti-Monopoly Law*, *Port Charges and Billing Measures* and other laws and regulations and provisions on related policies. We actively implement anti-monopoly measures, standardize operation activities in ports and ensure clients' rights to select services by their own choice. Moreover, we share information with others to push forward the market opening.

The Company attaches great importance to the credit construction, obeys credit business rules, and pays attention to the legitimate rights and interests of creditors. In 2021, Dagong Global Credit Rating Co., Ltd. evaluated the Company's main credit rating and bond credit rating as "AAA".



## Responsibilities of shareholders

The Company puts the protection of shareholders' legitimate rights and interests in a prominent position, and has formulated and implemented a series of rules and regulations, such as *Information Disclosure Management System*, *Investor Relations Management System*, *Information Disclosure Management Measures*, *Implementation Rules for Investor Relations Work*, and *Investor Relations Archives Management Measures*, etc. The sophisticated governance systems guarantee that all shareholders could exercise their rights fairly, equally and effectively, and well upheld legitimate rights and interests of minority and medium investors. The Company's 2020 annual cash dividend ratio has increased from 40% to 52%, with a total cash dividend of RMB1,701,966,400(RMB0.2622 per share, tax inclusive), to return shareholders with real money.

The Company regards information disclosure as an important part of maintaining good corporate governance, adheres to disclosing information in an authentic, accurate, complete, timely and fair manner, and continuously improves the quality of information disclosure. In 2021, the Company disclosed 116 A share announcements and 81 H share announcements in total, fulfilling information disclosure obligations as required. Through regular publications like *Trends of Capital Market* and *Information for Directors*, management of the Company will be provided with information such as trends of capital market, supervision rules, and investors' concerns in time.

The Company regards investor relations management as a long-term systematic project. The Company has established a communication team with the chairman, general manager, chief financial officer and secretary of the Board as the core, and has established a working mechanism for investor relations led by the board office, complemented by functional departments and subordinate units to communicate closely with investors. In 2021, guided by regulatory requirements and investor needs, the Company improved its roadshow database and investor files, and conducted high-quality information disclosure and investor communication, and received a class A evaluation for information disclosure from the Shanghai Stock Exchange.

The Company collects, adopts, and responds to the suggestions and opinions of investors through various online and offline channels such as Shanghai Stock Exchange E-interaction, the special line for the board secretary, the investor hotline, and the WeChat and micro blog, so as to safeguard the legitimate rights and interests of investors. In 2021, the Company published more than 70 pieces of various company information through the Company's website, Oriental Fortune, Flush and other platforms, effectively enhancing the Company's attention and influence in the capital market.

The left screenshot displays the '投资者关系' (Investor Relations) page. It features a navigation bar with links like '首页', '走进山港', '关于我们', '投资者关系', '新闻中心', '企业文化', and '联系我们'. Below the navigation bar, there is a large image of a port scene. The main content area is divided into two columns. The left column lists various investor relations topics, and the right column contains a table of financial data.

投资者关系	投资者关系 -> 财报及公告
财报及公告	
证券信息	
A股股价互动	2021年 年报 三季报 半年报
H股股价互动	2020年 年报 三季报 半年报
派息记录	2019年 年报 三季报 半年报
派息记录	2018年 年报 三季报 半年报
业务概况	
集装箱板块	2021年 年报 三季报 半年报
干散货板块	2020年 年报 三季报 半年报
液体散货板块	2019年 年报 三季报 半年报
物流板块	2018年 年报 三季报 半年报
配载板块	2017年 年报 三季报 半年报
金融板块	2016年 年报 三季报 半年报
业务及数据	

The right screenshot displays the '企业' (Enterprise) column. It features a navigation bar with links like '首页', '走进山港', '关于我们', '投资者关系', '新闻中心', '企业文化', and '联系我们'. Below the navigation bar, there is a large image of a port scene. The main content area is divided into two columns. The left column lists various enterprise information topics, and the right column contains a table of financial data.

企业	企业 -> 财报及公告
财报及公告	
证券信息	
A股股价互动	2021年 年报 三季报 半年报
H股股价互动	2020年 年报 三季报 半年报
派息记录	2019年 年报 三季报 半年报
派息记录	2018年 年报 三季报 半年报
业务概况	
集装箱板块	2021年 年报 三季报 半年报
干散货板块	2020年 年报 三季报 半年报
液体散货板块	2019年 年报 三季报 半年报
物流板块	2018年 年报 三季报 半年报
配载板块	2017年 年报 三季报 半年报
金融板块	2016年 年报 三季报 半年报
业务及数据	

Updated column of investor relations

"Enterprise" column of Qingdao Port

In 2021, the Company has carried out a series of investor service work:

- ✧ Participated in the online collective reception day for investors in Qingdao, held 3 performance briefings, and the management faced investors and listened to their voices;
- ✧ Held the “Entering Qingdao Port” activity, and invited regulatory authorities, securities companies and investors to come to the Company for on-site research;
- ✧ Established an investor communication group and carried out 23 roadshows in Shanghai and Beijing;
- ✧ Organized and held 36 online exchange meetings through various forms such as video, SSE E-interaction, and the special line for the secretary of the Board; and
- ✧ Held the meeting on the theme of “Investor Protection” and invited A+H share listed companies in Qingdao to share their working experience in securities affairs.



“Entering Qingdao Port” activity for investors



The online collective reception day for investors



The communication meeting for investors



## (IV) Honors

In January 2021, Qingdao Port won the title of “2020 Top 500 Brands of Chinese Listed Companies” at the Second Brand Power Forum and Press Conference of 2020 Top 500 Brands of Chinese Listed Companies.



In May 2021, Qingdao Port won the title of “Top 500 2021 Chinese Brands” at the press conference of Top 500 2021 Chinese Brands held in Tianjin.



In July 2021, Qingdao Port won the “2021 Outstanding Listed Company Award” at the 10th Financial Summit and 2021 Sustainable Business Conference held in Shanghai.



In December 2021, the 21st China’s top 100 Listed Companies Summit Forum was held in Shanghai, Qingdao Port won three awards, including the “China’s top 100 Special contribution Enterprise Award”.



In December 2021, Qingdao Port won the award of “the Company with the Most Investment Value of the Year” in the selection of the first Listed Company Jinglun Award.



In December 2021, the China Securities Golden Bauhinia Award Ceremony was held in Hong Kong, Qingdao Port won the two awards, including the “Listed Company with the Most Investment Value in the 14th Five Year Plan” and the “Listed Company with the Best Investor Relations”.

## January 2021

Qingdao Port won the “Best Infrastructure and Public Utility Company” award at the 5th annual Golden Hong Kong Stock Award Ceremony held in Shenzhen.



## February 2021

Li Yongcui, general manager of QQCTN, was awarded the title of “National Women’s Pacesetter” by China Women’s Federation.



## March 2021

Qianwan Power Supply Station of Qingdao Port Power Supply Co., Ltd. was awarded the honorary title of “Female Workers’ Contribution and Achievement Model Post” by Shandong Federation of Labor Unions.



## April 2021

“Liangang Innovation Team” of QQCTN was awarded the title of “National Worker Pioneer” by All-China Federation of Trade Unions.

“Liangang Innovation Team” of QQCTN was awarded the title of “2020 Special Attribute to Transportation of the Year” by Ministry of Transport and All-China Federation of Trade Unions.





## June 2021

The Party Committee of QQCTN was awarded the title of “National Advanced Grass-roots Party Organization” by the Central Committee of the Communist Party of China.

“Shandong Port Qingdao Port Automatic Terminal Science and technology innovation education base” was awarded the title of “National Patriotism Education Demonstration Base” by the Publicity Department of the CPC Central Committee.

Qingdao Port was awarded the “Most Influential Green Enterprise Brand in 2021” at the 7th Green Development Forum hosted by Xinhua Net.



## August 2021

QQCTU was awarded the first prize of “Fingertip Station System” innovation achievement by Shandong Equipment Management Association.



## October 2021

“Youth Science and technology team” of QQCTN was awarded the title of “National New Era Positive and Kind Youth Collective” by Central Committee of the Communist Youth League.

## November 2021

Tugboat Branch was awarded the “Brave Advanced Collective of Maritime Search and Rescue” by Shandong Maritime Search and Rescue Center.

QQCTN was awarded the title of “Wisdom Honor Award of the First China New Smart City Innovation and Application Competition” by the National Information Center and Shandong Dig Data Bureau.

Guo Lei, an employee of QQCT, was awarded the honorary title of “National Traffic Construction Craftsman” by the National Committee of the Seafarer Construction Trade Union of the Communist Party of China.



The Company was awarded the “Advanced Unit of Investor Protection” in Qingdao in 2021 by Qingdao Listed Company Association.



## December 2021

The MEXC route operated by QQCTU was awarded the “2021 Silk Road Shipping Named Route Annual High-quality Terminal Service Award” by Silk Road Shipping.



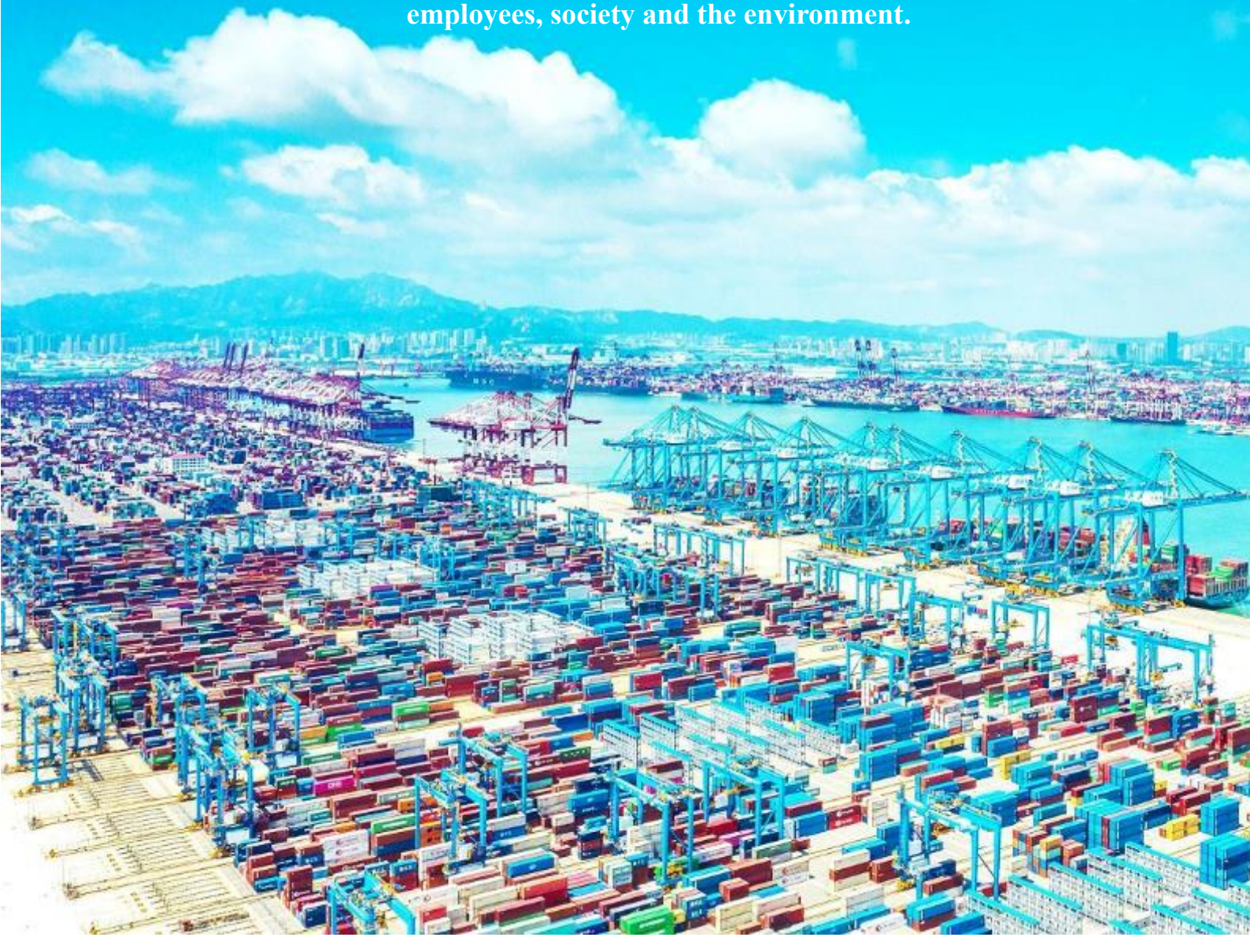
The four service brands including QQCT, Qingdao OST and Qingdao Shihua were awarded “Shandong Famous Brand” by Shandong Brand Construction Promotion Association.





# Sustainable Development Strategy and Governance

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







## (I) Governance structure for sustainable development

We have set and optimized a sustainable development management system to push forward work concerning sustainable development. Relying on the existing management structure, we have built a governance structure led by the Board with the participants of management, various functional departments and subsidiaries. The Board takes responsible to set sustainable development strategy of the Company, makes decisions on and manages major issues. Management, various functional departments and subsidiaries are responsible for the specific implementation of all aspects of security, production, employees, environment and society. We have put in place a linkage mechanism among headquarter, branches, holding subsidiaries and joint ventures to fully coordinate the sustainable development of all units.

### Development Vision

Building a world-class marine port with "connecting the world by sea and land and gaining a worldwide reputation"

### Development Mission

Serve the national development strategies  
Serve the high-quality development of Shandong Province  
Serve shareholders, customers and employees



### Core Values

Unite and work as one  
Devoted and faithful  
Innovation and development  
Strive for excellence

### Development Concepts

Innovation, coordination, green tech, openness and sharing

### Development Principles



Focus on main operations,  
Prioritise business performance,  
Efficiency first,  
Safety foremost

## (II) Action on implementation of UN sustainable development goals (SDGs)

Type	SDGs	Practice and performance
Corporate governance		<ul style="list-style-type: none"> <li>➤ The Company built a high-level risk management and internal control system;</li> <li>➤ The Company was rated as “A-level taxpaying enterprise” for continuous 7 years;</li> <li>➤ The Company’s coverage ratio of employee integrity education was 100%;</li> <li>➤ In 2021, the Company won “the Most Valuable Listed Company for Investment in the 14th five-year plan” and “the Listed Company with the Best Investor Relations” of the China Securities Golden Bauhinia Award, the “Special Contribution Enterprises”, and the “2021 Chinese Brand Top 500” and other honors at the Top 100 Chinese Listed Companies Summit Forum;</li> <li>➤ Qingdao Port ranked first in the “Top Ten Sustainable Ports in 2021” selected by <i>China Water Transport News</i>.</li> </ul>
Quality services		<ul style="list-style-type: none"> <li>➤ The berth efficiency of Maersk Ships in Qingdao Port continues to be the first in the world;</li> <li>➤ The single-machine operation efficiency of the fully automated container terminal reached 52.1 units/hour, setting a world record for the seventh time;</li> <li>➤ The unit handling efficiency of iron ore was kept at its maximum of 3,200 tons/hour;</li> <li>➤ We promoted the structural reform of the port service supply side, and provided the “door-to-door” whole-process logistics service;</li> <li>➤ The Group completed 535 science and technology projects, applied for 18 scientific progress awards above the municipal level, and applied for 131 national patents;</li> <li>➤ We made a service quality management system and established a standardized customer service process to ensure the customer service quality;</li> <li>➤ The management of the Company visited the customers, held various customer seminars, widely solicited opinions and suggestions from customers to respond to customer concerns;</li> <li>➤ “Container Terminal Front-line Visualized Whole-Process Intelligent Management Platform” won the 2021 Qingdao Excellent Solution for Informatization.</li> </ul>



Type	SDGs	Practice and performance
Supply chain		<ul style="list-style-type: none"> <li>➤ Put the whole process for tendering and bidding online, greatly improving the procurement efficiency;</li> <li>➤ Strictly checked supplier's information and required suppliers to issue letters of good faith commitments to avoid risks of corruption and bribery during the procurement;</li> <li>➤ Established a sophisticated mechanism for daily management, regular evaluation and annual review of suppliers.</li> </ul>
Environment		<ul style="list-style-type: none"> <li>➤ Built a wind proof and dust controlling wall and installed automatic spraying systems at bulk cargo and ports to prevent dust pollution;</li> <li>➤ Established a network system to monitor the ambient air quality in real time for smart control of environment;</li> <li>➤ Installed fully enclosed crane pipes and oil gas recovery equipment during loading of crude oil, realizing an oil gas processing efficiency over 97%;</li> <li>➤ Improved hybrid power of tire crane to reduce energy consumption for production;</li> <li>➤ The Company won the "Most Influential Green Enterprise Brand in 2021" at the 7th Green Development Forum;</li> <li>➤ Expanded the application of clean energy and applied hydrogen-powered automatic rail crane and hydrogen-fueled container trailer in pilots;</li> <li>➤ Provided shore-based power supply facilities at all berths, with a coverage of 100%;</li> <li>➤ Took various measures to conserve water resources and recycled dust-contained sewage after it was collected and processed to meet the recycle standard;</li> <li>➤ QDOT was selected into the 2020 and 2021 Asia-Pacific Port Services Organization (APSN) of Green Port Award Program (GPAS) and won the title of "Asia-Pacific Green Port".</li> </ul>

Type	SDGs	Practice and performance
Employees		<ul style="list-style-type: none"> <li>➢ Improved the democratic management system and guaranteed the democratic rights of employees;</li> <li>➢ Established a scientific and fair employee compensation and welfare system and strived for welfare policies for employees;</li> <li>➢ Occupational health check rate reached 100%;</li> <li>➢ Formulated a scientific man-hour management system to ensure balance between work and life;</li> <li>➢ Set up a comprehensive talent training and promotion system;</li> <li>➢ Reached an employee training coverage rate of 100% and annual average training duration no less than 88 hours;</li> <li>➢ Valued humanistic care for employees and carried out diverse recreational and sports activities;</li> <li>➢ Organized employees to vaccinate against COVID-19 and test nucleic acid regularly, and distributed condolence money for employees on the front-line of epidemic prevention.</li> </ul>
Society		<ul style="list-style-type: none"> <li>➢ The Tugboat Branch has participated in maritime rescue, emergency rescue and other tasks for many times, and won the honorary title of “2020-2021 Shandong Province Maritime Search and Rescue Bravery Award Advanced Group”;</li> <li>➢ In 2021, 300 young employees of the Group donated more than 100,000 milliliters of blood;</li> <li>➢ Helped Tibetan areas to consolidate the achievements of poverty alleviation, organized tenders to purchase RMB6.19 million of “Lu and Zang family” gift packages;</li> <li>➢ Aided the construction of the Big Cherry Demonstration Garden Project in Yunshan Town, Pingdu, Qingdao City, increasing the income of RMB80,000 per year for 5 economically weak villages;</li> <li>➢ Organized all employees to participate in the “One Day Donation of Charity” activity, and raised RMB528,000 to donate to Qingdao Charity Federation;</li> <li>➢ QQCTN “Youth Science and Technology Team” was awarded the title of “National New Era Positive and Kind Youth Collective” by the Central Committee of the Communist Youth League.</li> </ul>

### (III) Communication with stakeholders and evaluation of material topics

The Company kept effective communication with stakeholders via many channels, acknowledged their top concerns and raised the management level of sustainable development to meet their needs.

The Company launched the “Sound Voice Hotline Service Platform”, which has broadened communication channels between the Company and stakeholders. Stakeholders can directly raise questions and make comments and suggestions to the Company through this platform. Relevant departments of the Company will handle and respond to such issues in a timely manner.

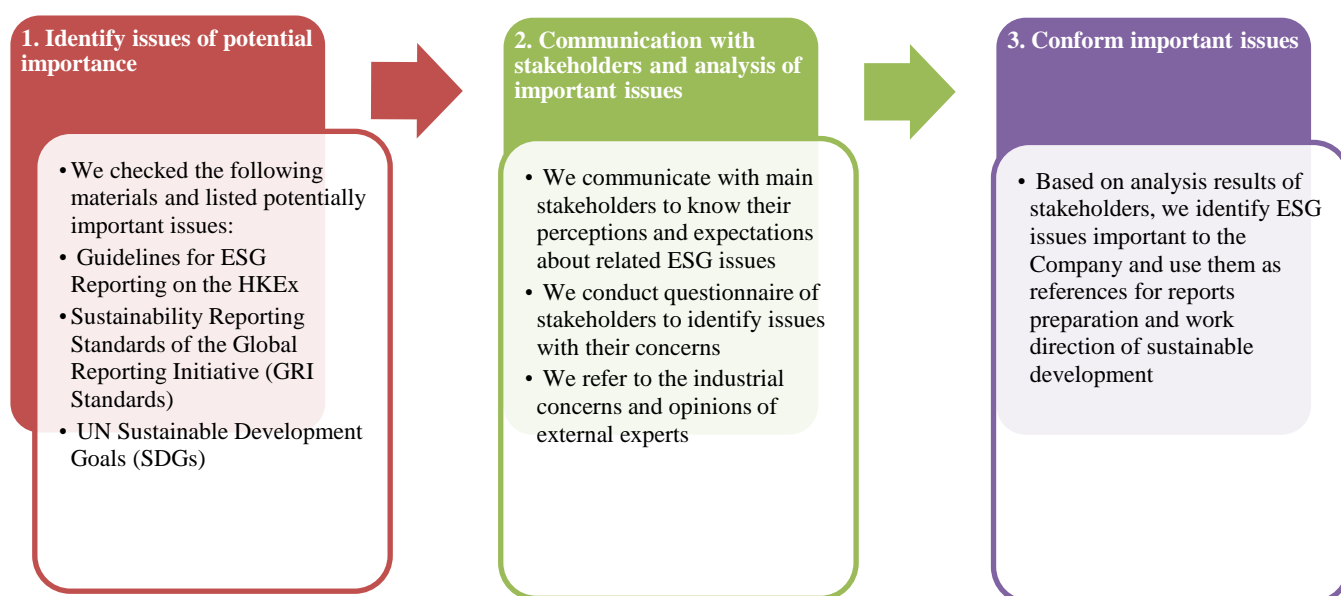
Stakeholders	Concerns	Communication mechanism	Performance of communication
<b>The government and regulators</b>	Execution and implementation of the laws, regulations and policies Give momentum to regional economic development Corporate governance and compliance operation	Abidance by laws, regulations and policies Daily communication and report Meetings and special researches	Comply with the laws, regulations and the Listing Rules Operate in accordance with the laws and in good faith and accept to be supervised and administered Creating jobs, paying taxes, etc.
<b>Shareholders/ investors</b>	The safety, preservation and appreciation of assets Protect shareholder interests Earnings and returns Information disclosure in a normative and effective way	Regular reports and temporary reports Shareholders' general meeting Investor meeting of exchange Results presentation, roadshows, etc.	Carry out standard corporate governance to guarantee asset safety Intensify risk management and internal control Information disclosure in a normative and effective way Good development prospects and profitability
<b>Clients</b>	High quality services Legal rights and interest of customers Treat customers in a just and fair manner Complaints to be dealt with without delay	Customer service center Customer service hotline Website, Official Weibo, WeChat, etc. Chairman and general Manager's mailbox	Continue to improve service quality Safeguard the legal rights of customers Ensure just and fair treatment Handle complaints timely
<b>Employees</b>	Safety production Legal rights and interests of employees Remuneration incentive and welfare Sound working environment Opportunities for training and development	Employee Representative Conference Website, Weibo, WeChat, etc. Incentive mechanism for employee evaluation Regular training Chairman and general Manager's mailbox	Create a safe and harmonious working environment Protect employees' legal rights and interests Stick to the openness of factory affairs and democratic management Provide a sophisticated compensation incentive mechanism Offer good training opportunities Provide a solid platform for development
<b>Suppliers</b>	Honesty and credibility Payment in time Transparency in information Equal opportunities	Sunlight procurement website Bidding activities Centralized purchasing Chairman and general Manager's mailbox	Integrity, credit, fairness and clean Mutual beneficial and win-win cooperation Open and transparent, fair competition and equal opportunities Adhere to contracts and act faithfully



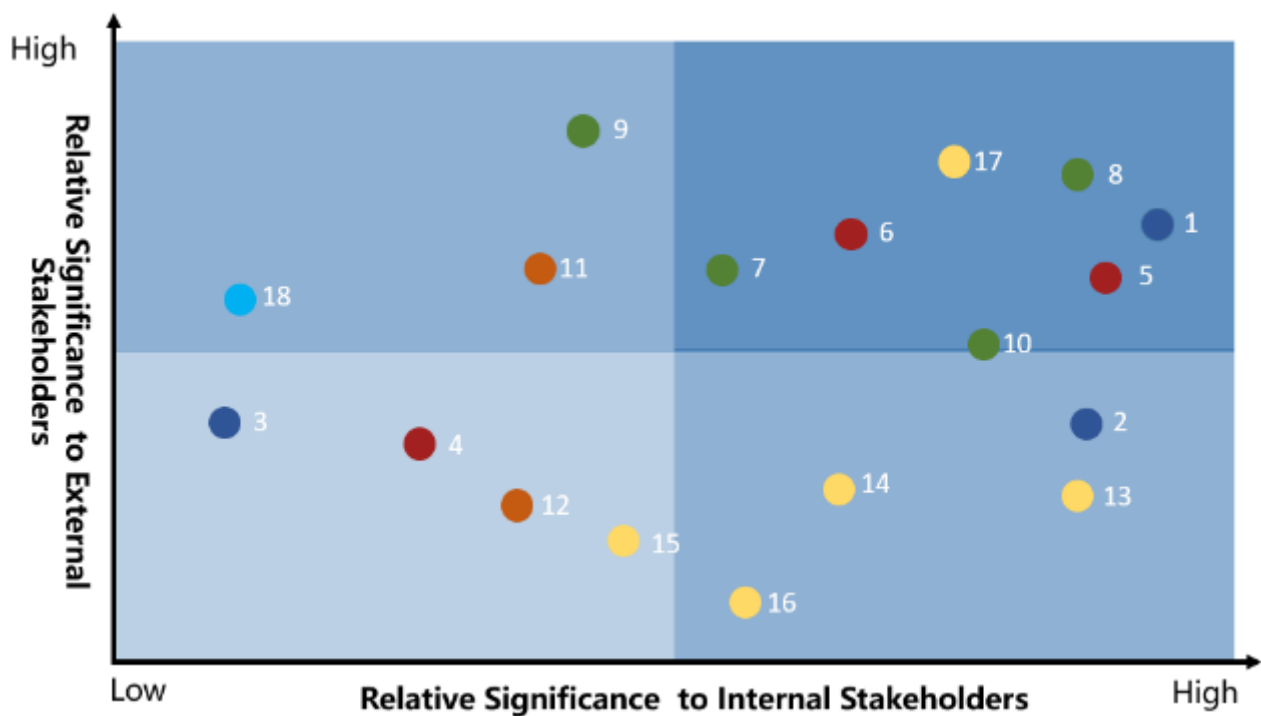


Stakeholders	Concerns	Communication mechanism	Performance of communication
<b>Communities</b>	Community development Community charity	Community activities Mass media Website, Weibo, WeChat, etc.	Maintain a close relationship with the communities Support community development Organize activities for community charity
<b>Port industry</b>	Industry development Win-win cooperation Fair competition	Participation in industry associations Learn from and exchange with other companies Synergy and communication mechanism	Strengthen exchanges and achieve win-win cooperation Respect business ethics and compete fairly Push forward with the development and progress of the industry together
<b>The public</b>	Performance of social responsibilities Resources conservation Ecological protection	Website, Weibo, WeChat, etc. Press media Chairman and general Manager's mailbox	Provide high-quality products and services Support activities for social welfare Conserve resources and protect the ecological environment

We identify and review environmental, social and governance (ESG) issues that have a material impact on our business and stakeholders by the following ways and develop a materiality assessment matrix:



The Company's board of directors approved the implementation of the annual work plan for the sustainable development report. The Company solidly implemented the plan, improved the work mechanism, and continued to optimize the report content. In July 2021, we invited stakeholders to take part in the materiality assessment of ESG issues. In order to achieve low-carbon and environmental protection policy, we made the questionnaire online and collected over 1,166 effective questionnaires. External stakeholders such as customers, suppliers, investors, regulators, associations, news media and the public accounted for about 50% of the total participants. We identified and confirmed the materiality of each ESG issue through statistical analysis of data and determined the key issues to be disclosed in the *2021 Sustainability Report* based on evaluation results.



#### Green & Smart Development

- ❑ 1. Construction of Green Port
- ❑ 2. Construction of Smart Port
- ❑ 3. Response to Climate Changes



#### Service Quality Enhancement

- ❑ 4 Intellectual Property
- ❑ 5 Service Quality
- ❑ 6 Efficiency Management



#### Efficient Corporate Governance

- ❑ 7 Corporate Governance
- ❑ 8 Business Performance
- ❑ 9 Incorruptible Employment
- ❑ 10 Compliant Operation



#### Cooperation and Win-Win

- ❑ 11 Supplier Management
- ❑ 12 Industrial Cooperation



#### Employees' Rights and Interests Protection

- ❑ 13 Employees' Legitimate Rights and Interests
- ❑ 14 Employee Benefits
- ❑ 15 Training and Capability Construction
- ❑ 16 Promotion and Career Development
- ❑ 17 Occupational Health and Safety



#### Active Contributions to the Society

- ❑ 18 Voluntary Activities and Community Welfare



# Sticking Integrity and Innovation to Build an Intelligent Port

The Company accelerates the construction of a world-class marine port, actively promotes innovation-driven transformation and upgrading, and consolidates the competitive advantages of the main handling business while vigorously developing integrated services of terminal, logistics and finance to achieve coordinated industrial development; the Company also continues to optimize service quality and improves customer satisfaction to create good returns for shareholders of the Company.





## (I) Constructing a smart port

The Company seizes the opportunity of “intelligent port construction pilot” of “Boosting Country by Transportation” in Shandong Port, and accelerated the construction of an international leading smart green port. Relying on the state-level technology center, we played the spirit of “Liangang Innovation Team”, further expanded and strengthened the technology center, sped up project research and development, increased the application of artificial intelligence, industrial Internet, big data and other technologies, consolidated the leading edge of intelligent port construction, to become a port with high-quality development by digitalization and intelligence.

### Intelligent upgrade

The Company adopted a technical route combining independent innovation and technology introduction. By adopting high-tech technologies such as the Internet of Things, cloud computing and big data, the Company aimed to accelerate the construction of a world-class smart port with the goal of intelligent loading and unloading production, paperless business documents, service coordination platform, digital decision management and port supervision integration.

In 2021, the Company built the world’s first intelligent air-rail test section, creating a new model of three-dimensional container transportation. We accelerated the construction of the third phase of the fully autonomous automated terminal, and started a high-quality development model of “low cost, short cycle, high efficiency, full intelligence, safer, and zero emissions”. We self-designed automatic bridge crane “one-to-many” monitoring system, saving 70% of manpower. The automation transformation of container terminals has been accelerated in an all-round way, and the automation rate of bridge cranes, rail cranes and other equipment has reached over 40%.

#### CASE

The Company solidly promotes projects such as large-scale equipment automation transformation, controlling system upgrading, independent development of software, and equipment independent transformation to build a smart dry bulk cargo terminal. In 2021, Qiangang Branch researched and developed automatic train loading lines and intelligent cleaning robots for large-scale dry bulk terminals, and completed the remote operation of loader cleaning operations, filling the technology gap in domestic port.



Automatic loading system for the train



Intelligent yard management system



Remote intelligent control of mobile machinery

In order to meet the needs of port development and technological update requirements, the Company develops smart power supply and digital communication, and injects technological momentum into port power supply and communication security. We vigorously implement the high-speed network transmission system based on “5G+”, “Intelligent+” and “Digital+”, and built the first IMS system (IP multimedia system), 800M digital trunk intercom system, and 150M VHF system in coastal ports across the country. Approximately 100 5G base stations have been built successively to provide high-bandwidth and low-latency network support for informatization and automation applications in the port area, and have played a platform supporting role in the intelligent upgrade and transformation of traditional terminals.



Intelligent Command Center of Power Supply System



The robot “Xiaozhi” is inspecting

## Technology achievements

Adhering to being innovation oriented, the Company focuses on the creation of the overall layout of building an international leading intelligent and green port, and carries forward innovation spirits of “Liangang Innovation Team”. The whole staff’s participation in innovation and effectiveness have achieved remarkable results. In 2021, the Group completed 535 science and technology projects, applied for 18 scientific progress awards above the municipal level, and applied for 131 national patents.

The Company earnestly implements the *Patent Law of the People’s Republic of China* and other relevant laws and regulations related to intellectual property rights protection, strengthens management and protection for its own intellectual property, and respects and protects the intellectual property rights of other parties.

The Company strictly abides by the norms of scientific ethics, respects the spirit of science, carries out scientific and technological innovation in accordance with the law, and avoids research, development and use of science and technology that endanger the natural environment, life and health, public safety, and ethics.

## (II) Offering high-quality services

The Company regards service quality as the lifeline of enterprise survival, adheres to customer first, and focuses on the service concept of “I will respond to all your needs” to improve its comprehensive service capabilities continuously. In 2021, the Company implemented the purpose of serving customers in combination with the practice activity of “I do practical things for the masses”. According to customer feedback and demands, the Company completed the construction of awnings for outside drivers, the addition of on-site drinking points, and the launch of online inquiry services for vehicles entering the port.

## Improving the functions of port services

In order to further meet customer needs and enhance the port's competitiveness, the Company extends the port's industry chain and service chain and continuously improves service function of the port.

The Company promotes infrastructure construction and enhances the hard power of infrastructures. The Group has built the world's most advanced automated container terminal, 400,000-ton ore terminal, 300,000-ton crude oil terminal, 200,000-ton bulk cargo terminal and storage tanks, yards, warehouses and other ancillary facilities. In 2021, a number of new engineering projects, such as Dongjiakou's crude oil terminal and liquid chemical terminal, were completed and put into use, further improving basic service capabilities and meeting customers' transportation needs.

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

In 2021, the Company further unblocked railways, ports, and land logistics and transportation channels for customers, built a higher-quality, more powerful and more secure transportation environment, and made every effort to expand and strengthen the "end-to-end" and "one-stop" whole process logistics service system.



Railway, terminal and customer tripartite cooperation

The Company conducts multi-level customer visits and customer symposiums every year guided by customer needs as orientation, extensively solicits customer opinions, responds to customer concerns, continuously improves service quality, and intensifies cooperation between the two parties. In 2021, management of the Company led teams to visit more than 100 major customers, opened a new chapter in mixing mines, and launched shipping agency, freight forwarding, full logistics, liner transportation and other businesses to enhance new momentum for development.





The management of the Company communicated with customers

From 1 March 2021 to 4 March 2021, the management of the Company led a team to visit shipping companies such as COSCO Shipping, Maersk, Mediterranean Shipping, and CMA CGM to strengthen services and cooperation.

## Service quality management

The Company has formulated a number of management measures such as the *Freight Quality and Service Quality Management Measures* and established standardized customer service process to ensure the service quality to customers. The Company attaches great importance to customers' reasonable suggestions, and insists on analyzing their suggestions, giving feedbacks and improving existing practice accordingly in a timely manner. We carry out special activities such as “quality month” with various activity themes for every year. All employees participate the activities to improve service quality and enhance the service standards.

On 1 February 2021, the Company officially opened a comprehensive service hotline to further enhance port service capabilities, improve service efficiency and customer satisfaction. Guided by customer needs and innovating service quality, in the 2021 dry bulk customer satisfaction assessment, the Company achieved a comprehensive satisfaction score of 98.82.

## Customer service measures



✧ The Company has set up a customer service center and opened a comprehensive service hotline of 1010-0532 to provide 24/7 “one-stop” manual services integrating on-site service and the market service, forming an interconnected pattern of “responding with one telephone number” covering the whole port, and further optimizing the port’s customer service hotline management model.



✧ With the concept of delivering attentive, considerate, enthusiastic, focus and reassuring services and the commitment of “keeping a smooth hotline and never refusing a request”, we assigned high quality and highly competent personnel with excellent professional skills to offer professional services to customers.



✧ We implemented first inquiry responsibility system for customer service to solve customer needs and improve service efficiency.



✧ We established customer service key performance indicators system (KPI). We implement quantitative management, comprehensively evaluate customer service work performance and improve customer service work quality.

### CASE



Qiangang Branch has extensively solicited opinions from customers to improve service quality and carried out “heart-warming projects”. We provided cooling things in summer and warm things in winter for outside vehicle drivers, assisted in solving practical problems such as vehicle maintenance, tire replacement, etc., making drivers feel like be at home when arriving at the port.

In the process of service promotion and introduction, the Company strictly abides by the *Advertisement Law of the People’s Republic of China*, the *Trademark Law of the Peoples Republic of China* and other laws and regulations, without making false propaganda and advertising. In 2021, the Company did not happen administrative penalties for false advertising and consumer fraud.

## Service efficiency management

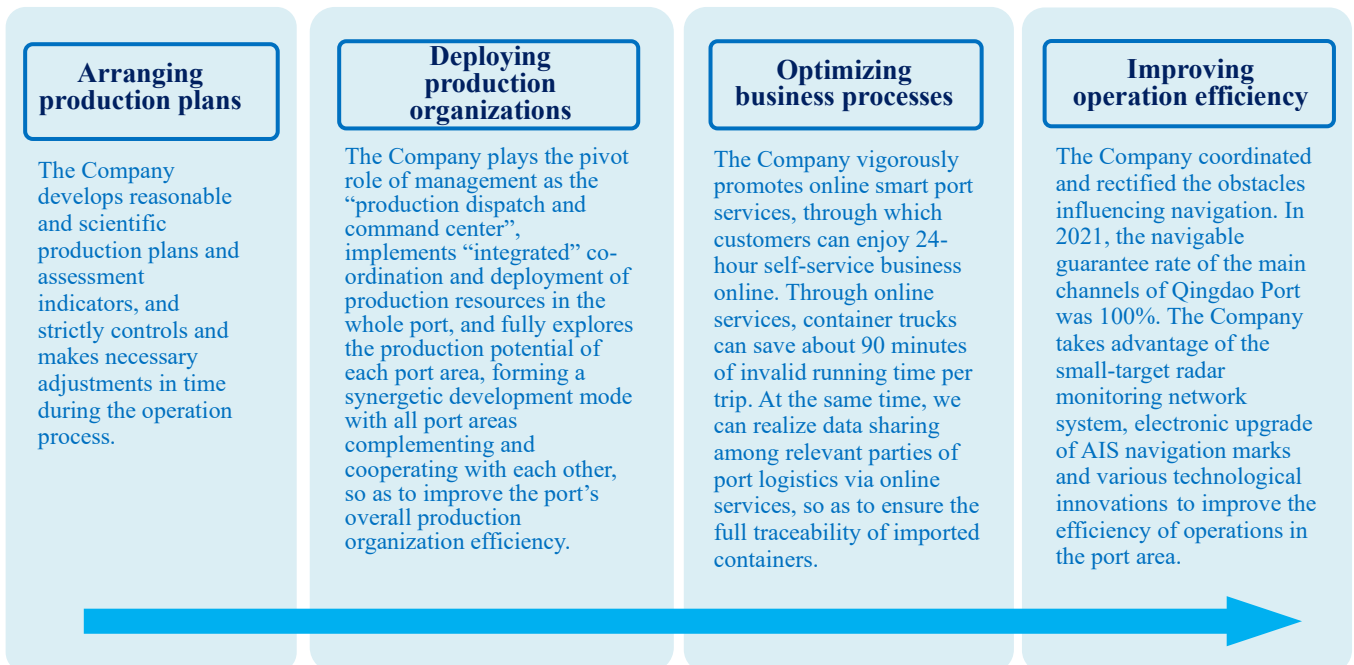
The terminal efficiency is one of the key performance indicators that cargo owners and global shipping companies put great emphasis on. The Company scientifically arranges production plans, optimizes business processes, improves operation efficiency, reduces time of ship berthed in port, and provides customers with full-process and efficient services. The Company has been taking the lead in the industry in terms of stevedoring efficiency, and the handling efficiency of containers and the iron ore maintain the top in the world. High-quality and high-efficiency services of the Company are highly recognized by domestic and overseas customers.



On 24 August 2021, the fully automated container terminal at Qingdao Port achieved average efficiency of 52.1 units/hour for single crane during the handling operations of the ship “NYK VENUS”, setting a new world record for the seventh time.

The management team of the Company has been engaged in the port industry for many years with rich management experience. It has created the service brand of “sincerely embracing the world” and built corporate culture with unique characteristics of Qingdao Port. It has cultivated a group of advanced workers and an employee team of high quality and high skills represented by Xu Zhenchao - “Golden Worker”, “Liangang Innovation Team” - “Role Model of the Time”, etc., laying a solid foundation for the Company’s innovative and sustainable development.

The Company comprehensively upgrades the whole-process operation efficiency standard, implements the quantitative service measures of “four commitments and eight guarantees”, and actively builds an internationally leading “Fast Efficiency Port” by improving the efficiency of ship arrival and departure, port operation efficiency, inspection operation efficiency, and sea-rail intermodal cargo operation efficiency.



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



production efficiency.

## Complaint management

The Company values the opinions and feedback from customers, identifies deficiencies in services through satisfaction surveys, customer visits, etc., and continuously improves service quality. We have published a service hotline for public supervision and a complaint hotline to extensively and timely collect and understand customer demands. We have formulated and implemented comprehensive customer complaint management measures, arrange special personnel to handle customer complaints, and clarify the responsibility and handling duration. In response to customer complaints, we continue to track customer complaints and implement a closed-loop management system, so as to ensure all complaints are handled appropriately. We carry out satisfaction surveys to identify the deficiencies in our services and continue to improve the quality of our services.

The following is the statistics of customer complaints received and handled by the Company's headquarters through the formal appeal mechanism in 2021 (excluding subsidies, joint ventures and associates):

Serial number	Complaint type	Number of complaints
1	Number of customer complaints	36
2	Number of invalid complaints	3
3	Number of the handled complaints	33
4	Number of complaints to be handled	0

## Customer privacy protection

While providing customers with considerate and meticulous services, the Company pays attention to protecting customers' information and privacy. We have established a comprehensive customer information protection system, and strictly implement confidentiality requirements in accordance with the contract or agreements between both parties. All types of customer information are managed in a confidential manner. We set strict limits on access to and usage of customer information, and sign confidentiality agreements with employees as required to strictly protect customer information and privacy. In the event of the leakage of customer information, we will immediately take remedial measures and report to the customer in a timely manner.



# **Walking the Walk to Build a Green Port**

Since building a green port is an important part of the Company's development strategy, it practices the sustainable development concept of preventing environmental pollution, reducing resource waste and advancing energy transformation, and actively identifies and responds to climate change risks, so as to promote the harmonious development between economic growth and ecological environment.



**加快建设世界一流的海洋港口**

## **(I) Enhancing environmental protection to safeguard the blue sea and clear sky**

According to the *Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes*, the *Measures for the Management of Shore Power Supply for Ports and Ships*, the *Regulations on the Administration of Pollutant Discharge Permit* and other laws and regulations and regulatory documents, the Company has revised and improved the *Environmental Protection Management Measures*, formulated four special management measures for air, water, solid waste and hazardous waste, and established a sound environmental protection management system. The Company organized key energy-consuming units to formulate implementation plans for “dual-carbon” port construction, clarified specific paths and key tasks for “carbon peaking and carbon neutrality”, and actively promoted the construction of green and low-carbon ports.

### **Building an environmental-friendly dry bulk cargo terminal**

In order to deal with the dust from bulk cargo operations, the Company implements dust control policy for operations at the terminal, and adopts various measures, such as isolating the stacking yards by dust proof walls, spraying of the yards, operation in confined space, covering the goods stack at stacking yards, flushing the vehicle and building up a monitoring system, to effectively reduce the dust at the yards. In 2021, the Company added 30 air quality monitoring equipment, monitoring sulfur dioxide, nitrogen oxides, carbon monoxide and ozone, further strengthening the control of air pollutants and ensuring that air quality meets the standards.

### **Optimizing the logistics and transportation structure**

In order to effectively resolve the port logistics pressure brought by automobiles and solve the problems of exhaust emissions and mineral powder leakage pollution, the Company vigorously promotes clean transportation methods such as road-to-railway, road-to-waterway, and road-to-pipeline. In 2021, the Company continued to promote the adoption of clean transportation methods, built oil product transportation pipelines. The volume of sea-rail combined transportation containers continued to increase as compared to the same period in the prior year, and the “rail + waterway” and “pipeline + railway + waterway” of bulk cargo such as iron ore, coal, and liquid bulk cargo have been improved. The proportion of clean transportation has greatly reduced the number of diesel trucks entering the port.

### **Building a green and safe oil port**

The Company strives to build an “odorless” oil port, and is actively working on oil and gas recovery, reduction of oil and gas volatilization, and oil and gas monitoring. By increasing its investment, the Company has installed oil and gas recovery devices for oil loading line and new loading terminal. The Company introduces an online monitoring system for volatile organic compounds (VOCs) in terminal and storage farm and establishes an interactive mechanism for the production exceeding the limit to control the volatilization of oil and gas during the loading process.

### **Strengthening the prevention of ocean pollution**

The Company takes effective measures to prevent and deal with sea pollution during the handling process of the port. The Company's subordinate terminal companies signed agreements with qualified third-party companies. Operators clean up floating objects on the sea and garbage in the intertidal zone daily to keep the waters in the port area clean and prevent pollution.





## Building an international health port

The Company actively creates an international health port. We enhance the environmental control on production and operation process and work hard to create a green ecological environment to minimize the impact of production operation on the environment. In 2021, according to the port area construction plan, some large green spaces and green belts in the Dagang port area of the company were demolished, and the seedlings were moved to Qianwan and Dongjiakou port areas with a stable number in total and there were approximately 470,000 seasonal flowers newly planted to improve the environment of the port area.

The Company continues to enhance health and epidemic-prevention management, carry out in-depth environmental inspections and sanitation improvement, and the environment of the port area was further improved. In 2021, the Group carried out a cumulative application of 32.12 million square meters of disease vector elimination in the port area. The sanitation and anti-epidemic efforts were recognized by the government authority.

## (II) Creating a green ecosystem to promote resource conservation

Based on actual production of the port, the Company spares no efforts to underscore resource conservation, and conducts environmental protection projects, including energy-saving technology transformation, energy structure upgrading and recycling of reclaimed water resources. We strengthen management, find out possible measures and practice strict economy to improve the efficiency of resource utilization.

### Energy-saving technology transformation

In 2021, the Company actively innovated in energy-saving technological transformation, increased the use of new energy, and gradually promoted the upgrading of equipment in production line to achieve efficient use of energy. The Company continued to promote the hybrid power transformation of tire crane and battery transfer to reduce fuel consumption and improve energy efficiency. We practiced the permanent magnet motors in the belt process as a pilot, and introduced variable frequency energy storage equipment into the cold containers yard, which effectively reduced production energy consumption.



The Company advocates low-carbon travel and contributes to the construction of green ports. In the past two years, we invested more than RMB3 million to build and renovate more than 70 charging stakes, accumulatively charging more than 10,000 times for employees for free, charging 254,000 kwh, and reducing carbon emissions by 120,000 tons per year.

### Energy structure upgrading

The Company actively optimizes the energy supply structure to form a clean energy supply system with electricity as the core and multiple energies as the complementarity. The Company promotes the replacement of clean energy for vehicles. The clean energy is given priority to use into small-tonnage forklifts and

inspection vehicles. The Company continues to carry out the transformation of electric stackers, introduces extended-range electric reach stackers for on-site production, and introduces electric trucks for outer rental fleets. In 2021, the Company started the construction of hydrogen refueling stations to lay the foundation for the application of hydrogen energy in the port.

The Company actively promoted the pilot application of new energy, pioneered the installation of photovoltaic power generation facilities in machine room on the top of the bridge crane, and carried out photovoltaic transformation on the top of buildings such as office buildings. The Company formulated a promotion plan for the distributed photovoltaic construction in the port area, gradually realized the large-scale application of photovoltaic technology, and combine the practical application of passive house, air source heat pump and other technologies in new buildings to reduce energy consumption.

## CASE



The pilot application of the high-voltage permanent magnet synchronous frequency conversion integrated machine into the belt process of QDOT, realizing the smooth start-up of the belt conveyor under heavy load, eliminates the start-up impact of electrical appliances, reducing the impact on the drum and belt, improving the transmission efficiency, and realizing mechanical energy saving.



The wind-solar hybrid street lamp of QQCTU was put into operation. Wind-solar hybrid street lamps use wind energy and solar power to supply for lighting fixtures, which can achieve self-sufficiency without other infrastructure and supporting equipment.



QQCT took the lead in the research and application of cold container energy storage technology in the port area, and installed variable frequency power supply and energy storage power station in the power supply circuit of the cold containers' power supply box, to realize the frequency reduction and energy saving operation in cold containers.



Dagang Branch introduced extended-range electric reach stackers to promote the upgrading of low-carbon and environmentally friendly of the equipment, and to promote the construction of a "zero-carbon port" with "green energy using".

## Recycling of water resources

The Company makes full re-utilization of reclaimed water resources, and all the dusty sewage in each port area is collected for reuse if it reaches the standards after its disposal. In 2021, reclaimed water from the operation of domestic sewage treatment plants in Qianwan Port Area and Dongjiakou Port Area was used for watering roads to control the dust, spraying water on bulk space, etc., saving a lot of drinking water resources.



### CASE



Facility for collection, disposal and recycling of rainwater and dusty sewage

## (III) Highlighting environmental factors to respond to climate changes

In order to cope with the challenges of climate change and accelerate the transition to a low-carbon economy, the Company actively responds to the national goal of "carbon peaking and carbon neutrality", pays attention to the impact of global climate change on port operations, and practices green and low-carbon operations. At the same time, combined with climate change scenarios, the Company analyzes the risks and opportunities of climate change that it faces, assesses related impacts, and formulates coping strategies.

Risks			Measures
Entity risks	Acute risks: Typhoon, storm, drought, flood and other extreme weather	<ul style="list-style-type: none"> <li>➤ Damage docks and related facilities, cargo ships or cargo, resulting in loss of assets</li> <li>➤ Extreme weather causes a ship to deviate from its original route, making it difficult to arrive at the port on time</li> <li>➤ Affect the smooth passing of a shipping lane and need dredging</li> <li>➤ Crop failure leads to a decrease of cargo quantity, affecting a port's throughput</li> </ul>	<ul style="list-style-type: none"> <li>➤ Formulate emergency response plans for natural disasters, such as the <i>Implementation Plan for Emergency Response under the Heavy Pollution Weather</i>, and constantly improve the natural disaster emergency response mechanism</li> <li>➤ Promote diversified business development and develop integrated services covering terminal, logistics and finance</li> </ul>



Risks			Measures
	Chronic risks: Sea level rise and growing foggy weather, unusually high temperature	<ul style="list-style-type: none"> <li>➤ Sea level rise and growing foggy weather affect a ship's route and the sailing schedule of a shipping company</li> <li>➤ As the temperature rises, the terminal needs to be equipped with more refrigeration equipment to meet the needs of relevant customers; employees may not be able to work outdoors for a long time in the hot season, which affects operation efficiency</li> </ul>	<ul style="list-style-type: none"> <li>➤ Scientifically arrange production plans, carefully deploy production organizations, improves operation efficiency</li> </ul>
Transitional risks	Policy and legal risks	<ul style="list-style-type: none"> <li>➤ The government launched stricter policies and regulations to mitigate climate changes and increase compliance requirements of corporate operation</li> <li>➤ China's trading pricing mechanism for carbon emissions is gradually improved, increasing business operational cost</li> <li>➤ Lawsuits and claims related to climate risks</li> </ul>	<ul style="list-style-type: none"> <li>➤ Pay close attention to changes in environmental laws and regulations and respond in a timely manner</li> <li>➤ Actively carry out energy saving and emission reduction and increase the proportion of clean energy</li> </ul>
	Technical risks	<ul style="list-style-type: none"> <li>➤ The use of renewable energy, new technologies and equipment for energy saving and emission reduction makes original technologies and facilities outdated and depreciated</li> </ul>	<ul style="list-style-type: none"> <li>➤ Continuously study the feasibility and economic benefits of applying new technologies and equipment</li> </ul>
	Market risk and reputation risk	<ul style="list-style-type: none"> <li>➤ Customers have increased demand for low-carbon services and green terminals, and they are more inclined to cooperate with companies with excellent performance in sustainable development</li> </ul>	<ul style="list-style-type: none"> <li>➤ Accelerate the construction of a green and smart port, improve the efficiency of resource recycling and utilizing, and achieve a leading position in sustainable development industry</li> </ul>

## (IV) Environmental Key Performance Indicators

The Company regularly checks the implementation of environmental protection policies and the environmental protection systems, corrects behaviors that do not conform to the Company's environmental protection policies and systems, and takes corresponding remedial measures. In 2021, the Company's newly acquired subsidiary Hongxing Logistics on 18 September 2020 (not constituting a major subsidiary), which was listed as a key pollutant discharge unit by Qingdao City. For the Company's pollution discharge information, construction and operation of pollution prevention and control facilities, environmental impact assessment of construction projects and other environmental protection administrative licenses, emergency plans for environmental emergencies, environmental self-monitoring plans and other environmental information that should be disclosed, please refer to the 2021 annual report disclosed on the website of the Shanghai Stock Exchange for details.



### Statistical data of emissions <sup>(1)</sup> in 2021

Name	Unit	Statistical data
Total greenhouse gas emissions <sup>(2)</sup> (Scope 1 and Scope 2) <sup>(3)</sup>	Ton	700,249
– Direct greenhouse gas emissions (Scope 1):	Ton	142,027
– Indirect greenhouse gas emissions (Scope 2):	Ton	558,222
Greenhouse gas emissions per 10,000-ton throughput (Scope 1 and Scope 2)	Ton/10,000-ton throughput	12.33
Total hazardous waste produced	Ton	752
Hazardous waste per 10,000-ton throughput	Ton/10,000-ton throughput	0.01
Compliance rate of hazardous waste disposal	%	100
Total non-hazardous waste produced	Ton	18,966
Non-hazardous waste per 10,000-ton throughput	Ton/10,000-ton throughput	0.33

### Statistics on the consumption of natural resources (including energy) in 2021

Resource type	Unit	Statistical data
Total comprehensive energy consumption <sup>(4)</sup>	MWH	1,399,625
1. Direct energy consumption	MWH	544,171
(1) Petrol consumption	MWH	8,217
(2) Diesel consumption	MWH	522,540
(3) Natural gas consumption	MWH	13,414
2. Indirect energy consumption	MWH	855,454
(1) Electricity consumption	MWH	784,130
(2) Steam consumption	MWH	71,324
Total comprehensive energy consumption per 10,000-ton throughput	MWH/10,000-ton throughput	24.64
Total water consumption <sup>(5)</sup>	1,000-ton	5,040
Including: Circulating water	1,000-ton	2,360
Comprehensive water consumption per 10,000-ton throughput	1,000-ton /10,000-ton throughput	0.09

Notes:

(1) Based on the nature of the Company's business, the emissions mainly include greenhouse gases. Since the Company is not a key pollutant emission unit, the importance of emissions data other than greenhouse gases is low, so it has not been disclosed. In addition, based on the nature of the Company's business, the packaging material data is not applicable to the Company.



(2) Greenhouse gas emissions include carbon dioxide, methane and nitrous oxide, which mainly arise from purchased electricity and consumption of fossil fuel. Greenhouse gas emissions are measured by carbon dioxide equivalents and calculated based on the *2019 Baseline Emission Factors for Regional Power Grids in China* issued by the Ministry of Ecological Environment and the *2006 IPCC Guidelines for National Greenhouse Gas Inventories (2019 version)* issued by the Intergovernmental Panel on Climate Change (IPCC).

(3) Scope 1 greenhouse gas emissions refer to those directly from operations of the Company, while Scope 2 are those arising from internal consumption of indirect greenhouse gas emissions (purchased or acquired) - electricity and steam.

(4) Refer to the *General Principles of Calculation for Comprehensive Energy Consumption* (GB/T2589-2008), the National Standard of the People's Republic of China, for accounting.

(5) In view of the nature of operations, the major water consumption results from production and office operations and is mainly for domestic use. The water the Company uses comes from municipal water supply, so there is no problem in obtaining suitable water sources.

### Target on total emissions in 2022

Name	Unit	Target data
Carbon emission per 10,000-ton throughput	Ton	≤2.06
Comprehensive energy consumption per 10,000-ton of production	MWH	≤20.19

In 2022, the Company will take measures to reduce emissions and energy consumption including:

(1) Carry out special treatment for standardization of pollutant discharge permits. We will strictly implement the requirements of the *Regulations on the Administration of Pollution Discharge Permits*, update relevant information in a timely manner, and implement key issues such as records, execution reports, self-monitoring, and information disclosure.

(2) Strengthen the exhaust gas treatment of fuel machinery and equipment. We will solidly finish the dynamic adjustment of the registration for non-road-mobile machinery, and regularly carry out annual exhaust emission monitoring.

(3) Strengthen the control of solid waste pollution. We will strictly implement the requirements of the new *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, to identify the types of solid waste in ports, and standardize the collection, archive and disposal.

(4) Create a "carbon neutral" pilot demonstration area. We will actively carry out the creation of zero-carbon operating areas, zero-carbon terminals, and zero-carbon port areas, and encourage the purchase of green electricity to offset the indirect carbon emissions generated by purchased electricity.



# Uniting Employees and Safety to Construct a Safe Port

The Company vigorously improves the safety production system on safety production management, implements a series of activities such as “the Year of Improving Safety Production” and “100-day Action to Rectify Violations by Heavy Efforts”. Be strict in practicing, managing, preventing and observing to promote the construction of a safe port continuously.



## (I) Cementing safety management

The Company strictly abides by the *Production Safety Law of the People's Republic of China*, *Emergency Response Law of the People's Republic of China*, the *Special Equipment Safety Law of the People's Republic of China*, the *Regulations on Production Safety in Shandong Province*, the *Regulations of Shandong Province on Emergency Response* and other laws and regulations, as well as normative documents, implements the responsibilities of enterprise safety production entity in all respects, upgrades the safety production system and deepens the inspection and regulation of safety hidden dangers to improve the intrinsic safety management level.

The Company strengthens the implementation of safety regulations. The Company organizes all employees to deeply study the important expositions of General Secretary Xi Jinping on production safety by means of basic safety training and weekly safety briefings. During the activity of “Safety Production Month” in 2021, we organized all employees to watch the TV feature film “Life is more important than Mount Tai - Learn General Secretary Xi Jinping’s important expositions on production safety”, and constantly strengthened the awareness of safety and risk prevention and control.

The Company enhances the safety production responsibility system. The Company strictly implemented the requirements of the “Shandong Province Production and Operation Units Safety Production Responsibility List”, on the basis of improving the safety responsibility system of all employees, revised and improved the safety production responsibility list of all employees, and built up a fully coverage safety responsibility system from the management of the Company to the employees in front line.

The Company improves the safety management system. The Company continues to improve the four major systems of “post safety responsibility system, safety management rules and regulations, post safety operating procedures and emergency plans for accidents”, which have been implemented at all levels under supervision. In doing so, the Company can ensure that solid foundation has been laid for the safety management and safety production work to raise the safety management level. In 2021, the Company formulated and implemented a series of rules and regulations such as *Regulations on the Safety Management of Liquefied Hydrocarbon Ship Loading, Unloading and Storage (Trial)* and *Assessment Measures for Responsibility for Hidden Production Safety Hazards (Trial)* based on the actual situation, and continued to improve the basic safety management level.

## (II) Preventing safety risks

The Company establishes a safety technology support and guarantees system to reduce or eliminate the safety risks arising from “human-machine cooperation, human-machine interaction”, and creates an intrinsically safe environment through information technology, tool innovation and other means. In the fields of hazardous chemicals and others, we utilize industrial robots and remote-control technology to reduce the number of personnel and operations in dangerous posts. In key areas such as hazardous workplaces, crude oil storage tanks and food systems, we promote the implementation of automatic detection of safety status and intelligent risk warning to raise the level of intrinsic safety and overall control of key safety risks.

The Company implements regular supervision and inspection of potential safety risks. The Company has set up a safety supervision team to implement all-weather, seamless safety supervision and inspection, regularly issues *Safety Brief Report* to report typical problems, investigate safety responsibilities, and urge the implementation of safety systems and safety measures. The Company has established a double-assessment mechanism for hidden dangers to guide employees actively participating in the investigation and rectification of hidden dangers, so as to ensure that there are no dead ends, no gaps, and no blind spots to comprehensively prevent safety risks.

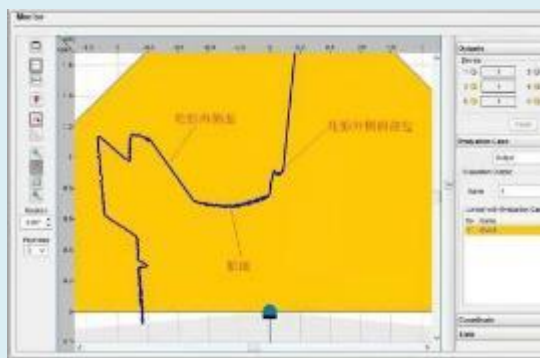
The Company continued to strengthen safety management in key areas. In 2021, the Company conducted regular physical examination inspections on key units, and strictly supervised the whole process. A total of 65 issues of *Safety Brief Report* were reported throughout the year to check and correct typical problems. The Company solidly carried out the activity of “on-site safety production management improvement”, sorted out the list of problems according to the requirements, formulated rectification measures and completed on schedule.







Qingdao Orient International Container Storage & Transportation Co., Ltd. and relevant manufacturers have developed a container disinfection and cleaning robot, which realized 360-degree disinfection and cleaning of containers without touch, and reduced the safety of personnel and the risk of epidemic transmission in the process of container disinfection and cleaning.



QQCTN invented a large-scale tire safety detection device innovatively, which can automatically detect tire deformation and alarm to avoid potential safety hazards caused by abnormal tires, and improve the safety and reliability of on-site equipment.



### (III) Promoting emergency response capability

The Company established the emergency organization system and formulated emergency plan to support safety production in the port. Based on the completion of the emergency rescue command platform in the early stage, the Company further upgraded and added functional modules such as “data statistical analysis, video recognition technology, human-computer interaction research and judgment” to continuously improve the level of intelligent emergency response.



## CASE

In 2021, the Company carried out more than 130 emergency drills, more than 200 fire trucks and more than 1,400 commanders and fighters were dispatched.



The Company improved the mechanism with the service force and the linkage. The Company's emergency rescue center and the nearby full-time fire rescue forces established the mechanism with the service force and the linkage to gradually improve the three-dimensional emergency response network by sea and land. In 2021, we successfully completed the emergency support for social accidents and disasters such as the oil spill of the "Symphony" ship and the warehouse fire in the bonded area.

## CASE

The Company's emergency rescue center won three first awards and ranked second place in the overall group in the "Second Shandong Province Hazardous Chemicals Rescue Technology Competition", jointly organized by eight departments including Shandong Emergency Management Department.



## (IV) Safety culture construction

Promoting the construction of corporate safety culture is an important approach for the Company to raise its safety management level. Based on safety trainings, safety month activities and daily promotion of safety concept, the Company cements the foundation of cultural construction and builds the atmosphere of safety production.

The Company strengthens the safety training on work to improve employees' safety skills. The Company has formulated a comprehensive safety training system, stipulating that the training hours for general management and operation personnel are no less than 12 learning hours per year, and the management and operation personnel of the key post in units are no less than 20 learning hours per year. According to the needs of safety management, the Company formulates and implements safety production training work plans annually, conducting safety education and training on all on-job employees, new employees (including intern students), renters, renter-related personnel and temporary external labors.

In 2021, the Group put the intrinsic safety actions as the main line to consolidate safety infrastructure, and has completed more than 600 sessions and more than 30,000 safety training. The coverage rate of the chief, safety management employees and special operation employees with certificates in the Group's production and business units reached 100%, and the safety training rate of all employees reaches 100%, further enhancing the safe development of the port.

The Company persists in the promotion of safety culture to enhance employees' awareness of safety. We adhere to the normalized warning education of accident cases, and actively carry out theme activities such as "Production Safety Month", "119 Fire Control Publicity Month" to continuously improve employees' safety cultural literacy and awareness of safety risk prevention and control.



### CASE



"Five Civilizations" Management On-site meeting



The Publicity and Training on Safety Production Law



Safety Production Training Activity



Signature Activity in Safety Production Month



With the goal of “all-round directors and all-weather station-masters”, Shandong Port Lianhua aims to build “excellent employees”, and build a warning education and practical training base for pipeline patrolmen. The practical training base highlights the on-site practical training of eight sectors, including the construction of three-in-one management and control on the pipeline site, which effectively improves the overall quality of pipeline management personnel and consolidates the pipeline management foundation.



## (V) Employee occupational health

The Company strictly follows the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases*, and adheres to the occupational disease prevention and control guideline of “prevention first and integration of prevention and control”, establishing and improving the responsibility system for the prevention and control of occupational hazards. The Company formulates and implements the *Management Measures for Prevention and Control of Occupational Diseases*, the *Management Measures of Physical Examination for Staff Health*, and other management systems, continues to improve management mechanisms including warnings and notifications, declarations, training and publicity, protective equipment management, hazard monitoring and evaluation, etc., which has constantly improved the level of occupational health management and effectively protected employees' occupational health.

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

The Company provides physical examination for staff annually, carries out occupational health examination for employees during the period of pre-the-job, on-the-job and off-the-job to occupational disease hazards, and establishes employee occupational health files. If the employee's health status is inconsistent with the post requirements, we will transfer him to another post in time to avoid the risk of occupational disease or suspected occupational disease. In 2021, the coverage rate of employee occupational health examination was 100%.

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



The Company's statistics of employee health and safety are as follows:

Health and safety indicator	Amount	Ratio
Number and ratio of work-related fatalities in 2019	0 (person)	0%
Number and ratio of work-related fatalities in 2020	0 (person)	0%
Number and ratio of work-related fatalities in 2021	1 (person)	0.01%
Number of days delayed due to work injury in 2021	1,114 (working days)	0.05%

## (VI) Fight the battle of epidemic prevention

In 2021, as the global COVID-19 epidemic continued to spread, the Company implemented regular epidemic prevention and control, adhered to the overall prevention and control strategy of “preventing inbound cases and domestic resurgence”, practiced various epidemic prevention and control measures scientifically and accurately, coordinated epidemic prevention and control and economic development, effectively protecting the life safety and health of employees.

To consolidate the foundation of epidemic prevention management. According to the epidemic situation and the requirements of superiors, the Company timely and dynamically adjusts the epidemic prevention policies and systems. In 2021, we formulated and issued more than 50 rules and regulations and notices, including the “Notice on the current epidemic prevention and control work to be strict, fast, careful, and complete”, promoting the institutionalization, standardization and normalization of port epidemic prevention and control. We established a two-level special class operation system at the company headquarters and grassroots level, compiled 21 typical experience and practices of epidemic prevention and control, and strengthened management in terms of system guarantee, personnel control, material guarantee, logistical guarantee, publicity and guidance, and information investigation.



Special class management for boarding work employees



Customized transportation for special class employees

To implement closed-loop management of special classes. We implement the separate management and control measures for domestic and foreign trade, and implement special class management for boarding work employees on international voyages by the management mode of fixed operation, fixed dining, fixed accommodation, fixed bathing and fixed riding. We set up centralized accommodation points in each port area, equipped with special shuttle vehicles, and conduct nucleic acid testing on a regular basis. We implement high standards of personal protection, standardize the wearing of masks, gloves and other protective equipment, and regularly clean, disinfect and ventilate the workplace.



Regular nucleic acid testing



Vaccinating

To focus on the management and control of key links. We strengthen the epidemic control measures at port gates, ship-side and ladder gates, building entrances, and service windows. The employees strictly follow the regulations to measure temperature, register and verify codes. Each gate in the port area is subject to regional classification and epidemic situation classification inspections. We inspected more than 10 million vehicles and 12 million inspectors in total for the whole year, and organized vaccinations widely with a coverage rate of 99% for all employees.



Carrying out grading inspection



Carrying out emergency drills for epidemic prevention

To improve epidemic response capabilities. We carried out more than 300 special drills on epidemic prevention at all levels have been carried out to improve emergency response capabilities. We paid close attention to the domestic epidemic situation, organized more than 140 track investigations, and strictly implemented community reporting, isolation control and nucleic acid testing measures. We implemented emergency response to positive cargo testing and crew testing, assisted in completing more than 10,000 crew changes, and treated more than 80 injured and sick crew members

**疫情防控管理系统**

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当前所在位置: 疫情防控 / 疫情防控

序号	名称	类型	2022年		2021年		2020年		2019年	
			数量	金额	数量	金额	数量	金额	数量	金额
1	疫情防控物资	物资	100	10000.00	100	10000.00	100	10000.00	100	10000.00
2	疫情防控物资	物资	100	10000.00	100	10000.00	100	10000.00	100	10000.00
3	疫情防控物资	物资	100	10000.00	100	10000.00	100	10000.00	100	10000.00
4	疫情防控物资	物资	100	10000.00	100	10000.00	100	10000.00	100	10000.00
5	疫情防控物资	物资	100	10000.00	100	10000.00	100	10000.00	100	10000.00
6	疫情防控物资	物资	100	10000.00	100	10000.00	100	10000.00	100	10000.00
7	疫情防控物资	物资	100	10000.00	100	10000.00	100	10000.00	100	10000.00
8	疫情防控物资	物资	100	10000.00	100	10000.00	100	10000.00	100	10000.00
9	疫情防控物资	物资	100	10000.00	100	10000.00	100	10000.00	100	10000.00
10	疫情防控物资	物资	100	10000.00	100	10000.00	100	10000.00	100	10000.00

Development of an epidemic prevention management system



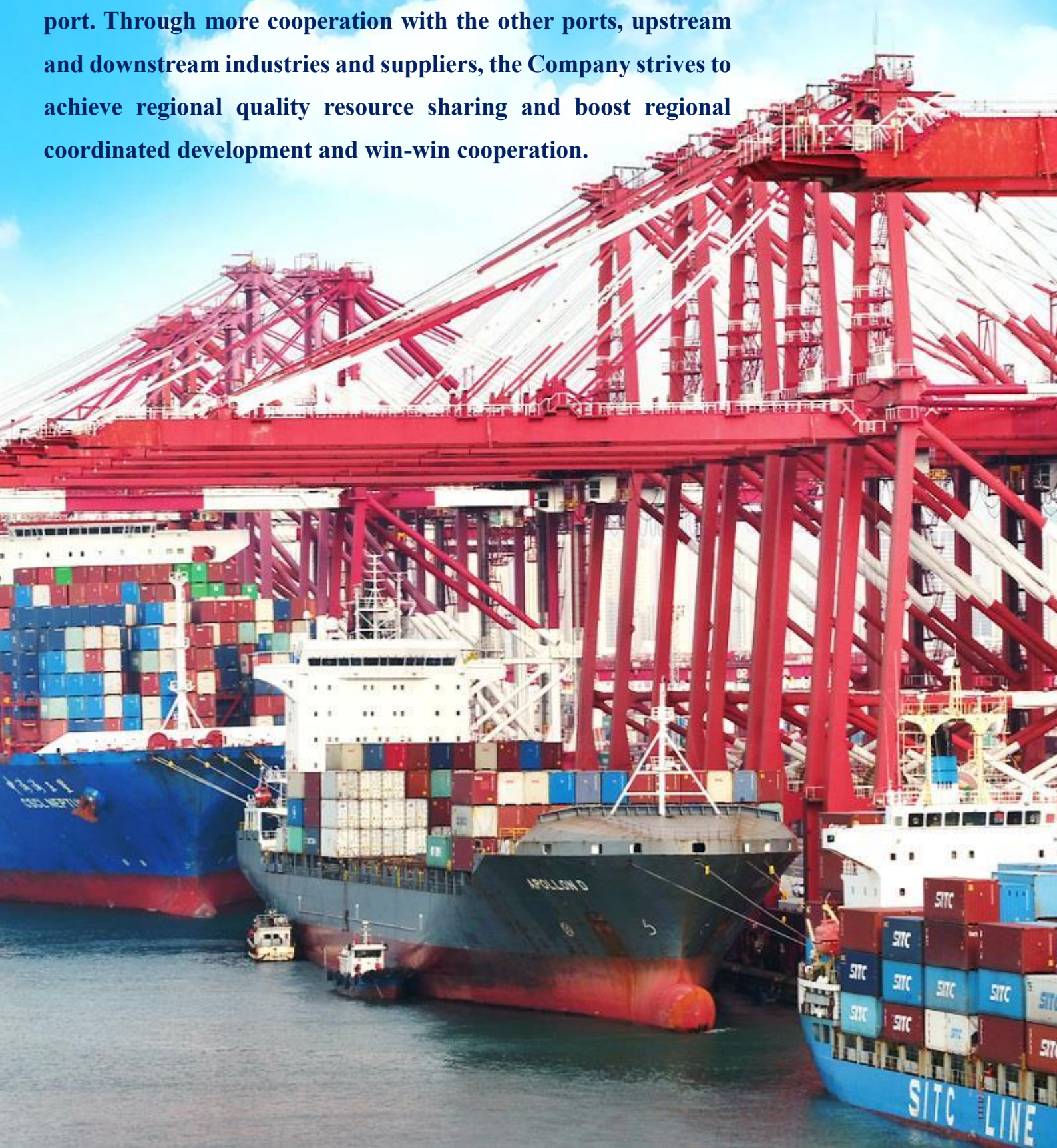
Automatic disinfecting and cleaning equipment

To increase investment in scientific and technological epidemic prevention. 70 key scientific and technological epidemic prevention projects were increased, and the Company's epidemic prevention management system was built to realize the integrated control of personnel information, nucleic acid detection, vaccination, epidemic prevention materials and medical waste, so as to improve the level of accurate management. Through the application of new technologies such as automatic killing and cleaning equipment, intelligent unmanned gate and electronic pole loading, the risk of virus transmission at the terminal operation site was reduced.



# Cooperating with Others to Achieve Win-win Development

The Company actively integrates into the national development of the “Belt and Road”, accelerates to build a world-class marine port. Through more cooperation with the other ports, upstream and downstream industries and suppliers, the Company strives to achieve regional quality resource sharing and boost regional coordinated development and win-win cooperation.





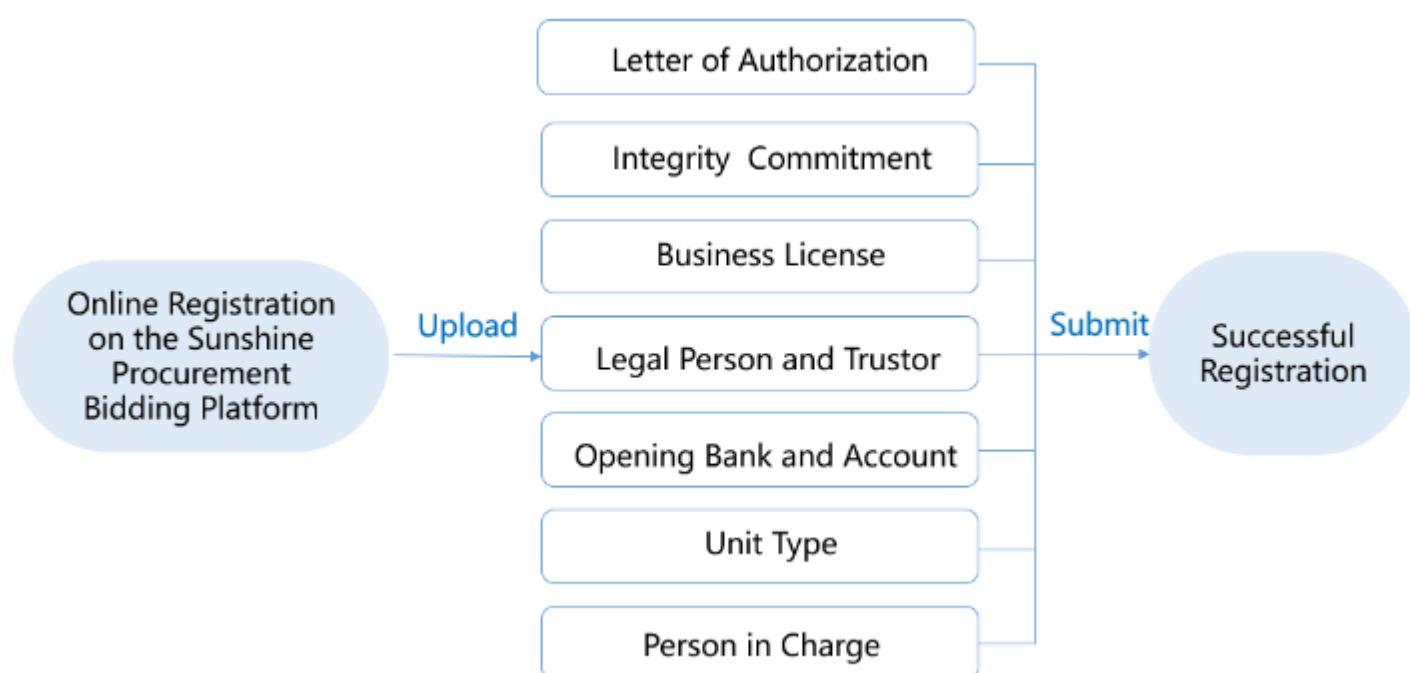
## (I) Creating a sustainable supply chain

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

The Group implements the centralized procurement policy, vigorously implements the “sunshine procurement” project, and sets up a full-time department material and equipment bidding procurement center (hereinafter referred to as the “**procurement center**”) to uniformly purchase raw materials, equipment and business outsourcing based on the principles of openness, fairness, justice and transparency. The implementation of the “sunshine procurement” project has played the advantages of large-scale and specialization of procurement, strengthened the risk control of the procurement process, effectively prevented the risks of procurement fraud and commercial bribery, and promoted cost control and capital saving.

The Group realized the online operation of the whole bidding process, publicly recruited suppliers with advanced technology and efficient operation to the whole society through the sunshine bidding platform, continuously optimized the supply chain and maintained the leading level and competitive vitality of suppliers. We made every effort to promote the upgrading of the procurement platform, realized the online payment of bid bond and agency fee through the data exchange between sunshine bidding and procurement platform and E-bank, and made the online handling of procurement business more convenient. We further standardized the deposit management, exempted the deposit for small projects, and reduced the transaction cost of suppliers. We lower the entry threshold and strive to create a good and relaxed business environment. We formulated the supplier management measures with clear standards as a guide for evaluating and selecting qualified suppliers, and formed a perfect management mechanism for daily management, regular evaluation and annual audit of suppliers.

### Supplier review process on the Sunshine Procurement Bidding Platform



The Company regards suppliers as important partners, abides by policies and commitments to suppliers, and advocates the establishment of a business environment of fair competition, equality and mutual benefit. The Company is committed to maintaining a fair and just procurement order, setting up a supervisory department to accept complaints from suppliers, encouraging the society and suppliers to report suspicious corrupt behaviors, and severely cracking down on violations of laws and regulations such as favoritism and black-box operations in the procurement process, so as to protect the legitimate rights and interests of both parties.

The Company concentrates on the performance of suppliers in terms of sustainable development. In the procurement process, we give priority to equipment and materials with reliable quality, energy saving, high efficiency and environmental protection, and prohibit the purchase of outdated products that are explicitly eliminated by the state. We also attach importance to whether suppliers have legal or moral risks in protecting the ecological environment, obeying labor standards, and protecting human rights. Moreover, we deliver the concept of sustainable development and management requirements to our suppliers and motivate them to fulfil their environmental and social responsibilities consciously.

#### Geographical distribution of major partner suppliers in recent 3 years

Distribution area of suppliers	Number of suppliers in 2019	Number of suppliers in 2020	Number of suppliers in 2021
<b>Qingdao City</b>	927	1,011	1,136
<b>Shandong Province (excluding Qingdao City)</b>	216	359	537
<b>Outside Shandong Province</b>	532	691	751
<b>Total</b>	1,675	2,061	2,424

## (II) Cooperating with partners to seek common development

The high-quality development of enterprises benefits from a sound industry ecology. We actively carry out cooperation among international ports and join various industry association activities to promote industrial innovation and keep a harmonious relationship with enterprises in the same industry, so as to cooperate with partners to seek common development.

The Company continues to expand and consolidate overseas joint venture and cooperation projects. We jointly invested and managed the Vado Ligure port terminal in Italy with Maersk Terminals, invested in the construction of the Abu Dhabi terminal project in the United Arab Emirates with COSCO SHIPPING Ports, and cooperated with CNPC and other partners to strengthen the management of overseas projects such as Kyaukpyu Made Island in Myanmar and Vijay Port in Guinea. We actively and prudently responded to unfavorable factors such as epidemic prevention and control and changes in the political and economic environment, and took multiple measures to maintain the safety and stability of overseas operating projects.

In 2021, the Company gave full play to the advantages of the port to drive the development of the near-port industry, coordinated and accelerates the construction of the near-port industries such as grain and ore in the Dongjiakou Port Area of Qingdao Port, and promoted the integrated development of the industry and the port.







In July 2021, the Company's management team visited relevant port units in Qingdao. In recent years, the Company has actively strengthened cooperation with port units, promoted joint construction and sharing, jointly created a better port environment, and contributed to the high-quality development of the region.



The Company's management team visited customers, solicited customer service opinions, and closely cooperated with customers.

## CASE



On 27 October 2021, the national labor model entered the exhibition hall of "Liangang Innovation Team", a national advanced grassroots party organization and the model of times, to experience the achievements of scientific and technological development.



On 10 December 2021, "The Reform of State-owned Enterprises in Shandong" - the news media entered the fully automated container terminal of Qingdao Port and carried out the theme interview activities of Shandong's state-owned enterprises.

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





# Adhering People-oriented to Promote Outstanding Employees

Talents are the foundation for the development of the Company. Adhering to the “people-oriented, boosting Qingdao Port through talents”, we are committed to building harmonious labor relations. We attract, build a platform for growth, protect the rights and interests of employees, benefit employees’ lives, help employees’ careers, and promote the common growth of employees and enterprises.





## (I) Building a first-class talent team

The Company strictly complies with the *Labor Law of the People's Republic of China* and other relevant laws and regulations on employment of employees, and establishes and implements procedures for employment and resignation of employees in accordance with the laws. In the recruitment process, the Company forbids and eliminates all forms of discrimination regarding ethnicity, race, gender, age, family status, etc. Through attracting, training and retaining talents, the Company provides a talent pool for building a world-class marine port. As at 31 December 2021, the Company hired 3,997 employees, with its major subsidiaries employing 5,221 employees. The number of employees was relatively stable.

In 2021, the Company went a step further in team building, pursued cadre management reform, and expanded the scale of professional technical personnel, to guarantee talent reserve for the development of the port.



Construction of  
the management  
team

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



Construction of  
the professional  
technical team

Actively seizing the opportunity of policies, the Company develops the full potentials of employees to improve their skills. Hence, more than 1,000 employees have been supported to pass the independent identification at five occupational levels, resulting in a stronger professional talent team.

As at 31 December 2021, the Company and its main subsidiaries had 2,640 professional and technical personnel, among them, there were 332 persons with senior titles, 1,246 persons with intermediate titles and 1,062 persons with junior titles. The Company had 3,925 skilled personnel, including 421 senior technicians, 946 technicians, 1,562 senior workers, 489 intermediate workers and 507 junior workers.

As at 31 December 2021, the overall composition of the Company's staff is as follows:

Type of employees	Number of employees
Number of in-service employees in the parent company	3,997
Number of in-service employees in major subsidiaries	5,221
Total number of in-service employees	9,218
Number of retired employees that the parent company and major subsidiaries are required to assume expenses	6,743
By gender	
Male employees	7,953
Female employees	1,265

By age	
Under 30	2,164
30-50	5,359
Above 50	1,695
By profession	
Production personnel	5,815
Sales personnel	218
Technical personnel	1,255
Finance personnel	279
Administrative personnel	1,382
Other personnel	269
By education	
Postgraduate and above	380
Undergraduate	1,376
Junior college	3,818
Below junior college	3,644

Statistics of employment and loss of employees in 2021 was as follows:

Statistical classification	Classification breakdown	Number of new appointment (person)	Number of loss (person)	Employee Turnover ratio (%)
By age	Under 30	344	39	1.8
	30-50	28	58	1.1
	Above 50	0	131	7.7
By education	Postgraduate and above	27	9	2.4
	Undergraduate	40	25	1.8
	Junior college	284	31	0.8
	Below junior college	21	163	4.5
By gender	Male	299	184	2.3
	Female	73	44	3.5

Notes: 1. Number of loss includes retired staff, “under” means the number itself is not included while “above” includes.

2. Employee turnover ratio = number of loss in this category / total number of employees in this category as of the end of reporting period.

3. As the Company currently operates in Qingdao City, Shandong Province with fewer employees working outside the city, the number of employees and its turnover ratio by regions have no significant impact on the Company. Therefore, the Company makes no statistics and disclosure on these indicators.

## (II) Protecting employees’ legitimate rights and interests

The Company attaches great importance to and effectively protects the legitimate rights and interests of employees. We strictly abide by laws and regulations such as the *Labor Law of the People’s Republic of China*, the *Labor Contract Law* and the *Prohibition of Child Labor Regulations of the People’s Republic of China* and normative documents, establish a labor employment system based on contract system, formulate and implement the *Labor Rules and Regulations*, to effectively protect the legitimate rights and interests of employees. We ceaselessly strengthen the supervision and inspection of compliance with labor laws and regulations on subsidiaries and joint stock companies, identify potential employment risks, and urge the responsible department to report and rectify the problems found in a timely manner. In 2021, there was no illegal behavior such as employment of child labor, forced labor and labor discrimination found in the Company.

### Democratic rights

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

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

The Company lays stress on the demands of employees, constantly upgrades the communication and feedback mechanism. We adhere to relying on employees wholeheartedly, widely solicit public opinion through 15 democratic channels such as labor research, chairman / general manager mailbox and support hotline, and report the work situation every month. We actively build a democratic management system with reasonable procedures and complete structure to ensure that employees’ opinions to be learned and suggestions to be implemented. Through democratic management, we can understand the focus of employees in a timely manner, clarify the focus of democratic management, and continue to deepen democratic management.







Grass-roots companies hold employee representative meeting



The national investigation team on opening factory affairs came to the Port for inspection



Participate in the labor survey of “Training in winter”



Discussions with grass-roots employee representatives



Public column about factory affairs in gross-roots units



Information publicity in grass-roots units

## Remuneration and welfare policies

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

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

Closely following the latest national policies, the Company strives for welfare such as refund of subsidy for post stability, one-time employment subsidy and exemption, housing subsidy for new employees, etc. for eligible employees. During COVID-19, the Company rigorously safeguarded the salaries of employees who were quarantined and delayed in work resumption and implemented the remuneration guarantee for resumed rural migrant workers and interns in an all-round way.

### Employee rights protection performance indicators

Statistical classification	2019	2020	2021
Collective contract coverage (%)	100	100	100
Enterprise annuity coverage (%)	100	100	100
Notice of significant events (%)	100	100	100
Democratic supervision coverage (%)	100	100	100
Percentage of employees participating in labor union (%)	100	100	100
Percentage of minority employees (%)	0.50	0.49	0.52
Occupational training coverage (%)	100	100	100
Occupational health check rate (%)	100	100	100
Social insurance coverage (%)	100	100	100
Physical examination and health coverage (%)	100	100	100

## Working hour management

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



## Employee holidays

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

### Employee holidays

Name of holidays	Number of vacation days
Statutory holidays	New Year's Day, Spring Festival, Qingming Festival, Labor Day, Dragon Boat Festival, Mid-Autumn Festival, National Day, etc., implementing the national standards
Paid leave	According to the accumulated years of working, the employees could enjoy leave for 5 days, 10 days and 15 days
Maternity leave	158 days (compliance with relevant laws and regulations as a prerequisite)
Nursing leave	7 days
Breastfeeding leave	For children are less than one-year old, female employees have 1 hour leave per day
Marriage leave	3 days
Funeral leave	1 to 3 days
Home leave to visit spouse leave	30 days
Home leave to visit parents leave (unmarried)	20 days / year; 45 days / 2 years
Home leave to visit parents leave (married)	20 days / 4 years

## (III) Facilitating employee career development

The Company strives to create a stage for employee development and unblock employees' career development channels. The Company firmly believes that as long as employees are willing to learn and work hard, everyone can become a talent. The Company respects people, cultivates people, brings up people, and uses advanced culture to unite people, uses flexible mechanism to motivate people. The Company creates conditions, builds a platform, encourages its employees to show their talents, gives a position to those who are promising, and promotes the comprehensive development of employees, so as to achieve a harmonious and win-win situation between the enterprise and employees.

## Employee promotion

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



The Company pays attention to talent training and development and vigorously promotes talent training plan. In 2021, the number of the Group who obtained new national high, medium and primary professional and technical titles reached nearly 300, and the number of the Group who obtained new senior technicians and technicians reached more than 170. The educational background, knowledge and ability structure of management personnel, technical workers and other key positions have changed to high-skilled and high-quality aspects, providing talent guarantee for the development of the Company.

## Employee training

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

In 2021, the Company's overall situation of employee training is as follows:

Overview of employee training data	Number of hour or ratio
Average training hours	No less than 88 learning hours
Percentage of employees trained (%)	100%
By gender	
Male employees who received training (%)	100%
Female employees who received training (%)	100%
Average training hours of male employees	No less than 88 learning hours
Average training hours of female employees	No less than 88 learning hours
By employee category	
Management (%)	100%
Non-management (%)	100%
Average training hours of management	No less than 88 learning hours
Average training hours of non-management	No less than 88 learning hours

Focusing on the four major projects including management talent training, innovative talent empowerment, professional talent improvement, and full-staff job promotion, the Company organizes and implements training by combining online and offline, practice and theory, and centralization and decentralization. We organized 74 training sessions on 17 topics offline, including employee epidemic prevention and control knowledge training and new middle-level backbone training. We carried out professional skills training for all employees online through the Zhiniao platform. The coverage rate of employee training reached 100%, and the average annual training time for employees was no less than 88 hours. We accelerate business and comprehensive ability training through ideological and political education, quality development, visiting, and job-rotation training.





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

From July to August 2021, the Company organized training for new employees to enhance their understanding of corporate culture, labor rules and regulations, and safety systems, and helped employees quickly integrate into the port and adapt to their jobs.



Company grassroots management training course



Participate in the special training of China Port Association

## Employee talents

The Company strives to build a team of high-quality industrial workers who have ideals and beliefs, master technology and innovation, and dare to take responsibility and dedication. We vigorously promote the spirit of labor, model workers, and craftsmanship, build a broad stage for employees to train skills and become talents, and create a strong atmosphere of respecting labor, knowledge, talents and creation.



CASE



On 13 September 2021, the Company held the 33rd Vocational Skills Competition. More than 1,000 employees from various business positions of the Company competed fiercely in 50 competitions of 7 categories. Through the technical training and competition of all employees, the majority of employees are encouraged to improve their professional skills with higher enthusiasm.

The Company builds a big stage for employees to grow into talents and forge a high-quality and high-skilled workforce. With a good training mechanism and learning environment, the Group has successively emerged many pioneers in the industry and even in the whole country. In 2021, there were many pioneers in the Qingdao Port, Li Yongcui won the honorary title of “National Women’s Pacesetter”, “Liangang Innovation Team” of the Company won the honorary title of “National Worker Pioneer”, Zhang Liangang and Guo Lei enjoy special allowances from the State Council, Liu Qi won the honorary title of “Shandong Province May 1st Labor Medal”, 3 people including Wang Jiaquan, Xue Junpeng won the honorary title of “Qingdao Top Talent”, and 11 people including Xue Tao and Wei Zhihao won the honorary title of “National Transportation Technology Expert”.





## (IV) Creating a healthy and happy workplace

The Company pays attention to the humanistic care for employees, solidly carries out the practice activity of “I do practical things for the masses”, regards employee satisfaction as the starting point and end point of the work, and adheres to the principle of “sincere intentions, real money, real measures, real effects”, continuously innovates methods and to help employees with practical things and solve problems, improving employees’ sense of gaining and happiness.

The Company regularly carried out a series of suggestions and suggestions activities of “I love the port, I have suggestions, I want to speak”, and collected more than 600 suggestions. We listened to the employees’ voices in the first time by unimpeded “employee voice hotline”, understood the employees’ sentiment and opinion, and served the employees sincerely.

### Ensuring employee health

The Company pays attention to the physical and mental health of employees, and conducts physical examinations for employees every year. In 2021, in order to ensure the effect and quality of the physical examination, we implemented flexible appointments for the health examination time with the coordinated the epidemic prevention and control work, which last from March to December.



Employees physical examination

Adhering to the people-oriented development idea, the Company organized and carried out the recuperation activity in 2021 and continued to carry out activities such as “Delivering coolness in summer and warmth in winter”.



“Delivering coolness” in summer



Employees recuperation activities

## Employee condolences

The Company implements the “Seven Ones” contact assistance mechanism. The Company’s management contact a grass-roots Party Branch, a grass-roots team, an old member of the Party, a member of the Party with difficulties in life, an employee with difficulties in life, an excellent talent and an overseas employee’s family, offering condolences and assistance to counterparts. Through visits, condolences, discussions and exchanges, asking the people for their needs and plans, we understand the situation of the port, answer questions and solve doubts to convey the Company’s care, consolidate the minds of the people, strengthen policy transmission, and help grass-roots development.



Visiting to the family members of the special class employees

In 2021, the Company provided service guarantees for ship operators boarding on international voyages, organized grass-roots labor unions to stock up on living, cultural and entertainment supplies, visited the family members of special class, and relieved employees’ worries.

## Employee activities

The Company organizes labor unions in accordance with the *Labor Union Law of the People's Republic of China*, conducts labor union activities, and safeguards the legitimate rights and interests of employees. We pay attention to enrich employees’ amateur cultural life. On festivals such as “May 1st”, “July 1st”, “Mid-Autumn Festival” and “New Year’s Day”, the Company organizes and carries out colorful celebration activities in combination with festival themes. In the process of holding a series of employee activities, the Company actively guides employees to stick to their ideals and beliefs, improve moral cultivation, personal sentiment and cultural taste, and promote the construction of a harmonious enterprise.

In 2021, the Company paid attention to the physical and mental development needs of employees, introduced



“12 measures” to care for female employees during special periods, established single youth fellowship activities and formed a long-term mechanism, established Dongjiakou night school for employees, organized a series of cultural and sports activities such as ,open-air movie-watching, chess, ball games, walking, tug-of-war, collective rope skipping, and theatrical performances to enrich employees’ spare time life and enhance corporate cohesion.



## CASE



Annual celebration activity



Participating in the festival chorus competition



Organizing series activities for the week of sports



Organizing the tug of war



Newly built Dongjiakou port sports center



Employee fitness activities





Labor union mothers' house



Fellowship activities for single youth



Night school for employees



Walking activities for employees



Red theme theatrical performance



A corner of an employee's family



# **Giving Back to the Society to Shoulder Responsibilities**

**The Company actively responds to the call of the country, assists rural revitalization, leverages industry advantages, implements maritime rescue, organizes voluntary services, facilitates community development, continues to give back to the society for its support to the Company's development, and realizes the common development of the company and society.**





## (I) Supporting regional development

The Company actively undertakes social responsibilities, fulfills its corporate citizenship obligations, pays attention to the interests of the public, and promotes the harmonious development of society. We pay attention to and participate in the construction of the local community, develop in coordination with the local logistics, warehousing, commerce, trade, manufacturing and finance industries, to provide employment opportunities for the local community, increase the source of tax revenue, and promote regional economic prosperity and social stability.

In 2021, the Company actively undertook social responsibilities, consolidated and expanded the achievements of poverty alleviation, and helped rural revitalization by organizing bidding and purchasing the gift package of “Lu-Zang Family” with a total value of RMB6.19 million, which were used for employee holiday benefits. We actively supervised the large cherry demonstration garden project in Yunshan Town, Pingdu, Qingdao City, which was completed and put into operation in the early stage, and urged the project operator to increase the income of five economically weak villages in Yunshan Town by RMB80,000 each year, helping local villagers to gradually embark on a new path of industrial prosperity.

### CASE

In 2021, the Company donated RMB90,100 to build “House of Hope”, and mobilized youth members to donate RMB209,900 voluntarily, and jointly donated and built 25 “Houses of Hope” to improve the learning and living environment of poor children.

The Company motivated the youth league, youth civilization team, etc. to take the initiative to provide help to the assisted children to improve the effect of charity work. Through study counseling, life guidance and psychological counseling, etc., the participants help them solve difficult problems in growth and learning, and promote the development of good habits and the improvement of self-reliance.



Built “House of Hope”



Carry out pairing activities



The Company communicates with the local government and community residents to enhance understanding and trust, and form a win-win situation of harmonious coexistence and common development. We strengthen the co-construction and sharing of local communities, and promote the prosperity and development of the regional economy and society by attracting local people for employment and participating in sports events.

## CASE

In order to promote the traditional virtues of helping the poor of the Chinese nation, and support social welfare and charitable work, in 2021, the Company organized all employees to participate in the activity of “Charity Donation for One Day”, raising a total of RMB528,000, all of which were all donated to Qingdao Charity Federation.



In 2021, the Company carried out the book donation activity of “Reading atmosphere suffuses Shandong Port Group and aiding Xinjiang by culture”, and organized youth members of the Youth League to donate 1,087 books of various types to primary schools in Kashgar, Xinjiang.



## (II) Contributing to social welfare

The Company continues to carry out community public welfare activities such as poverty alleviation and donation for students, and encourages and guides employees to serve the community and contribute to the society. In 2021, the Company actively got into social welfare, and demonstrated the mission of state-owned enterprises in urgent and difficult tasks such as oil spill rescue, epidemic ship dredging, and enteromorpha salvage.



### CASE

Tugboat Branch gave full play to the advantages of marine operation to complete 33 times of various marine rescue with 13 rescuers, and won the honorary title of “Advanced Collective of Shandong Maritime Search and Rescue Bravery Award for 2020-2021”.



Emergency transfer of injured crew members of foreign ships



Participate in the rescue mission of “Symphony wheel”

Dagang Branch, Tugboat Branch and other units actively participated in the disposal of natural disasters and accidents such as cleaning up enteromorpha and marine oil spill rescue treatment, so as to contribute to the protection of the ecological environment.



Clean up enteromorpha in the surrounding sea area



Clean up oil spills caused by marine accidents



The Company advocates the volunteer spirit of dedication, fraternity, cooperation and progress, and encourages employees to participate in social welfare and charitable donations. We innovate the volunteer service model, guide the grassroots group organizations and municipal and district volunteer associations and other units to set up joint volunteer service teams, and deepen and implement service projects such as youth care and youth growth.

## CASE

The volunteer service team of Dongjiakou Branch carried out rich and colorful volunteer service activities in combination with the characteristics of the season. We organized league members to publicize and guide online memorial ceremony on Qingming Festival; we participated in voluntary labor in subway stations on May 4th Youth Day; we went to Zhangjialou Town to provide services for the elderly on the Dragon Boat Festival; we held the poverty alleviation and donation activity of “poverty alleviation by youth and warmth from Qilu” at the beginning of the school season.



Entering nursing homes to carry out voluntary services



Community health and epidemic prevention voluntary service

The QQCTU volunteer service team carried out the activity of “youth volunteering and caring into the campus”, and walked into the campus to interact and communicate with primary school students; participated in epidemic prevention duty in public places and assisted in epidemic prevention and control; carried out low-carbon energy-saving pioneer activities to publicize related policies to citizens, and advocated energy-saving, low-carbon and civilized travel.



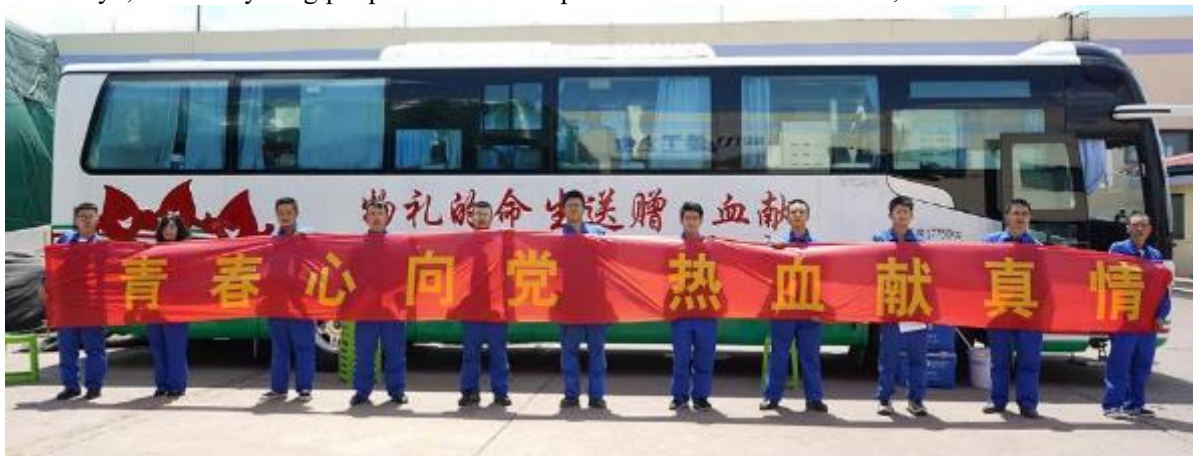
Volunteer service to publicize the concept of environmental protection



Volunteer service into campus



In 2021, the Group's volunteer service teams at all levels actively organized and participated in the voluntary blood donation charity event of "Youth Heart Donates True Love and Passionate Blood to the Party", and 300 young people from the seaport donated more than 100,000 milliliters of blood.

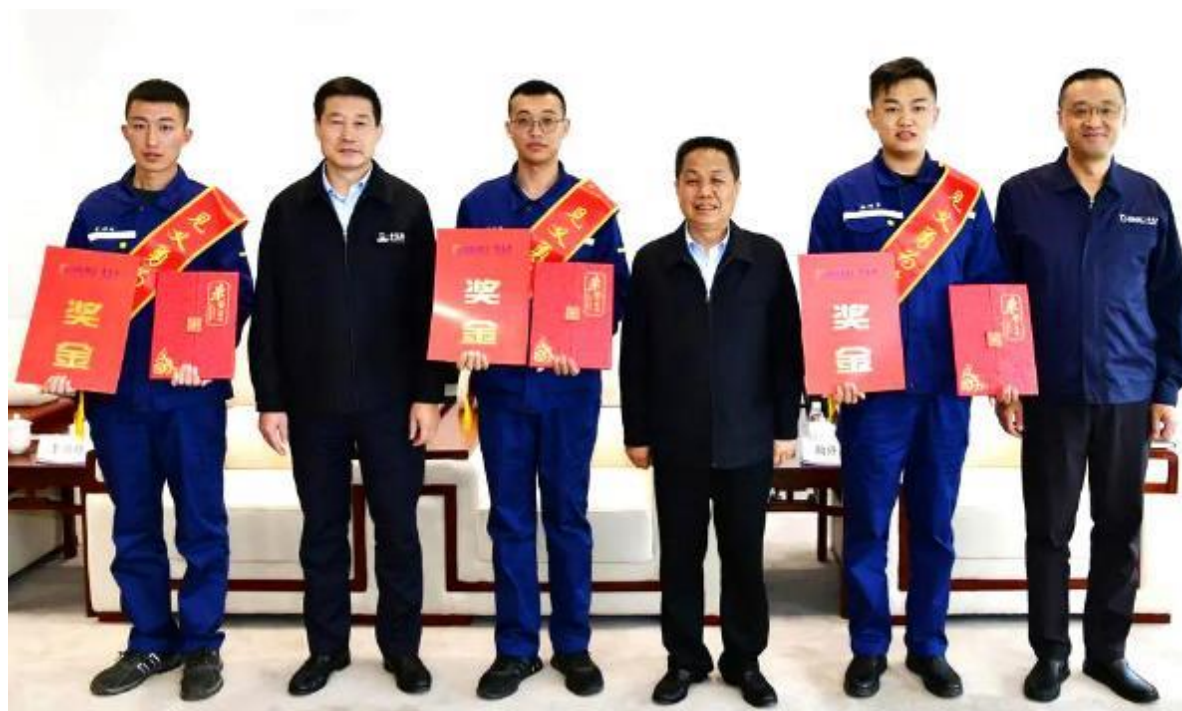


Wang Le is a young employee of Dongjiakou Branch, and he is keen on public welfare. A blood donation certificate accompanied him through the years as a student, soldier and employee. In 12 years, he donated a total of 3,200 milliliters of blood.

On 1 July 2019, the Party's Day, Wang Le honorably became a volunteer of the China Marrow Bank. In April 2021, Wang Le completed bone marrow donation in Jinan.



On 26 October 2021, three employees of Qingdao Port, Ju Xiushen, Liu Qianchao, and Li Shunhao, discovered a traffic accident on the way of driving, that the truck loaded with sand overturned and crushed the passenger car and buried the driver underneath. The three employees rushed forward regardless of their safety, smashed the soil with their bare hands to save people, and completed a thrilling life-and-death rescue. The three's life-saving deeds have aroused strong social repercussions and the Company awarded them the honorary certificate of “Advanced Individuals with Righteousness and Courage”, encouraging the whole Group to learn their spirit of righteousness and courage, and make positive contributions to the port, the society and the country.



We believe that an enterprise that cares its employees, serves its customers, protects the environment, contributes to the community, and creates value can win respect of the society and build a solid foundation for its sustainable development. In the future, the Company will proactively fulfil our social responsibilities, join hands with the public and charity and deliver our humanistic cares, making relentlessly efforts to promote social development and progress and create a better future for human civilization.



# Appendix:

## Corporate information

- 1. CHINESE NAME OF THE COMPANY:** 青島港國際股份有限公司
- 2. ENGLISH NAME OF THE COMPANY:** Qingdao Port International Co., Ltd.
- 3. REGISTERED OFFICE:** No. 12 Jingba Road, Huangdao District, Qingdao, Shandong Province, the PRC
- 4. LEGAL REPRESENTATIVE:** Mr. SU Jianguang (as at 31 December 2021)
- 5. REGISTERED CAPITAL:** RMB6,491,100,000 (as at 31 December 2021)
- 6. PLACE AND DATE OF LISTING:**
  - (1) Main Board of the Stock Exchange of Hong Kong Limited, 6 June 2014
  - (2) Main Board of the Shanghai Stock Exchange, 21 January 2019
- 7. ABBREVIATED STOCK NAME:** Qingdao Port
- 8. STOCK CODE:** (1) H stock code 06198.HK (2) A stock code 601298.SH
- 9. BOARD SECRETARY:** Ms. SUN Hongmei (as at 31 December 2021)
- 10. TELEPHONE:** 86-532-82982157
- 11. FACSIMILE:** 86-532-82822878
- 12. EMAIL:** qggj@qdport.com
- 13. WEBSITE:** <http://www.qingdao-port.com>
- 14. Scope of Business:** Readers can query through the National Enterprise Credit Information Publicity System in China. Query URL is <http://www.qdcredit.gov.cn/>





# Index for Standards

## (I) Environmental, Social and Governance Reporting Guide Content Index

Subject areas	Contents and indicators	Remarks
<b>A. Environmental</b>		
<b>Aspect A1: Emissions</b>	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Enhancing environmental protection to safeguard the blue sea and clear sky
	A1.1 The types of emissions and respective emissions data	Environmental Key Performance Indicators
	A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Environmental Key Performance Indicators
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Environmental Key Performance Indicators
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Environmental Key Performance Indicators
	A1.5 Description of measures to mitigate emissions and results achieved	Enhancing environmental protection to safeguard the blue sea and clear sky
	A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	Enhancing environmental protection to safeguard the blue sea and clear sky
<b>Aspect A2: Use of Resources</b>	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	Creating a green ecosystem to promote resource conservation
	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)	Environmental Key Performance Indicators
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility)	Environmental Key Performance Indicators
	A2.3 Description of energy use efficiency initiatives and results achieved	Creating a green ecosystem to promote resource conservation Environmental Key Performance Indicators
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	Environmental Key Performance Indicators
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Not applicable
<b>Aspect A3: The Environment and Natural Resources</b>	General Disclosure Policies on minimizing the issuer's significant impacts on the environment and natural resources.	Walking the walk to build a green port
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Walking the walk to build a green port
<b>Aspect A4: Climate Changes</b>	General Disclosure Policies on identifying and responding to material climate-related matters that have and may have an impact on the issuer.	Highlighting environmental factors to respond to climate changes
	A4.1 Description of climate-related matters that have and may have an impact on the issuer and the actions taken to manage them	Highlighting environmental factors to respond to climate changes

Subject areas	Contents and indicators	Remarks
<b>B. Social</b>		
<b>Aspect B1: Employment</b>	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Building a first-class talent team
	B1.1 Total workforce by gender, employment type, age group and geographical region	Building a first-class talent team
	B1.2 Employee turnover rate by gender, age group and geographical region	Building a first-class talent team
<b>Aspect B2: Health and Safety</b>	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Uniting Employees and Safe to Construct a Safety Port
	B2.1 Number and rate of work-related fatalities for past three years	Uniting Employees and Safe to Construct a Safety Port
	B2.2 Lost days due to work injury	Uniting Employees and Safe to Construct a Safety Port
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored	Uniting Employees and Safe to Construct a Safety Port
<b>Aspect B3: Development and Training</b>	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Facilitating employee career development
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	Facilitating employee career development
	B3.2 The average training hours completed per employee by gender and employee category	Facilitating employee career development
<b>Aspect B4: Labor Standards</b>	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	Protecting employees' legitimate rights and interests
	B4.1 Description of measures to review employment practices to avoid child and forced labor	Protecting employees' legitimate rights and interests
	B4.2 Description of steps taken to eliminate such practices when discovered	Protecting employees' legitimate rights and interests
<b>Aspect B5: Supply Chain Management</b>	General Disclosure Policies on managing environmental and social risks of the supply chain.	Creating a sustainable supply chain
	B5.1 Number of suppliers by geographical region	Creating a sustainable supply chain
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Creating a sustainable supply chain
	B5.3 Description of practices relating to identify environmental and social risks at every stage of the supply chain, and how they are implemented and monitored	Creating a sustainable supply chain
	B5.4 Description of practices relating to promote the use of environmental protection products and services when selecting suppliers and how they are implemented and monitored	Creating a sustainable supply chain

Subject areas	Contents and indicators	Remarks
<b>Aspect B6: Product Responsibility</b>	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Rendering quality services
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons	Not applicable
	B6.2 Number of products and service-related complaints received and how they are dealt with	Rendering quality services
	B6.3 Description of practices relating to observing and protecting intellectual property rights	Constructing a smart port
	B6.4 Description of quality assurance process and recall procedures	Not applicable
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored	Rendering quality services
<b>Aspect B7: Anti-corruption</b>	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Honesty
	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Honesty
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Honesty
	B7.3 Description of anti-corruption training for directors and staff	Honesty
<b>Aspect B8: Community Investment</b>	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	Supporting regional development Contributing to social welfare
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport)	Supporting regional development Contributing to social welfare
	B8.2 Resources contributed (e.g. money or time) to the focus area	Supporting regional development Contributing to social welfare



## (II) Global Reporting Initiative (GRI) Content Index

	Standard number and description	Remarks
<b>1. Organization Profile</b>	102-1 Name of the organization	Appendix: Corporate information
	102-2 Activities, brands, products, and services	Company profile
	102-3 Location of headquarters	Appendix: Readers' Feedback
	102-4 Location of operations	Appendix: Corporate information
	102-5 Ownership and legal form	Appendix: Corporate information
	102-6 Markets served	Company profile
	102-7 Scale of the organization	Company profile
	102-8 Information on employees and other workers	Building a first-class talent team
	102-9 Supply chain	Creating a sustainable supply chain
	102-10 Significant changes to the organization and its supply chain	Not applicable
	102-13 Membership of associations	Cooperating with partners to seek common development
<b>2. Strategy and Analysis</b>	102-14 Statement from senior decision-makers	Chairman's statement
	102-15 Key impacts, risks, and opportunities	Chairman's statement
<b>3. Ethics and Integrity</b>	102-16 Values, principles, standards, and norms of behavior	Strategy and governance for sustainable development
	102-17 Mechanisms for advice and concerns about ethics	Honesty
<b>4. Governance</b>	102-18 Governance structure	Corporate governance
	102-19 Delegating authority	Governance structure for sustainable development
	102-20 Executive-level responsibilities for economic, environmental, and social topics	Governance structure for sustainable development
	102-21 Consulting stakeholders on economic, environmental, and social topics	Communication with stakeholders and evaluation of material topics
	102-22 Composition of the highest governance body and its committees	Corporate governance
	102-23 Chair of the highest governance body	Corporate governance
	102-25 Conflicts of interest	Honesty
	102-26 Role of highest governance body in setting purpose, values, and strategy	Governance structure for sustainable development
	102-27 Collective knowledge of highest governance body	Governance structure for sustainable development
	102-29 Identifying and managing economic, environmental, and social impacts	Communication with stakeholders and evaluation of material topics
	102-30 Effectiveness of risk management processes	Corporate governance
	102-31 Review of economic, environmental, and social topics	Communication with stakeholders and evaluation of material topics

Standard number and description			Remarks
	102-32 Highest governance body's role in sustainability reporting		Governance structure for sustainable development
	102-33 Communicating critical concerns		Communication with stakeholders and evaluation of material topics
	102-34 Nature and total number of critical concerns		Communication with stakeholders and evaluation of material topics
<b>5. Stakeholder Engagement</b>	102-40 List of stakeholder groups		Communication with stakeholders and evaluation of material topics
	102-42 Identifying and selecting stakeholders		Communication with stakeholders and evaluation of material topics
	102-43 Approach to stakeholder engagement		Communication with stakeholders and evaluation of material topics
	102-44 Key topics and concerns raised		Communication with stakeholders and evaluation of material topics
<b>6. Reporting Practice</b>	102-45 Entities included in the consolidated financial statements		Report coverage
	102-46 Defining report content and topic boundaries		Communication with stakeholders and evaluation of material topics
	102-47 List of material topics		Communication with stakeholders and evaluation of material topics
	102-49 Changes in reporting		Report introduction
	102-50 Reporting period		Reporting period
	102-52 Reporting cycle		Publication cycle
	102-53 Contact point for questions regarding the report		Appendix: Readers' Feedback
	102-54 Claims of reporting in accordance with the GRI Standards		Reference standard
	102-55 GRI content index		Global Reporting Initiative (GRI) Content Index
<b>GRI 201: Economic Performance</b>	GRI 103: Management approach disclosures		Chairman's statement
	Topic-specific disclosures	201-1 Direct economic value generated and distributed	Company profile
		201-2 Financial implications and other risks and opportunities due to climate change	Highlighting environmental factors to respond to climate changes
<b>GRI 202: Market Presence</b>	GRI 103: Management approach disclosures		Chairman's statement Company profile
<b>GRI 203: Indirect Economic Impacts</b>	GRI 103: Management approach disclosures		Supporting regional development
	Topic-specific disclosures	203-1 Infrastructure investments and services supported	Supporting regional development
<b>GRI 204: Procurement Practices</b>	GRI 103: Management approach disclosures		Create a sustainable supply chain
<b>GRI 205: Anti-corruption</b>	GRI 103: Management approach disclosures		Honesty
	Topic-specific disclosures	205-2 Communication and training about anti-corruption policies and procedures	Honesty
		205-3 Confirmed incidents of corruption and actions taken	Honesty

Standard number and description			Remarks
GRI 206: Anti-competitive Behavior	GRI 103: Management approach disclosures		Corporate governance
	Topic-specific disclosures	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Honesty
GRI 302: Energy	GRI 103: Management approach disclosures		Creating a green ecosystem to promote resource conservation
	Topic-specific disclosures	302-1 Energy consumption within the organization	Environmental Key Performance Indicators
		302-3 Energy intensity	Environmental Key Performance Indicators
		302-4 Reduction of energy consumption	Creating a green ecosystem to promote resource conservation
		302-5 Reductions in energy requirements of products and services	Creating a green ecosystem to promote resource conservation
GRI 303: Water and Effluents	GRI 103: Management approach disclosures	303-1 Interplay between the organization and water (as shared resources)	Creating a green ecosystem to promote resource conservation
		303-2 Management of impacts related to water discharge	Walking the walk to build a green port
	Topic-specific disclosures	303-1 Water withdrawal	Environmental Key Performance Indicators
		303-2 Water discharge	Enhancing environmental protection to safeguard the blue sea and clear sky
		303-3 Water consumption	Environmental Key Performance Indicators
GRI 304: Biodiversity	GRI 103: Management approach disclosures		Walking the walk to build a green port
		304-2 Significant impacts of activities, products, and services on biodiversity	Walking the walk to build a green port
GRI 305: Emissions	GRI 103: Management approach disclosures		Walking the walk to build a green port
	Topic-specific disclosures	305-1 Direct (Scope 1) greenhouse gas emissions	Environmental Key Performance Indicators
		305-2 Energy indirect (Scope 2) greenhouse gas emissions	Environmental Key Performance Indicators
		305-4 Greenhouse gas emission intensity	Environmental Key Performance Indicators
		305-5 Reduction of greenhouse gas emissions	Environmental Key Performance Indicators
GRI 306: Waste	GRI 103: Management approach disclosures	306-1 Waste generation and waste-related significant impacts	Enhancing environmental protection to safeguard the blue sea and clear sky
		306-2 Management of waste-related significant impacts	Enhancing environmental protection to safeguard the blue sea and clear sky
	Topic-specific disclosures	306-3 Waste generated	Environmental Key Performance Indicators
		306-4 Waste transferred from disposal	Enhancing environmental protection to safeguard the blue sea and clear sky
		306-5 Waste for disposal	Enhancing environmental protection to safeguard the blue sea and clear sky
GRI 307: Environmental Compliance	GRI 103: Management approach disclosures		Enhancing environmental protection to safeguard the blue sea and clear sky
	Topic-specific disclosures	307-1 Non-compliance with environmental laws and regulations	Enhancing environmental protection to safeguard the blue sea and clear sky
GRI 308: Supplier	GRI 103: Management approach disclosures		Creating a sustainable supply chain



Standard number and description			Remarks
<b>Environmental Assessment</b>	Topic-specific disclosures	308-1 New suppliers that were screened using environmental criteria	Advancing responsible procurement to create a sustainable supply chain
		308-2 Negative environmental impacts in the supply chain and actions taken	Advancing responsible procurement to create a sustainable supply chain
<b>GRI 401: Employment</b>	GRI 103: Management approach disclosures		Protecting employees' legitimate rights and interests
	Topic-specific disclosures	401-1 New employee hires and employee turnover	Building a first-class talent team
		401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Protecting employees' legitimate rights and interests
		401-3 Parental leave	Protecting employees' legitimate rights and interests
<b>GRI 402: Labor/Management Relations</b>	GRI 103: Management approach disclosures		Protecting employees' legitimate rights and interests
<b>GRI 403: Occupational Health and Safety</b>	GRI 103: Management approach disclosures	403-1 Occupational health and safety management system	Uniting Employees and Safety to Construct a Safe Port
		403-2 Hazard identification, risk evaluation and incident investigation	Consolidating safety management
		403-3 Occupational health services	Employee occupational health
		403-4 Occupational health and safety affairs: Workers engagement, consultation and communication	Employee occupational health
		403-5 Workers' occupational health and safety training for workers	Employee occupational health
		403-6 Worker's health promotion	Uniting Employees and Safety to Construct a Safe Port Creating a healthy and happy workplace
	Topic-specific disclosures	403-7 Prevention and mitigation of occupational health and safety impacts directly related to business relationships	Uniting Employees and Safety to Construct a Safe Port
		403-8 Workers applying occupational health and safety management system	Uniting Employees and Safety to Construct a Safe Port
		403-9 Occupational injury	Uniting Employees and Safety to Construct a Safe Port
		403-10 Work-related health issues	Uniting Employees and Safety to Construct a Safe Port Creating a healthy and happy workplace
<b>GRI 404: Training and Education</b>	GRI 103: Management approach disclosures		Facilitating employee career development
	Topic-specific disclosures	404-1 Average hours of training per year per employee	Facilitating employee career development
		404-2 Programs for upgrading employee skills and transition assistance programs	Facilitating employee career development
		404-3 Percentage of employees receiving regular performance and career development reviews	Facilitating employee career development
		Management approach for diversity and equal opportunity	Building a first-class talent team

Standard number and description			Remarks
<b>GRI 405: Diversity and Equal Opportunity</b>	GRI 103: Management approach disclosures		Building a first-class talent team
<b>GRI 406: Anti-discrimination</b>	GRI 103: Management approach disclosures		Protecting employees' legitimate rights and interests
	Topic-specific disclosures	406-1 Incidents of discrimination and corrective actions taken	Protecting employees' legitimate rights and interests
<b>GRI 407: Freedom of Association and Collective Bargaining</b>	GRI 103: Management approach disclosures		Protecting employees' legitimate rights and interests
<b>GRI 408: Child Labor</b>	GRI 103: Management approach disclosures		Protecting employees' legitimate rights and interests
<b>GRI 409 Forced or Compulsory Labor</b>	GRI 103: Management approach disclosures		Protecting employees' legitimate rights and interests
<b>GRI 410: Security Practices</b>	GRI 103: Management approach disclosures		Uniting Employees and Safety to Construct a Safe Port
<b>GRI 412: Human Rights Assessment</b>	GRI 103: Management approach disclosures		Protecting employees' legitimate rights and interests
	Topic-specific disclosures	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Protecting employees' legitimate rights and interests
<b>GRI 413: Local Communities</b>	GRI 103: Management approach disclosures		Giving back to the society to shoulder responsibilities
<b>GRI 414: Supplier Social Assessment</b>	GRI 103: Management approach disclosures		Creating a sustainable supply chain
	Topic-specific disclosures	414-1 New suppliers that were screened using social criteria	Creating a sustainable supply chain
		414-2 Negative social impacts in the supply chain and actions taken	Creating a sustainable supply chain
		415-1 Political contributions	Contributing to social welfare
<b>GRI 417: Marketing and Labelling</b>	GRI 103: Management approach disclosures		Rendering quality services
	Topic-specific disclosures	417-1 Requirements for product and service information and labelling	Rendering quality services
<b>GRI 418: Customer Privacy</b>	GRI 103: Management approach disclosures		Rendering quality services
<b>GRI 419: Socioeconomic Compliance</b>	GRI 103: Management approach disclosures		Honesty

## Readers' Feedback

Dear readers:

Thank you very much for reading *Sustainability Report of 2021 of Qingdao Port International Co., Ltd.* We sincerely invite you to put forward suggestions for the report, so as to help us continuously improve the quality of the report. Please fill in the following feedback form and send it to us by mail, fax or email. Thank you for your valuable advice.

### 1. Please score from 1 to 5 (1 being the lowest and 5 being the highest) for the following questions:

Contents	Scores
1. Your overall opinion on this sustainability report	
2. Your opinion on whether this report reflects significant economic, social and environmental impacts of the Company	
3. Your overall opinion on our communication with stakeholders	
4. Your overall opinion on information disclosure in this report	
5. Your overall opinion on the format and design of this report	

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### 2. Your comments and suggestions on this report and the report for the next year (attached pages allowed):



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

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

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