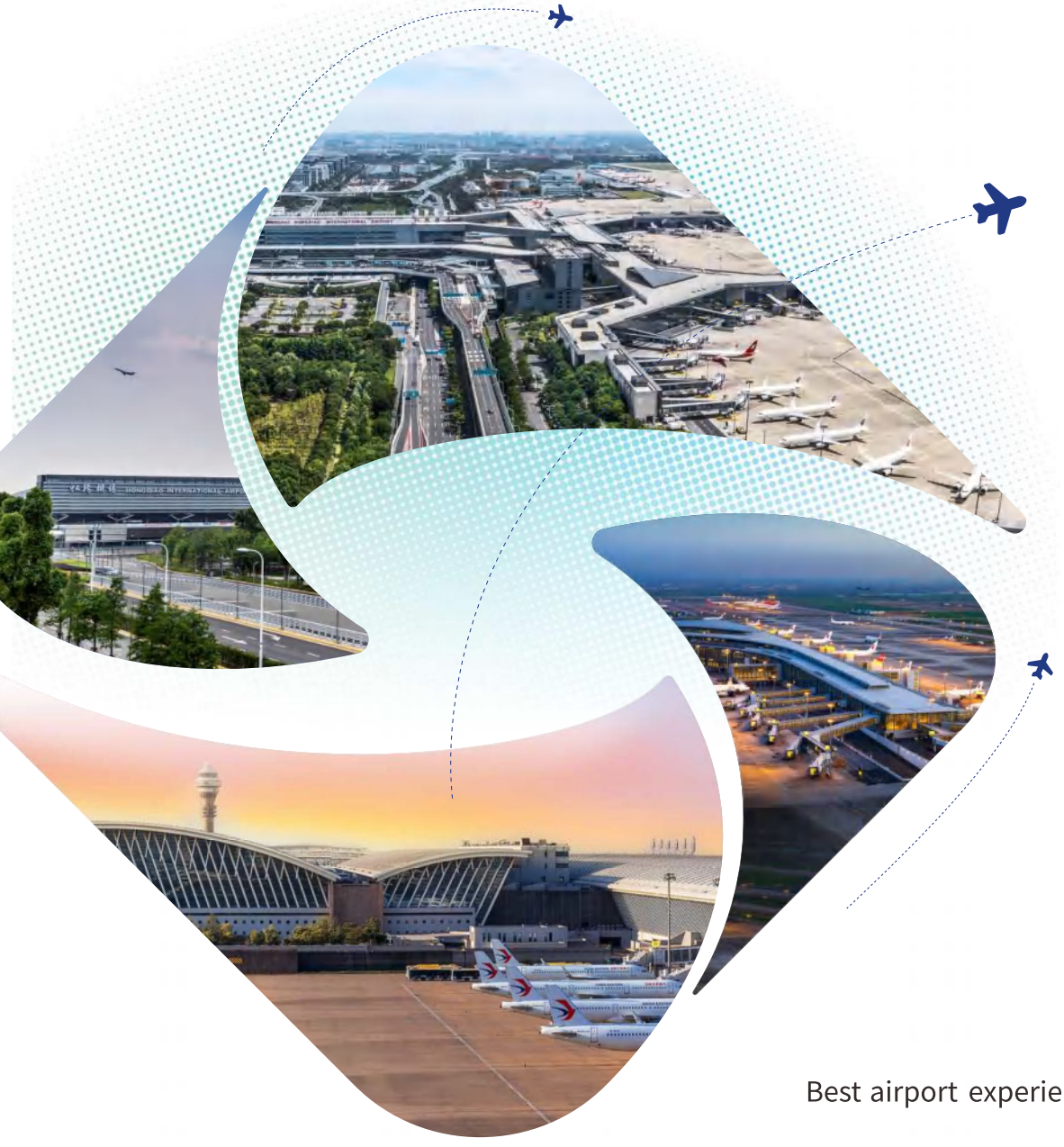
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2024
CORPORATE SOCIAL RESPONSIBILITY REPORT



Best airport experience for centuries

Best airport experience for centuries

CORPORATE SOCIAL RESPONSIBILITY REPORT

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Message from the Management

The year 2024 marks the 75th anniversary of the founding of the People's Republic of China and a pivotal year for the implementation of the 14th Five-Year Plan (2021-2025). The Shanghai Airport Authority (SAA) adheres to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, resolutely implements the national strategy for the integrated development of the Yangtze River Delta region, and fulfills its mission of building the Five Centers (International Financial Center, International Trade Center, Global Shipping Center, International Science & Innovation Center, and World-class Cultural & Arts Capital) in Shanghai. SAA focuses on its primary responsibilities and key tasks, aligns with the functional positioning of an all-round gateway and integrated international aviation hub, and transforms the grand blueprint for building the Shanghai International Shipping Center into a practical plan and a vivid reality, laying the foundation for creating the best airport experience for centuries, and opening a new chapter of high-quality development.

- SAA aligns with national strategies to shoulder the mission of the times. SAA closely aligns with national strategies and works tirelessly to advance the construction of the Shanghai International Shipping Center. In 2024, SAA focused on expanding its flight network and enhancing transfer capacity while initiating the research and formulation of the Shanghai international aviation hub strategic plan. SAA continued to push forward the Pudong International Airport Phase IV Expansion Project, laying a solid foundation for improving its competitiveness as an international aviation hub. Moreover, SAA actively responded to the strategy of integrated development in the Yangtze River Delta region by leading the formation of the Joint Meeting on Party Building for Collaborative Development of Civil Aviation Airports in the Yangtze River Delta. SAA also supported the development of strategic emerging industries, created a platform for the development of the low-altitude economy, and took concrete actions to implement the transportation powerhouse strategy, injecting new vitality into the three-dimensional transportation network.
- SAA prioritizes safety to ensure smooth operations. SAA upholds an unwavering commitment to safety as its top priority, striking a balance between safety and development. This is achieved through strengthening the implementation of safety responsibilities, advancing fundamental improvements in production safety, refining the safety management system, enhancing emergency response capabilities, preventing and mitigating potential safety hazards, and integrating digital and intelligent technologies to bolster safety resilience. These comprehensive measures create an impenetrable safety shield for passengers and employees. In 2024, SAA successfully handled the emergency response to Typhoon Bebinca, the strongest typhoon to hit Shanghai in 75 years. SAA continued to deepen the "5+X" all-staff safety concept, and both Pudong and Hongqiao international airports achieved their 25th and 37th consecutive accident-free years, respectively.

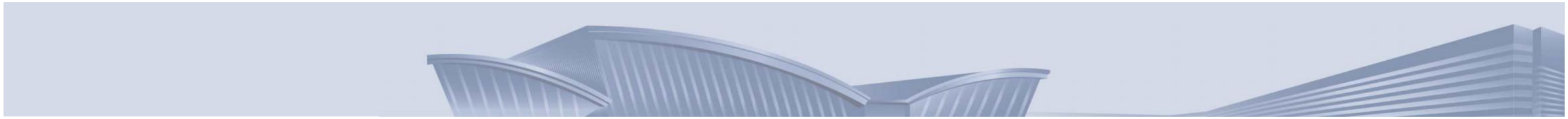
  SAA implements green concepts to develop sustainable airports. SAA thoroughly implements green development concepts by integrating energy conservation, emissions reduction, resource conservation, and environmental protection throughout the entire lifecycle of airport planning, construction, and operations. Actively exploring pathways for green transformation, SAA has enhanced the institutional framework for eco-friendly airport development, driven structural optimization and upgrading of airport energy systems, and dedicated efforts to build resource-saving and environmentally sustainable airports. In 2024, both Pudong and Hongqiao international airports were honored with Four-Star "Dual Carbon Airport" certification by the China Civil Airports Association, setting new industry benchmarks for green and low-carbon development.
- SAA drives digital transformation to lead the era of smart travel. Digital transformation serves as an important engine for SAA's high-quality development. SAA fully advances the innovative application of digital intelligence empowerment, strengthens the unified management of smart infrastructure, and makes every effort to promote the development of digital twin airports. By integrating digital technologies with airport operations, SAA achieves intelligent and refined management of airport operations and maintenance. The focus is on upgrading smart travel experiences, enhancing airport operational efficiency, and improving service quality, thereby ushering in a new era of smart travel.
- SAA enhances service quality to offer people-centered care. SAA always adheres to a people-oriented approach and a commitment to providing premium-quality services, dedicated to delivering the highest quality travel services it possibly can. By improving service facilities, optimizing service processes, and enriching service offerings, SAA meets the diverse needs of all passenger groups. Furthermore, SAA focuses on creating an inclusive and friendly environment, providing tailored services for passengers with special needs, and building the "China Young" cultural brand. Through its cultural services, SAA enhances the airports' soft power, ensuring that every journey becomes a heartwarming experience.
- SAA promotes value co-creation to ensure people's well-being. SAA deepens multi-party cooperation to build a mutually beneficial airport ecosystem which drives coordinated development of airport industries. SAA actively participates in the governance of a harmonious airport community, hosting the 10th-anniversary celebration of the Shanghai Airport Community, and contributes resources and funding to support the comprehensive vitalization of rural areas. Through these efforts, SAA has made practical contributions to social harmony. Moreover, SAA actively fulfills its social responsibilities, builds harmonious labor relations, and provides employees with broad development opportunities and a good working environment.

  Strive with determination to achieve excellence; aim high, and success will follow through action. The year 2025 marks the conclusion of the 14th Five-Year Plan (2021-2025) and serves as a pivotal foundation-laying year for the 15th Five-Year Plan (2026-2030). SAA will continue to stay true to its original mission, enhance the intercontinental connectivity and global reach of the international aviation hub, vigorously promote the development of a comprehensive international aviation hub, accelerate its transformation towards digital intelligence and green development, and fully build a model aviation hub for China's modernization. These efforts will contribute to the construction of the transportation powerhouse and elevate the status of the Shanghai International Shipping Center.

Company Profile

- About SAA
- Review of 2024
- Performances and honors

01





About SAA

SAA is a State-owned enterprise founded by the Shanghai Municipal Committee of the Communist Party of China (CPC) and the Shanghai Municipal People's Government on May 28, 1998, based on the development strategy of building "Two Airports in One City". With a registered capital of 36.5 billion yuan, SAA is responsible for the operation and management of Pudong International Airport and Hongqiao International Airport. SAA's business scope includes, but is not limited to, airport construction, operation and management, domestic and international air traffic related ground services, international and domestic trade (subject to special regulation), external technical cooperation and consulting services, supply chain management, third-party logistics (excluding transportation), real estate development, industrial investment, and property management.

Subsidiaries in which SAA is a majority shareholder

No.	Name	Equity Ratio (%)	Registered Capital (10,000 yuan)	Main Business
1	Shanghai International Airport Co., Ltd.	58.38	248,848.13	Airport ground services, business premises leasing, advertising and other business related to air transport
2	SAA Airport Industry Investment & Development Co., Ltd.	100	220,000	Investment and investment management, real estate development, property management
3	SAA Investment Co., Ltd.	100	200,000	Investment management, industrial management, enterprise management, asset management, business information consulting, financial advisories
4	Shanghai Low-altitude Economy Industry Development Co., Ltd.	56.67	90,000	General aviation services
5	SAA Industrial Investment Co., Ltd.	100	28,000	Asset operations and management
6	Shanghai Hong Kong Airport Management (Shanghai) Co., Ltd.	51	10,000	Airport management
7	Shanghai Foreign Airlines Service Co., Ltd	51	6,734.69	Providing various labor services and office/commercial premises, and engaging in domestic and international air passenger sales agency business
8	SAA VIP Service Co., Ltd.	70	2,000	VIP services

Review of 2024

1月



16 On January 16, the key milestone of foundation pit construction for the southern underground transportation hub and supporting facilities project of the Pudong International Airport Phase IV Expansion Project was completed.



18 On January 18, the "Shanghai Air-Rail Intermodal Service Center" was officially established, marking the inaugural air-rail intermodal cargo shipment in Shanghai.



26 On January 26, China Eastern Air-Rail Transit Desk, jointly built by China Eastern Air Holding Company, China Railway Shanghai Group Co., Ltd., and SAA, was officially put into use at Shanghai Hongqiao Station.

2月



4 On February 4, SAA and Shanghai Chengtou Group Corporation signed a framework agreement for privatized water supply services in the Eastern Section of the Hongqiao International Central Business District.

3月



11 On March 11, the plot II-J-01 project in the Eastern Section of Hongqiao International Airport officially started.

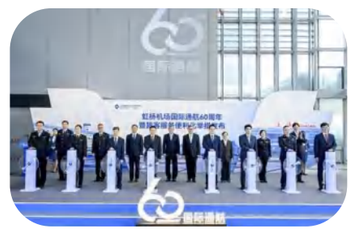


On March 11, SAA completed the 2024 National Two Sessions flight task guarantee.

4月



18 On April 18, Lufthansa flight LH732 arrived at Pudong International Airport from Frankfurt, Germany, where the airport celebrated the 30th anniversary of Lufthansa's Shanghai operations with a water salute ceremony.



29 On April 29, Hongqiao International Airport held an event marking the 60th anniversary of international aviation services and the release of passenger service facilitation measures. Together with on-site partners, 12 passenger service convenience initiatives under the theme of "Premium Hongqiao, Convenient Travel" were announced.

5月



20 On May 20, SAA signed a memorandum of understanding (MOU) for cooperation with San Francisco International Airport.



28 On May 28, a signing ceremony for strategic cooperation between SAA and Ethiopian Airlines and a celebration of the 10th anniversary of the opening of "Shanghai-Addis Ababa" were held in Shanghai.



29 On May 29, Gulf Air flight GF124 from Bahrain's capital, Manama, arrived at Pudong International Airport, marking the official launch of the first direct international flight between China and Bahrain.

6月



4

On June 4, the working conference on the joint construction mechanism of airports in Beijing, Shanghai, and Guangzhou for the year 2024 was held at SAA.



14

On June 14, the strategic cooperation signing ceremony between SAA and Tongji University and the unveiling ceremony of the Smart Aviation Port Excellent Engineer Innovation Academy were held at SAA.



29

On June 29, SAA launched its cultural brand "China Young" and launched the first Shanghai Airport Brand Day and Coffee Culture Festival.

7月



9

On July 9, the Kunshan Terminal of SAA was officially upgraded and put into operation, and the three-letter code "KVS" for the Kunshan Terminal of SAA was unveiled.



18

On July 18, SAA, China Eastern Air Holding Company, and Suzhou Industrial Park signed a tripartite strategic cooperation framework agreement. The three parties will collaborate based on the principles of "resource sharing, complementary advantages, and mutual development" to enhance regional transportation connectivity and help the Yangtze River Delta region become a strategic hub for linking dual circulations in China and beyond.

8月



14

On August 14, Hua Yuan, member of the Standing Committee of the CPC Shanghai Municipal Committee and vice mayor, visited SAA for a research tour. He visited the Shanghai Patriotic Education Base "Hongqiaoyuan — Shanghai Airport Centennial History Exhibition Hall", inspected the airport operations monitoring center, and hosted a symposium.

9月



5

At 00:00 on September 5, the runway status light system of Hongqiao International Airport was officially put into operation.



27

On September 27, the one-stop comprehensive service center for foreign personnel at Terminal 1 of Pudong International Airport and Terminal 1 of Hongqiao International Airport was officially completed and put into operation.



29

On September 29, the "Hongqiao Service" brand was officially launched.

10月



1

During the National Day holiday, both Pudong and Hongqiao international airports set new records for average daily passenger flow and single-day passenger flow during the holiday.



12

On October 12, the first busy transport airport intermodal flight route for passenger aircraft and helicopters in East China completed its test flight at the Xinhong Helicopter Airport of Hongqiao International Airport.



22

On October 22, the "2024 North Bund International Aviation Forum", co-hosted by SAA and China Eastern Air Holding Company, officially opened.

11月



5

From November 5 to 10, SAA delivered the successful and smooth operation of the 7th China International Import Expo (CIIE) with a first-class city image and service guarantee.



20

On November 20, the main construction work for the Phase IV Expansion Project of the terminal area at Pudong International Airport officially began.

12月



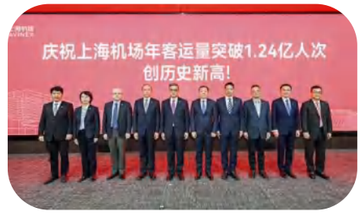
24

On December 24, Hongqiao International Airport hosted the first "Premium Hongqiao, Smart Innovation for the Future" Technology and Innovation Conference.



27

On December 27, Shanghai's Airport Link Line officially opened for operation, shortening travel between Hongqiao International Airport and Pudong International Airport to under 40 minutes. SAA, Shanghai City Railway Company, and China Eastern Air Holding Company jointly launched the "PVG-SHA TRANSFER" one-stop service product.



31

At 23:57:50 on December 31, with the landing of flight HX234 at Pudong International Airport, SAA completed its 2024 transportation support tasks. In 2024, the total passenger throughput surpassed 124 million, setting a new record.

Performances and honors

Key performances

Performance Indicator	Unit	2020	2021	2022	2023	2024
Total assets (joint-stock company)	100 million yuan	332.0	514.3	677.8	694.8	700.5
Operating income (joint-stock company)	100 million yuan	43.0	37.3	54.8	110.5	123.7
Net profit (joint-stock company)	100 million yuan	-11.7	-16.2	-27.9	11.9	22.3
Flight movements (PVG and SHA)	10,000 times	54.5	58.1	32.7	70.1	80.3
Scheduled airlines (PVG and SHA)	–	113	94	94	103	109
Passenger throughput (PVG and SHA)	10,000 person-times	6,164.2	6,541.4	2,889.0	9,696.9	12,473.1
Cargo throughput (PVG and SHA)	10,000 tons	402.5	436.6	330.2	380.3	420.6
Passenger transfer volume (PVG)	10,000 person-times	171	144	109	569	1,206
Passenger transfer rate (PVG)	%	5.6	4.5	7.7	10.5	15.7%
Flight takeoff punctuality rate (PVG)	%	89.5	87.2 (Domestic)	97.1 (Domestic)	90.2 (Domestic)	90.3 (Domestic)
Flight takeoff punctuality rate (SHA)	%	92.2	91.4 (Domestic)	97.5 (Domestic)	90.2 (Domestic)	91.0 (Domestic)
Overall energy consumption	TCE (tons coal equivalent)	136,283	136,840	119,395	139,574	156,006
Overall energy consumption per unit	TCE/10,000 people	12.8	12.0	18.2	10.0	9.1
Training investment	10,000 yuan	855	895	850	2,790	2,939
Public volunteer services	person-times	6,988	6,340	4,826	4,900	9,220

Main honors

Award Name	Awardee	Award Issuer
2024 China Communications and Transportation Association Science and Technology Progress Award, First Prize: Research and Application of Key Technologies for Intelligent Control of Shanghai Airport Operations	SAA	China Communications and Transportation Association
2023 China Air Transport Association Civil Aviation Science and Technology Award, First Prize: Key Technologies and Applications for Runway Operations Safety with Multi-stakeholder Collaboration	SAA	China Air Transport Association
2023 China Air Transport Association Civil Aviation Science and Technology Award, Second Prize: Research and Application of Key Technologies for Security Testing and Assessment of Critical Information Systems in Smart Airports, and Air-Ground Integrated Runway Surface Condition Perception and Operational Risk Warning Technologies	SAA	CYL Central Committee and the Ministry of Human Resources and Social Security
The only Gold Medal in the Civil Aviation System in the 18th Revitalization Cup National Youth Vocational Skills Competition in the "Innovation" Category: Digital Construction and Management Demonstration Project for the Super Deep Underground Transportation Hub of an Airport Terminal in China	SAA	CAAC Inflight Magazine
"Sky Choice · 2024 Travel Awards" Sustainable Brand of the Year	SAA	Shanghai State-owned Assets Supervision and Administration Commission
2023—2024 Top 10 CSR Cases in Shanghai State-owned Assets and Enterprises: Continuously Deepening the Construction of Green Airports and Raising Green and Low-carbon Development to a Higher Level	SAA	
GoldenBee 2024 Outstanding Corporate Sustainability Report · Community Responsibility Information Disclosure Award	SAA	GoldenBee Think Tank and China Business Council for Sustainable Development (CBCSD)
Four-star "Dual Carbon Airport" Certification	PVG and SHA	China Civil Airports Association
The 10th CAPSE Aviation Services Awards: 2023 Best Airport (with over 10 million passengers)	PVG and SHA	CAPSE
Shanghai Association for Quality 2024 "Excellence in Management Innovation Practice (Individual Item) Advancement Level": Enhancing the Energy-saving Operation Management Project for Peak and Off-peak Air Conditioning at Pudong International Airport, the Development of Automatic Sampling Devices for Aviation Fuel, and the Digital Transformation of Flight Ground Service Node Data Collection Methods in the Construction of a Smart Airport at Shanghai Pudong International Airport	PVG and SHA	Shanghai Association for Quality
China International Fair for Trade in Services "Demonstration Cases: China Service": Case of Inbound Facilitation Services	PVG and SHA	China International Fair for Trade in Services
Outstanding Cases of Civil Airport Services in 2023: "Shenqing Kuankuan" Service Product	PVG and SHA	China Civil Airports Association
Diamond Award of 2024 CAPSE Civil Aviation Quality Improvement Practice Competition: Shortening the Loading and Unloading Time for Cargo Aircraft	Pudong Airport Company	CAPSE
Gold Award of 2024 CAPSE Civil Aviation Quality Improvement Practice Competition: Automatic Sampling Devices for Aviation Fuel	Pudong Airport Company	CAPSE
Silver Award of 2024 CAPSE Civil Aviation Quality Improvement Practice Competition: The Intelligent Inspection System Effectively Improves the Quality of Operation and Maintenance Management at Energy Sites, Reduces the Leakage Rate in the Supervision Warehouse Area at Pudong International Airport, and Lowers the Steam Consumption per Unit of Operation in the Summer Boiler System at Pudong International Airport	Pudong Airport Company	CAPSE
Special Prize of 2024 CAPSE Civil Aviation Quality Improvement Practice Competition: Expanding the Use Cases of Reclaimed Water at Pudong International Airport and Increasing the Utilization Rate of Reclaimed Water	Pudong Airport Company	CAPSE
Innovation Awards of 2024 CAPSE Innovation Competition: Innovation in Aircraft Stand Allocation Rules at Pudong International Airport	Pudong Airport Company	CAPSE
Second Prize of 2023 International Quality Innovation: Flight Delay Relief Service Product	Pudong Airport Company	China Association for Quality
Second Prize of the 2024 China Lean Digital Innovation and Improvement Competition: Flight Ground Service Node Video Analysis Project	Pudong Airport Company	China Enterprise Reform and Development Society
Third Prize of the 2024 China Lean Digital Innovation and Improvement Competition: Development of Air Conditioning Energy-saving Operation Plan for Peak and Off-peak Periods	Pudong Airport Company	CAPSE
2023 China Air Transport Association Civil Aviation Science and Technology Award, Third Prize: Key Technologies and Applications for TSAT Optimization at Multi-runway, Multi-terminal Airports, and Development and Application of Key Technologies for Intelligent Omnidirectional Transfer Air Cargo Loading Equipment	Pudong Airport Company	China Air Transport Association
The First Transaction Award of "Data Element X" at the 2024 Data Trading Festival	Pudong Airport Company	National Data Trading Alliance and Shanghai Data Service Provider Association
"Sky Choice · 2024 Travel Awards" International Airport of the Year	PVG	CAAC Inflight Magazine
The 10th CAPSE Aviation Services Awards: 2023 Quality Improvement Pioneer Award	PVG	CAPSE
2023 Shanghai User Satisfaction Rating: Five-star Service: Civil Aviation Passenger Full-process Support Service	PVG	Shanghai Association for Quality
2024 Excellent Group Standard of China Civil Airports Association: Civil Airport Passenger Service Quality	PVG	China Civil Airports Association
2023 Excellent Service Quality Award for airports with over 10 million passengers	PVG	China Civil Airports Association, China Academy of Civil Aviation Science and Technology and CAAC News
2023 Civil Aviation Passenger Satisfaction Index: "Outstanding Airport for Comprehensive Services" and "Outstanding Airport for Commercial Services" in the Over-20-million Annual Passenger Throughput Category	PVG	Civil Aviation Service Quality Big Data Research Center
Gold Award of 2024 CAPSE Civil Aviation Quality Improvement Practice Competition: Improving the Turnover Rate of Parking Spaces, Accelerating Vehicle Departure, and Increasing the Compliance Rate of Sewage Discharge Standards in the Hongqiao International Airport Area	Hongqiao Airport Company	CAPSE
Silver Award of 2024 CAPSE Civil Aviation Quality Improvement Practice Competition: Reducing the Longest Passenger Queue Time at the Taxi Pick-up Point at Terminal 2 of Hongqiao International Airport Intelligent Enhancement of the Safety Performance of HVAC Water Pump Variable Frequency Drives	Hongqiao Airport Company	CAPSE
Bronze Award of 2024 CAPSE Civil Aviation Quality Improvement Practice Competition: Reducing the Probability of Runway Incursion Incidents at Hongqiao International Airport	Hongqiao Airport Company	CAPSE
Innovation Award of 2024 CAPSE Innovation Competition: "Green Service, Scientific Operation": China's First In-parking Lot Charging Service Fine Classification, Leading the New Trend of Green Airports — Terminal Waste Sorting and Management	Hongqiao Airport Company	CAPSE
Green Development Service Demonstration Case: Energy and Carbon Dual-control Management Improvement and Practice at Large Hub Airports	Hongqiao Airport Company	China International Fair for Trade in Services
Shanghai Quality Benchmark (2023–2024): Experience in Implementing a New Model of Comprehensive Energy Management	Hongqiao Airport Company	Shanghai Municipal Commission of Economy and Informatization
2023 China Air Transport Association Civil Aviation Science and Technology Award, Third Prize: Key Technologies for Dynamic Allocation of Contact Stands at High-density Busy Airports	Hongqiao Airport Company	China Air Transport Association
Outstanding Case of Chief Data Officer System Construction for Enterprises in Shanghai in 2024	Hongqiao Airport Company	Shanghai Association of Standardization
2024 Global 5-star Airport Award and Recognition of "China: The Cleanest Airport 2024"	SHA	International Air Transport Rating Organization–SKYTRAX
"Sky Choice · 2024 Travel Awards" Innovative Airport of the Year	SHA	CAAC Inflight Magazine
The 10th CAPSE Aviation Services Awards: 2023 Civil Aviation Innovation Pioneer Award	SHA	CAPSE
Green Building Two-star Certification	SHA	Ministry of Housing and Urban-Rural Development
Unique Practices for a Child-friendly Travel Environment	SHA	Shanghai Municipal Development & Reform Commission, Office of Shanghai Municipal Women & Children Committee, and Shanghai Municipal Commission of Housing and Urban-Rural Development
World's Best Air Cargo Terminal	PACTL	Asia Cargo News
"Smart Logistics TOP50" — World Air Cargo Awards	PACTL	2024 Transport Logistic China
The 21st "Golden Wheel Cup" China Freight Service Quality Award	PACTL	China Shipping Gazette

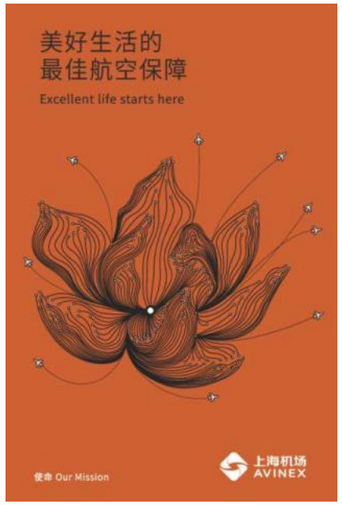
Strategy and Governance

- Group strategy
- Group governance
- Internal control and compliance
- Party building leadership

02

Group strategy

SAA will continually enhance the core competitiveness of the Shanghai aviation hub, actively promote the development of the Shanghai International Shipping Center, and provide optimal aviation support to better serve Shanghai's goal of becoming a modern socialist international metropolis, the integrated development of the Yangtze River Delta region and the national strategy of building a transportation powerhouse in a better way, while striving to meet the people's growing needs for a better air travel experience.







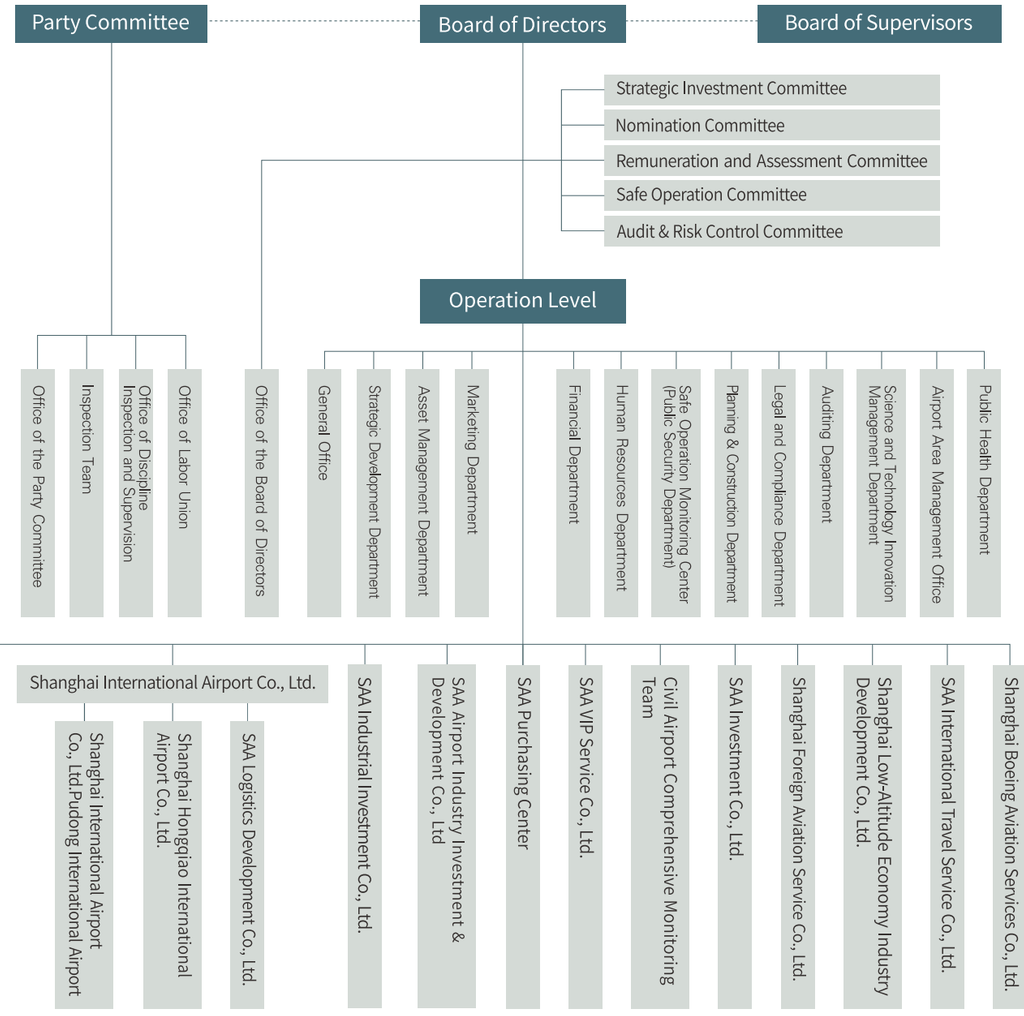




Group governance

In strict accordance with the provisions of the Company Law of the People's Republic of China and other relevant regulations, SAA carefully implements the directives of the CPC Shanghai Municipal Committee, the Shanghai Municipal People's Government, the Civil Aviation Administration of China and other authorities. The company's Party Committee, Board of Directors, Board of Supervisors, and managers each pledge to fulfill their duties, ensuring smooth corporate governance. By refining the group's management framework, fully integrating internal resources, and enhancing communication with the capital market, SAA has established a strong governance structure.

Organizational Structure of SAA



Management Group

Board of Directors

Feng Xin
Chairman (effective since December 2024)

Qin Yun
Chairman (discharged in December 2024)

Zhou Hao
Director (effective since January 2025)

Chen Xueqiang
Employee Director (effective since January 2025)

Zhang Yongdong
Employee Director (discharged in January 2025)

Gong Deqing
External Director

Huo Lianhong
External Director

Gu Jiadan
External Director

Liao Peijuan
External Director

Senior Management

Feng Xin	Secretary of Party Committee (effective since November 2024) Chairman (effective since December 2024) Deputy Secretary of Party Committee (discharged in November 2024) President (discharged in December 2024)
Qin Yun	Secretary of Party Committee (discharged in November 2024) Chairman (discharged in December 2024)
Zhou Hao	Deputy Secretary of Party Committee (effective since January 2025) President (effective since January 2025) Vice President (discharged in January 2025)
Chen Xueqiang	Deputy Secretary of Party Committee (effective since December 2024) Chairman of Labor Union (effective since January 2025) Secretary of Discipline Inspection Committee (discharged in December 2024) Inspector General (discharged in December 2024)
Zhang Yongdong	Deputy Secretary of Party Committee (discharged in December 2024) Chairman of Labor Union (discharged in January 2025)
Lyu Yaodong	Vice President
Zhou Junlong	Member of Party Committee, Vice President
Zhao Haibo	Vice President
Li Jinliang	Chief Engineer
Song Xuefeng	Vice President, Chief Financial Officer
Bian Jiong	Member of Party Committee (effective since January 2025) Secretary of Discipline Inspection Committee (effective since January 2025) Inspector General (effective since January 2025)

Positions of Directors in Special Committees

Director	Strategic Investment Committee	Nomination Committee	Remuneration and Assessment Committee	Safe Operation Committee	Audit & Risk Control Committee
Qin Yun	Director (discharged in December 2024)				
Feng Xin	Director (effective since December 2024)	Member (discharged in January 2025)		Member (discharged in January 2025)	
Zhou Hao		Member (effective since January 2025)		Member (effective since January 2025)	
Zhang Yongdong			Member (discharged in January 2025)		Member (discharged in January 2025)
Chen Xueqiang					Member (effective since January 2025)
Gong Deqing	Member	Director		Member	
Huo Lianhong	Member		Director		Member
Gu Jiadan	Member	Member		Director	
Liao Peijuan	Member		Member		Director

Internal control and compliance

SAA, committed to becoming a law-based State-owned enterprise, has made compliance management its top priority. It aims to improve its compliance management system, optimize its internal control structure, strengthen its risk prevention and control capabilities, and comprehensively elevate its corporate governance, solidifying the foundation for high-quality development.

Improving the compliance management system.

The Internal Control Manual was revised and improved to form 20 process chapters, 94 secondary processes, 256 risk points and 366 control activities.

Improving risk prevention and control capabilities.

SAA's annual risk prevention and control plans were formulated, with monthly risk assessments and evaluations conducted. Risk response plans and measures were improved, and special rectification efforts for risks in overseas operations were organized.

Advancing the internal audit management mechanism.

A reporting system was established for internal audit work, which is responsible to the Board of Directors. The position of chief auditor was created, an audit department was established, and centralized management of SAA's internal audits was completed.

Honors

- Antitrust Compliance Case Studies has been selected as a notable achievement in the second edition of the Innovation in Corporate Legal Governance by Legal Daily.



On July 19, 2024, SAA held a mid-year working meeting on legal compliance and internal control.

Party building leadership

SAA adheres to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era and fully implements the guiding principles of the 20th CPC National Congress and the second and third plenary sessions of the 20th CPC Central Committee. It firmly supports the "Two Establishments" and resolutely practices the "Two Upholds". SAA perseveres in strengthening the Party's overall leadership and leads high-quality development with high-quality Party building, ultimately enhancing Shanghai airports' practical efforts to facilitate Chinese modernization.



Upholding political leadership and unifying minds and forging souls with the Party's innovative theories

SAA has established and improved long-term mechanisms that forge soul, increase wisdom, correct conduct, and encourage action—all through learning. SAA adheres to the combination of comprehensive and specialized learning, and centralized and self-directed learning. The Party Committee reviewed 92 matters related to political construction and the Party Committee Theory Study Group conducted 12 study sessions, effectively applying the Party's innovative theories to arm its minds, guide its practice, and advance its work.

SAA diligently carried out education on Party discipline, establishing a "discipline and law safeguard" lecture tour mechanism. A total of 44 in-person training sessions were held, involving over 3,800 Party members and officials in key positions. This initiative has fostered a positive atmosphere where there is seamless communication from top to bottom, with a focus on key areas that drive broader progress, promoting competition, learning, and improvement. The Discipline Education "100 Questions and Answers" Integrity Handbook was compiled in a pocket-sized format, outlining 100 questions on maintaining integrity in the workplace through a combination of theory, regulations, and case studies, thereby strengthening daily discipline education.

A total of 32 warning education sessions were held, involving nearly 2,200 Party members and officials. Additionally, 365 warning education activities were organized to ensure they remain vigilant, understand boundaries, and uphold a sense of reverence.



On June 5, 2024, the Party Committee Theory Study Group visited the Base for Education on Comprehensively and Strictly Governing the Party and conducted Party discipline learning and education.



On July 18, 2024, SAA held an exchange activity for young Party members on Party discipline learning and education, titled "Study Discipline, Know Discipline, Understand Discipline, and Follow Discipline".

Maintaining consistency in approach and deepening the integration of the Party's leadership with corporate governance

In the process of deepening reform, SAA has promoted full coverage of Party organization and work, guiding the Party committees of eight companies (including that of a logistics company) to complete their elections, and establishing or adjusting 20 Party branches.

SAA leverages the Party Committee's leadership role in setting direction, coordinating overall situations, and ensuring implementation. It has urged Party committees at all levels to dynamically optimize the pre-discussion list of major issues, clarifying the boundaries of authority and responsibility for different governance bodies and decision-making matters.

SAA clarifies the workflow and requirements for the Party branches of independent legal entities in decision-making, execution, and supervision, effectively enhancing the Party organization's oversight and guidance over critical business and management matters.

Enhancing discipline and anti-corruption efforts to advance comprehensive and strict Party governance

SAA has convened conferences to promote comprehensive and strict Party governance and strengthen Party conduct and clean governance. Responsibility agreements for Party conduct and clean governance were signed at each level. SAA reinforced leadership team members' implementation of "dual responsibilities" (one post, two duties) for comprehensive and strict Party governance. SAA formulated a work plan for "dual responsibilities" for members of the corporate leadership team, urging them to earnestly fulfill their responsibilities and conduct rigorous management within their jurisdictions. Furthermore, SAA strengthened daily supervision of the integrity and ethical conduct of its leadership.

SAA conducted a special campaign against the improper use of public funds for banqueting, incorporating rectification requirements into the learning and education of the Party Committee Theory Study Group and the Party branches' "Three Meetings and One Lecture". SAA urged all middle-level officials to sign the Commitment to Consciously Resist the Improper Use of Public Funds for Banqueting. It strengthened the simultaneous investigation and governance of misconduct and corruption, implemented the requirements of the "Seven Musts" and "Three Investigations for One Case", and carried out concentrated rectification of unhealthy practices and corruption issues.

SAA focused on the primary task of high-quality development, conducting political oversight of key initiatives including "major project construction", "deepening of international transit operations", "acceleration of smart airport construction", and "further simplification of cargo clearance processes". It closely monitored integrity risks in key positions and critical processes, as well as officials' responsibility and performance, to safeguard the implementation of major decisions and plans.

Special:

Carefully Designing the Blueprint for the Phase IV Expansion and Leading Aviation Hub Construction to New Heights

- High-quality construction record
- Writing a new chapter with stronger capabilities

03



SAA has thoroughly implemented the 14th Five-Year Plan for Shanghai International Shipping Center construction and actively responded to the national Yangtze River Delta region integration development strategy. With "safety, sustainability, intelligence, and culture" as its core values, SAA is pursuing high-caliber planning, high-level design, high-quality construction, and high-standard management for the Pudong International Airport Phase IV Expansion Project. SAA aims to better facilitate interconnectivity within the Yangtze River Delta region, serve the public's high-quality travel needs, create a model airport representing Chinese modernization, and build a world-class international aviation hub with high-quality standards.

High-quality construction record

In 2024, SAA steadily advanced the "2+6" projects of the Pudong International Airport Phase IV Expansion Project, including the underground transportation hub and supporting facilities project in the southern area of Terminal 3 and the above-ground terminal area project, flight area project, cargo area project, municipal supporting facilities, 220 kV substation, transit depot, and other supporting facilities. These efforts have laid a solid foundation for the smooth progress of the overall project.



Aerial View of the Master Plan of Pudong International Airport.

2024 Construction Timeline of Pudong International Airport Phase IV Expansion Project

Jan.16 Five ultra-deep foundation pits in Rail Transit Area 1 of the southern underground transportation hub and supporting facilities project completed base slab pouring, marking a new phase in the project's construction.

May 8—10 The preliminary design review meeting for the terminal area project was successfully held, gathering valuable opinions and suggestions regarding passenger flow, service facilities, business layout, operational processes, and apron layout.

Jul.1 The underground transportation hub and supporting facilities project for the terminal area completed the pouring of the deep foundation pit base slab in the rail transit area, laying a solid foundation for subsequent construction.

Jul.4 The first batch of projects for the main flight area construction obtained civil aviation professional engineering safety and quality supervision permits, marking a key step in ensuring the overall progress of the Phase IV Expansion Project is met.

Jul.26 The main construction work for Phase I of the flight area officially began, further enhancing infrastructure support capabilities to ensure the timely completion and operation of Terminal 3.

Oct.30 The intelligent cargo terminal project in Plot 6 of the Western Cargo Zone passed the final inspection of civil engineering works. This project was planned and designed as a digital, intelligent cargo terminal, incorporating advanced logistics technologies to improve cargo handling facilities.

Nov.13 SAA held a coordination meeting between urban investment projects and the Pudong International Airport Phase IV Expansion Project to align on accelerating the construction of the Pudong International Airport Phase IV Expansion Project, promoting green, low-carbon development, and other matters.

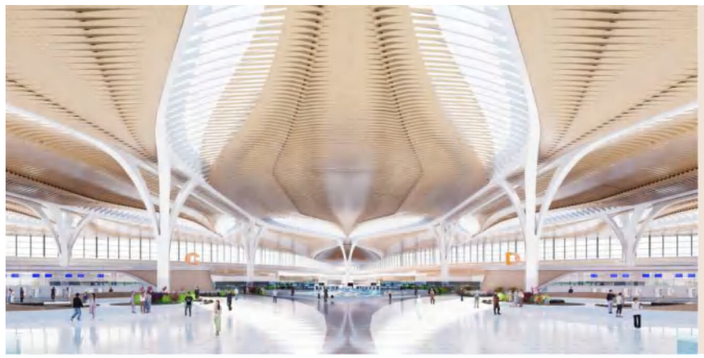
Nov.20 Construction of the main terminal area officially commenced, marking the Phase IV Expansion Project's entry into a new stage of comprehensive construction.



Writing a new chapter with stronger capabilities

Terminal 3 is the core project of the Phase IV Expansion Project, providing departure, arrival, and transfer services to accommodate 50 million passengers annually. SAA has fully integrated the "people's city" concept, creating four major design and construction highlights to provide a "new landmark" that strengthens Shanghai's function as an open hub and gateway and contributes to building a world-class aviation hub.

"Soaring" design resonates with terminals 1 and 2 of Pudong International Airport



Terminal 3 features an undulating, streamlined architectural style designed to embrace the concept of "soaring", binding with the "spreading wings" and "taking flight" architectural forms of terminals 1 and 2. This design vividly showcases Shanghai airports' new-era image as a hub and gateway.

Renderings of the International, Hong Kong, Macao, and Taiwan Check-in area at Terminal 3 of Pudong International Airport.

Integrated terminal layout to create an aviation hub complex



Terminal 3 is designed to meet the "360" operational goals: 100% contact stands, 100% connecting flights, 100% automatic baggage sorting, and a 60-minute minimum connection time. It adopts an integrated layout with dual main terminals and a transportation center. The south main terminal (serving international and Hong Kong, Macao, and Taiwan flights) works in coordination with the north main terminal (for domestic flights), thereby optimizing passenger transfer processes, reducing walking distances, and offering flexible contact stands and convertible positions. These features enhance transfer efficiency and service quality, providing passengers with a smooth and convenient travel experience.

The design of the dual main terminals and the X-shaped concourse helps minimize passenger walking distances.

Green and smart design to create a convenient and comfortable travel experience for passengers



Terminal 3 uses digital technology to enhance the passenger experience, offering a complete self-service process that includes smart inquiries, self-check-in, baggage check, security check, and boarding. It enables "face-based seamless passage" throughout the entire process and introduces advanced CT security scanners and AI-assisted image recognition to improve both security efficiency and passenger experience. Moreover, it has created the nation's first "Green Low-Carbon & Healthy Airport" model, optimizing natural lighting, shading, ventilation, and noise reduction. This innovative design features a "courtyard-style garden terminal", providing passengers with an immersive natural leisure space and enhancing the green and smart travel experience.

Rendering of the Rooftop Courtyard Garden at Terminal 3's Transportation Center.

The "rail transit first" principle and seamless air-rail integration make travel more convenient



Terminal 3 follows the principles of "mass transit priority, rail transit priority" for ground transportation and utilizes a "5+1" rail transit network. The Airport Link Line connects terminals 1, 2, and 3 of Pudong International Airport for easy transfers. Passengers driving to the airport can access all terminals via the South Access Road tunnel. Passengers using air-rail connections can travel between Pudong International Airport and Shanghai East Railway Station via Metro Line 21 and the Airport Link Line. A remote car park is also provided, with intelligent traffic management to ensure fast evacuation during peak traffic and extreme weather conditions.

Air Gateway, SAA Driving Development

- Overall planning and construction
- Strengthening the hub network
- Demonstrating escort duties

04



SAA is revising and upgrading its strategic plan for the next phase of the aviation hub to a higher standard, continuing to advance hub infrastructure construction, expanding the air route network, and enhancing the comprehensive, multi-functional role of the international aviation hub. It is also actively exploring the low-altitude economy and accelerating the development of new quality productive forces in the aviation sector. These efforts aim to strengthen the aviation hub's capabilities and promote the construction of the Shanghai International Shipping Center and a world-class aviation hub through concrete actions.

Contributing to the United Nations Sustainable Development Goals (SDGs)

Overall planning and construction

SAA is strengthening the overall coordination and phased implementation of its strategic planning, accelerating the construction of hub infrastructure, and strategically planning the development and functional layout of the multi-airport system across the Shanghai region. These efforts aim to better serve airline hubs and write a new chapter in civil aviation as well as the country's efforts to build a transportation powerhouse.

Advancing the revision of the Shanghai international aviation hub strategic plan



Elevating Strategic Positioning, Strengthening Planning, and Leading the High-Quality Development of Shanghai Aviation Hub with High-Quality Planning

To implement the strategic deployment of the CPC Central Committee and the State Council on supporting Shanghai's acceleration of the construction of the "Five Centers" and the Plan for the Integrated Development of the Yangtze River Delta Region, in November 2024, the Development and Planning Department of the Civil Aviation Administration of China issued the Notice on the Research and Preparation of the Shanghai International Aviation Hub Strategic Plan, launching the revision of the hub's strategic plan. In late November, the CAAC East China Regional Administration organized a progress review meeting to discuss the status of the specialized research and advance the research on the Shanghai international aviation hub strategic plan.



Focusing on major project construction



Pudong International Airport Phase IV Expansion Project:

The project is being advanced in an orderly manner across various stages. On July 26, 2024, the main work on the first phase of the flight area project commenced. On November 20, the main work on the terminal area officially began. The smart cargo terminal project completed its civil engineering tasks and was handed over to the operating unit to proceed with the installation of process equipment and systems. In conclusion, Phase IV of the project has entered the full-scale construction phase.



Phase II of the Municipal Supporting Project for the Comprehensive Renovation of the Eastern Section of the Hongqiao International Central Business District:

Roads, waterways, and landscaping works are largely completed (except for the section affected by the armed police barracks). Power and supporting projects have finished the construction of power stations for the North Aircraft Station and the temporary South Aircraft Station, which are now operational. The new main power grid structure for the Hongqiao Eastern Section has been completed and is supplying power.



Shanghai Airport City Terminal Renovation Project:

Completion and acceptance in September 2024.

General Layout of Pudong International Airport

No.1 Runway
4000 x 60 m

No.2 Runway
3800 x 60 m

No.3 Runway
3400 x 60 m

Terminal 2
486,000 m²
352 check-in counters
42 boarding bridges

Terminal 1
346,000 m²
208 check-in counters
28 boarding bridges

No.5 Runway
3400 x 45 m

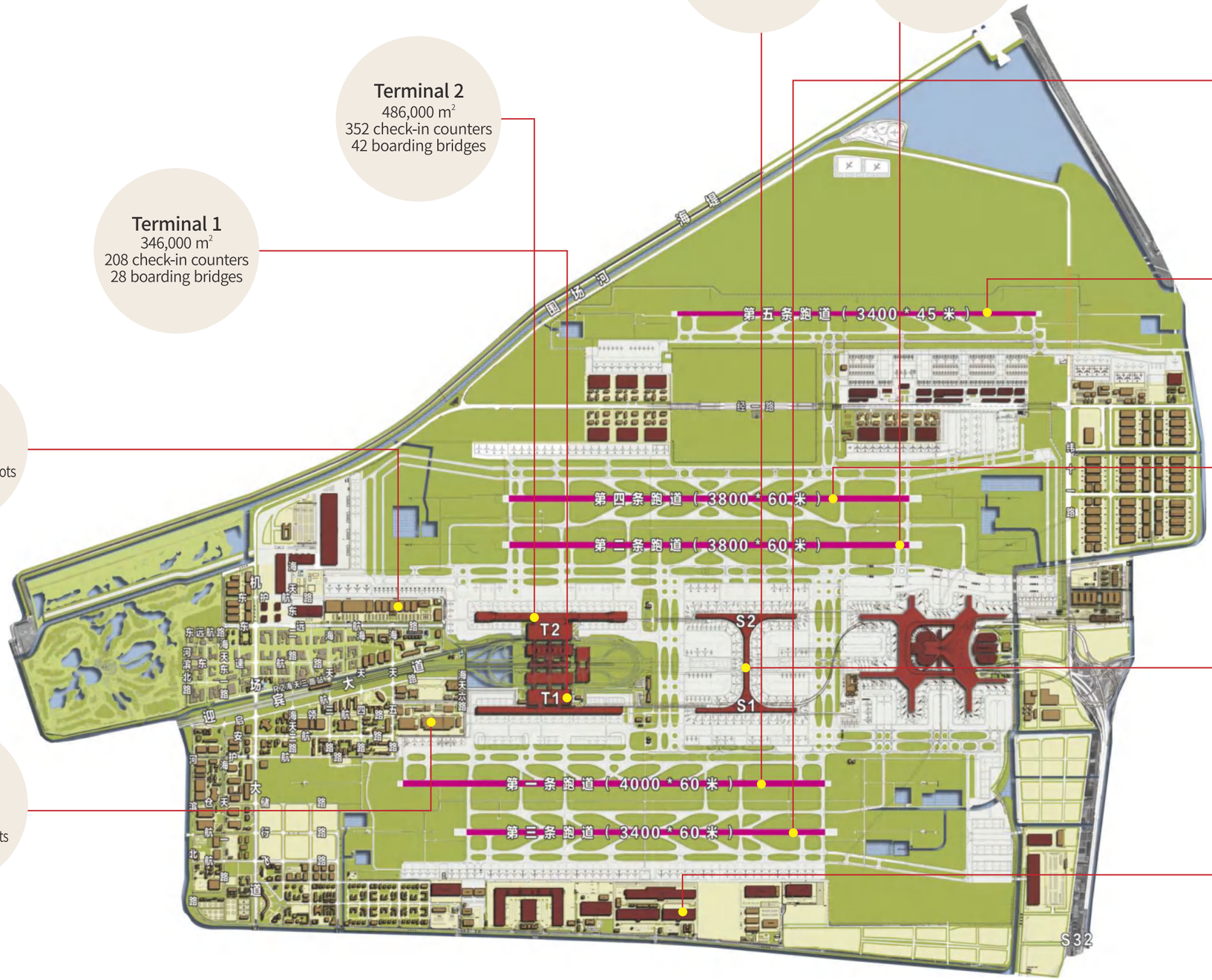
Eastern Cargo Zone
1.28 km²
10 all-cargo carrier spots

No.4 Runway
3800 x 60 m

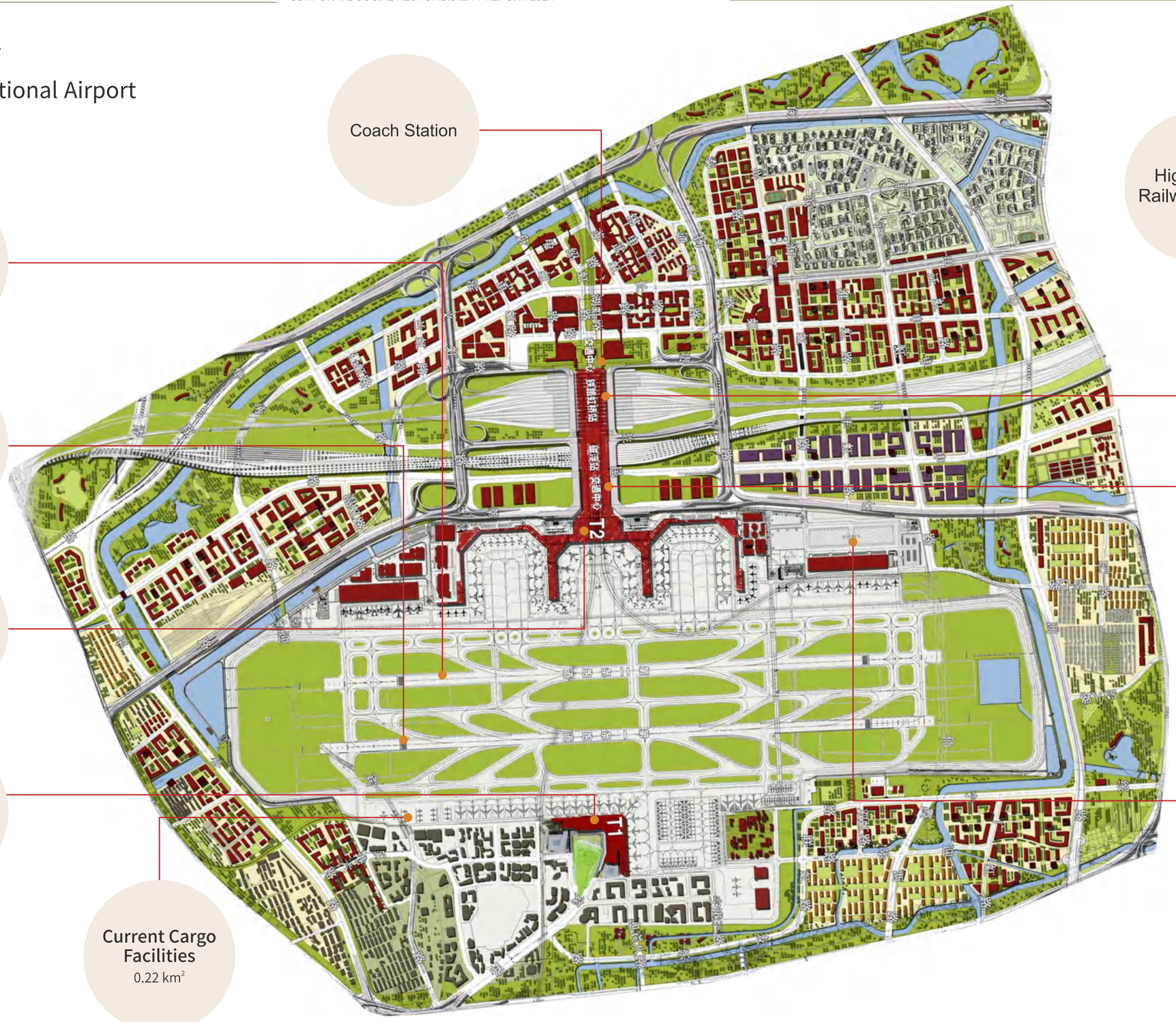
Satellite Hall
622,000 m²
83 fixed boarding bridges
90 boarding gates

Phase-I Cargo Zone
0.22 km²
8 all-cargo carrier spots

Western Cargo Zone
Located in China (Shanghai) Pilot Free Trade Zone and Pudong International Airport Free Trade Zone
1.86 km²
38 all-cargo carrier spots



General Layout of Hongqiao International Airport



Coach Station

High-speed Railway Station

No.2 Runway
3300 x 60 m

No.1 Runway
3400 x 45 m

Terminal 2
363,000 m^2
116 check-in counters
54 boarding bridges

Transportation Hub

Terminal 1
131,800 m^2
72 check-in counters
13 boarding bridges

Western Cargo Zone
0.046 km^2

Current Cargo Facilities
0.22 km^2

N



Contributing to regional coordinated development

SAA upholds the spirit of "collaboration and progress", continuously deepening industry partnerships and striving to create a mutually beneficial ecosystem. It is accelerating the construction of a world-class airport cluster in the Yangtze River Delta region, contributing to the coordinated development of the region, optimizing economic circulation, and facilitating the "dual circulation" of domestic and international markets.

Working Together to Deepen Multi-party Cooperation and Drive Collaborative Development

SAA, together with China Eastern Air Holding Company and the Suzhou Industrial Park, signed a tripartite strategic cooperation framework agreement in Suzhou to jointly enhance regional transportation connectivity and help make the Yangtze River Delta region a strategic hub facilitating the "dual circulation" of domestic and overseas markets.

The Kunshan Terminal of SAA has completed its optimization and upgrade, fully launching check-in and baggage check services for both domestic and international flights. It has become the off-site city terminal with the most participating airlines and the most comprehensive network of routes and flights in China.

Strengthening the hub network



SAA is actively supporting airlines in restoring and adding new flights and routes, further expanding the hub's route network, effectively enhancing the coverage and accessibility of the network. In 2024, Pudong and Hongqiao international airports' scheduled flights reached 49 countries and 291 passenger and cargo destinations worldwide, including 171 domestic destinations, 115 international destinations, and five regional destinations.

Key performances

During the reporting period

- A total of 803,000 flight takeoffs and landings were handled, marking a 14.7% year-on-year increase.
- Passenger throughput exceeded 124 million, reflecting a 28.6% year-on-year growth and setting a new record.
- Cargo and mail throughput reached 4.206 million tons, a 10.6% year-on-year increase, ranking second among cities globally.



Domestic Airline Network



176 domestic destinations

(including 5 regional destinations)

Source of base map: Standard map official website

North China 26	Baotou-BAV	Ulanhot-HLH	Tianjin-TSN
	Qinhuangdao-BPE	Linfen-LFQ	Tangshan-TVS
	Chifeng-CIF	Lyuliang-LLV	Taiyuan-TYN
	Changzhi-CIH	Beijing-PEK	Wuhai-WUA
	Datong-DAT	Beijing Daxing-PKX	Xinzhou-WUT
	Ordos-DSN	Bayannur-RLK	Xilinhot-XIL
	Handan-HDG	Shijiazhuang-SJW	Yuncheng-YCU
	Hohhot-HET	Shuozhou-SZH	Zhangjiakou-ZQZ
	Hulunbuir-HLD	Tongliao-TGO	
Northeast China 24	Anshan-AOG	Harbin-HRB	Qiqihar-NDG
	Changchun-CGQ	Jiagedaqi-JGD	Manzhouli-NZH
	Chaoyang-CHG	Jiamusi-JMU	Mohe-OHE
	Baicheng-DBC	Jinzhou-JNZ	Shenyang-SHE
	Dandong-DDG	Jixi-JXA	Tonghua-TNH
	Dalian-DLC	Yichum-LDS	Yingkou-YKH
	Daqing-DQA	Mudanjiang-MDG	Yanji-YNJ
	Heihe-HEK	Baishan-NBS	Songyuan-YSQ
East China 25	Anqing-AQG	Nanchang-KHN	Sanming-SQJ
	Dongying-DOY	Ganzhou-KOW	Qingdao-TAO
	Fuzhou-FOC	Liancheng-LCX	Jinan-TNA
	Fuyang-FUG	Linyi-LYI	Weifang-WEF
	Hefei-HFE	Ningbo-NGB	Weihai-WEH
	Zhoushan-HSN	Nanjing-NKG	Wenzhou-WNZ
	Heze-HZA	Rizhao-RIZ	Xingtai-XNT
	Jingdezhen-JDZ	Sanming-SQJ	Xiamen-XMN
	Quzhou-JJN	Qingdao-TAO	Yantai-YNT
South Central China 38	Baise-AEB	Chenzhou-HCZ	Sanya-SYX
	Qionghai-BAR	Huaihua-HJJ	Shenzhen-SZX
	Beihai-BHY	Hengyang-HNY	Shiye-WDS
	Guangzhou-CAN	Shaoguan-HSC	Wuhan-WUH
	Changde-CGD	Huizhou-HUZ	Wuzhou-WUZ
	Zhengzhou-CGO	Jian-JGS	Xinyang-XAI
	Changsha-CSX	Guilin-KWL	Xiangyang-XFN
	Xiangxi-DXJ	Luoyang-LYA	Yichang-YIH
	Zhangjiajie-DYG	Liuzhou-LZH	Yulin-YLX
	Ezhou-EHU	Nanning-NNG	Yueyang-YYA
	Enshi-ENH	Nanyang-NNY	Zhanjiang-ZHA
	Foshan-FUO	Jingzhou-SHS	Zhuhai-ZUH
	Haikou-HAK	Jieyang-SWA	
Southwest China 33	Xingyi-ACX	Xishuangbanna-JHG	Nanchong-NAO
	Anshun-AVA	Qianjiang-JIQ	Tengchong-TCZ
	Bijie-BFJ	Kunming-KMG	Tongren-TEN
	Bazhong-BZX	Guiyang-KWE	Chengdu Tianfu-TFU
	Chongqingjiangbei-CKG	Lijiang-LJG	Zunyi Maotai-WMT
	Chengdu Shuangliu-CTU	Dehong-LUM	Wenshan-WNH
	Cangyuan-CWJ	Lhasa-LXA	Wanzhou-WXN
	Diqing-DIG	Lincang-LNJ	Xichang-XIC
	Dali-DLU	Luzhou-LZO	Yibin-YBP
	Dazhou-DZH	Langzhong-LZG	Zhaotong-ZAT
	Guangyuan-GYS	Mianyang-MIG	Zunyi Xinzhou-ZYI
Northwest China 25	Ankang-AKA	Jiayuguan-JGN	Tumxuk-TWC
	Bole-BPL	JInchang-JIC	Urumqi-URC
	Aksu-AKU	Kashgar-KHG	Yulin-UYN
	Dunhuang-DNH	Karamay-KRY	Xian-XIY
	Yanan-ENY	Korla-KRL	Xining-XNN
	Guyuan-GYU	Lanzhou-LHW	Yutian-YTW
	Hanzhong-HZG	Longnan-LNL	Zhangye-YZY
	Yinchuan-INC	Shihezi-SHF	Zhongwei-ZHY
	Qingyang-IQN	Tumxuk-TWC	
Regional destinations	5		
	Hong Kong-HKG	Taipei Taoyuan-TPE	Macao-MFM
	Kaohsiung-KHH	Taipei Songshan-TSA	

International Airline Network



Northeast Asia 24

Jeju-CJU, Sapporo New Chitose-CTS, Shizuoka-FSZ, Fukuoka-FUK, Seoul Gimpo-GMP, Hiroshima-HIJ, Tokyo Haneda-HND, Saga-HSG, Seoul Incheon-ICN, Niigata-KIJ, Osaka Kansai-KIX, Komatsu-KMQ, Nagoya-NGO, Nagasaki-NGS, Tokyo Narita-NRT, Okinawa Naha-OKA, Okayama-OKJ, Busan-PUS, Sendai-SDJ, Daegu-TAE, Takamatsu-TAK, Toyama-TOY, Kagoshima-KOJ, Cheongju-CJJ

Southeast Asia 19

Kota Kinabalu-BKI, Bangkok Suvarnabhumi-BKK, Cebu-CEB, Jakarta-CGK, Chiang Mai-CNX, Nha Trang-CXR, Bangkok Don Mueang-DMK, Bali-DPS, Hanoi-HAN, Phuket-HKT, *Kuching-KCH, Kuala Lumpur-KUL, Manila-MNL, Phnom Penh-PNH, Ho Chi Minh City-SGN, Singapore-SIN, Vientiane-VTE, Phu Quoc -PQC, Penang-PEN

Others in Asia 20

*Almaty-ALA, *Ashgabat-ASB, Abu Dhabi-AUH, *Mumbai-BOM, Colombo-CMB, Doha-DOH, *Dubai Al Maktoum-DWC, Dubai International-DXB, *Bishkek-FRU, *Baku-GYD, Tehran-IKA, Istanbul-IST, Kathmandu-KTM, *Chennai-MAA, Malé-MLE, Riyadh-RUH, *Sharjah-SHJ, *Tashkent-TAS, *Kuwait-KWI, Manama-BAH

Europe 32

Amsterdam-AMS, Budapest-BUD, Paris-CDG, *Cologne-CGN, Copenhagen-CPH, Rome Fiumicino-FCO, Frankfurt-FRA, Helsinki-HEL, St. Petersburg-LED, *Leipzig-LEJ, *Liège-LGG, London Gatwick-LGW, London Heathrow-LHR, *Luxembourg-LUX, Madrid-MAD, Munich-MUC, Milan-MXP, *London Stansted-STN, Moscow Sheremetyevo-SVO, Vienna-VIE, *Zaragoza-ZAZ, Zurich-ZRH, Athens-ATH, Vladivostok-VVO, Novosibirsk-OVB, Barcelona-BCN, Kazan-KZN, Venice-VCE, Brussels-BRU, Irkutsk-IKT, Marseille-MRS, Manchester-MAN

Americas 14

*Anchorage-ANC, Dallas-DFW, Detroit-DTW, *Guam-GUM, New York Kennedy-JFK, Los Angeles-LAX, *Memphis-MEM, *Mexico City-NLU, *Chicago-ORD, Seattle-SEA, San Francisco-SFO, *Tijuana-TIJ, Vancouver-YVR, Toronto-YYZ

Oceania 14

Auckland-AKL, Brisbane-BNE, Melbourne-MEL, Sydney-SYD

Africa 2

Addis Ababa-ADD, Cairo-CAI

Note: * denotes international scheduled cargo–only destinations, a total of 23; there are 92 international scheduled passenger destinations.

115 international destinations

Source of base map: Standard map official website



Airlines with Scheduled Operations at Shanghai Pudong and Hongqiao International Airports in 2024 (109 Companies in Total)

Domestic airlines in operation (32 companies)

AQ 9 Air
CA Air China
CF China Postal Airlines
CK China Cargo Airlines
CZ China Southern Airlines
DZ Donghai Airlines
EU Chengdu Airlines
FM Shanghai Airlines
GJ Zhejiang Loong Airlines
GS Tianjin Airlines
GY Colorful Guizhou Airlines
G5 China Express
HO Juneyao Airlines
HU Hainan Airlines
JD Beijing Capital Airlines
KN China United Airlines
KY Kunming Airlines
MF Xiamen Airlines
MU China Eastern Airlines
NS Hebei Airlines
OQ Chongqing Airlines
O3 SF Airlines
PN West Air
QW Qingdao Airlines
SC Shandong Airlines
TV Tibet Airlines
UQ Urumqi Air
Y8 Suparna Airlines
ZH Shenzhen Airlines
3U Sichuan Airlines
8L Lucky Air
9C Spring Airlines

Airlines from Hong Kong, Macao, and Taiwan (8 companies)

BR Eva Airways
B7 UNI Air
CI China Airlines
CX Cathay Pacific Airways
HX Hong Kong Airlines Limited
LD AHK Air Hong Kong Limited
NX Air Macao
RH Hong Kong Air Cargo Carrier Limited

International airlines in operation (69 companies)

AA American Airlines
AC Air Canada
AF Air France
AK Malaysia's AirAsia
AY Finnair
BA British Airways
CV Cargolux Airlines International
C6 My Freighter
DL Delta Air Lines
D0 DHL Air (UK) Limited
D7 AirAsia X Berhad
EK Emirates
ET Ethiopian Airlines
EY Etihad Airways
FD Thai AirAsia Co., Ltd.
FV Rossiya Airlines JSC
FX FedEx
GA Garuda Indonesia
GF Gulf Air B.S.C.
GK Jetstar Japan
HY Uzbekistan Airways
H9 Himalaya Airlines
IJ Spring Japan Co., Ltd.
JL Japan Airlines
K4 Kalitta Air
K6 Air Cambodia
KE Korean Air Lines
KL KLM Royal Dutch Airlines
KZ Nippon Cargo Airlines
LH Deutsche Lufthansa
LJ Jin Air
LX Swiss International Air Lines
MH Malaysia Airlines
MM Peach Aviation
MS Egyptair
NH All Nippon Airways
N8 National Air Cargo
NZ Air New Zealand
OS Austrian Airlines
OZ Asiana Airlines
PO Polar Air Cargo Worldwide
PR Philippine Airlines
QF Qantas Airways
QR Qatar Airways
S7 JSC Siberia Airlines
SK Scandinavian Airlines System
SL Thai Lion Air
SQ Singapore Airlines
SU Aeroflot-Russian Airlines
SV Saudi Arabian Airlines
TG Thai Airways International
TK Turkish Airlines
UA United Airlines
UL SriLankan Airlines
VJ VietJet Air
VN Vietnam Airlines
VS Virgin Atlantic Airways
VZ Thai VietJet Air Company Limited
W5 Mahan Air
XJ Thai AirAsia X
ZE Eastar Jet Co., Ltd.
Z2 Philippines AirAsia
2C CMA CGM Air Cargo
3S AeroLogic GmbH
3V ASL Airlines Belgium
5J Cebu Pacific Air
5X United Parcel Service
5Y Atlas Air
7L Silk Way West Airlines

Case | China's first direct flight from Shanghai to Venice takes off

On September 26, 2024, the maiden flight MU785 from Shanghai to Venice, carrying nearly 230 passengers, took off from Pudong International Airport, bound for Venice, Italy. It is the first regular direct flight between China and Venice, Italy, and is expected to build a more convenient air bridge for personnel exchanges and economic cooperation between the two sides.



The Shanghai-Venice Maiden Flight Ceremony Jointly Organized by SAA and China Eastern Air Holding Company

Demonstrating escort duties

SAA is committed to consistently enhancing its airline service support capabilities by improving service quality and operational efficiency in such aspects as major event support, cargo transport, intermodal and transfer services, and response to severe weather conditions.

Implementing major support tasks

SAA continuously refines and perfects its key support mechanisms for air transport by consistently improving the level of support. This dedication enabled the successful completion of critical assignments for the Spring Festival travel rush, the "Two Sessions", the 75th anniversary of the founding of the People's Republic of China, and the 7th CIIE.

Improving cargo transport efficiency

SAA's cargo route network has been expanded, with three new all-cargo airlines including Japan Airlines, DHL Air (UK) and My Freighter, and two new dedicated cargo airports in Rockford and Budapest. Efforts have also been made to support the deployment of additional freighter aircraft capacity by Air China Cargo and China Southern Airlines (CSA) in Pudong International Airport, thanks to which CSA was able to increase the frequency of the Pudong-Los Angeles-Mexico route and Air China was able to increase the frequency of its routes to Frankfurt and Chicago. In addition, SAA assisted FedEx in securing the demand for the flight from Shanghai to Osaka and assisted DHL's carrier of the US routes in maintaining smooth operation during the day, in order to strengthen the resource guarantee for flights.

Improving transfer efficiency

The "China Eastern Air-Rail Transit Desk", built by Hongqiao International Airport in cooperation with China Eastern Air Holding Company and China Railway Shanghai Group Co., Ltd., completed the construction of supporting facilities and improved operational processes for Shanghai's Airport Link Line, further expanding the intermodal functions of the two airports.

Strengthening support in adverse weather conditions

SAA has continued to improve the disastrous weather warning module of its smart airport, further standardizing the disposal feedback and coordination by integrating mechanisms, resources, information, and other methods. As a result, the eight directly affiliated units of SAA have been able to strengthen early warning and risk prevention in response to disastrous weather and improve the airport's ability to respond to safety and operational risks under adverse weather conditions. Furthermore, SAA revised and issued the Main Action List for Dealing with Meteorological Disasters and Flood and Typhoon Prevention, optimizing the response mechanism for disastrous weather by clarifying the requirements for information reporting, emergency response actions, and logistics support.

Case | SAA is fully prepared for typhoon prevention and emergency response to ensure the safety of passengers during the Mid-Autumn Festival

During Typhoon Bebinca, SAA was fully prepared for typhoon prevention and emergency response, aiming to ensure the safety of passengers during the Mid-Autumn Festival through effective on-site operational management and service guarantees. In response to the potential impacts of the typhoon, SAA, supported by the Operation Management Committees of Pudong and Hongqiao international airports through overall coordination, closely monitored the typhoon's movement, made adjustments to flight schedules as appropriate, secured and fixed aircraft and unpowered equipment on the apron in advance, stored and transferred small aircraft, conducted hazard inspections and material reserves, and adjusted flight schedules and issued travel information prompts as needed. In addition, the on-duty shifts and emergency response duties of on-site staff and management were strengthened, the temporary rest areas for passengers were arranged in advance, and sufficient seats, charging facilities, and restaurants and convenience stores provided passengers with around-the-clock services.

Case | SAA launches a pilot program to facilitate the transportation of cross-border e-commerce goods

To further meet the business needs of cross-border e-commerce platforms and other enterprises, optimize the business environment of aviation ports in Shanghai, and enhance the service guarantee capacity of Shanghai's airports as an air cargo hub, SAA compiled and issued the Pilot Program for Facilitating the Transportation of Cross-Border E-Commerce Goods (First Edition) on June 30, 2024, which clarified the main responsibilities, operational procedures and related management mechanisms of all parties involved in the transportation of cross-border e-commerce goods and emphasized the risk control at all links "before, during and after transportation". It ensures aviation safety for the convenient transportation of cross-border e-commerce goods, further simplifies the acceptance and transportation processes for special outbound goods such as battery-powered devices and cosmetic products in cross-border e-commerce, and improves shipment efficiency at airports.

Case | SAA escorts the 7th CIIE with a first-class city image and service guarantee

When the 7th CIIE was held from November 5 to 10, 2024, SAA provided exceptional services and support, contributing to a successful and splendid event. The CIIE dedicated service center, which integrated such functions as consulting services, business services and publicity, was fully put into use in the arrival area of the four terminals of Pudong and Hongqiao international airports, providing multi-language translation, information inquiry, traffic guidance, emergency assistance and other services for guests attending the expo in Shanghai. In addition, SAA set up the "one-stop comprehensive service center for foreigners" to provide round-the-clock convenience services in payment, cultural tourism, transportation, and communications, updated the 96990 CIIE-specific service prompt voice for Shanghai Airport Inquiry Service Hotline, opened priority security lanes for CIIE personnel, and assigned ground services to provide passengers with customized CIIE boarding passes.



CIIE Dedicated Service Center

Safety First, Peaceful Journey

- Refining the safety management system
- Enhancing safety emergency response capabilities
- Preventing and mitigating potential safety hazards
- Fostering awareness of safety in operations

05



In line with its corporate spirit of "safety first", SAA insists on improving safety with technology and building safety with responsibility. By focusing on modernizing our safety management systems and capabilities, SAA is committed to building a solid safety defense line with a "zero tolerance" approach and guarding every journey with a "zero error" standard, ensuring that every journey can be worry-free.

Contributing to the United Nations Sustainable Development Goals (SDGs)

Refining the safety management system

SAA is steadfastly maintaining safety, following systematic thinking, and strengthening its problem-oriented approach. With a sense of responsibility and always keeping in mind the importance of safety, SAA has been fully promoting the implementation of the Safety Management System (SMS) to ensure the secure and stable operation of SAA under high-quality development.

Ensuring the Meticulous and Thorough Execution of Work Safety Management at Airports

Specifying the responsibility for workplace safety

SAA formulated the Guiding Opinions on Further Deepening and Implementing the All-staff Workplace Safety Responsibility System in SAA, which promoted the in-depth implementation of the safe production responsibility system in ten aspects, including compliance with laws and regulations, safety investment, and the improvement of the safe production responsibility system.

Relying on management measures such as the safety management system platform (SMS) and safe production standardization, SAA has carried out safety inspections, internal safety audits, and safety assessments to further improve the safe production responsibility system. Thus, a full-coverage safety responsibility network has been formed.

Tackling the main issues facing safe production

Since the Implementation Plan of the Three-year Action for Tackling the Main Issues Facing Safe Production in SAA was formulated, SAA has comprehensively organized and conducted a three-year action to tackle the main issues facing workplace safety in an effort to drive the management of safety systems and sources to greater depth and reduce major hazards and accidents.

To supervise the implementation, SAA sorted out the list of standards for identifying major potential hazards covering all business fields of the group, strengthened the investigation and control of major potential hazards, and formulated a special checklist for implementation at the grassroots level.

Optimizing the dual prevention mechanism

SAA continuously consolidated the dual prevention mechanism for risks and potential hazards, strengthened the establishment of the safety management system (SMS) information platform, promoted the comprehensive "online" transformation of safety management, and controlled hazardous sources in a list-based manner.

Enhancing safety emergency response capabilities

SAA is developing a robust resilience mechanism for public health emergencies and continuing to build a "peacetime + wartime" emergency management platform in a way to continuously promote scientific and standardized emergency management and comprehensively modernize the emergency response capabilities of Shanghai airports.

Comprehensively Enhancing the Emergency Response Capabilities of Airports

Improving emergency management

SAA revised the municipal aircraft emergency response plan and the Emergency Plan for Handling Civil Aircraft Accidents in Shanghai to improve the quality and efficiency of plan management and build an emergency plan system that has effective communication at all levels.

SAA revised the working procedures for responding to disastrous weather and issued the revised Main Action List of Shanghai Airport for Dealing with Meteorological Disasters and Flood and Typhoon Prevention, so as to optimize the response mechanisms for disastrous weather, strengthen timely monitoring of early warning release and feedback, and standardize the supervision of disastrous weather response.

Continuous efforts have also been made to build an integrated emergency management platform. While Pudong International Airport updated its emergency management platform, Hongqiao International Airport uniformly updated the system software for grassroots units.

Reinforcing emergency response capacity building

For strengthening the drills of emergency plans and the response to incidents, SAA has focused on strengthening coordination with on-site foreign airlines during the drills.

SAA carried out multiple rounds of emergency training and emergency plan training and assessment for all employees to enhance the emergency awareness of frontline personnel and help them master the handling procedures.



Key performances

During the reporting period

- Pudong and Hongqiao international airports completed 26 practical drills and 16 desktop maneuvers, covering 39 emergency plans.

Case | "Sharpen Sword 2024" Comprehensive Emergency Rescue Drill at Shanghai Hongqiao International Airport

On October 18, 2024, Hongqiao International Airport, in collaboration with various emergency rescue supporting units, conducted the "Sharpen Sword 2024" Comprehensive Emergency Rescue Drill. This marked the first time that the Chinese-developed large aircraft C919 participated in a comprehensive emergency rescue drill, the first time that an international hub airport in East China conducted an emergency drill in accordance with the new guidelines issued by the authorities in 2024, and the first time that a family assistance drill was carried out. This drill simulated the entire emergency response process covering five subjects, including information transmission & command system establishment, on-site rescue operations, treatment and transfer of the wounded, moving of damaged aircraft, and operation recovery, as well as 15 sub-items, with a total of more than 340 participants and over 50 vehicles involved, providing a model for Shanghai airports to use during actual rescue operations in the future.



The "Sharpen Sword 2024" Comprehensive Emergency Rescue Drill at Hongqiao International Airport

Preventing and mitigating potential safety hazards



With a focus on aviation safety, air defense, fire safety, construction safety and other fields, SAA is making efforts to continuously promote safety capability projects and enhance safety through science and technology, aiming to comprehensively intensify safety risk control and safety hazard investigation and solidify defenses against core safety risks.

Continuous Efforts in Strengthening Safety Risk Control

Aviation safety	SAA revised the Ground Vehicle and Personnel Runway Incursion Prevention Plan, set up various targeted measures for the special rectification campaign against runway intrusion, completed the setting of warning signs at the boundary of the ground safety protection zone, and clarified fire emergency dispatch routes and standard communication in different scenarios. SAA strengthened the safety management of new energy equipment on the apron, focused on supervising the units with a higher frequency of violations after a statistical analysis of violation data through AI intelligent identification, and carried out special inspections on the compliance of aircraft securing equipment to mitigate risks of aircraft ground collisions. SAA strengthened bird activity analysis. By integrating manual observation data with intelligent monitoring data, a regular "one species, one strategy" work plan and a platform that combines airport bird activity with using drones to detect, identify and drive away birds were established to improve the management of dangerous bird species.
Air defense	SAA improved security control within the terminal building, refined key processes, identified areas under risk control, and enhanced proactive detection and alarm capabilities. SAA added AI-assisted image recognition to the existing X-ray machine to automatically recognize the images of easily identifiable prohibited items and provide real-time feedback, helping the operators to focus more on complex and difficult prohibited items. SAA strengthened peripheral technical prevention and expanded the early-warning coverage to critical and remote landside areas, realizing the visual perception of the safety situation.
Fire safety	While launching special actions such as the concentrated efforts to eliminate fire hazards and the comprehensive management of fire safety in factory buildings and warehouses, SAA carried out comprehensive inspections and rectification actions in five areas, including the management of new energy vehicles and electric bicycles, illegal and non-compliant construction operations, insufficient conditions for emergency evacuation, and illegal installation of anti-theft nets and billboards.
Construction safety	SAA strengthened the management of construction without air service suspension, focusing on the safety control of such key links as ultra-deep foundation pits, lifting and hoisting, and high-formwork supports for the Pudong International Airport Phase IV Expansion Project, making every effort to ensure the absolute safety of coordination between flight operations and construction. For super-large construction projects, SAA promoted the building of smart construction site platforms and explored auxiliary means such as digital supervision systems for daily safety management to enhance the safety management efficiency.
Hazardous materials safety	To strictly manage the risks posed by hazardous materials, SAA not only conducted regular and quantitative self-inspections, early warnings for products approaching their expiration dates, and a three-level guarantee mechanism, but also severely punished violations such as concealment and smuggling of hazardous materials in ordinary cargo delivery by means of blacklisting and transferring them to law enforcement departments. SAA introduced AI-assisted image recognition technology, boosted the development of a freight security inspection information management system, and updated dual-view X-ray safety inspection equipment to enhance the ability to identify and control hidden dangers and hazardous materials.
Flood control and typhoon resistance	SAA carried out solid inspections and management of risks and potential hazards during the flood season and the work of ensuring the operation of flights, effectively and orderly responding to the impact of multiple rounds of heavy rainfall and typhoons.
Network safety	SAA established a comprehensive business platform for network safety and formed a streamlined business management system for network safety that is able to connect such work priorities as vulnerability notification and special investigation, thus strengthening network safety management. SAA continued to conduct random inspections and drills on network safety, speed up the full coverage of information system classification protection, and carry out special work on the convergence of Internet exposed areas and the control of public screens. As a result, the "one code for one screen" management and "one click to turn off the screen" protection mechanism was completed for all digital screens.

Case | Pudong International Airport conducts safety inspections for bird strike prevention

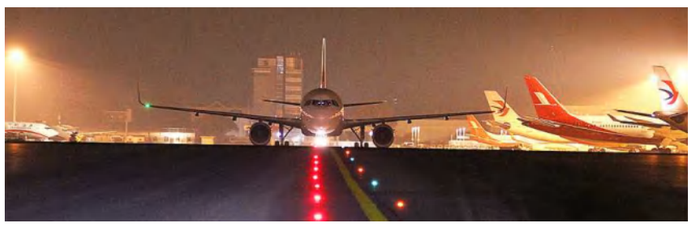
On March 11, 2024, Pudong International Airport conducted a comprehensive safety inspection for bird strike prevention. The inspection team focused on checking the operation of bird deterrent systems on the second and fourth runways, including the coverage of canal meshes and the installation of gas cannons, bird deterrent sounds, and rat trapping devices in the flight area, as well as manual bird repellent work. Meanwhile, they listened to the report on the trial operation of the integrated bird strike prevention platform with the ability to detect, identify and drive away birds, and gained a detailed understanding of the system principles, bird repellent strategies and actual effects, laying a solid foundation for further enhancing the bird strike prevention capabilities of Pudong International Airport.



The inspection team conducts a safety inspection on bird strike prevention at Pudong International Airport.

Case | The first airport runway status light system in China is officially put into operation at Hongqiao International Airport

At 00:00 on September 5, 2024, the runway status light system of Hongqiao International Airport was officially put into trial operation, filling the gap in the domestic field of intelligent aeronautical lighting control systems. The runway status light system, functioning like an intelligent traffic light on the runway, uses surface detection signals and traffic situation data in the terminal area to convey information to pilots and vehicle drivers by automatically controlling the lights, accurately inform them of the runway occupancy situation in a timely manner, and assist the air traffic control tower in guiding aircraft to cross the runway, take off, and complete other actions. As a result, the probability of runway incursions was reduced by 70%, making the airport safer and more efficient.



The runway status light system is put into operation at Hongqiao International Airport.

Fostering awareness of safety in operations

SAA is committed to providing safeguards for achieving intrinsic safety and sustainable safety as it has been promoting the Overall Plan for Safety Culture Promotion in SAA and cultivating the sub-cultures of "safety concept, system manual, behavior management, safety education, and full participation". By actively carrying out activities such as the Workplace Safety Month and "100-day Safety Countdown", SAA has put effort into strengthening the training and assessment of key personnel's knowledge of workplace safety and capabilities and creating a world where everyone prioritizes workplace safety and participates in safe development.



Initiatives to Enhance Safety Culture Promotion

01 Enhancing safety skills assessment

SAA strengthened the training and assessment of the main responsible persons, safety production management personnel, special operations personnel and on-the-job practitioners of enterprises in terms of safety production knowledge and capabilities, and encouraged them to apply for qualifications such as certified safety engineers, while promoting the development of professional talent teams, strictly setting the entry criteria for key positions, and improving the ability of personnel in key positions to perform their duties.

02 Organizing safety training and education

SAA held a total of 4 batches of offline lectures and training courses, such as "Emergency Management Work Experience and Sharing", training a total of 1,022 participants. Fire safety capability training for professionals and managers was also carried out, with a total of 345 participants. Through such WeChat mini-programs as "SIA Safety Training Assistant", SAA also organized online specialized training and "weekly practice" tailored to different job roles, continuously enhancing employees' safety awareness, job competency and professional skills.

03 Conducting safety production month activities

Under the theme of "Everyone Advocates Safety and Knows How to Respond to Emergencies: Clear Pathways for Life", SAA organized a series of online and offline activities, including publicity and consultation, case warnings, safety lectures, hazard identification and rectification, knowledge popularization and emergency drills.

Key performances

During the reporting period

- A total of 932 safety courses were conducted on online platforms, training 338,861 people.

Eco-friendly, Green and Low-Carbon

06

- Fulfilling low-carbon commitment
- Optimizing resource utilization
- Collaborative pollution prevention and control
- Strengthening environmental awareness

SAA adheres to the concept of green development. With its efforts in energy conservation, emission reduction, resource conservation, pollution prevention and control, ecological protection and other actions, SAA strives to build domestically leading and world-class green airports. The goal is to guide the low-carbon transformation and development of the civil transport airport industry from a higher position and with a broader vision and greater intensity, support the "dual carbon" goals, and contribute to the construction of a beautiful China.



Contributing to the United Nations Sustainable Development Goals (SDGs)

Fulfilling low-carbon commitment

SAA is actively exploring new pathways for green transformation and development. This includes continuous efforts to accelerate the green construction of Shanghai airports by constantly improving the green airport system, promoting energy conservation and carbon reduction, and implementing carbon management system certification.

SAA's Energy Conservation and Carbon Reduction Actions

SAA issued the Implementation Plan for Developing Green Airport in Shanghai Airports and the Three-Year Action Plan for Developing Green Airport in Shanghai Airports (2024-2026) to promote efficient, reduced and electrified energy consumption and diversified, clean and low-carbon energy supply at Shanghai airports.

Pudong and Hongqiao international airports have integrated the digitalized energy, water affairs, apron operation and landside traffic management systems with SAA's flight system, achieving holistic, refined and intelligent energy consumption control from apron operation, airport area management to the entire airport community.

01 System construction

02 Energy conservation and carbon reduction

Biomass energy utilization: Pudong International Airport has planned to introduce steam generated from waste incineration in Laogang to realize the "phase-out of natural gas" heating, which would reduce carbon emissions by over 22,000 tons annually.

Photovoltaic project implementation: In line with the principle of "doing as much as possible", SAA has widely promoted the implementation of photovoltaic projects, with an installed photovoltaic capacity reaching 21 megawatts.

Green power procurement: Hongqiao International Airport purchased 25 million kWh of green power, with the proportion of renewable energy exceeding 20% of its usage, realizing a zero-carbon office pilot area.

03 Digitalized and intelligent empowerment

04 Low-carbon certification

Pudong International Airport has obtained the Carbon Management System Certificate issued by China Classification Society Certification Co., Ltd. (CCSC), being the first airport in China to pass the certification.

Hongqiao International Airport has obtained the EATNS Carbon Management System Certificate issued by the Carbon Management System Assessment Working Committee of Shanghai Environment and Energy Exchange, becoming the first certified airport in China. SHA also completed the first 6,000-ton carbon allowance transaction for civil aviation.

Honors

- The Research on Carbon Peaking and Carbon Neutrality Development Strategies of Pudong International Airport won a third prize for Outstanding Research Project Achievements of Shanghai State-owned Assets System Enterprises in 2024.
- The Case of Energy-saving Operation Plan for Peak and Off-peak Air Conditioning at Pudong International Airport was selected as an excellent case for enhancing the carbon emission management capacity of China's civil airports in 2024.

Case | Pudong International Airport passes the carbon management system certification of CCSC

Pudong International Airport has actively implemented the “dual-carbon” strategy, adhering to green and low-carbon principles throughout all aspects and the entire process of airport construction and operation, and vigorously promoting energy conservation through structural optimization, technical upgrades, and management streamlining, to help achieve carbon peaking and carbon neutrality goals as scheduled. Moreover, efforts have been made in the construction of a smart energy management platform, the optimization of air conditioning strategies in terminal buildings, the promotion of airport electrification, the transformation of LED lighting fixtures, the construction of distributed photovoltaic power generation systems, plastic pollution control, the improvement of waste sorting facilities, and the establishment of wet waste treatment centers, yielding remarkable results in reducing pollution and carbon emissions. In mid-June 2024, Pudong Airport Company passed the carbon management system certification of the China Classification Society and obtained the Carbon Management System Certificate issued by CCSC, becoming the first airport in China to achieve this certification.

Case | Hongqiao International Airport builds the first zero-carbon office pilot area in Hongqiao International Central Business District

Hongqiao International Airport has been actively exploring new paths for energy and carbon development and expanding new space for energy and carbon construction. In September 2024, Hongqiao International Airport launched the first zero-carbon office pilot area in the Hongqiao International Central Business District. The pilot area mainly includes two office areas, namely the Municipal Management Center building, the West Area Energy Center, and two parking lots P13 and P16. The P16 parking lot has been completed and once it is put into use, the total photovoltaic utilization area will reach 10,800 square meters, with a capacity of 1.7 megawatts and an annual power generation of 1.7 million kWh. It will fully meet the annual office electricity consumption in the practice area and realize self-generation and self-sufficiency of regional electricity.



Zero-carbon Office Pilot Area of Hongqiao International Airport

Case | Hongqiao International Airport becomes the first to obtain the EATNS Carbon Management System Certificate

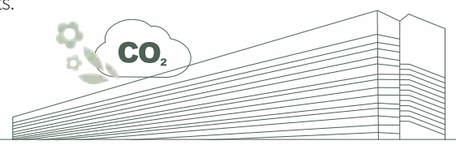
Since being listed as a pilot unit of carbon emission trading in Shanghai, Hongqiao International Airport has gradually developed the system of carbon emissions and carbon trading, laying a good foundation for the assessment of carbon management systems. Furthermore, green practices have also been advanced in such fields as energy efficiency improvement, renewable energy utilization, waste sorting and ecological environment protection. To date, Hongqiao International Airport has completed projects such as the optimization of energy-saving control of air conditioning and lighting in the terminal buildings, the solar thermal maintenance and low-nitrogen combustion transformation of boilers, and the construction of airport smart energy management and control platform, leading to steady enhancements in energy and carbon management efficiency. On June 28, 2024, Hongqiao International Airport obtained the EATNS Carbon Management System Certificate issued by the Carbon Management System Assessment Working Committee of Shanghai Environment and Energy Exchange, becoming the first airport in China to achieve this certification.



Hongqiao International Airport Smart Energy Management Platform

Case | Hongqiao International Airport completes the first carbon emission rights transaction

On November 27, 2024, Hongqiao International Airport completed its first carbon emission rights transaction on the Shanghai Environment and Energy Exchange, selling 6,000 tons of surplus carbon emission allowances and earning a carbon income of 445,600 yuan. This transaction was the first in China's civil aviation industry to integrate the three markets of "electricity-carbon-finance", achieving a virtuous cycle of green power procurement, energy conservation and carbon reduction, and financial returns, further supporting the green and low-carbon transformation and development of Shanghai airports.



Optimizing resource utilization

SAA prioritizes resource conservation and energy efficiency improvement in all aspects of operation. Dedicated efforts in saving water, energy, and materials have been made to build a resource-saving and environmentally friendly green enterprise.

SAA's Resource Conservation and Utilization Actions

Water conservation

Pudong International Airport continued to expand the application scenarios of reclaimed water, widely using it in cooling towers of the energy center, landscape pools, water replenishment of the Suitanghe River, the Phase IV construction and the greening of the airport area.

Hongqiao International Airport collected rainwater to irrigate greenery, wash roads and clean buildings.

Electricity saving

To improve the energy efficiency of the energy center, Pudong International Airport strengthened the refined energy management, optimized the air conditioning operation plan in terminal buildings, and dynamically tracked the energy consumption of sub-items.

Paper saving

Hongqiao International Airport accelerated paperless technology innovation and standardization in accordance with SAA's Outline of Digital Transformation and Smart Development Plan (2021-2030), achieving full end-to-end paperless processes for all domestic flights.

Key performances

During the reporting period

- The cumulative energy consumption was 156,000 tons of standard coal, and the total consumption of standard coal was 9.1 tons per 10,000 people.

Case | Pudong International Airport expands reclaimed water utilization scenarios to speed up green transition

The reclaimed water used by Pudong International Airport is sourced from Suitanghe River and the river around the airport, and it is formed after alum coagulation treatment, flocculation settlement, filtration in quicksand, and chlorination at the reclaimed water pump station. The reclaimed water has been widely used in such scenarios as the cooling towers of the energy center, landscape pools, water replenishment of the Suitanghe River, the Phase IV construction and the greening of the airport area, thus promoting the conservation and efficient utilization of water resources.

To ensure strict control of reclaimed water quality, Pudong International Airport adopted online monitoring instruments to monitor key indicators such as turbidity and residual chlorine in the water source in real time and control them within the qualified range. In the meantime, a complete and standardized archive of reclaimed water facilities was set up to analyze daily operations, system implementation, and the volume of reclaimed water reuse, guiding water users to enhance the standardization of facility operation and the efficiency of water resource utilization. Since 2022, the reclaimed water consumption of Pudong International Airport has reached 2.7 million tons, saving more than 15 million yuan in cumulative water costs.

Case | Hongqiao International Airport independently develops the group standard for paperless civil airports in China

On March 12, 2024, the Guidelines for the Paperless Equipment Operation of the Civil Aviation Airports (T/CCAATB0051-2024) independently compiled by Hongqiao International Airport with the approval of the China Civil Airports Association was officially released and was implemented from April 12, 2024. As the first group standard for the paperless equipment operation of airports in China's civil aviation, the Guidelines clarifies the overall principles of paperless equipment operation in China's civil airports and provides guiding and directional suggestions on the subjects, objects, contents and requirements of paperless equipment operation, offering a guiding basis for the paperless equipment operation in various types of domestic airports.

Collaborative pollution prevention and control

SAA is working on the coordination of pollution control by following the principle of controlling pollution in a targeted, science-based, and lawful way. With the purpose of keeping our skies blue, waters clear, and lands clean at a higher standard, SAA continues to strengthen supervision and control over noise, solid waste, exhaust gas and wastewater, and strives to minimize the negative impact of its operational activities on the surrounding environment.

SAA's Environmental Pollution Prevention and Control Optimization Actions

Highlights of the river chief system implementation	SAA made efforts to fully perform the functions of the river chief, carry out regular river patrols, and earnestly organize special inspections and rectifications for mixed rainwater-sewage connections in the Hongqiao International Airport area as required by the superior River Chief Office.
Clearance management initiatives	SAA organized and held the 2024 annual meeting on the clearance management of the entire city in collaboration with the Municipal Clearance Protection Joint Conference Office and strengthened working contacts with nine areas related to clearance protection of airports, including Pudong New Area, Minhang, Changning and Putuo. Also, the Letter on Requesting to Strengthen Clearance Rectification around Shanghai Airports issued by SAA put forward targeted and actionable suggestions for rectification, which further strengthened the rectification efforts in clearance protection. By cooperating with all parties, SAA completed the three-month rectification action against airborne debris disturbing flights within the clearance zones of Pudong and Hongqiao international airports, ensuring the elimination of such hazards within the clearance protection zones of the two airports.
Promotion of waste classification and treatment	While promoting regular and long-term waste classification through on-site evaluation every month, Pudong International Airport expanded the service scope of the wet waste treatment center and ensured the compliant discharge of catering wastewater within the airport area.
Noise monitoring and reporting	Hongqiao International Airport paid close attention to technical breakthroughs and independently completed the test of the automatic noise monitoring system, achieving a pioneering technological accomplishment in China.

Key performances

During the reporting period

- Annual good air quality rating at Pudong International Airport: 92%.
- Annual good air quality rating at Hongqiao International Airport: 83%.
- The annual average water quality of the river around Pudong International Airport reached Class III-IV surface water standards.
- The annual average water quality of the river around Hongqiao International Airport reached Class IV surface water standards, while the annual average water quality of key monitoring sections reached Class III surface water standards.

Strengthening environmental awareness

SAA actively organizes publicity and education on energy conservation and environmental protection to foster a strong atmosphere that focuses on energy conservation and emission reduction, enhance the awareness of energy conservation and environmental protection among passengers and employees, and develop good energy-saving habits.

Case | Pudong International Airport launches the "Entering PVG, Practicing Classification" waste classification publicity week

From November 18 to 22, 2024, Pudong International Airport held the "Entering PVG, Practicing Classification" waste classification publicity week activity. A variety of exhibitions were launched at the venue, including a popular science exhibition of household waste classification, an exhibition of the waste classification achievements of Pudong International Airport, and a public suggestion wall for building a "zero-waste airport". The activity also featured a display of handicrafts made of recycled materials and an interactive painting game of waste classification, attracting passengers to participate. In addition, a volunteer team, composed of employees from member units of the airport community such as customs, border inspection, law enforcement departments, market supervision departments, and airlines, delivered science-based knowledge about waste classification among passengers and conveyed the concept of green, low-carbon and eco-friendly lifestyle to the public in various forms at the site.



The Exhibition of the Achievements of Waste Classification Publicity at Pudong International Airport's "Entering PVG, Practicing Classification" Week

With Intelligent Transformation, Technology Takes the Lead

- Fully empowering the construction of smart airports
- Accelerating the unleashing of smart technology capabilities
- Actively cultivating new momentum for innovation and development

07



With a focus on digital transformation and intelligent development, SAA strives to establish and improve the system for deep integration of airport business and digital intelligence technology, to improve the data management system and business management procedures system of smart airports, and strengthen the allocation of innovation factors. SAA has upgraded smart travel services for passengers, comprehensively promoted the construction of digital twin airports, and created a benchmark of excellent global smart airports.

Contributing to the United Nations Sustainable Development Goals (SDGs)

Fully empowering the construction of smart airports

SAA actively responded to the requirements in the Roadmap for the Building of a Smart Civil Aviation Industry and the Development Plan of Shanghai International Shipping Center in Digital, Intelligent, and Green Transformation, and strengthened the construction of supporting systems and mechanisms. It has promoted the development of digital twin airports by upholding fundamental principles while breaking new ground, continued to build a data governance system, facilitated data resource sharing, and unlocked data value. In 2024, SAA essentially achieved the goal of "initially establishing a benchmark model for smart airports in China".

Promoting Digital Transformation

Digital twin empowerment

SAA coordinated the building of the digital twin airport as a digital infrastructure program to provide robust infrastructure support. A digital twin smart airport spatial-temporal framework was completed, forming a unified spatial data service management system for Shanghai's multi-airport network. In addition, SAA concentrated computing power and algorithm resources to support smart scenario needs, such as an AI-enabled security check map at Pudong International Airport, smart information collection of aircraft turnaround operation nodes, command center construction site violation identification, and group "learner" personnel identity verification.

Data governance system development

SAA initiated the establishment of a data management system and completed the blueprint planning for data governance business scenarios. Continuous data inventory and data collection efforts were made to solidify the foundation of data governance.

Collaboration on data sharing among airports, the air traffic control administration, and airlines

An initiative titled "Enhancing Passenger Travel Experience through Smart Solutions and Breaking down Business Barriers among Three Parties" was approved for implementation at Hongqiao International Airport. It adopts "Passenger OneID Seamless Travel" to ease passenger movement, "RFID Full-Process Baggage Tracking" to increase logistics efficiency, "Runway Status Lights" to strengthen collaborative operations, and the "Ground-Air Data Link" in air-to-ground cooperative operations to promote data sharing and process collaboration among airports, the air traffic control administration, and airlines.

Honors

- Pudong Airport Company received the First Transaction Award of "Data Element X" granted by Shanghai Data Exchange.

Case | Building a data trading system

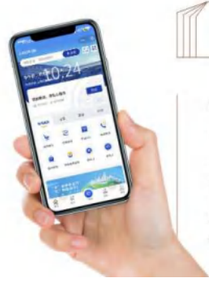
In 2024, data products such as Pudong International Airport's "Operation Guarantee Checkpoints for Foreign Airliners" and Hongqiao International Airport's "HQ+Hongqiao International Airport Dynamic Passenger Flow" were listed for trading on the Shanghai Data Exchange. These products became the first airport data products for trading in the civil aviation industry, further promoting the integration and sharing of airport data resources and catalyzing the value of data assets.

Accelerating the unleashing of smart technology capabilities

SAA rigorously implemented the Outline for Digital Transformation and Intelligent Development of SAA. (2023-30), focusing on all airport operation scenarios. By integrating new technologies such as AI and big data into production operations, services, safety, management, logistics, transportation, and other business areas, it accelerated core breakthroughs and in-depth applications of smart technologies, to assist Shanghai airports in building a model of smart airport operations.

Smart Technology Enables Multi-dimensional Innovative Applications

Ensuring passenger travel safety	Empowered by the "Airport Brain" platform, Pudong International Airport and Hongqiao International Airport enhanced high-precision vehicle positioning and AI-driven analysis at operation guarantee checkpoints. The runway incursion prevention system at Hongqiao International Airport commenced full trial operation, and the efficient aircraft guidance systems passed functional verification.
Enhancing IOC integrated management and operational efficiency	Pudong International Airport optimized 33 operational procedures and established a "three-collaboration" mechanism for management, support, and response. The initial construction of an intelligent flight sequencing system has been completed, reducing average aircraft taxiing time by approximately 1.3 minutes, while increasing the success rate in coordinating flights at risk of delay from 1% to 3%.
Digitally empowered passenger travel experience	Hongqiao International Airport launched a "Passenger Information Service Platform," facilitating holistic terminal passenger flow management. Through data analysis and forecasting, the airport can optimize support resources and provide decision-making insights for fine-tuning the management of personnel, material, and spatial resources for both the airport and airlines, thus enhancing operational service management.



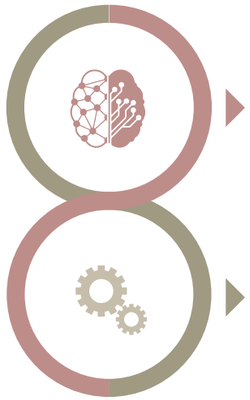
Case | "AVINEX" official mini-program provides human-centric services

On April 15, 2024, SAA launched its official WeChat mini-program "AVINEX", delivering real-time flight information updates, a "One Code Pass" for seamless security check and boarding, indoor navigation, reservation for the airport "Caring Passage" system, inquiries on border entry convenience services, optimum transport route customization, lost property queries, and accessibility mode, providing passengers with a more intelligent and convenient travel experience.

Actively cultivating new momentum for innovation and development

Focusing on enhancing its core operational capabilities, SAA has deepened its core technological capabilities in airport planning, construction, and operational support, prioritizing technological innovation based on digital, intelligent, and green transformation. SAA has concentrated on industrial innovation and development, harnessing technological innovation to drive industrial growth. In addition, it has accelerated the realization of the strategic development goals of new infrastructure layout, new technology application, new material R&D, new equipment configuration, new product (service) innovation, and new business format cultivation.

Technological Innovation Empowers Operation and Maintenance Efficiency



"Shanghai Airport Brain" released:

The Joint Innovation Laboratory for the Airport Brain and Artificial Intelligence was established, creating a large AI model specific to the airport-based vertical businesses. This initiative allows for comprehensive ground-air situational awareness, accurate resource forecasting for the entire support process, and multi-level operational control for complex scenarios, along with the integrated application of nine innovative technologies. The Shanghai Airport Brain-Multimodal Decision-making Intelligent Body was unveiled at the 2024 North Bund Forum.

Advancing 5G-AeroMACS airport scenario applications

SAA played a leading role in participating in the formulation of seven civil aviation industry standards, including the Testing Methods of 5G Aeronautical Mobile Airport Communications System Ground Station, constructing a new paradigm for aviation 5G-AeroMACS applications through proactive standardization.



Honors

- SAA won eight Civil Aviation Science and Technology Awards of China Air Transport Association.
- The "Apron Control Routing Decision Support System of Shanghai Airports" won the second prize in the second "Shanggang Cup" Yangtze River Delta Intelligent Transportation Innovation and Technology Application Competition.
- The "Digital Platform for Intelligent Operation of Super-large Airports Based on Spatiotemporal Information" won the second prize of the 2024 Geographic Information Technology Progress Award.

Case China's first runway incursion prevention system based on 5G-AeroMACS communication commenced all-weather trial operation at Hongqiao International Airport

On August 1, 2024, thanks to the cooperation between SAA and East China Air Traffic Management Bureau CAAC, the first runway incursion prevention system based on 5G-AeroMACS communication of China commenced all-weather trial operation at Hongqiao International Airport, using digital means to prevent vehicle incursions into runways. This system eliminates risks such as "communication ambiguities between vehicles and the control tower," "driver disorientation," and "difficulties in remote supervision" by integrating 5G-AeroMACS communication, BeiDou satellite positioning, high-precision airport digital mapping, and a tripartite data-sharing platform among the air traffic control administration, airports, and airlines. It has pioneered the integration of a digital request and approval process for vehicle taxiing between vehicles and the control tower, linking vehicle locations, aircraft positions, and runway status information between the air traffic control administration and airports. Moreover, it possesses proactive warning capabilities for dangerous proximity trends, significantly enhancing on-site safety prevention capabilities.



All-weather Trial Operation of the Runway Incursion Prevention System based on 5G-AeroMACS Communication

People-centered Airport with Exceptional Services

- Providing high-quality travel services
- Creating an inclusive and friendly environment
- Promoting global cultural exchanges

08



Boasting a global aerial gateway, SAA remains a people-oriented approach while enhancing service quality anywhere it can. It aims to enrich the cultural connotation of its services and is dedicated to creating a world-class aviation hub that is warm and heartfelt. SAA also strives to provide optimal air travel support for a better life and contribute to Shanghai's development as a globally influential, socialist, modern international cultural metropolis.

Contributing to the United Nations Sustainable Development Goals (SDGs)

Providing high-quality travel services

SAA is committed to creating a more comfortable and enjoyable passenger travel experience. Through comprehensive service initiatives covering the entire travel chain and diverse passenger groups, SAA has been enhancing the convenience and quality of air travel services to meet the needs of passengers. In 2024, Pudong International Airport continued to focus on passenger satisfaction by establishing four comprehensive service centers in terminals 1 and 2. SAA upgraded the luggage packing counters and integrated services such as luggage storage, express delivery, and lost and found, ensuring that travel is more secure and reassuring for passengers. Hongqiao International Airport officially launched the "Hongqiao Service" brand, introducing seven categories of service products, namely Hongqiao Express, Hongqiao Smart Travel, Hongqiao Easy Ticket Changing, Hongqiao Luggage+, Hongqiao Immigration Pass, Hongqiao Shopping, and Hongqiao Companionship, thereby officially establishing its service brand system.

Pudong International Airport and Hongqiao International Airport Provide Passengers with Quality Travel Services

Pudong International Airport

- Facilitating convenient passenger boarding: Pudong International Airport has established a self-service check-in and baggage drop-off area at Terminal 2, C Island, equipped with 18 self-service check-in machines and 14 self-service baggage drop-off counters. Emirates and Singapore Airlines were the first to operate in this area, effectively alleviating the pressure on manual check-in counters during peak hours and improving passenger queuing efficiency in the check-in area.
- "Delayed Flight Enjoyment" one-stop meal service: In collaboration with six airlines, including Emirates, Etihad Airways, and All Nippon Airways, as well as 60 dining stores such as Yuzhilan, Blue Bottle Coffee, and Wolfgang Puck, Pudong International Airport has provided a richer and more comfortable meal options for passengers experiencing flight delays.

Hongqiao International Airport

- Enhanced baggage service: Hongqiao International Airport has developed the "Hongqiao Express" service standards and improvement action plans, launching initiatives featuring "two exclusives, two priorities, and two upgrades." A dedicated team was established to enhance baggage service quality, optimize baggage carousel allocation, and improve handling operation standards. The retrieval time for the last piece of luggage has been reduced from 40 minutes to 30 minutes.
- "End-to-End service integration": Hongqiao International Airport has integrated and upgraded the passenger service and baggage service centers, upgrading the AE check-in island equipment and self-service functions. Key improvement projects, including diversified seating, expanded charging facilities, and area lighting renewal, were implemented holistically to enhance the indoor environment and regional comfort.







Honors

During the reporting period

- Pudong International Airport remained at the top of the global airport rankings for passenger satisfaction by the Airports Council International (ACI).
- Hongqiao International Airport won numerous awards, including China Civil Aviation Service Quality Excellent Airport, CAPSE 2023 Best Airport, Skytrax Global "Five-Star Airport," "China's Cleanest Airport Award," and Shanghai User Satisfaction Five-Star Service.

Key performances

During the reporting period

- The departure punctuality rates of domestic passenger flights at Pudong International Airport and Hongqiao International Airport were 90.28% and 90.95%, respectively, and the takeoff punctuality rates were 83.51% and 85.76%, respectively; the airbridge utilization rates were 91.71% and 80.30%, respectively.

Case | Shanghai airport sets single-day passenger throughput record during the Spring Festival

From February 6, the first day of peak outbound travel period, to February 17 (the eighth day of the Chinese Lunar New Year), Pudong International Airport and Hongqiao International Airport handled 4.37 million passenger entries and exits, a year-on-year increase of 80.3%. The airports supported 27,000 flight take-offs and landings, up 38.4% from the previous year. To better handle the influx of returning travelers, SAA strengthened coordination with metro, bus, coach, and taxi companies, providing various transportation options to help arriving passengers reach their destinations quickly. Metro lines 2 and 10 increased train frequencies and extended operation based on passenger flow. On the bus front, routes 4 and 9 around the Hongqiao Hub extended operation. Five dedicated coach lines, including Airport Line 1 and Line 2, increased service frequency and extended operation. The airports also contacted major taxi companies to quickly deploy vehicles based on passenger demand. They provided over 50 pickup points for ride-hailing services in the parking lots, with clear signage to assist passengers in boarding at designated locations, thereby enhancing service support during the Spring Festival travel rush.





Case | One-stop comprehensive service centers for foreign nationals at Shanghai airports fully operational

On September 27, 2024, the one-stop comprehensive service centers for foreign nationals at Terminal 1 of Pudong International Airport and Terminal 1 of Hongqiao International Airport were officially put into operation. Following the trial operation of the center in Terminal 2 of Pudong International Airport (on June 29), the "frontier port-style" comprehensive service stations for foreign nationals are now fully established at both major airport hubs, forming a service pattern of "two airports, three terminals." This system is integrated with the multilingual websites of the International Services Shanghai portal to create a seamless online and offline service network. Foreign passengers can enjoy convenient, efficient, and thoughtful one-stop services upon their arrival at the international terminal, marking the beginning of a "barrier-free" experience for travel, work, and life in Shanghai.



One-Stop Comprehensive Service Center for Foreign Nationals is Officially Opened



Case | Shanghai's Airport Link Line enhances passenger transfer experience with pilot "PVG-SHA Transfer" one-stop service

On December 27, 2024, Shanghai's Airport Link Line was officially put into operation, putting Hongqiao International Airport and Pudong International Airport within a 40-minute commute of each other. The transfer time between the two airports has been greatly shortened, further easing air travel. SAA, Shanghai Urban Railway Operation Co., Ltd, and China Eastern Air Holding Company jointly launched the "PVG-SHA Transfer" one-stop service product, enhancing the service quality for passengers transferring between the two airports. Passengers transferring between Hongqiao and Pudong on China Eastern flights can check in and handle baggage procedures at the "PVG-SHA Transfer" service counter in advance. With a complimentary ticket for Shanghai's Airport Link Line provided by China Eastern, they can travel to either airport. The airport personnel manage luggage transfer via designated train cars, eliminating the burden of carrying heavy bags, re-checking in, and going through security. This service offers passengers an efficient and worry-free travel experience.



"PVG-SHA Transfer" Service Counter

Case | Hongqiao International Airport celebrates 60th anniversary of International flight operations and unveils 12 new passenger service initiatives along with stationed entities

On April 29, 1964, Pakistan International Airlines launched the Dhaka-Guangzhou-Shanghai route, marking the inaugural international air service following the founding of the People's Republic of China. On April 29, 2024, Hongqiao International Airport held an event at Terminal 1 to celebrate the 60th anniversary of international flight operations and to announce 12 new passenger service initiatives, in collaboration with China Eastern Air Holding Company, Customs at Shanghai Hongqiao International Airport, and Hongqiao Frontier Inspection Station. These initiatives, featuring the theme "Exquisite Hongqiao, Convenient Travel," aim to unite efforts in enhancing airport services and showcasing the city's image while supporting Shanghai's high-level openness to the outside world.



Hongqiao International Airport launches a series of Measures to Enhance Passenger Services in Celebration of its 60th Anniversary of International Flight Operations

Creating an inclusive and friendly environment

SAA has continuously optimized services for special passengers, developing guidebooks to help them become familiar with the flight service process and providing enthusiastic and proactive "first inquiry, first look" services. For families traveling with children, elderly travelers, and first-time passengers, SAA offered free wheelchair assistance and a "full-process one-stop priority" service. SAA has also established a "Caring Passage" in collaboration with metro, maglev train, and high-speed rail companies, creating a seamless travel service chain for those in need.

Pudong International Airport's and Hongqiao International Airport's Services for Special Passengers



An employee accompanies a child throughout the check-in, security check, and boarding process.

Pudong International Airport

- Pudong International Airport has optimized the "First Journey" and "Accompanying Service" products, providing personalized green and purple "service packs" for first-time travelers and unaccompanied elderly travelers, respectively.
- Pudong International Airport has enhanced services for special passengers such as first-time travelers and elderly travelers. In addition to full-process guidance and accompaniment, Pudong International Airport provides prioritized baggage handling for unaccompanied travelers aged above 65 during the National Day holiday.
- For unaccompanied minors, Pudong International Airport provides dedicated caregivers throughout the journey. It prepares special hanging bags for holding documents and boarding passes. It also offers a "Baggage Identification Tag" service to prevent unaccompanied minors from forgetting items during security checks.

Hongqiao International Airport

- The "First-time Travel Wristband" ensures full coverage at inquiry counters and airline counters. A "Family Enjoyment" service channel has been launched in Terminal 2 to facilitate easy security checks for families traveling with children.
- Hongqiao International Airport has opened a "Warm Passage" reservation service through the 96990 hotline, on-site inquiry counters, and the "HAVINEX" WeChat mini-program, providing wheelchair services and travel companionship from the terminal to the railway station and metro station for elderly and special passengers.



"Personalized" Caring Model

For elderly travelers who are unfamiliar with digital devices and special-needs passengers, the "HAVINEX" WeChat mini-program has launched a "Caring Mode." This mode features enlarged font display and simplified operational processes.



Care service Available for Reservation

Unaccompanied elderly passengers (aged 60 and above), passengers requiring accessible services, pregnant travelers, and those with mobility challenges can pre-book the "Caring Passage" service at Shanghai's two airports through the WeChat mini-program, ensuring dedicated on-site support.

Promoting global cultural exchanges

Guided by the branding of Shanghai and the cultural construction of civil aviation, SAA formulated the Overall Plan and Regulatory Detailed Plan for Cultural Spaces in Shanghai Airport Terminals. This document systematically outlines the visual image space, cultural display space, and brand activity space at terminals of Pudong International Airport and Hongqiao International Airport, promoting red culture, Shanghai-style culture, and Jiangnan culture. SAA aims to create a cultural brand known as "China Young," which integrates cultural art with air travel, shaping Pudong International Airport and Hongqiao International Airport into important windows for showcasing Chinese culture and building an airport model of cultural confidence and strength, and enhancing the vibrant image of Shanghai as an international aviation hub.

Activities to Shape the Airport Cultural Atmosphere

Embracing local cultural characteristics

The Shanghai Museum store and ATIC Books at Pudong International Airport launched interactive travel stamp check-ins featuring elements of Shanghai's culture, providing a new urban cultural experience. Hongqiao International Airport introduced two major cultural exhibitions: "Encountering Shanghai-style," showcasing intangible cultural heritage through Shanghai paper-cutting artworks, and "Charm of Shanghai" featuring a themed photography exhibition, vividly presenting Shanghai-style culture to passengers.

Creating a "musical feast"

SAA invited professional institutions such as the Shanghai Theatre Academy and the Shanghai Conservatory of Music to hold performances featuring Western and Chinese instruments as well as singing and dancing rooted in red culture, Shanghai-style culture, and Jiangnan culture. Solo recitals were arranged in the departure and arrival areas, allowing passengers to experience a rich artistic atmosphere at the airport.

Displaying traditional culture

With the theme "Welcoming Spring with the Auspicious Loong" and "Fortune Loong Welcoming Spring," SAA created a festive atmosphere for the Spring Festival in terminals by adding traditional cultural elements such as Chinese lanterns, knots, auspicious clouds, and "Fu" characters. SAA also hosted traditional Chinese cultural performances, including Loong Dance, Lion Dance Parade, and Sichuan Opera Face Changing.



The "Souvenirs of Different 'Young'" Event



The SAA Brand Day and Coffee Culture Festival



The "Embrace the Summer with You" Cultural Activity at Pudong International Airport



A Hongqiao International Airport Cultural Festival Activity

Building Harmonious Airports, Featuring Value Co-creation

- Building an economic ecosystem
- Promoting community harmony
- Empowering employee growth

09

SAA has deepened multi-party cooperation, shared resources, built a mutually beneficial and win-win airport ecosystem, actively fulfilled our social responsibilities, participated in rural vitalization and social welfare activities, given back to society with concrete actions, and promoted social harmony. Meanwhile, it has paid close attention to employees' career development by providing them with a comprehensive training system and career progression paths, and stimulating their potential and creativity.



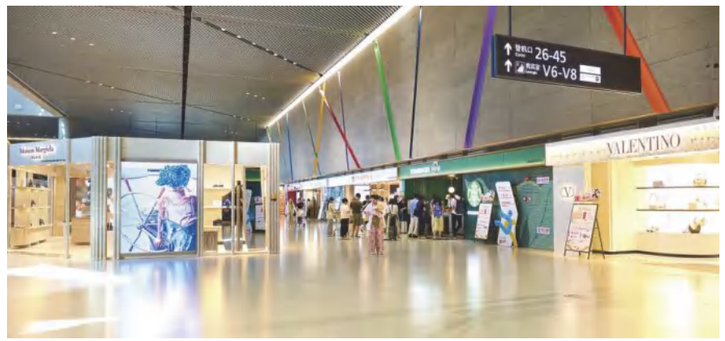
Contributing to the United Nations Sustainable Development Goals (SDGs)

Building an economic ecosystem

SAA focused on enhancing the commercial value of terminals, constructing an airport economic ecosystem, and cultivating new quality productive forces. By optimizing resource allocation, strengthening innovation-driven initiatives, and refining business models, SAA adopted a more open posture to empower the upgrading of the entire airport economic industry chain, injecting new momentum into regional economic growth.

Promoting terminal-based commercial growth

SAA continued to increase investments in commercial resource development, updating business formats, upgrading brands, attracting tenants, and marketing promotions. With ongoing efforts, SAA aimed to elevate the overall scale and consumer experience of the airport business districts, creating a more distinctive new landscape of airport commerce and establishing a more internationally competitive commercial ecosystem.



Hongqiao International Airport's First-Line Brand Avenue Introduces Six New Brand Stores.

SAA's Measures to Enrich Airport Commercial Activities

Increasing investment in tenant attraction

- Pudong International Airport strengthened efforts to attract tenants, achieving an operational area of 15,000 square meters in 2024, with 140 new stores opened. Among the newly opened stores, 17 were the first airport stores nationwide. Moreover, Pudong International Airport introduced trendy formats such as e-sports-integrated dining and FUFUSOUL, as well as a pop-up store featuring creative souvenirs from the Palace Museum.
- Hongqiao International Airport advanced commercial refinement, completing adjustments and upgrades for 57 stores, including one global first store in airports, three domestic first stores in airports, and 31 new brand stores.

Innovating consumption experiences

- Pudong International Airport inaugurated the world's first flagship showroom for AVATR new energy vehicles and the first Disney "Zootopia" themed immersive promotion.
- Hongqiao International Airport continued to pioneer new business formats, creating immersive experience stores in the "front store + back store" model to promote the overall ambiance.

Enriching marketing activities

- Pudong International Airport closely followed current trends for promotional efforts. It launched themed marketing campaigns such as "Flying Loong Brings Good Fortune" for the Spring Festival, "Light and Easy Travel" during the spring, and "Fun Summer at PVG" for the summer travel season.
- During the summer travel period, Hongqiao International Airport collaborated with merchants to launch a series of promotional activities themed around the "Shanghai Shopping Festival" and the "Shanghai Summer" international consumption season.

Pudong International Airport Introduces FUFUSOUL.



The World's First Flagship Showroom for AVATR New Energy Vehicles at Pudong International Airport





Pudong International Airport holds the First Disney "Zootopia" Themed Immersive Promotion.



Hongqiao International Airport Introduces Maison Margiela's First Global Airport Store.

Case | Blue Bottle Coffee's first global airport store established at Pudong International Airport

On January 11, 2024, Blue Bottle Coffee's first global airport store opened near the international and Hong Kong, Macao and Taiwan departure gate D75 of Terminal 2 of Pudong International Airport, allowing passengers to savor consistently crafted classic espresso, hand-poured drip coffee, new pastries, Liege waffles, muffins and other soothing snacks before their flight departs. The store also has the first Blue Bottle Coffee vending machine in the Chinese mainland, providing the brand's boutique instant coffee (espresso) and classic coffee beans produced by its own roasting factory in Shanghai, allowing passengers to enjoy richer and more diverse coffee flavors during air travel.



Blue Bottle Coffee's store at Terminal 2 of Pudong International Airport

Case | Hongqiao International Airport unveils the "Enterprise Code" service for passengers to access businesses' registration information

Hongqiao International Airport pioneered China's "Enterprise Code" service. When making purchases in terminals, passengers can scan the "Enterprise Code" on the business license or payment receipt with mobile phones to access the related company's registration information, operational status, permits, and regulatory information. The "Enterprise Code" service fulfills merchants' needs to display relevant licenses and qualifications while safeguarding consumers' right to information and oversight. Over 100 merchants at Hongqiao International Airport provide this service, covering various commercial formats such as dining and retail. This further optimizes the business environment, protects consumer rights, and elevates the shopping experience.



Building an airport economic ecosystem

SAA strove to build a modern airport industrial system by extending the industrial chain, particularly around sectors such as hotels and commercial real estate. It continuously enhanced the service capabilities of airport industry to cultivate a high-level aviation industry cluster.

SAA's Development of Aviation Supporting Industries

Hotel industry

- Shanghai Hongrui Airport Hotel Management Company was established and the Hilton Shanghai Hongqiao International Airport Hotel opened.
- The upgrading and renovation of Ramada Plaza by Wyndham Pudong were promoted steadily and research on hotel layout in Pudong International Airport area was carried out.
- SAA and Plaza Premium Group signed a project cooperation agreement on the Pudong Airport Hotel project. The two sides will work together to build the Aerotel Shanghai Pudong Airport Hotel, integrating accommodation, dining, and leisure.

Commercial real state industry

- With a focus on constructing the Hongqiao Eastern Section, the whole project in the Eastern Section of Hongqiao International Airport was incorporated into Shanghai's urban renewal project library.
- The structural topping-out ceremony for Building A of the "Hongqiao Terminal · Aerotropolis Origin" Project has been successfully completed, and the "Aerotropolis Origin" Project (Phase II) officially commenced.
- The Shanghai Airport City Terminal has undergone a comprehensive functional upgrade and quality enhancement, with preliminary progress achieved in its business attraction preparation efforts.

Case | Signing ceremony held for Aerotel Shanghai Pudong Airport Hotel

In October 2024, the signing ceremony for Aerotel Shanghai Pudong Airport Hotel was held in Chunshen Hall of Peace Hotel Shanghai. SAA and Plaza Premium Group signed a cooperation agreement on the Pudong Airport Hotel project and formalized partnership to build Aerotel Shanghai Pudong Airport Hotel, integrating accommodation, catering, and leisure, marking the official entry of Plaza Premium Group's Aerotel airport hotel brand into Shanghai. Aerotel Shanghai Pudong Airport Hotel is located in Terminal 2 of Pudong International Airport. It is expected to be put into operation in the third quarter of 2025, improving the service quality of Pudong International Airport and providing passengers with more convenient and comfortable accommodation.



Signing Ceremony for Aerotel Shanghai Pudong Airport Hotel

Case Plot Ⅱ-J-01 project in the Eastern Section of Hongqiao International Airport officially starts

On Mar 11, 2024, the groundbreaking ceremony for plot Ⅱ-J-01 project in the Eastern Section of Hongqiao International Airport was held on-site. This project, launched on the third anniversary of the Hongqiao International Opening-up Hub, aims to promote the development of the regional headquarters economy in the modern aviation service industry and lead the transformation and upgrading of the business economy in the Hongqiao Eastern Section. Located in the core area of the Eastern Section of Terminal 1 of Hongqiao International Airport, the project has a total investment of 1.54 billion yuan and a total construction area of 64,000 square meters, consisting of five standalone office buildings and supporting commercial facilities. It is scheduled for completion in February 2026. It will further enhance the quality and efficiency of the airport's economic development, contributing to the elevated service levels of Shanghai as an international aviation hub.



Groundbreaking ceremony of the plot Ⅱ-J-01 project in the Eastern Section of Hongqiao International Airport









Cultivating new quality productive forces

SAA actively expands into the new energy industry, striving to build a green aviation fuel industry chain and fostering a low-altitude economic ecosystem. This accelerates the formation of new quality productive forces within a modern industrial system, contributing to the high-quality development of civil aviation.



SAA has signed multiple cooperation agreements with five entities, namely China Energy Engineering Corporation Limited, China National Chemical (Beijing) Construction Investment Co., Ltd., Yueda Group, Henan Junheng Industry Group Biotechnology Co., Ltd., and East China Normal University, to accelerate the layout of the new energy industry. Together, we aim to build a green aviation fuel industry chain and promote the application of sustainable aviation fuel (SAF) in the civil aviation sector.

SAA took the lead in setting up Shanghai Low-altitude Economy Industry Development Co., Ltd. to accelerate the cultivation and development of new quality productive forces in aviation, contributing to the high-quality development of Shanghai's low-altitude economic industry and building Shanghai into a globally influential "Aviation City".



Case SAA and Henan Junheng Industry Group Biotechnology Co., Ltd. sign an investment framework agreement

On June 17, 2024, SAA and Henan Junheng Industry Group Biotechnology Co., Ltd. signed an investment framework agreement. The two parties engaged in in-depth discussions to promote the use of sustainable fuel, market expansion, and equity cooperation, reaching a consensus on collaboration. In the future, the two sides will build on their respective core industry advantages and fully exploit their advantages in sustainable aviation fuel technology, industrial strategies, application scenarios, industrial information, etc., jointly building a complete industrial chain of green aviation fuel and working together to promote the application of sustainable aviation fuel in the civil aviation industry.



SAA and Henan Junheng Industry Group Biotechnology Co., Ltd. Sign an Investment Framework Agreement.

Promoting community harmony

SAA fully leveraged its strengths to support the development of a harmonious airport community. By aligning with its business positioning, SAA contributed to rural vitalization and actively fulfilled its social responsibilities, positively contributing to societal prosperity and progress.

Co-governance of the airport community

SAA continuously improved the joint implementation of Party-building and civilized governance mechanisms in airport communities, contributing to a harmonious airport community and promoting the modernization of community governance.

SAA's Measures to Help Build Airport Communities

Building healthy and civilized communities

- SAA organized health management activities such as spreading common health knowledge, free home medical visits, and online consultations, as well as a series of healthcare activities for airport community employees, benefiting over 700 employees in total.
- A Patriotic Health Campaign Committee was established in the Shanghai Airport cargo area to create and improve relevant management systems. This collaborative effort aimed to build a patriotic health and health promotion organizational framework, focusing on "regional management, unit responsibilities, collaborative consultation, and public participation."
- The "Health Airport" system added a "Requests and Suggestions" module to promptly collect and address management issues in the airport area, enhancing the sense of responsibility in airport area management.
- Each month, SAA organized concentrated rectifications to combat illegal passenger transport in the airport area.
- SAA conducted special inspections and evaluations of domestic waste sorting effectiveness, front-door responsibility areas, road environments, and green spaces in airport areas, improving weak links and optimizing overall urban management.

Joint efforts on co-governance of airport community

- The Joint Meeting on Party Building for Collaborative Development of Civil Aviation Airports in the Yangtze River Delta was held, with five collaborative mechanisms established: operational, service, emergency, logistics, and resource coordination. This initiative promoted development in key areas and implementation of essential tasks within the Yangtze River Delta airport cluster, supporting high-quality development in civil aviation.
- By integrating development through Party-building ties, SAA reinforced the functions of five specialized committees, continuously enhancing professional governance across multiple fields. Pudong International Airport and Hongqiao International Airport airport communities were deepening primary-level regional Party-building platforms, delivering 23 collaborative governance projects in 2024.
- Based on airport communities, the community foundation as a vehicle, and member units as support, SAA fostered mutual interaction, support, and integration among the three parties. It funded projects such as the "Diverse Resolution Project for Conflicts in the Aviation Consumption Sector of the Shanghai Airport Area", "Innovative Studio for Model Workers at the Eastern Gateway", "Hongqiao Port National Security Popular Science Exhibition Hall", and "Pudong International Airport Community's Deepening Green Airport Construction Party-Building Work Tour Route".
- SAA organized activities to celebrate the 10th anniversary of the airport community, showcasing the development journey and rich achievements of airport communities through various themed events such as writing competitions, project exhibitions, and achievement booklets, reinforcing a strong consensus on building a "community with a shared future".

Case | Shanghai Airport Community holds its 10th anniversary conference

To commemorate the 10th anniversary of airport community, SAA held a celebration on November 19, 2024. The event featured a 10-year achievement booklet and a promotional video reviewing the community's decade-long journey, as well as excellent performances arranged by the five specialized committees. The communities of Pudong International Airport and Hongqiao International Airport hosted the "Ten Years of Community · Poetic Airport" poetry creation competition and the "I Witness the New Look of Community" photography collection activity, respectively. During the event, many media, such as Jiefang Daily, Shanghai Observer News, and CAAC News, conducted publicity reports to fully display the development process and fruitful results. This event not only deepened the consensus about the airport communities as a "community with a shared future" but also effectively promoted harmony and stability within them.



Shanghai Airport Community 10th Anniversary Conference

Key performances

During the reporting period

- SAA organized volunteer services with 9,220 participants, with 52,360 hours of service.

Efforts for rural vitalization

SAA resolutely implemented the national rural vitalization strategy and effectively fulfilled requirements of Shanghai's "One Hundred Enterprises Helping One Hundred Villages" initiative. In actively promoting rural vitalization and consolidating and expanding achievements in poverty alleviation, SAA fully demonstrated its responsibility as a state-owned enterprise.

Measures to Promote Rural Vitalization

Yunnan Province

Under the third round of assistance agreement with Nanhua County, Yunnan Province, SAA invested 1.03 million yuan for the year in rural vitalization through industrial support, labor assistance, educational support, and promotional activities.



Gold Thread Couching Stitch Training (Phase Ⅳ) in 2024, organized by SAA and Nanhua County Women's Federation

Shanghai

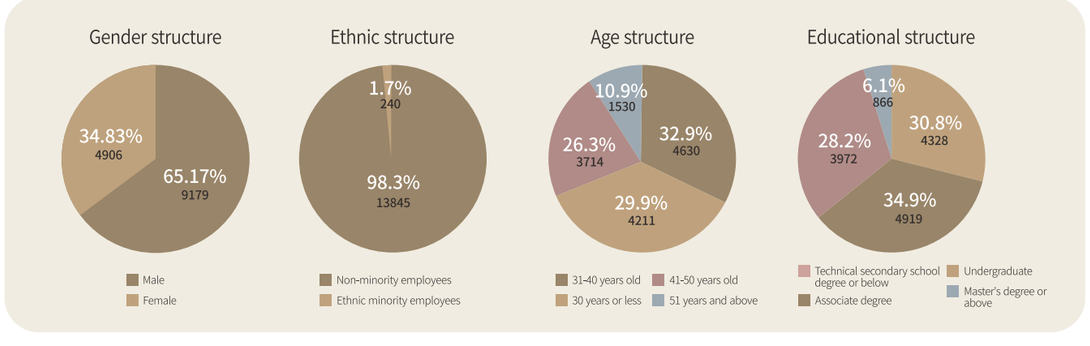
SAA advanced paired assistance with the Chongming District government and three rural primary-level Party organizations under Chongming District and Fengxian District. It encouraged and supported the resident village officials to play their roles as "first secretaries", assisting in building Party and community service platforms, improving rural facilities, beautifying villages, caring for the elderly, and supporting education, with a total investment of over 6.5 million yuan across the year.



Exchange Symposium on Paired Assistance between SAA and the Chongming District Government

Empowering employee growth

SAA upheld the people-oriented concept, effectively safeguarded the legitimate rights and interests of employees, increased talent training efforts, strengthened employee care and work-life balance for employees, striving to create a fair, open, harmonious, and inclusive working environment and enhancing employees' sense of belonging and happiness.





Equality and communications

SAA abides by the Labor Law of the People's Republic of China, the Civil Code of the People's Republic of China, and other laws and regulations. It has leveraged labor unions and youth league organizations as bridges and links, carried out multi-dimensional, multi-level, and multi-perspective employee participation in labor union construction, effectively protected the basic rights and interests of employees, and encouraged employees to participate in corporate governance and put forward management suggestions.

SAA's Democratic Communication Channels for Employees

Multi-level employee representative council platform

SAA continuously improved the democratic management system centered on the employee representative council. It issued the Operational Guidelines for the employee representative council, and established a platform for democratic management to solicit employees' opinions.

Facilitating the smooth flow of public sentiments and gathering the wisdom of people

SAA organized democratic management supervision and inspections, as well as employee representative oversight tours, and established a platform called "Direct Communication Channel for Employees—Smart Services for Employee Innovation and Suggestions" to extensively mobilize employees' enthusiasm and stimulate their spirit of ownership.

Key performances

During the reporting period

- SAA achieved a 100% labor contract signing among its entire workforce.

Development and training

SAA highlighted the growth and development of employees, and offered comprehensive career training and promotion channels to help them continuously enhance capabilities and professional competencies, thereby solidifying the talent foundation for high-quality development.

Consolidating the foundation for official management

- The Implementation Rules for Promoting the Promotion and Demotion of Officials in SAA (for Trial Implementation) was issued to establish a guiding principle for personnel selection and appointment that promotes capable individuals, demotes mediocre ones, and eliminates underperformers.
- The Regulations for Official Management in SAA was revised and refined, especially the management mechanism for the basic work of official selection and appointment.

The Guidelines for Market-Oriented Selection and Appointment of Personnel in SAA was formulated as per the principles of "market-oriented recruitment, contract-based management, differentiated compensation, and market-oriented exit". It defines the path and provides operational guidelines for market-oriented selection and appointment, continuously broadening the horizons and channels for personnel selection and appointment.

Establishing a platform for talent cultivation

- SAA deepened university-enterprise cooperation by signing a strategic cooperation agreement with Tongji University, jointly establishing the Smart Aviation Port Excellent Engineer Innovation Academy, setting up the Technology Center for Outstanding Engineers, forming a team of enterprise mentors, initiating joint research on key projects, and collaborating with the Hong Kong International Aviation Academy and École Nationale de l'Aviation Civile (ENAC) in France to offer high-level talent training programs in civil aviation transportation, creating synergistic momentum in outstanding engineers cultivation, technological innovation and R&D, and official exchange and training programs.
- They collaborated to develop innovative platforms such as joint laboratories and expert research offices and actively explored the establishment of training bases that integrate engineer cultivation with scientific research and innovation, thereby providing robust support for the cultivation and development of innovative and versatile shipping talent.
- SAA jointly established the Innovation Academy Council with Tongji University. They invited 14 member organizations of the Council to collectively initiate a multi-domain and in-depth strategic cooperation between universities and enterprises that spans the upstream and downstream sectors of aviation industry chain, facilitating a close connection between the education, talent, innovation, and aviation industry chains.

Deepening multi-level professional talent cultivation

- Leveraging the implementation of major projects, plans, and strategies, SAA continuously advanced the selection and development training plan for "Elite Talent, Outstanding Talent, and Specialized Talent", as well as a new round of management trainee programs, rigorously conducted rotational training for official talent, skilled professionals cultivation, and job skill assessments, thereby comprehensively strengthening the foundation of its talent pool.
- SAA enhances its efforts to cultivate and develop outstanding young official talent across units, levels, and fields. Both the headquarters and its directly affiliated units have successively dispatched numerous outstanding young official talents for provisional assignments and exchanges in subordinate units of the municipal committee, municipal government, and the Civil Aviation Administration of China (CAAC), as well as peer airports. Additionally, SAA launched a shipping talent cultivation cooperation project with the Hong Kong International Aviation Academy, continuously enhancing the efficiency and effectiveness of nurturing multi-level professional talent.
- SAA intensified its efforts and pace in recommending high-level industry-leading talent (experts) to the International Civil Aviation Organization (ICAO), CAAC, the China Civil Airports Association, and the Shanghai Municipal Transportation Commission. Continuously leveraging the pivotal roles of high-end talent. SAA has steadily enhanced the strategic bearing capacity, industry influence, and brand outreach of our shipping talent pool.

Establishing an education and training system for all employees

- SAA has formulated the Plan for the Education and Training of Officials in SAA (2023-2027). Targeting employees across levels, including new hires, core members, and senior management personnel, the plan aims to develop a hierarchical and phased teaching content and curriculum system with robust political integrity, rich content and scientific completeness.
- Under the strategic guidance of a five-year training plan, SAA assembled an internal team of 400 lecturers, including middle-level officials, model workers, and business core personnel, who developed a series of over 480 internal training courses that align closely with SAA's seven key strategic areas.
- SAA launched the innovative "Young Officials" training program and successfully held the first session of the Shanghai Airport Young Official Training Class. By integrating a curriculum that primarily focuses on internal training while incorporating external training opportunities, and adopting diverse forms such as critical thinking, interactive activities, and study tours, SAA implemented the youth official training program, aligning with its high-quality development for the new era. This program is designed to complement and mutually reinforce the rotational training for middle-level officials and the training initiative of "Elite Talent, Outstanding Talent, and Specialized Talent".
- SAA conducted a comprehensive review of job qualifications, explored ways to optimize and streamline the training and qualification management system, and promoted the establishment of a closed-loop process for training needs identification, planning, implementation, and evaluation to enhance the overall efficiency of training coordination and management and complete the development management system for the training of official talent at all levels.

Key performances

During the reporting period

- Five individuals and five teams were honored with the National and Shanghai May 1 Labor Medals, and the titles of First Civil Aviation Craftsmen, Shanghai Workers' Pioneer, National Civil Aviation Model Worker and Craftsmen Innovation Studio.

Case | SAA conducts operator training in 2024

SAA held the 2024 Specialized Training for Operators from January 24 to 26, utilizing a blended online-offline approach and attracting almost 310 participants. The training covered theoretical knowledge, practical case studies, and lessons gained from experiences in key operational fields, including airport operation control systems, airport operational command, airfield operational safety, emergency management, SMS (Safety Management System), and duty management. It has significantly enhanced the professional skills and management capabilities of operators and laid a solid foundation for safe and efficient operation of airports.



SAA's Operator Training in 2024

Case | SAA and Tongji University establish the Smart Aviation Port Excellent Engineer Innovation Academy

On June 14, 2024, the strategic cooperation signing ceremony and the inauguration of the Smart Aviation Port Excellent Engineer Innovation Academy between SAA and Tongji University were held at SAA. With the shared objective of jointly cultivating excellent engineers for smart aviation ports, both SAA and Tongji University aim to cultivate a large amount of outstanding talent. Leveraging the opportunity of jointly advancing SAA's major construction projects, the two sides have made full use of Tongji University's facilities and cutting-edge technologies. Focusing on the joint exploration of AI empowerment in smart aviation ports, the two sides have collaborated to tackle a series of theoretical and technological challenges in AI applications to construct ultra-large and complex projects.



SAA and Tongji University Hold the Strategic Cooperation Signing Ceremony and the Inauguration of Smart Aviation Port Excellent Engineer Innovation Academy.

Case | SAA's team achieves remarkable results in the First China Civil Aviation Loading Skills Competition

SAA positions skills competitions as strategic levers for the " skills-driven enterprise" strategy. These competitions are aimed at further enhancing the technical proficiency and quality of its workforce and supporting the high-quality development of enterprise. By concentrating on key areas and core positions, SAA has consistently organized cross-unit comprehensive skills competitions, enabling more skilled talent to stand out and promoting the establishment of a full-cycle skills competition system. From August 26 to 29, 2024, at the First China Civil Aviation Loading Skills Competition, contestants Luo Hao and Ni Jieqing from SAA secured the second prize for their outstanding comprehensive individual performance, and were subsequently honored with the titles of "National Civil Aviation Gold Medal Employee" and "National Civil Aviation Young Position Expert". Additionally, SAA was awarded the Second Prize for Team Excellence and the Excellence in Presentation Award.



The First China Civil Aviation Loading Skills Competition

Protection and care

Prioritizing the physical and mental well-being of employees, SAA organized a diverse array of cultural and recreational activities with rich content and forms to enrich their cultural lives. SAA also assisted needy employees, fostering a warm "airport family". Through these efforts, SAA continuously enhanced employees' sense of fulfillment and belonging, thereby strengthening its cohesion and solidarity.

SAA's Security and Care Measures for Employees

Strengthening welfare guarantees

Relying on labor unions at all levels, SAA carried out activities such as distributing holiday welfare benefits, offering cooling relief in summer and warmth in winter, organizing spring and autumn outings, arranging recuperation programs, and providing opportunities to enjoy the charm of Shanghai.

SAA also conducted surveys to enhance the quality of life for employees and implemented improvements to the "Employees' Home" featuring "Six Hearts, Six Loves, and Six Guarantees" for their work and lives.

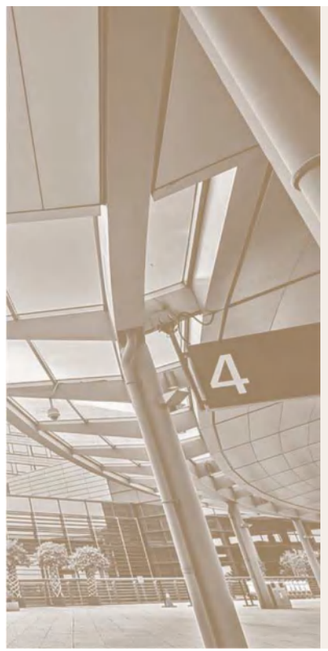
Enriching the lives of employees

To celebrate the 75th anniversary of the founding of the People's Republic of China, SAA organized themed activities under the banner of "Praising the People's Republic of China, Forging ahead on a New Journey", including employee-led themed readings, calligraphy, painting, and photography exhibitions. Additionally, SAA held an article solicitation event, receiving 456 works from its employees.

SAA launched practical initiatives, including establishing the Hongqiaoyuan young tour guide group, running the first summer childcare program for employees' children, and organizing the Seventh Season of Golden Autumn Happy Learning Activity.

Helping employees in need

SAA extended care and showed concern to 46 veteran Party members, Party members and people in need and organized a symposium to present the "50 Years of Glory in the Party" commemorative medals to retired Party members.



Key performances

During the reporting period

- SAA began offering "Huhuibao" insurance, covering about 16,000 individuals.
- SAA provided assistance of 392,000 yuan.
- SAA purchased exclusive basic insurance for Shanghai Municipal Federation of Labor Unions members, covering about 21,502 individuals.
- SAA implemented support for hospitalized employees and those with special serious illnesses 1,704 times with special serious illness coverage for four female employees; the compensation fund was 3.14 million yuan in total.



The Seventh Season of Golden Autumn Happy Learning Activity


The Hongqiaoyuan Young Tour Guide Group


"Employees' Home" Shared Lounge at the Apron



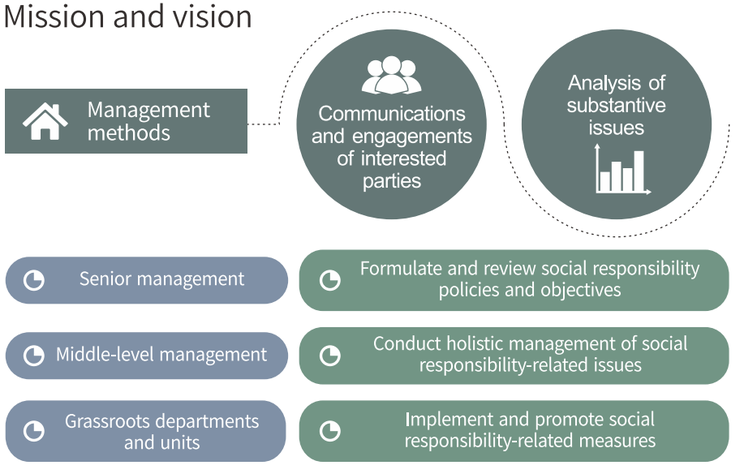
An Activity themed on "Praising the People's Republic of China, Forging Ahead on a New Journey"

Social Responsibility Management

- Social responsibility management structure
- Analysis of substantive issues
- Interested parties' communications and engagements

10

Social responsibility management structure



Analysis of substantive issues

Substantive issues are those related to an enterprise that exert a significant impact on the economy, environment, and society, and which will also substantially influence the evaluation and decisions of interested parties. In 2024, in accordance with the GRI Standards, SAA analyzed and identified substantive issues within the authority's social responsibility, which provided a basis for preparing the report to better respond to the expectations and demands of interested parties.





Identification process of substantive issues



Interested parties' communications and engagements

To create a comprehensive CSR report for 2024, SAA sorted out the key concerns of all interested parties and optimized the communication and participation mechanism to provide a clear direction for better responding to the demands and expectations of interested parties, while also creating comprehensive value for multiple parties concerned.

Interested parties	Major concerns	Communications, participation methods
Local government and regulators	Maintenance and appreciation of state-owned asset values Contribution to regional economic development Airport planning and construction Multimodal transport and accessibility Indirect economic impact Guarantee for major events Safety and security Internationalization Morality and compliance Risk management Party building Clearance management Surrounding environment governance	Working conferences and reports Business assessments Inspections Information disclosures Government cooperation Supervision and inspections
Competent department of civil aviation industry	Airport planning and construction Flight punctuality Safety and security Operating efficiency Transfer capacity Passenger satisfaction Airport convenience Clearance management Industrial development contribution	Working conferences and reports Document notifications Supervision and inspections Daily business communications

Interested parties	Major concerns	Communications, participation methods
Passengers	Safety and security Flight punctuality Transfer capacity Airport convenience Passenger satisfaction Intelligent services Special passenger services Education and cultural promotion	Service hotline Complaint hotline Internet service emails Website/Weibo/WeChat Satisfaction surveys External supervisors
Employees	Training and development Welfare and care Democratic management Inclusiveness and diversity Healthy and comfortable working environment	Workers' Congresses Labor Union Organization Satisfaction surveys Daily meetings Training and activities
Airlines	Safety and security Airport planning and construction Flight punctuality Handling capacity Multimodal transport and accessibility Transfer capacity Operating efficiency Passenger satisfaction Airport convenience Industrial development contribution	Daily business communications Working conferences and reports Industrial communications

Interested parties	Major concerns	Communications, participation methods
Stationed units (Frontier defense, customs, etc.)	Safety and security Transfer capacity Operating efficiency Resident units support Passenger satisfaction Airport convenience	Daily business communications Working conferences and reports
Peer/industrial association	Safety and security Airport planning and construction Flight punctuality Internationalization Industrial development contribution	Project cooperation Industrial communication activities Evaluation and supervision
Suppliers/partners	Morality and compliance Airport planning and construction Supply chain sustainability	Daily business communications Project cooperation Business negotiations Audits and reviews
Business operators	Safety and security Airport planning and construction Risk management Operating efficiency Airport convenience Passenger satisfaction Complaints and dispute resolution	Daily business communications Working conferences and reports Business negotiations Project cooperation

Interested parties	Major concerns	Communications, participation methods
Community / public service organization	Airport planning and construction Community investments and participation Community joint construction and governance Clearance management Noise management Surrounding environment management Exhaust and air quality Educational and cultural promotion Contributions to rural revitalization Public welfare and volunteer activities	Joint construction and governance committee Volunteer activities Social supervision Website/Weibo/WeChat
Media	Airport planning and development Contribution to regional economic development Passenger satisfaction Community investments and participation Education and cultural promotion	Press conferences Media interviews Website/Weibo/WeChat Media supervision



Appendix

About the Report

Time span

The report is based on management and practices from January 1 to December 31, 2024.

Release cycle

This is the latest annual report and the previous report was the 2023 annual report.

Scope of report

The main body of report is the Shanghai Airport Authority, including the wholly owned and holding subsidiaries of the company.

Compilation basis

The 2030 Agenda for Sustainable Development released by the United Nations;
Guide on the Fulfillment of Social Responsibility by Central Government Enterprises released by the State-owned Assets Supervision and Administration Commission of the State Council;
Guide on the Better Fulfillment of Social Responsibility by State-owned Enterprises released by the State-owned Assets Supervision and Administration Commission of the State Council;
The GB/T 36001-2015 Guidance on Social Responsibility Reporting;
The Guide on the Compilation of Sustainable Development (GRI Standards) issued by the International Sustainability Standards Board;
The ISO 26000: Guide on Social Responsibility (2010) released by the International Organization for Standardization;
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Information source

The relevant information, data, and cases adopted in this report are from internal official documents and statistics related to SAA and have been verified by relevant departments.

Explanations on references

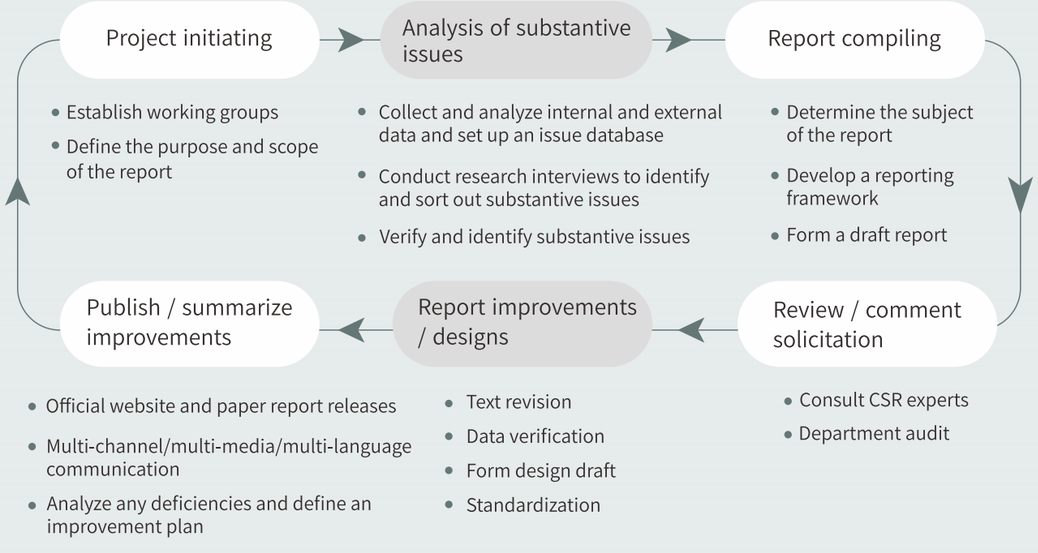
For clarity and readability, the “SAA," "we," and "the company" in the report refer to the "Shanghai Airport Authority." "Joint-stock company" refers to the "Shanghai International Airport Co., Ltd." "Hongqiao Airport" refers to the "Shanghai Hongqiao International Airport." "Pudong Airport" refers to the "Pudong International Airport of Shanghai Airport Authority." "Pudong and Hongqiao International Airports" refers to the "Pudong International Airport and Hongqiao International Airport."

Related information acquisition

The report is written in Chinese and English. In case of any ambiguity between the two versions, the Chinese version shall prevail. The report is published in both paper and electronic formats. The electronic document can be downloaded and read in the "Social Responsibility" section of SAA's official website.

To obtain a printed edition, or to give any suggestions about the report, please contact us in the following ways:
Address: No 200, Yingbin No. 2 Road, Hongqiao International Airport, Shanghai, China
Postal code: 200335
Tel: 021-62692200
Fax: 021-62691100
Website: www.avinex.com

Compilation procedure



GRI indicator index

The Shanghai Airport Authority reported information referenced in this GRI content index, in accordance with GRI standards, during the 2024 reporting period.

Disclosure of the GRI item	Chapter	Instructions
Group and its report		
2-1	About us	
2-2	About us	
2-3	About the report	
2-4	—	No restated information
2-5	—	No external authentication
Activities and employees		
2-6	About SAA; Air Gateway,SAA Driving Development	
2-7	Empowering employee growth	
Governance		
2-9	Group governance	
2-10	Review of 2024	
2-11	Group governance	
2-12	Internal control and compliance	
2-13	Internal control and compliance	
2-14	About the report	
2-15	—	No conflict of interest occurred
2-16	Interested parties' communications and engagements	
2-17	Group strategy	
Strategies, policies and practices		
2-22	Message from the Management	
2-23	Message from the Management	
2-24	Message from the Management	
2-25	Interested parties' communications and engagements	
2-26	Interested parties' communications and engagements	
2-27	Group governance	
2-28	—	China Civil Airports Association, Airports Council International (ACI)
Interested parties' engagements		
2-29	Interested parties' communications and engagements	
2-30	Interested parties' communications and engagements	
GRI 3: Substantive issues		
3-1	Analysis of substantive issues	
3-2	Interested parties' communications and engagements	
GRI 201: Economic performance		
3-3	About About SAA; Air Gateway, SAA Driving Development	
201-1	Performances and honors	
201-3	Empowering employee growth	

GRI 202: Market presence		
3-3	About SAA; Air Gateway, SAA Driving Development	
GRI 203: Indirect economic impacts		
3-3	Message from the Management	
203-1	With Intelligent Transformation, Technology Takes the Lead; Contributing to regional coordinated development; Building an airport economic ecosystem	
203-2	Building an airport economic ecosystem; Co-governance of the airport community; Efforts for rural vitalization	
GRI 205: Anti-corruption		
3-3	Internal control and compliance	
205-1	Internal control and compliance	
205-2	Party building leadership	
205-3	Party building leadership	
GRI 206: Anti-competitive practice		
206-1	—	No legal lawsuits against anti-competitive practices, antitrust or anti-monopoly practices occurred
GRI 302: Energy		
3-3	Fulfilling low-carbon commitment	
302-4	Fulfilling low-carbon commitment; Optimizing resource utilization	
302-5	Fulfilling low-carbon commitment; Optimizing resource utilization	
GRI 303: Water and Effluents		
3-3	Collaborative pollution prevention and control; Optimizing resource utilization	
303-1	Collaborative pollution prevention and control	
303-2	Collaborative pollution prevention and control	
303-3	—	No sources of water that are significantly affected by water intakes
303-4	Collaborative pollution prevention and control	
303-5	Collaborative pollution prevention and control	
GRI 304: Biodiversity		
304-1	—	Organization near no protected area
304-3	—	Organization near no protected area nor rehabilitated habitat
304-4	—	No nationally protected species in the organization's region
GRI 305: Emissions		
3-3	Fulfilling low-carbon commitment	
GRI 306: Waste		
3-3	Collaborative pollution prevention and control	
306-2	Collaborative pollution prevention and control	
306-4	Collaborative pollution prevention and control	
GRI 401: Employment		
3-3	Empowering employee growth	
402-2	Empowering employee growth	No violations of environmental laws were found

Disclosure of the GRI item	Chapter	Instructions
GRI 402: Labor/management relations		
3-3	Equality and communications	
GRI 403: Occupational health and safety		
3-3	Fostering awareness of safety in operations	
403-1	Fostering awareness of safety in operations	
403-2	Enhancing safety emergency response capabilities; Preventing and mitigating potential safety hazards	
403-3	Protection and Care	
403-4	Fostering awareness of safety in operations	
403-5	Fostering awareness of safety in operations	
403-6	Protection and Care	
403-7	Fostering awareness of safety in operations	
403-8	—	
403-9	—	No major incident
403-10	Protection and Care	
GRI 404: Training and education		
3-3	Development and training	
404-2	Development and training	
GRI 405: Diversity and equal opportunity		
3-3	Equality and Communications	
405-1	Equality and Communications	
GRI 406: Non-discrimination		
3-3	Equality and Communications	
GRI 408: Child labor		
3-3	Equality and Communications	
GRI 409: Forced or compulsory labor		
3-3	Equality and Communications	
GRI 413: Local communities		
3-3	Co-governance of the airport community	
413-1	Co-governance of the airport community; Efforts for rural vitalization	
413-2	—	No operating points with actual or potentially significant negative impact
GRI 415: Public policy		
3-3	Internal control and compliance	
GRI 416: Customer health and safety		
3-3	Fostering awareness of safety in operations	
416-1	Refining the safety management system; Enhancing safety emergency response capabilities; Preventing and mitigating potential safety hazards	
416-2	—	No violations involving health or safety related to products or services occurred

Customer feedback form

Thank you for reading the 2024 Corporate Social Responsibility Report of the Shanghai Airport Authority. We look forward to hearing your feedback on our corporate social responsibility work and this report. You may provide your comments by filling in the form below.

Address: No 200, Yingbin No. 2 Road, Hongqiao International Airport, Shanghai, China
Postal code: 200335 Tel: 021-62692200

Your overall evaluation of this report:

☐ Very good ☐ Good ☐ Mediocre ☐ Bad ☐ Very bad

Do you think the report is well-structured?

☐ Very reasonable ☐ Reasonable ☐ Neutral ☐ Somewhat unreasonable ☐ Unreasonable

Do you think the report is easy to read?

☐ Very easy ☐ Easy ☐ Not easy or difficult ☐ Difficult ☐ Very difficult

Which of the following SAA social responsibility issues are you concerned about? (Multiple choices)

☐ Safety and security ☐ Airport planning and construction ☐ Contribution to regional economic development
☐ Serving national strategies ☐ Transportation and accessibility ☐ Operating efficiency ☐ Internationalization
☐ Handling capacity ☐ Party building ☐ Flight punctuality ☐ Airport convenience ☐ Transfer capacity
☐ Passenger satisfaction ☐ Intelligent services ☐ Complaints and dispute resolutions
☐ Special passenger services ☐ Airline cooperation ☐ Industry development promotions
☐ Resident unit support ☐ Energy and emissions ☐ Surrounding environment governance
☐ Exhaust and air quality ☐ Noise management ☐ Training and development ☐ Welfare and care
☐ Guarantee for major events ☐ Community joint construction and governance

How much of the information that you are concerned about is disclosed in the report issues?

☐ Very comprehensive ☐ Somewhat comprehensive ☐ Somewhat involved ☐ Very little involved
☐ Not Involved

Are there any other concerns you think were not reflected in this report?

Your suggestions on SAA social responsibility work or the social responsibility report.

上海机场
AVINEX

2024 CORPORATE SOCIAL RESPONSIBILITY REPORT

Please pay attention to the all-media platform of Shanghai Airport Authority to get new information.

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