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2025
CORPORATE SOCIAL RESPONSIBILITY REPORT



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2025 CORPORATE SOCIAL RESPONSIBILITY REPORT

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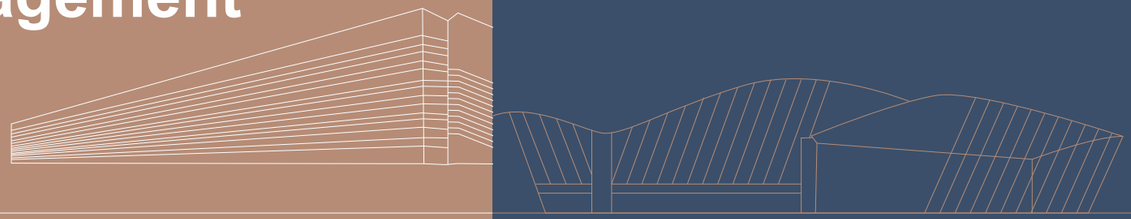
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Message from the Management



The year 2025 marked the conclusion of the 14th Five-Year Plan (2021-25) period. Under the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, the Shanghai Airport Authority (SAA) fully implemented the guiding principles of the 20th National Congress of the Communist Party of China (CPC) as well as the plenary sessions of the 20th CPC Central Committee. In alignment with Shanghai's strategic goal of developing "Five Centers", SAA adhered to the key principle of seeking progress while maintaining stability, promoting stability through progress, and upholding fundamental principles while innovating. Through these concrete efforts, SAA laid a solid foundation for the successful conclusion of the 14th Five-Year Plan and a robust start to the 15th Five-Year Plan (2026-30), injecting new momentum for the transition of the Shanghai International Shipping Center from "basically established" to "fully established". In 2025, Shanghai's airports ranked third in the world for passenger throughput and second for cargo and mail throughput among global cities.

Focusing on core responsibilities and serving national strategies. Committed to its mission, SAA has strengthened its ability to support key national strategies. This includes advancing the strategic planning for the Shanghai international aviation hub, drafting SAA's 15th Five-Year Development Plan, and revising the airport master plan. SAA also systematically progressed major infrastructure construction and expanded its route network, which now includes 302 destinations across 53 countries and regions. SAA successfully provided operational support for major events and key periods. Furthermore, SAA launched the "Shanghai Connect: Effortless & Efficient" brand, opened the Suzhou City Terminal, and began operations at front-end cargo stations in Suzhou, Kunshan, and Songjiang. In 2025, Shanghai's airports handled 840,000 aircraft movements, with passenger throughput exceeding 135 million and cargo and mail throughput reaching 4.5 million metric tons. All three key operational indicators reached record highs.

Enhancing intrinsic safety to solidify the foundation for development. SAA has upheld the principle of comprehensive safety through a three-year campaign aimed at addressing the root causes of safety issues in the workplace. This effort involved modernizing its safety management system and elevating its levels of intrinsic safety. SAA strengthened the dual prevention mechanism to address core risks, such as runway incursions and airspace clearance management, at its source. SAA also improved the quality and efficiency of its emergency management processes to ensure overall safety and stability. As a result of these efforts, in 2025, Shanghai Pudong International Airport (PVG) and Shanghai Hongqiao International Airport (SHA) celebrated their 26th and 38th consecutive years of safe operations, respectively.

Accelerating green transformation and fostering an ecological foundation. Guided by the principles of green development, SAA has revised its green airport master plan, promoted the large-scale installation of photovoltaic systems, and optimized its clean energy supply network. In 2025, the total installed photovoltaic capacity at PVG and SHA reached 58.5 megawatts, with the proportions of new energy vehicles increasing to 51% at PVG and 34% at SHA. SAA has continuously improved its energy and carbon management platforms, advanced sustainable aviation fuel (SAF) technologies, and enhanced its collaborative efforts to prevent and control pollution. By intensifying the conservation and efficient use of resources such as water and electricity, SAA has steadily raised the standards of its green airport operations.

Deepening digital and intelligent governance to empower efficient operations. SAA has developed a technological development plan that outlines a strategic roadmap for advancing digital intelligence. Utilizing the "Airport Brain" intelligent hub, SAA has implemented artificial intelligence (AI) across core areas, including flight operations, apron safety, and passenger services. SAA completed the pilot demonstration project for 5G-AeroMACS and its application systems at SHA, achieving tangible results in core operational scenarios such as taxiing guidance and airfield safety. Through technological innovation and digital transformation, SAA continues to elevate its operational management capabilities, ensuring efficient, convenient, and comfortable travel experiences for passengers.

Practicing Shanghai-style service to enhance operational quality. By benchmarking against world-class standards, SAA has enriched its service portfolio. SAA pioneered 24-hour security screening for domestic departures and 24-hour customs clearance for international flights. SAA also reduced the check-in cutoff time to 30 minutes for domestic passengers without checked baggage and introduced China's first voluntary inter-airline ticket endorsement service for express flights. Furthermore, SAA has streamlined the "first mile" process for inbound travelers and provided considerate, one-stop services for passengers with special needs. SAA also organized a variety of cultural and tourism events, optimized its terminal's commercial offerings, and innovated its business models, all of which have significantly enhanced the passenger travel experience.

Creating value together and safeguarding a better life. SAA's commitment to a people-centric approach fosters a supportive environment for employee growth and development. By capitalizing on the catalytic role of leading airports, SAA has improved the platform of the Joint Meeting on Party Building for Collaborative Development of Civil Aviation Airports in the Yangtze River Delta. SAA promotes the standardized operation of the "One Joint Meeting plus Six Special Committees" mechanism, which strengthens collaboration across different units and sectors. Its collaboration spans key areas such as cultural and ethical progress, sustainable transportation, airport operations, and safety management, and SAA aims to enhance community-level governance within the airport community. SAA also provides targeted assistance to designated areas in Shanghai and Yunnan province, fulfilling its responsibilities as a State-owned enterprise (SOE) to consolidate the achievements of poverty alleviation and advance rural vitalization.

Uniting efforts and embracing responsibilities. The year 2026 marks the beginning of the 15th Five-Year Plan period. With strong confidence in its progress, SAA will work together with all interested parties to build a comprehensive international aviation hub with a global influence, contributing to the accelerated development of Shanghai's "Five Centers".





01 Company Profile

- About SAA
- Review of 2025
- Performances and honors

About SAA

SAA, founded by the CPC Shanghai Municipal Committee and Shanghai Municipal People's Government on May 28, 1998, is primarily responsible for the planning, construction, operation, and management of PVG and SHA, with a registered capital of 36.5 billion yuan.





Subsidiaries in which SAA is a majority shareholder

Name	Equity ratio (%)	Registered capital (10,000 yuan)	Core business description
Shanghai International Airport Co., Ltd.	58.39	248,831.304	Airport ground services, business premises leasing, advertising, and other business related to air transport
SAA Airport Industry Investment & Development Co., Ltd.	100	220,000	Investment and investment management, real estate development, property management
SAA Investment Co., Ltd.	100	200,000	Investment management, industrial investment, enterprise management, asset management, business information consulting, financial advisories
Shanghai Low-altitude Economy Industry Development Co., Ltd.	56.67	90,000	General aviation services
SAA Industrial Investment Co., Ltd.	100	28,800	Asset operations and management
Shanghai Hong Kong Airport Management (Shanghai) Co., Ltd.	51	10,000	Airport management
FASCO	51	6,734.69	Providing various labor services and office/commercial premises, and engaging in domestic and international air transportation passenger sales agency business
SAA VIP Service Co., Ltd.	70	2,000	VIP services

Review of 2025

January



On Jan 11, the first direct flight route between Shanghai and Belgrade, Serbia, was officially launched.



On Jan 16, SAA and the International Air Transport Association (IATA) officially launched the Dangerous Goods Trust Community Pilot project in Shanghai.

February



On Feb 21, Hilton Shanghai Hongqiao International Airport officially opened.

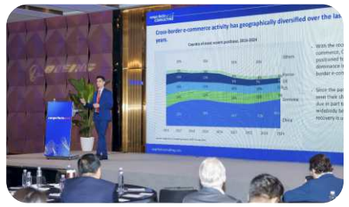


On Feb 25, SAA and DHL Global Forwarding signed a strategic cooperation agreement.

March



On March 12, SAA, in collaboration with the Civil Aviation University of China and the Shanghai Integrated Service Center for IT Application Innovation, held the unveiling ceremony for the Shanghai Airport IT Application Innovation Compatibility Testing Laboratory.



On March 25, SAA and Cargo Facts co-hosted Cargo Facts Asia 2025.



On March 30, PVG piloted Shanghai's first house-air-waybill-level international transit document-switching service.

April



On April 7, the Shanghai airports-Suzhou front-end cargo station, China's first cross-provincial and cross-customs district facility of its kind, officially opened. It was co-developed by SAA, China Eastern Air Holding Company, Suzhou Industrial Park, and Suzhou Port & Shipping Investment and Development Group Co., Ltd.



On April 17, SAA signed a strategic agreement with the Second Research Institute of Civil Aviation Administration of China (CAAC).

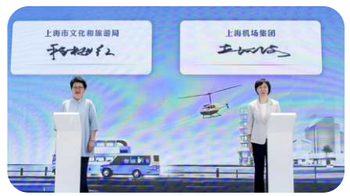


On April 28, SAA signed agreements on cadre and talent exchange and cooperation with the CAAC East China Regional Administration and the East China Air Traffic Management Bureau CAAC, respectively.

May



On May 7, the Shanghai-Manado (Indonesia) international route launched, marking the longest commercial flight for the C909 aircraft.



On May 19, SAA and the Shanghai Municipal Administration of Culture and Tourism signed a cooperation agreement to jointly build the "First Stop for Inbound Tourism".



On May 28, SAA hosted the 2025 Air Connectivity Conference, where PVG was ranked as the top airport for connectivity in the Asia-Pacific region.

June



On May 30, the Shanghai Pudong-Shymkent route, Shanghai's first direct passenger flight to Central Asia, was officially launched.



On June 11, SAA and Japan Airport Terminal Co., Ltd. signed a Memorandum of Understanding (MoU).



On June 16, Shanghai's first direct flight to Geneva was officially launched.



On June 18, the route announcement ceremony for the Shanghai-Auckland-South America route was held, and SAA signed an MoU with Christchurch Airport.

July



On June 27, the Shanghai-Sydney cargo route was officially launched.



On July 3, Shanghai's first scheduled passenger flight to Ulaanbaatar, Mongolia, was officially launched.



On July 9, Holiday Inn Shanghai Pudong Airport officially opened.



On July 11, the first direct flight from Shanghai to Kumamoto, Japan, was launched.

August



On Aug 22, SAA signed a strategic cooperation agreement with the East China Air Traffic Management Bureau CAAC and Beihang University.

September



On Sept 4, SAA Craftsman Academy was inaugurated.



On Sept 26, the Shanghai Airport City Terminal was unveiled in the core Jing'an Temple business district on West Nanjing Road, rebranded as Wanhang International Center.

October



On Oct 19, SAA co-hosted the 2025 North Bund International Aviation Forum.



On Oct 21, Shanghai Smargo Logistics Service Co., Ltd. signed an operation and service management cooperation agreement with Swissport International AG.



Effective Oct 28, the check-in cutoff time for passengers without checked baggage on all domestic flights (excluding those to/from Hong Kong, Macao, and Taiwan regions) at SHA was shortened to 30 minutes prior to departure.



On Oct 28, Shangri-La and Traders Hongqiao Airport, Shanghai officially opened.

November



On Nov 5, Shanghai Airport Logistics Company signed a strategic cooperation memorandum of strategic cooperation with MSC Air Cargo.



On Nov 30, Phase II of the distributed photovoltaic power project on the north side of Runways 1 and 3 at PVG completed testing and commissioning, achieving full-capacity grid connection.

December



On Dec 16, the Shanghai Air-Rail Intermodal Service Center — jointly established by SAA, Shanghai International Port (Group) Co., Ltd. (SIPG), China Eastern Airlines, China Railway Shanghai Group, and China Railway Express — launched three air-rail intermodal freight products.



On Dec 17, SAA signed concession contracts for the transfer of operating rights of duty-free shops for inbound and outbound passengers with China Duty Free Group and Avolta, respectively



On Dec 23, the Phase I flight area project of the PVG Phase IV Expansion reached a key milestone, as the main tunnel structure for all critical sections of the South Underpass Tunnel Project was completed.

Performances and honors

Key performances

Performance indicator	Unit	2023	2024	2025
Total assets (joint-stock company)	100 million yuan	694.8	700.5	716.8
Operating income (joint-stock company)	100 million yuan	110.5	123.7	133.5
Net profit (joint-stock company)	100 million yuan	11.9	22.3	24.1
Aircraft movements (PVG and SHA)	10,000 aircraft movements	70.1	80.3	84.0
Scheduled airlines (PVG and SHA)	Number	103	109	111
Passenger throughput (PVG and SHA)	10,000 passenger trips	9,696.9	12,473.1	13,514.6
Cargo and mail throughput (PVG and SHA)	10,000 tons	380.3	420.6	453.7
Passenger transfer volume (PVG)	10,000 passenger trips	569	1,206	1,375
Passenger transfer rate (PVG)	%	10.5	15.7	16.2
Flight takeoff punctuality rate (PVG)	%	90.2 (Domestic)	90.3 (Domestic)	93.2 (Domestic)
Flight takeoff punctuality rate (SHA)	%	90.2 (Domestic)	91.0 (Domestic)	91.7 (Domestic)
Overall energy consumption	TCE (ton of standard coal equivalent)	139,574	156,006	146,640
Overall energy consumption per unit of passenger and cargo throughput	TCE per 10,000 passengers	10.0	9.1	7.9
Training investment	10,000 yuan	2,790	2,939	2,955
Public volunteer services	participants	4,900	9,220	11,286

Major honors

Award name	Awardee	Award issuer
First Prize of Scientific and Technological Progress Award Research and Application of Key Technologies for Intelligent Control of Shanghai Airport Operations	SAA	China Communications and Transportation Association
Exemplary Case of Integrated Transportation Shanghai Airport Remote City Terminal Management System Suzhou Front-End Cargo Station Featuring Integrated Civil Aviation and Customs Oversight Across Provinces and Customs Districts	SAA	China Communications and Transportation Association
Third Prize of Scientific and Technological Progress Award Dynamic and Static Data Governance and Application for Digital Base of Large Airport Flight Area	SAA	China Intelligent Transportation Systems Association
Exemplary Case of Smart Technology Equipment Promotion and Application in Civil Airports of China Research on Full-Scenario Digital Construction of Terminal Underground Transportation Hubs Based on BIM Technology	SAA	China Civil Airports Association
Third Prize of Civil Aviation Science and Technology Award Key Technologies and Applications for Airport Bird Strike Prevention Based on Integrated Detection, Identification, and Deterrence	SAA	China Air Transport Association
2025 Innovation Award PuLe GO Innovation in Inbound Travel Facilitation Services Sanliren Management Model for Service Ecosystem	PVG	CAPSE
Gold Award of 2025 CAPSE Civil Aviation Quality Improvement Practice Competition Reducing Delivery Time for Passenger Belongings Left in Cabins	PVG	CAPSE
Silver Award of 2025 CAPSE Civil Aviation Quality Improvement Practice Competition Enhancing Security Screening Efficiency During Morning Peak Hours Improving Floating Oil Recovery Quality and Efficiency of Grease Interceptors	PVG	CAPSE
Outstanding Management Case for Civil Aviation Apron Visual Simulation System for Fire Emergency Rescue Command Key Technologies and Application of TSAT Optimization for Multi-Runway and Multi-Terminal Airports Flight Ground Service Node Video Analysis Project	PVG	China Civil Airports Association
Ranked No. 1 Globally in Airport Passenger Satisfaction	PVG	Airports Council International (ACI)
No. 1 Airport for Connectivity in Asia-Pacific	PVG	ACI Asia-Pacific & Middle East
2025 Civil Airport Sunshine Assistance Volunteer Service Station and ACI 2024 Best Airport over 40 Million Passengers in Asia-Pacific	PVG	Airports Council International (ACI)
2024 CAPSE Best Airport (over 10 Million Passengers) Award	PVG	CAPSE
Shanghai Typical Case of Synergizing Pollution Reduction and Carbon Mitigation Green Building Project for Existing Terminals at Hongqiao Airport	SHA	Shanghai Municipal Bureau of Ecology and Environment
2025 Shanghai Municipal Typical Case of "Zero-Waste City Cells"	SHA	Shanghai Municipal Bureau of Ecology and Environment
"Data Elements X" Competition (Shanghai Division) Best Applied Practice Award in the Green and Low-Carbon Track Intelligent Airport Energy and Carbon Management Based on Multi-Source Data Fusion Best Applied Practice Award in the Transportation Track Enhancing Airport Operational Efficiency with a Data-Driven Full-Journey Passenger Platform	SHA	Shanghai Municipal Data Bureau
Second Prize of Civil Aviation Science and Technology Award Research Project on Key Technologies and Applications for Digital and Intelligent Management and Collaboration of Airport Landside Traffic	SHA	China Air Transport Association
2025 Exemplary Cases of Smart Technology Equipment Promotion and Application in Airports Development and Application of China's First Smart Runway Status Light System Developing End-to-End Smart Travel Services to Establish Hongqiao Airport as a Smart Travel Benchmark	SHA	China Civil Airports Association
Excellence Award in the AI+Transportation Track of the First "AI Pioneer Cup" "AI+" Application and Skills Competition Multi-Source Data Integration and Smart Platform Empowerment: A New Vision for the Digital Transformation of Airport Landside Traffic	SHA	Internet Society of China; China Communications and Transportation Association
Shanghai Outstanding Demonstration Case for Energy Conservation and Emission Reduction Green Building Project for Existing Terminals at Hongqiao Airport	SHA	Shanghai Energy Conservation Association
Ranked Top Three in CAPSE Passenger Satisfaction Assessment	SHA	CAPSE
2025 World's 5-Star Airport and Cleanest Airport in China	SHA	Skytrax
2024 CAPSE Best Airport (over 10 Million Passengers) Award	SHA	CAPSE
2024 Excellent Airport (over 10 Million Passengers) for Service Quality of Civil Airports in China	SHA	China Civil Airports Association
CAPSE Quality Improvement Pioneer Award	SHA	CAPSE



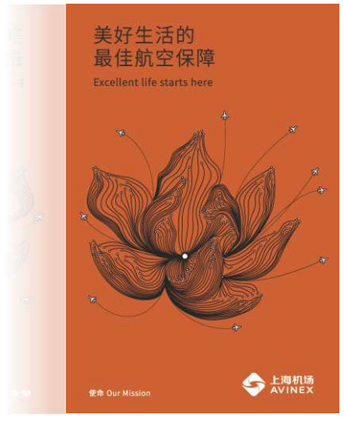
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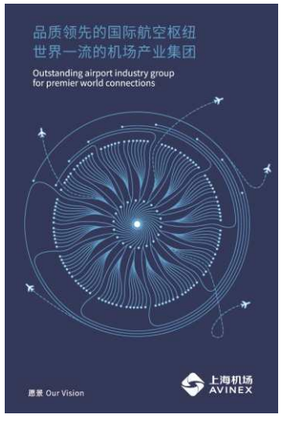
Strategy and Governance

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

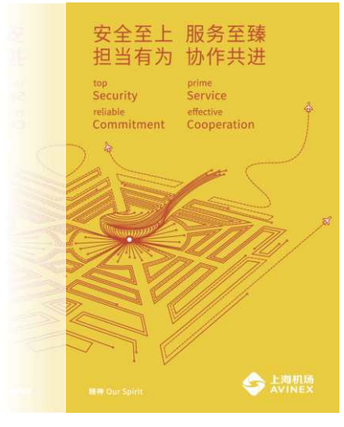
Group strategy

SAA has established an integrated strategic framework to strengthen the comprehensive gateway functions of its world-class international aviation hubs. This continuously elevates the capabilities of the Shanghai International Shipping Center and strongly supports the development of Shanghai's "Five Centers". By providing premier aviation services, SAA supports Shanghai's development as a modern socialist international metropolis, serves the integrated development of the Yangtze River Delta, contributes to a new chapter in civil aviation as part of the national strategy to build a strong transportation network, and consistently meets the public's demand for better air travel experiences.









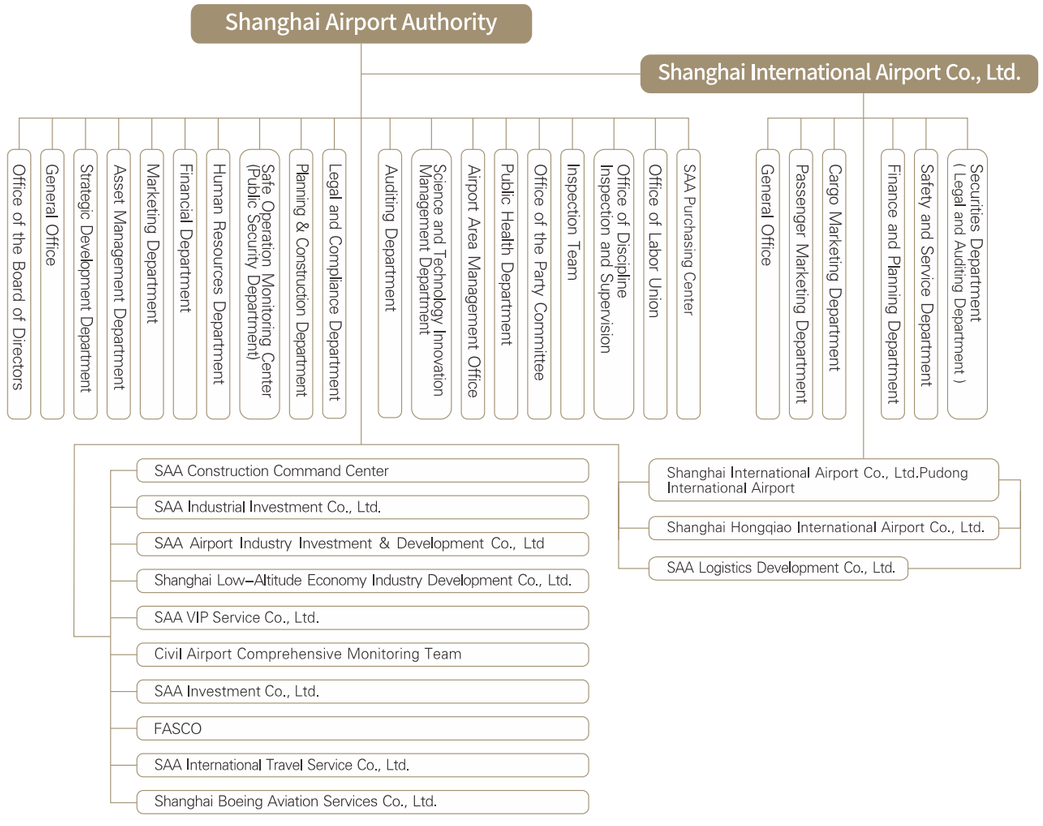




Company governance

SAA strictly complies with the Company Law of the People's Republic of China and other relevant laws and regulations, diligently implementing the directives of the CPC Shanghai Municipal Committee, the Shanghai Municipal People's Government, and the Civil Aviation Administration of China (CAAC). The Party Committee, Board of Directors, and Management each fulfill their respective duties to ensure the orderly operation of corporate governance mechanisms. SAA continues to develop a modern enterprise system with Chinese characteristics, refine the responsibilities of specialized board committees, advance Board of Supervisors reforms in subsidiaries, and ensure the standardized board operations of wholly-owned and majority-owned domestic subsidiaries. Concurrently, SAA is optimizing the list of matters requiring prior review by the Party Committee and improving the tracking and evaluation mechanisms for investment decisions.

Organizational Structure of SAA



Management Group

Board of Directors

Feng Xin	Chairman
Zhou Hao	Director
Chen Xueqiang	Employee Representative Director
Gong Deqing	Outside Director
Gu Jiadan	Outside Director
Feng Jingming	Outside Director
Ye Tong	Full-Time Outside Director

Senior Management

Feng Xin	Secretary of the Party Committee and Chairman
Zhou Hao	President and Deputy Secretary of the Party Committee
Chen Xueqiang	Deputy Secretary of the Party Committee and Chairman of the Labor Union
Lyu Yaodong	Vice President and Member of the Party Committee
Zhao Haibo	Vice President and Member of the Party Committee
Li Jinliang	Chief Engineer and Member of the Party Committee
Song Xuefeng	Vice President and Chief Financial Officer
Bian Jiong	Member of the Party Committee, Secretary of the Discipline Inspection Committee, and Inspector
Yan Jiaqing	Vice President

Key performance

During the reporting period
Proportion of Outside Directors: 4/7

Positions of Directors in Special Committees

Director	Strategic Investment Committee	Remuneration and Assessment Committee	Audit Committee	Nomination Committee	Safe Operation Committee
Feng Xin	Director			Director	
Zhou Hao					Member
Chen Xueqiang			Member		
Gong Deqing	Member	Director			Member
Gu Jiadan	Member			Member	Director
Feng Jingming	Member	Member	Director	Member	
Ye Tong	Member	Member	Member		

Internal control and compliance

Guided by the principles of law-based SOE governance, SAA has strengthened its institutional mechanisms, optimized legal management and compliance operations, and enhanced its internal control framework. By reinforcing risk prevention and control and fostering collaboration across multiple dimensions, SAA has built a stronger foundation for compliant operations and sustainable development.

Measures to enhance compliance and internal control management

Optimizing policy compliance systems

- SAA formulated the 15th Five-Year Plan for Law-Based SOE Governance to outline the medium- and long-term roadmap for legal compliance.
- SAA conducted annual statutory self-inspection training, revised the self-inspection checklist, and transitioned from self-inspections to formal inspections.

Preventing and controlling major risks

- SAA planned the establishment of a risk early-warning system for SAA and conducted monthly risk assessments.

Enhancing the internal control system

- SAA formulated and implemented the annual internal control evaluation plan, assessed internal control effectiveness, and issued the annual internal control evaluation report.
- SAA addressed issues identified during internal control evaluations, reviewed corrective action plans from the relevant units, defined measures, timelines, and responsible personnel, and incorporated the outcomes into the annual performance evaluation.
- SAA conducted training to help employees better apply the internal control manual, deepen their understanding of key business process controls, and reinforce their accountability for internal control.

Enhancing audit management

- SAA implemented a centralized internal audit management reform, establishing unified oversight and vertical supervision of audits for subordinate units.

Strengthening digital legal governance

- SAA developed and piloted legal dispute and regulatory document management modules integrated into the OA system, while optimizing functions, system interfaces, and operational procedures.

Key performance

During the reporting period
100% compliance review rate for internal policies, economic contracts, major decisions, and major projects

Party building leadership

Guided by Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, SAA fully implements the guiding principles of the 20th CPC National Congress and the plenary sessions of the 20th CPC Central Committee. By upholding the "Two Affirmations" and practicing the "Two Upholds", SAA upholds and strengthens the Party's overall leadership and advances strict Party governance. Through high-quality Party building, SAA promotes the development of a comprehensive international aviation hub.

Key performance

During the reporting period
Two Party branches earned the Five-Star designation, while 10 received the Four-Star designation.

Awards and honors

Four Party organizations were awarded the titles of Party Branch Construction Demonstration Site and Shanghai State-Owned Enterprise Party Building Brand by the Shanghai municipal authorities.

Prioritizing the Party's political foundations.

SAA rigorously implements the "First Agenda" system and strengthens long-term educational mechanisms to reinforce conviction, expand knowledge, improve conduct, and drive performance. In 2025, the SAA's Party Committee held 16 theoretical study sessions and addressed 56 items under the "First Agenda," effectively translating the Party's innovative theories into a robust driving force for the company's high-quality development.

Conducting in-depth education on implementing the central Party leadership's eight-point decision.

SAA has established a dedicated task force and issued implementation guidelines, ensuring that Party organizations at all levels formulate their own customized plans and schedules. Leadership teams at all levels identified over 840 issues, improved more than 180 institutional mechanisms, and resolved nearly 300 pressing public concerns, achieving significant progress in improving work conduct.

Deepening the integration of Party leadership and corporate governance.

SAA has guided community-level Party organizations through leadership transitions and has established or restructured over 10 Party branches. SAA has instructed Party committees at all levels to dynamically update the list of major matters requiring prior deliberation. It has also guided community-level Party organizations to consolidate the decision-making items of the Party Committee, prior deliberation procedures, the Board of Directors, and Management into a single framework. This has helped clarify the authority boundaries and deliberation scope for different governance bodies, effectively enhancing decision-making efficiency.

Advancing strict Party governance.

SAA has convened a conference to advance strict Party governance and strengthen Party conduct and integrity, with accountability letters signed at all levels. SAA compiled educational materials, and discipline inspection committees at all levels conducted over 60 specialized warning education sessions for over 4,000 Party members and officials. Focusing on six annual key tasks, including major construction projects, SAA implemented targeted political oversight and adopted an integrated approach to anti-corruption, fostering a clean and upright political ecosystem.

Strengthening the functions of community-level Party organizations.

SAA has guided grassroots Party organizations in strictly implementing organizational routines, including the "Three Meetings and One Lecture," themed Party Day activities, organizational meetings, and democratic evaluations of Party members. It has also promoted a star-rating evaluation system for Party branches, deployed smart Party-building platforms, strengthened Party building publicity channels, and improved the overall quality of community-level Party building. In 2025, SAA organized 111 specialized training sessions, providing rotational training to 8,487 Party members.



SAA convenes a conference on Feb 13, 2025, to advance comprehensive and strict Party governance and strengthen Party conduct and integrity.



The Theoretical Study Center Group of the SAA Party Committee visits the Shanghai Comprehensive and Strict Party Governance Warning Education Base on May 30, 2025, for an in-depth study on implementing the central Party leadership's eight-point decision.



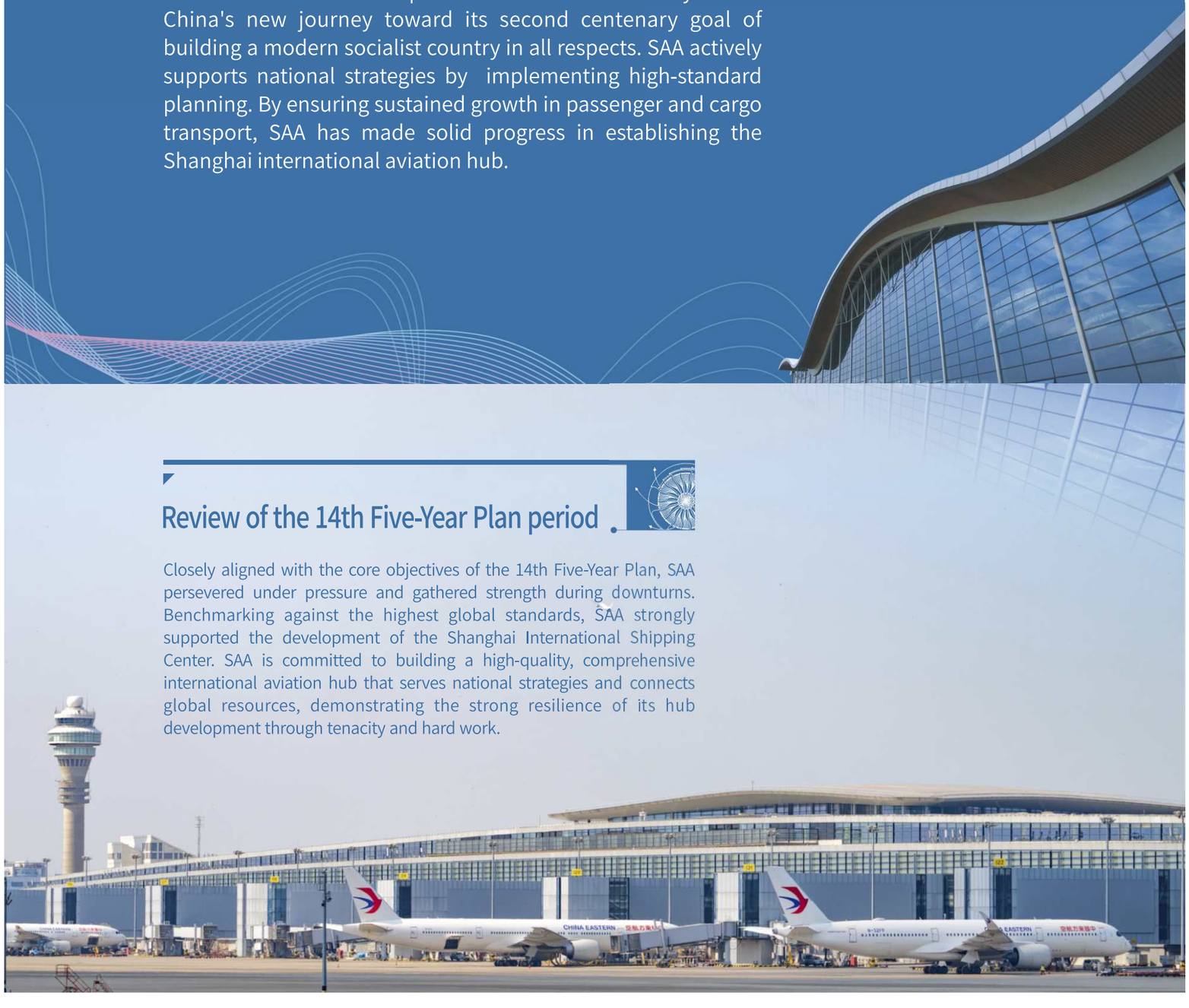
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Special:

Accelerating the Development of a Comprehensive International Aviation Hub

- Review of the 14th Five-Year Plan period
- Hub in numbers: A Shanghai's airports model for Chinese modernization

The 14th Five-Year Plan period marks the first five years of China's new journey toward its second centenary goal of building a modern socialist country in all respects. SAA actively supports national strategies by implementing high-standard planning. By ensuring sustained growth in passenger and cargo transport, SAA has made solid progress in establishing the Shanghai international aviation hub.



Review of the 14th Five-Year Plan period

Closely aligned with the core objectives of the 14th Five-Year Plan, SAA persevered under pressure and gathered strength during downturns. Benchmarking against the highest global standards, SAA strongly supported the development of the Shanghai International Shipping Center. SAA is committed to building a high-quality, comprehensive international aviation hub that serves national strategies and connects global resources, demonstrating the strong resilience of its hub development through tenacity and hard work.

Breakthroughs in international aviation hub development during the 14th Five-Year Plan period

Significant upgrade in hub capabilities

- SAA strategically planned the layout of world-class aviation hubs and made strong progress on major construction and operational initiatives. Operating performance recovered steadily, with passenger and cargo volumes reaching record highs and its global passenger throughput ranking rising significantly. These achievements strongly supported the development of the Shanghai International Shipping Center and further accelerated the construction of a comprehensive international aviation hub.

Advancing operational and service quality to world-class standards

- Focusing on intercontinental connectivity and global reach, SAA continuously enhanced the hub's transit capabilities.
- SAA issued guiding documents, including the SAA Outline for Digital Transformation and Smart Development and the Implementation Plan for Green Airport Construction, comprehensively accelerating its digital, smart, and green transformation.

Significantly enhanced aviation logistics hub functions

- The Shanghai Airport-based National Logistics Hub was officially approved. SAA continuously optimized the all-cargo route network and substantially enhanced infrastructure capabilities.
- SAA issued the Shanghai Pudong Airport Customs Clearance Efficiency Pact to greatly streamline cross-border e-commerce transportation. The AviPort platform now enables end-to-end integration and comprehensive sharing of air cargo business data.

Accelerated upgrade of operational quality

- In support of Shanghai's development into an International Consumption Center City, SAA significantly improved the quality and efficiency of its commercial resources, boosting both the commercial vitality and economic returns of PVG and SHA.
- SAA continued to unlock synergies from supporting industries by completing and operating an international hotel cluster. This efficiently integrated the air travel service chain and marked breakthrough progress in renewing commercial and office resources.
- Capital operations effectively empowered its core businesses, accelerating strategic expansion into emerging sectors. Notably, new enterprises were established in strategic emerging fields, including the low-altitude economy, new energy, and AI.

Hub in numbers:

A Shanghai's airports model for Chinese modernization

By the end of 2025





Aircraft movements, passenger throughput, and cargo and mail throughput reached **107%**, **111%,** and **107%**, respectively, of the levels at the end of the 13th Five-Year Plan (2016-20) period.

Shanghai aviation hub passenger throughput: city ranking rose to **3**rd globally; Shanghai aviation hub cargo and mail throughput: city ranking rose to **2**nd globally.

Compared with the end of the 13th Five-Year Plan period, peak-hour capacities at PVG and SHA increased from **80** and **48** to **92** and **50** movements, respectively. Flight takeoff punctuality rates improved from **84.81**% and **88.86**% to **89.71**% and **91.80**%,respectively.

The passenger transfer rate at PVG increased from **12.2%** at the end of the 13th Five-Year Plan period to **16.2%** by the end of the 14th Five-Year Plan period.

Cross-border e-commerce cargo volume grew from **13,000** tons at the end of the 13th Five-Year Plan period to **607,300** tons.

Note: In this report, "the end of the 13th Five-Year Plan period" refers to the highest levels achieved during that period.





04 Hub Development

- Comprehensive planning and development
- Expanding the hub network
- Enhancing air cargo service capabilities
- Serving national strategies
- Demonstrating commitment to safeguarding operations

Contributing to the United Nations Sustainable Development Goals (SDGs)



National strategies

International aviation hubs are critical infrastructure for serving national strategies and supporting high-standard opening-up. In August 2024, the Civil Aviation Administration of China (CAAC) and the National Development and Reform Commission (NDRC) jointly issued the Guidelines on Promoting the Building of International Aviation Hubs. The document outlines key tasks in four areas: functional positioning, planning and construction, coordinated operations, and transportation services. The guidelines establish that by 2025, the functional framework of international aviation hubs will be largely developed, restoring both the scale of transportation and the coverage of domestic and international service. Furthermore, improvements in connectivity and transfer efficiency are expected to accelerate the recovery of international competitiveness.

SAA's actions

The Shanghai Airport Authority (SAA) is committed to advancing the strategic planning of the Shanghai international aviation hub in alignment with national strategies. SAA continues to expand its global passenger route network and accelerate the development of an efficient cargo service system, improving hub connectivity and operational efficiency. By strengthening the hub's multifunctional gateway capabilities, SAA actively supports the transformation of Shanghai into an international shipping center and a world-class aviation hub. Through its robust capabilities, SAA aims to facilitate the nation's high-standard engagement with the international market.

Comprehensive planning and development

SAA mapped out a scientific blueprint for the growth of the Shanghai international aviation hub and systematically advanced the master plan for both Shanghai Pudong International Airport (PVG) and Shanghai Hongqiao International Airport (SHA). By focusing on major projects, SAA aims to significantly enhance the capacity of the hub, thereby supporting the overall development of a comprehensive international aviation hub.

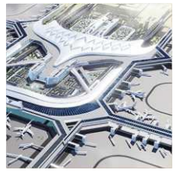
Systematically advancing strategic planning

Preparation of the 15th Five-Year Plan and Three-Year Action Plan for SAA

- SAA successfully finalized the 15th Five-Year Plan and the 2026-28 Three-Year Action Plan for SAA. These documents outline guiding principles and development objectives for the next 3 to 5 years, detailing seven key tasks: infrastructure construction, passenger hub development, cargo hub development, operational management enhancement, industrial ecosystem development, modern corporate governance, and high-quality Party building.

Master plan revisions for PVG and SHA

- SAA conducted research on key issues related to the master plan revision for PVG, preliminarily completing plan studies for critical areas such as the flight area, terminal area, cargo area, and landside integrated transportation.
- SAA completed the Shanghai Hongqiao International Airport (SHA) Master Plan (2025 Edition) (Draft for Comments).


Major construction projects

Shanghai Pudong International Airport Phase IV Expansion Project

- The main structure of the core area for the southern underground transportation hub, along with its supporting projects has been completed. The new base for automated people mover (APM) vehicles, which is the first project delivered for operations, has been commissioned. Construction of the main international and domestic terminal buildings is steadily progressing, while the first phase of the flight area project has reached key milestones. The Smarex and the Customs Intelligent Cargo Inspection Center have been completed and entered trial operations. The Phase IV expansion has now entered full-scale construction.

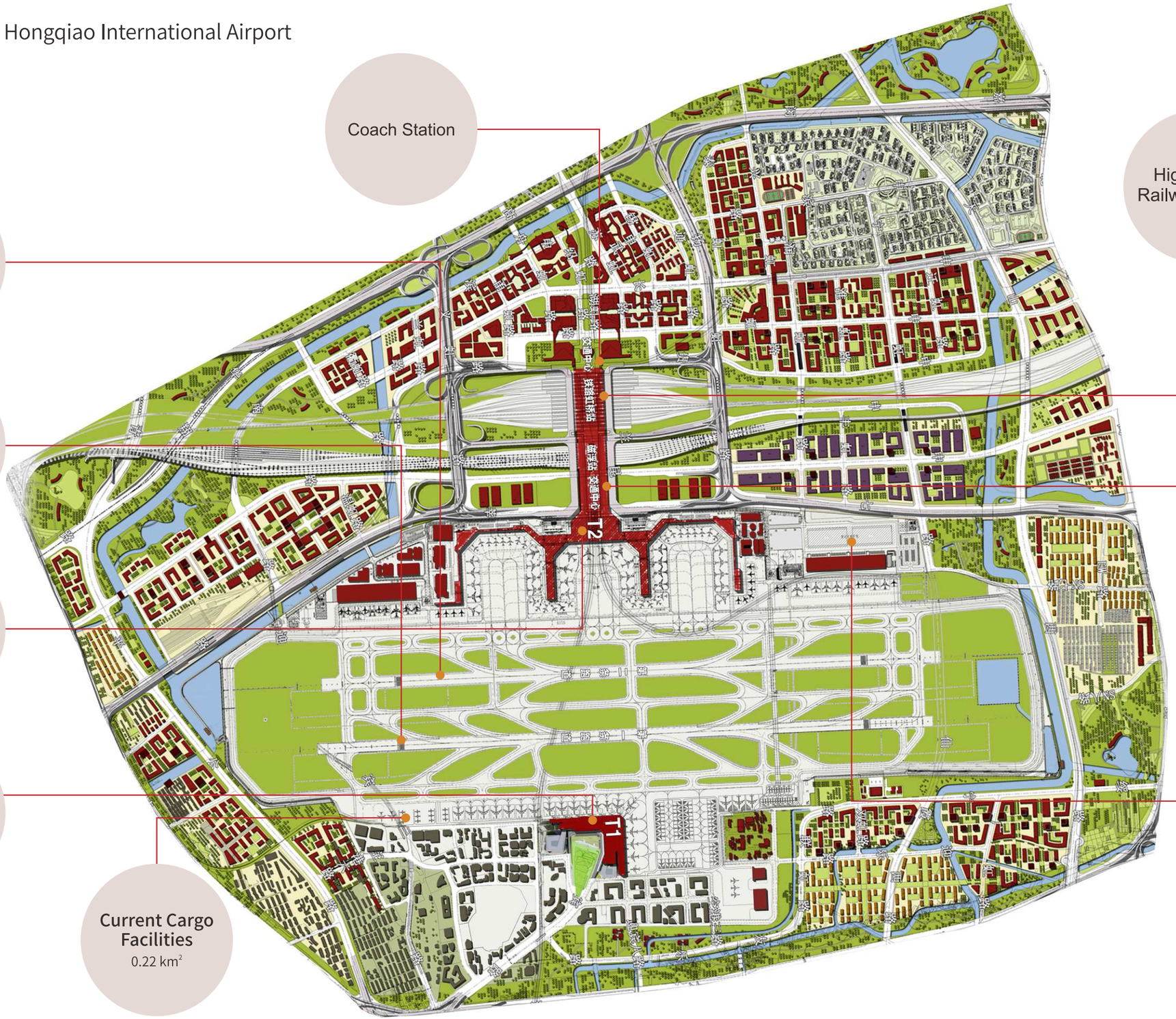
Eastern Hub development

- The airport section of the airside passage for the International Business Cooperation Zone passed regulatory acceptance in October 2025. The airport supporting project for Shanghai East Railway Station, part of the Eastern Hub, received official approval in September 2025.

Industrial project development in the Lin-gang Special Area

- The Boeing maintenance hangar and Taxiway project of PVG in the Large Aircraft Industrial Park within the Lin-gang Special Area has successfully passed the completion and stage acceptance inspections, providing strong support for the integrated development of the zone and the port.

General Layout of Hongqiao International Airport



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

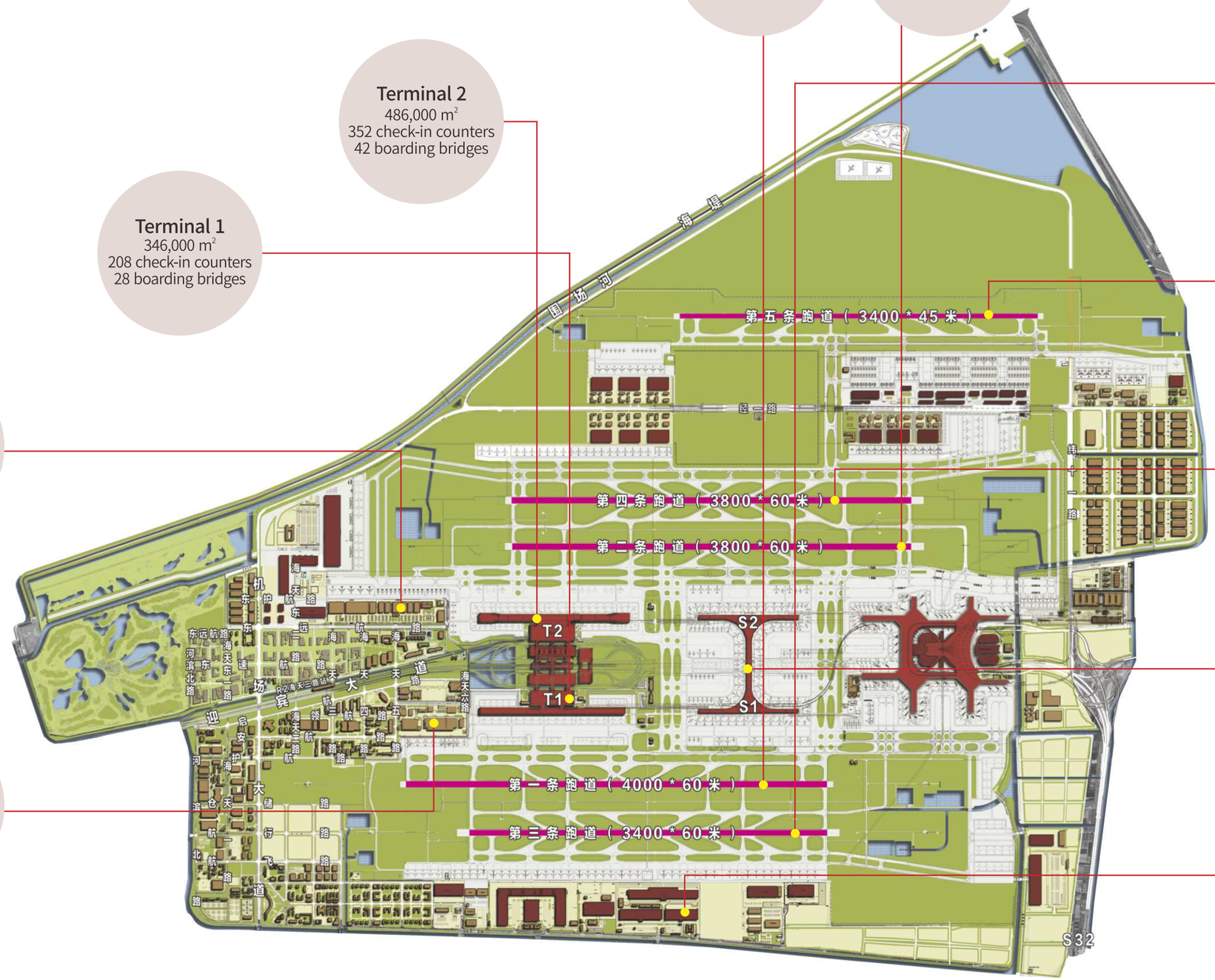
Eastern Cargo Zone
1.28 km²
10 all-cargo carrier spots

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







Expanding the hub network

SAA actively integrates into the "One Circle, Six Corridors, and Five Channels" international route network by expanding coverage and accessibility of its flight network. In 2025, PVG and SHA operated scheduled flights to 302 destinations across 53 countries, setting a record for the most countries served. This included 175 domestic destinations (including Hong Kong, Macao, and Taiwan regions) and 127 international destinations, positioning its hub connectivity among the leaders in the Asia-Pacific region.

Key performance

During the reporting period

- SAA facilitated 840,000 aircraft movements, an increase of 4.5% year-on-year. This included 257,000 international aircraft movements, up 11.7% year-on-year.
- Total passenger throughput exceeded 135 million, marking an 8.3% increase compared to the previous year. Notably, PVG handled over 80 million passengers for the first time, ranking first in China. SHA surpassed 50 million passengers for the first time, joining the global "50 million passenger club". International passenger throughput exceeded 41.4 million, up 18.2% year-on-year.

Domestic Airline Network



175 domestic destinations

(including 5 regional destinations)

Source of base map: Standard map official website

North China 27	Baotou - BAV	Ulanhot - HLH	Tangshan - TVS
	Qinhuangdao - BPE	Linfen - LFQ	Taiyuan - TYN
	Changzhi - CIH	Lyuliang - LLV	Tongliao - TGO
	Chifeng - CIF	Beijing Capital - PEK	Wuhai - WUA
	Datong - DAT	Beijing Daxing - PKX	Yuncheng - YCU
	Ordos - DSN	Bayannur - RLK	Xinzhou - WUT
	Handan - HDG	Shijiazhuang - SJW	Xilinhot - XIL
	Hohhot - HET	Shuozhou Zirun - SZH	Xingtai - XNT
	Hulunbuir - HLD	Tianjin - TSN	Zhangjiakou Ningyuan - ZQZ
Northeast China 23	Anshan Teng'ao - AOG	Harbin - HRB	Qiqihar - NDG
	Changchun - CGQ	Jiagedaqi - JGD	Mohe - OHE
	Chaoyang - CHG	Jiamusi - JMU	Shenyang - SHE
	Baicheng - DBC	Jinzhou - JNZ	Tonghua - TNH
	Dandong - DDG	Jixi Xingkaihu - JXA	Yingkou - YKH
	Dalian - DLC	Yichun - LDS	Yanji - YNJ
	Daqing - DQA	Mudanjiang - MDG	Songyuan - YSQ
	Heihe - HEK	Baishan - NBS	
East China 25	Dongying - DOY	Nanchang - KHN	Jinan - TNA
	Fuzhou - FOC	Ganzhou - KOW	Weihai - WEH
	Fuyang - FUG	Lishui - LIJ	Wenzhou - WNZ
	Hefei - HFE	Linyi - LYI	Xiamen - XMN
	Hangzhou - HGH	Ningbo - NGB	Yichun - YIC
	Heze - HZA	Nanjing - NKG	Yiwu - YIW
	Jingdezhen Luojia - JDZ	Rizhao - RIZ	Yantai - YNT
	Ji'an - JGS	Sanming - SQJ	
	Quanzhou - JJN	Qingdao - TAO	
South Central China 36	Baise - AEB	Chenzhou - HCZ	Sanya - SYX
	Qionghai - BAR	Hengyang - HNY	Shenzhen - SZX
	Beihai - BHY	Huaihua - HJJ	Shiyan - WDS
	Guangzhou - CAN	Shaoguan - HSC	Wuhan - WUH
	Changde - CGD	Huizhou - HUZ	Wuzhou - WUZ
	Zhengzhou - CGO	Guilin - KWL	Xinyang - XAI
	Changsha - CSX	Luoyang - LYA	Xiangyang - XFN
	Zhangjiajie - DYG	Liuzhou - LZH	Yulin - YLX
	* Ezhou - EHU	Nanning - NNG	Yichang - YIH
	Enshi - ENH	Nanyang - NNY	Yueyang - YYA
	Foshan - FUO	Jieyang - SWA	Zhanjiang - ZHA
	Haikou - HAK	Jingzhou - SHS	Zhuhai Jinwan - ZUH
Southwest China 32	Xingyi - ACX	Qianjiang - JIQ	Shigatse - RKZ
	Bijie - BFJ	Kunming - KMG	Tongren - TEN
	Bazhong - BZX	Guiyang - KWE	Chengdu Tianfu - TFU
	Chongqing Jiangbei - CKG	Lijiang - LJG	Zunyi Maotai - WMT
	Chengdu Shuangliu - CTU	Lincang Boshang - LNJ	Wenshan - WNH
	Cangyuan Washan - CWJ	Dehong - LUM	Wanzhou - WXN
	Diqing - DIG	Lhasa - LXA	Xichang - XIC
	Dali - DLU	Langzhong Gucheng-LZG	Yibin - YBP
	Dazhou - DZH	Luzhou - LZO	Zhaotong - ZAT
	Guangyuan - GYS	Mianyang - MIG	Zunyi Xinzhou - ZYI
	Xishuangbanna - JHG	Nanchong - NAO	
Northwest China 27	Altay - AAT	Yinchuan - INC	Shihezi - SHF
	Ankang - AKA	Qingyang - IQN	Turpan - TLQ
	Aksu - AKU	Jiayuguan - JGN	Urumqi - URC
	Dunhuang - DNH	Jinchang - JIC	Yulin - UYN
	Yanan - ENY	Kashgar - KHG	Xian - XIY
	Guyuan - GYU	Korla - KRL	Xining - XNN
	Hami - HMI	Karamay - KRY	Yutian - YTW
	Hotan - HTN	Lanzhou - LHW	Zhangye - YZY
	Hanzhong - HZG	Longnan - LNL	Zhongwei - ZHY
Regional destinations	5		
	Hong Kong - HKG	Taipei Taoyuan - TPE	Macao - MFM
	Kaohsiung - KHH	Taipei Songshan - TSA	

Note: * denotes domestic scheduled all-cargo waypoints, with a total of 1.

International Airline Network



127 international destinations

Source of base map: Standard map official website

Northeast Asia 27

Jeju-CJU
Sapporo New Chitose-CTS
Shizuoka-FSZ
Fukuoka-FUK
Seoul Gimpo-GMP
Hiroshima-HIJ
Tokyo Haneda-HND
Saga-HSG
Ibaraki-IBR
Seoul Incheon-ICN
Niigata-KIJ
Osaka Kansai-KIX
Kumamoto-KMJ
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
Kobe-UKB

Southeast Asia 21

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
Phnom Penh Techo-KTI
Manado-MDC
Manila-MNL
Phnom Penh-PNH
Ho Chi Minh City-SGN
Singapore-SIN
Vientiane-VTE
Phu Quoc Island-PQC
Penang-PEN

Others in Asia 22

Almaty-ALA
*Ashgabat-ASB
Abu Dhabi-AUH
Shymkent-CIT
Colombo-CMB
Delhi-DEL
Doha-DOH
*Dubai World Central-DWC
Dubai International-DXB
*Bishkek-FRU
*Baku-GYD
*Karaganda-KGF
Tehran-IKA
Istanbul-IST
Kathmandu-KTM
Male-MLE
Riyadh-RUH
*Sharjah-SHJ
Tashkent-TAS
Ulaanbaatar-UBN
*Kuwait-KWI
Manama-BAH

Europe 33

Amsterdam-AMS
*Stockholm-ARN
Belgrade-BEG
Budapest-BUD
Paris-CDG
*Cologne-CGN
Copenhagen-CPH
Rome Fiumicino-FCO
Frankfurt-FRA
Geneva-GVA
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
Zurich-ZRH
Athens-ATH
Vladivostok-VVO
Barcelona-BCN
Kazan-KZN
Venice-VCE
Brussels-BRU
Irkutsk-IKT
Marseille-MRS
Manchester-MAN

North America 15

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

South America 1

Buenos Aires-EZE

Oceania 5

Auckland-AKL
Brisbane-BNE
*Guam-GUM
Melbourne-MEL
Sydney-SYD

Africa 3

Addis Ababa-ADD
Cairo-CAI
Casablanca-CMN

Note: *denotes scheduled international cargo–only destinations (22 in total).

Global airlines operating air transport services in Shanghai in 2025 (111 in total).

Domestic airlines in operation (32)

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 regions (8)

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

Foreign airlines in operation (71)

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 | DV Scat Airlines | D0 DHL Air (UK) Limited | D7 AirAsia X Berhad

EK Emirates | ET Ethiopian Airlines | EY Etihad Airways | FV Rossiya Airlines JSC | FX FedEx | GA Garuda Indonesia | GF Gulf Air B.S.C. | GK Jetstar Japan | HH Uzbekistan EastWing | HY Uzbekistan Airways | H9 Himalaya Airlines | IJ Spring Japan Co., Ltd.

JL Japan Airlines | JU Air Serbia | K4 Kalitta Air | KE Korean Air Lines | KJ Air Incheon | 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 | NZ Air New Zealand | OM MIAT Mongolian Airlines | OS Austrian Airlines | OZ Asiana Airlines | PO Polar Air Cargo | PR Philippine Airlines | QF Qantas Airways | QR Qatar Airways | QV Lao Airlines | Q2 Maldivian

S7 俄罗斯西伯利亚航空公司 | SL 泰国狮子蒙特里航空公司 | SQ 新加坡航空公司 | SU Aeroflot-Russian Airlines | SV Saudi Arabian Airlines | TG Thai Airways International | TK Turkish Airlines | UA United Airlines | VJ VietJet Air | VN Vietnam Airlines | VZ Thai VietJet Air | W5 Mahan Air

XJ Thai AirAsia X Company Limited | ZE Eastar Jet Co., Ltd. | 2C CMA CGM Air Cargo | 3S AeroLogic GmbH | 3V ASL Airlines Belgium | 5J Cebu Pacific Air | 5X United Parcel Service | 5Y Atlas Air | 7C Jeju Air | 7L Silk Way West Airlines | 8B TransNusa

Case

World's longest one-way route bridges direct flight gap between Shanghai and key South American cities



Flight MU745 on the Shanghai—Auckland—Buenos Aires route



The domestically developed C919 aircraft operated its inaugural round-trip flight between Shanghai Hongqiao and Hong Kong on Jan 1, 2025, marking the launch of its commercial regional routes.

On Dec 4, 2025, the 20,000-kilometer Shanghai-Auckland-Buenos Aires route was launched at PVG, bridging the direct flight gap between Shanghai and key South American cities. As the world's first commercial route connecting antipodal cities, it links Asia, Oceania, and South America, setting a new record for the world's longest one-way route. This milestone marks the successful establishment of the "Southern Corridor" by the Shanghai international aviation hub, boosting connectivity between South America and the Asia-Pacific region. The route has secured the Fifth Freedom of the Air (the right to carry traffic between two foreign countries). Flights can embark and disembark passengers and handle cargo during the Auckland stopover, offering improved logistics options for specialized trade — such as high-value-added agricultural products and precision instruments — among China, New Zealand, and Argentina.

Case

Launch of the "Shanghai Connect: Effortless & Efficient" transit brand



The "Shanghai Connect: Effortless & Efficient" transit brand launch event

The "Shanghai Connect: Effortless & Efficient" transit brand was launched by the SAA on Oct 19, 2025, at the 2025 North Bund International Aviation Forum. Focusing on comprehensive upgrades across products, services, and efficiency, the initiative introduced six core products (three for passengers and three for cargo) and eight efficient service features to enhance transfer capabilities across all business segments — domestic and international, air-to-air and air-to-ground, Pudong and Hongqiao, passenger and cargo — and throughout the entire service chain, continuously improving passenger experience, comfort, and satisfaction.

Enhancing air cargo service capabilities

SAA is committed to enhancing air cargo service capabilities and is coordinating efforts to expand the route network, optimize business models, and accelerate infrastructure development by utilizing digital intelligence to boost quality and efficiency across the entire supply chain. In 2025, Shanghai's Pudong and Hongqiao airports operated scheduled all-cargo flights to 63 destinations across 31 countries, comprising 11 domestic destinations (including the Hong Kong, Macao, and Taiwan regions) and 52 international destinations, marking a milestone in its service capabilities as an international air cargo hub.

Key initiatives for enhancing cargo service capabilities

Expanding route networks

- **New airlines and destinations:** MIAT Mongolian Airlines as a new all-cargo carrier, alongside new all-cargo destinations such as Toronto, Vancouver, Hanoi, Ulaanbaatar, and Mumbai.
- **Deepening international strategic partnerships:** A memorandum of strategic cooperation with MSC Air Cargo to facilitate long-haul intercontinental cargo routes to Europe and the Americas, building a more efficient international air logistics system.

Innovating business models

- **Promoting cross-border e-commerce:** Issued the Shanghai Airport Cross-Border E-Commerce Transport Facilitation Plan (2025 Edition); managed transport risks for temperature-sensitive e-commerce cargo during hot seasons to ensure safe and reliable transport facilitation; and coordinated with airlines, freight forwarders, and charter operators to support e-commerce charter flights.
- **Developing transit business:** Innovated business models by introducing a "switching" transit service, enabling seamless "single-waybill, dual-carrier" cargo connectivity; launched transit promotional campaigns, offering fee waivers for air-to-air transfers between the Pudong and Hongqiao cargo terminals and for domestic wide-body belly cargo departing during off-peak hours (12:00-18:00); and conducted the research on facilitating international express transshipment and consolidation, and the dual-airport international-to-international transit models.
- **Cargo product launch:** Introduced eight major cargo products at Shanghai's airports, including "Extended Reach" for new cargo routes, "Seamless Transit" for freight transfer, "Enhanced Shipping" for streamlined transportation, and "Stable Control" for the global cargo ecosystem platform.

Enhancing cargo consolidation capabilities

- **Infrastructure development:** Launched operations at front-end cargo stations in Suzhou, Kunshan, and Songjiang to improve customs clearance efficiency and lower logistics costs; expanded the global network of overseas cargo terminals and introduced air-rail intermodal services; operationalized the Special Transport Warehouse for efficient storage and handling of dangerous goods; progressed the civil engineering and equipment renovation of the West Area Public Cargo Terminal; and completed trial operations of the Smarex and the Customs Intelligent Cargo Inspection Center.
- **Digital Empowerment:** Accelerated the implementation of the express and cross-border module for the AviPort, which provides statistical analysis for express and cross-border cargo data to achieve initial end-to-end integration of these operations at Shanghai Pudong International Airport.

Key performance

During the reporting period

Cargo and mail throughput reached 4.53 million tons, up 7.9% year-on-year, with Shanghai Pudong International Airport's volume exceeding 4 million tons for the first time.

Case

Intelligent cargo terminal sets world-class standard for intelligent logistics

Shanghai Smargo Logistics Service Co., Ltd. partnered with Swissport on Oct 21, 2025, to manage intelligent cargo terminal operations and introduce Swissport's world-leading air cargo management concepts and operational models. By integrating advanced technologies such as 5G, big data, and AI, the initiative automates cargo handling, streamlines security inspections, and upgrades facility intelligence, enabling visible, controllable, and traceable end-to-end management of personnel, cargo, and equipment across various scenarios and setting a new global standard for smart cargo terminal operations.



Intelligent Cargo Terminal at Shanghai Pudong International Airport

Case

Shanghai pilots first international transit "waybill switching" to streamline cargo transfer

Shanghai Pudong International Airport piloted its international transit "switching" service at the house air waybill level on March 30, 2025, with electronic products from Bangkok, Thailand, re-waybilled and transferred to different airlines for onward shipment to the US, marking a breakthrough in the airport's international air cargo transit model. By offering broader, more flexible route options and lower transportation costs, the airport is improving the efficiency and quality of international cargo transit.



Electronic products from Bangkok await onward shipment to the US after completing international transit "waybill switching" at Shanghai Pudong International Airport.

Case

Pioneering rapid screening technology for weakly magnetic substances in large cargo warehouses boosts detection efficiency 1,000-fold

Shanghai Pudong International Airport Cargo Terminal Co., Ltd. (PACTL), alongside the Dangerous Goods Management Center of Civil Aviation Administration of China (CAAC) and ShanghaiTech University, has pioneered the use of quantum tunneling magnetoresistance array sensor technology in global civil aviation. This has led to the development of key technologies and equipment for the rapid screening of weak magnetic substances in large cargo warehouses, capable of scanning entire pallets and containers. With nanotesla-level accuracy, this innovation boosts the detection efficiency for weakly magnetic cross-border e-commerce goods 1,000-fold, saving supply chain customers an estimated 100 million yuan in annual logistics costs. In July 2025, this equipment testing method was incorporated into the national standard "Dangerous Goods — Test Method of Magnetism," filling an industry gap for magnetic testing of entire pallets and containers and strengthening the SAA's influence in developing international air cargo testing standards and technological R&D.



Rapid magnetic screening of entire pallets and containers takes under 20 seconds

Serving national strategies

The SAA is committed to executing major national strategies by advancing the Belt and Road Initiative (BRI) and the integrated development of the Yangtze River Delta. It is expanding route networks in emerging markets, deepening cross-regional collaboration, and strengthening the Air Silk Road. By building a world-class airport cluster, SAA contributes to a new chapter for civil aviation as part of the national strategy to build a country with a strong transportation network.

Supporting the BRI

SAA actively supports the BRI by adding new destinations in BRI partner countries, further strengthening the Air Silk Road and supporting China's high-standard opening-up.



- to Shymkent and Almaty in Kazakhstan and Tashkent in Uzbekistan
- to Ulaanbaatar, Mongolia
- to Manado,Indonesia
- to Belgrade, Serbia
- to Casablanca, Morocco (with a stopover in Marseille)

Case

Shanghai's first direct passenger route to Central Asian countries

The Shanghai Pudong–Shymkent (Kazakhstan) route opened on May 30, 2025, as Shanghai's first direct passenger service to Central Asia, making SCAT Airlines the first Central Asian carrier to operate in Shanghai. This route adds a new BRI destination from Shanghai, improving connectivity between China and Kazakhstan and facilitating bilateral trade, tourism, and cultural exchange.



The inauguration ceremony for the maiden Shanghai Pudong — Shymkent flight..

Case

Domestic C909 operates its longest international route; Shanghai-Manado service expands the Air Silk Road

Indonesia's TransNusa flight 8B101, operated by a domestic C909 regional aircraft, landed at Shanghai Pudong International Airport on May 7, 2025, marking the official opening of the Shanghai-Manado international route. Spanning over 3,300 kilometers, it is currently the longest commercial route operated by a C909. Coinciding with the 75th anniversary of diplomatic relations between China and Indonesia in 2025, this route expands Shanghai's flight network to BRI partner countries and enhances bilateral trade, cultural exchange, and tourism.



Advancing the integrated development of the Yangtze River Delta

To support the integrated development of the Yangtze River Delta, SAA upholds the principle of collaborative progress and continues to deepen the regional Joint Meeting mechanism. By enhancing cross-regional business and resource sharing, SAA is accelerating the development of a world-class airport cluster and laying a solid foundation for coordinated growth in the region's civil aviation sector.

Initiatives to advance the integrated development of the Yangtze River Delta

As a regional leader, SAA has driven the Joint Meeting on Party Building for Collaborative Development of Civil Aviation Airports in the Yangtze River Delta to deliver substantive outcomes, ensuring the standardized and efficient operation of the "One Joint Meeting plus Six Special Committees" framework.

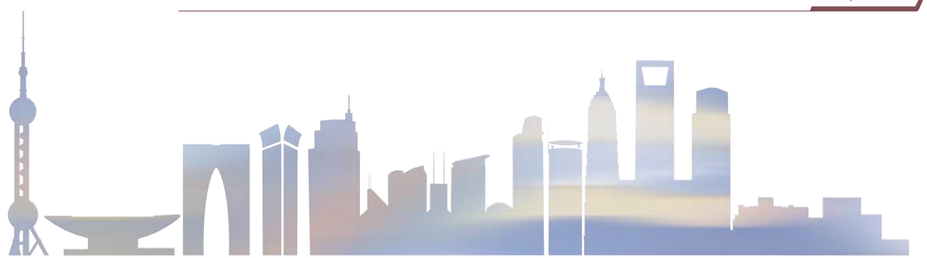
To deeply integrate cross-regional Party building with business operations, Shanghai Hongqiao International Airport and Hangzhou Airport signed a joint Party building agreement, setting a practical example for regional coordinated development.

SAA steadily advanced the preliminary work for the Nantong new airport project by establishing the Shanghai-Jiangsu Nantong New Airport Construction Investment Co., Ltd.

The city terminal in Suzhou Hightech Zone has officially commenced operations; the pre-departure cargo stations in Suzhou and Songjiang have been officially launched.

The airport support project for the Eastern Hub Shanghai East Railway Station was approved. SAA also reviewed the plans for the Shanghai Pudong International Airport check-in center at Hongqiao Station on Shanghai's Airport Link Line, as well as the airport support facilities for the Eastern Hub's air-rail intermodal module.

SAA established a Yangtze River Delta procurement management exchange mechanism and participated in the 2025 Yangtze River Delta Airport Procurement Management Seminar to explore resource sharing and improve the quality and efficiency of procurement for regional airport projects.



Case

Commissioning China's first cross-provincial and cross-customs aviation front-end cargo station

The Shanghai airports-Suzhou front-end cargo station — China's first cross-provincial and cross-customs aviation front-end cargo station — officially opened in the Suzhou Industrial Park Comprehensive Bonded Zone on April 7, 2025. Jointly built by SAA, China Eastern Air Holding Company, Suzhou Industrial Park, and Suzhou Port & Shipping Investment and Development Group Co., Ltd., this station saves 12 to 24 hours in logistics time compared to conventional models and reduces ground logistics costs by 10% to 30%. It provides Suzhou enterprises with safe, efficient, and cost-effective air cargo services right at their doorstep.



Shanghai airports-Suzhou front-end cargo station

Case

Hosting the First Skills Competition for Airfield Lighting Technicians in the Yangtze River Delta

The final of the First Skills Competition for Airfield Lighting Technicians in the Yangtze River Delta took place on Sept 5, 2025. The competition was jointly organized by the labor unions of the SAA and the CAAC East China Regional Administration. Through cross-regional technical exchange and collaboration, the event enhanced the skills of navigational lighting personnel across airports in the region. It fostered complementary strengths and resource sharing, stimulating widespread participation in skills competitions across various roles. Ultimately, it provides solid talent and technical support for the high-quality development of civil aviation in the Yangtze River Delta.





Demonstrating commitment to safeguarding operations

SAA continues to strengthen its major air transport support mechanisms, successfully carrying out critical support tasks during the Spring Festival travel rush, the "two sessions," the 8th China International Import Expo (CIIE), and the 2025 World Rowing Championships. These efforts have consistently enhanced its capacity to provide high-quality services for important conferences and large-scale events.

Case

Shanghai Hongqiao International Airport introduces 12 measures to support the 8th CIIE

On Oct 30, 2025, Shanghai Hongqiao International Airport unveiled 12 service measures for the 8th CIIE. These included shortening flight cut-off times, enhancing end-to-end self-service travel, improving cross-airline rebooking and flight transfer services, streamlining "contactless" customs clearance for inbound and outbound passengers, introducing "flight delay assurance," upgrading smart vehicle location for ride-hailing, renovating passenger lounges, and launching pet-friendly services. Focusing on the entire passenger journey and collaborating with customs, border inspection, and airlines, the airport refined operational details to ensure continuous innovation and excellence for the CIIE.



CIIE Reception and Service Center

Case

Shanghai Pudong and Hongqiao International Airports support the World Rowing Championships

The 2025 World Rowing Championships were held in Shanghai from Sept 16 to 28, 2025. This was the city's highest-profile single-discipline international sporting event of the year and the first to integrate athletes with and without disabilities. To ensure the event's success, Shanghai Pudong and Hongqiao International Airports proactively deployed comprehensive support plans. They established dedicated reception centers to offer one-stop services — including information, transportation, and payment — for international participants. During the post-event departure phase, the airports prioritized handling oversized luggage, such as rowing boats. In collaboration with customs and border inspection, they further streamlined clearance procedures, allowing participants to experience the efficiency and hospitality of both airports.



Case

Airports in Shanghai and Xizang coordinate to establish an aerial lifeline for earthquake relief

On Jan 7, 2025, a magnitude 6.8 earthquake struck Dingri county, Xigaze City, Xizang. With assistance from SAA officials supporting Xizang, Dingri Airport promptly activated its emergency response plan. Personnel were evacuated, passengers were reassured, and a facility safety assessment was conducted. Normal operations resumed that afternoon, ensuring the safe landing of the first emergency relief flight.



Shanghai Hongqiao International Airport provided full support for the transport of aid teams and relief supplies to Xizang. Early on Jan 8, a flight carrying a Shanghai medical team and 6,000 relief items, including winter jackets and quilts, departed smoothly for the disaster-stricken area.

05

Safe Operations

- Strengthening the safety management system
- Strengthening core risk prevention and control
- Enhancing emergency management quality and efficiency
- Cultivating a safety culture

Contributing to the United Nations Sustainable Development Goals (SDGs)



National strategies

Safety is the foundation of the civil aviation industry. In December 2021, CAAC, NDRC, and the Ministry of Transport jointly issued the 14th Five-Year Plan for Civil Aviation Development, aiming to elevate aviation safety to a new level by 2025. In February 2024, CAAC issued the Action Outline for Writing a New Chapter in Civil Aviation for Building China into a Country with a Strong Transportation Network in the New Era. It introduces the "Five First-Class" goals, including "first-class safety", and focuses on building a stronger safety assurance system. The outline specifies that by 2035, China's civil aviation will accelerate its transition toward world-class standards in industry safety and other areas.

SAA's actions

SAA adheres to the principles of prioritizing safety, focusing on prevention, and implementing comprehensive management. Driven by the three-year action plan to address the root causes of work safety issues, SAA advances the modernization of its safety management system. By enhancing core risk prevention and conducting targeted rectifications in key areas, SAA effectively elevates its safety governance. These efforts ensure absolute safety in both aviation operations and human lives, underpinning high-quality development with robust safety guarantees.

Strengthening the safety management system

SAA mapped out a scientific blueprint for the growth of the Shanghai international aviation hub and systematically advanced the master plan for both Shanghai Pudong International Airport (PVG) and Shanghai Hongqiao International Airport (SHA). By focusing on major projects, SAA aims to significantly enhance the capacity of the hub, thereby supporting the overall development of a comprehensive international aviation hub.

Enhancing the work safety management system

Strengthening institutional frameworks

SAA revised the Guidelines on Work Safety Investment Management to ensure the compliant and efficient use of safety funds.

Deepening fundamental rectifications

SAA focused on the Ten Special Actions of the three-year action plan to address the root causes of workplace safety issues, successfully completing the annual task list.

Enforcing safety accountability

SAA and its direct affiliates across all levels signed safety responsibility agreements, ensuring full-chain accountability from management down to frontline positions.

Refining the "Two Lists" system

SAA refined the safety responsibility lists for executives and managers to clarify the boundaries of their safety obligations.

Enhancing the dual prevention mechanism

SAA leveraged the Safety Management System (SMS) platform to rectify 2,166 major hazard sources and 5,713 general safety risks, achieving a 100% closure rate for all identified hazards.

Strengthening data management

SAA integrated multi-source data and piloted a risk warning model to set a benchmark in safety information management; improved data analysis and risk warning mechanisms and utilized the SMS platform to drive the online, list-based, and dynamic management of hazard sources.

Deepening internal assessments

SAA incorporated the development of the safety responsibility system into performance evaluations and introduced differentiated assessments in select units to better motivate employees in fulfilling their duties.

Key performance

During the reporting period

- Shanghai Pudong International Airport Achieved its 26th consecutive year of safe operations
- Shanghai Hongqiao International Airport Achieved its 38th consecutive year of safe operations

Strengthening prevention and control of major risks

SAA is continuously enhancing the targeted management of runway incursions, obstacle clearance, fire safety, and construction safety. By reinforcing source control, SAA ensures early detection and prompt intervention, keeping safety risks consistently under control.

Comprehensively enhancing safety risk management

Aviation safety

- To address the complex challenges of bird strike risk management in and around Shanghai Pudong International Airport, SAA established a three-tier joint prevention and control mechanism featuring municipal coordination, district implementation, and township-level targeted actions.
- SAA improved the specialized plan for preventing foreign object debris (FOD) damage to aircraft, strengthened differentiated management, and increased investments in FOD risk prevention technologies and equipment.
- SAA strengthened the management of non-powered apron equipment and refined risk control procedures for critical periods and extreme weather. By strictly preventing the unauthorized movement of aircraft and ground facilities, SAA significantly mitigated apron safety risks.
- SAA enhanced the prevention of runway incursions through a combination of technological and manual defense measures.
- SAA intensified targeted patrols for fireworks, drones, airborne objects, and pigeon breeding. Additionally, SAA deployed advanced technologies such as satellite remote sensing and radar-optical systems to improve the quality of obstacle clearance monitoring.

Air defense

- SAA conducted comprehensive inspections and rectifications of terrorism-related risks, performed regular background checks and ideological assessments for personnel, and advanced practical drills for minimal tactical units. Furthermore, SAA enhanced coordination with public security authorities to improve the efficiency of incident response and suspect transfers.

Fire safety

- SAA implemented targeted rectification campaigns across multiple sectors to identify and eliminate fire hazards in key areas and among high-risk subjects.
- SAA directed subsidiary units to revise their fire safety management regulations and optimized the approval processes for hot work operations.
- SAA conducted fire drills to enhance the fire prevention and emergency response capabilities across all units.
- SAA established a multi-tiered fire management and emergency response structure, creating an integrated fire control system for the Shanghai Airport area. Additionally, SAA advanced the development of "smart firefighting" to deeply integrate information technology into fire safety operations.

Construction safety

- SAA prioritized the prevention and control of key operational risks, focused on high-risk projects and critical processes, and conducted routine inspections and centralized the remediation of hidden hazards.
- SAA provided safety training for motor vehicle drivers and coordinated with contractors to offer safety education for non-motorized vehicle users and promote helmet-sharing initiatives.

Cargo transportation and dangerous goods safety

- SAA enhanced dynamic monitoring throughout cargo loading, unloading, transportation, and storage. SAA also promptly reviewed and assessed system alerts to ensure cargo safety.
- SAA implemented a three-tier safeguard mechanism to enhance monitoring and early warnings regarding the storage duration and condition of dangerous goods.
- SAA conducted targeted safety campaigns focusing on critical links in the operational chain to mitigate safety risks associated with lithium batteries and electrically charged goods.

Network safety

- SAA revised the Network Safety Management Measures and the Data Security and Personal Information Protection Management Measures, formulated the Software Supply Chain Security Management Specifications, and improved the network safety governance framework.
- SAA mitigated security risks and enhanced protection capabilities by implementing routine oversight mechanisms and conducting targeted governance initiatives.
- SAA conducted annual network safety inspections and targeted campaigns to address high-risk vulnerabilities, high-risk ports, and weak passwords, ensuring prompt identification and remediation of potential risks.
- SAA established a closed-loop management mechanism integrating inspection, remediation, and training. SAA also organized security awareness training for all employees and professional training for technical personnel to strengthen the network safety foundation.

Case

Shanghai Pudong International Airport enhances bird strike prevention capabilities through comprehensive measures

In 2025, Shanghai Pudong International Airport advanced its bird strike prevention efforts with the goals of keeping the core zone, surrounding areas, and runways free of birds that might pose a safety risk. This was achieved through ecological management for source control, technical investments in static bird deterrence, and dedicated teams for dynamic bird dispersal. Ecological management was carried out on over 13 million square meters of land in surrounding areas, extending the bird strike prevention perimeter to 6 kilometers along and 500 meters across the runways. Bird deterrence equipment was upgraded, including propane cannons, omnidirectional acoustic repellents, bird-scaring flags, water cannons, handheld devices, specialized vehicles, and speedboats.

Enhancing emergency management quality and efficiency

Focusing on four major categories of emergencies—natural disasters, major accidents, public health incidents, and public security incidents—SAA has improved its emergency preparedness system, enhanced practical drills, and leveraged information technology to comprehensively elevate its integrated emergency management and response capabilities.

Initiatives to enhance emergency management effectiveness

Optimizing emergency plan management

- SAA coordinated with Pudong Airport Company and Hongqiao Airport Company to revise airport-level emergency plans, enhancing their relevance and operability.
- SAA guided and supervised all departments to improve their departmental-level emergency plans, creating a synchronized emergency plan system and providing institutional support for emergency response.

Strict emergency inspections

- SAA conducted on-site emergency management inspections at key units, coordinated with higher-level regulatory inspections, and comprehensively identified and addressed potential risks.

Enhancing digital management

- SAA optimized the Emergency Management module of the SMS and improved features such as organizational management, emergency plan management, drill management, resource management, and case and expert databases, thereby enabling unified oversight of routine emergency management across all units.
- SAA developed the Emergency Management module for SAA, featuring eight core functions: Overview, Command Mechanism, Flight Information, Response Process, Integrated Emergency Map, Live Video Feed, Emergency Consultation, and Backend Support to enable large-screen visualization for emergency management.

Deepening emergency drills

- Pudong Airport Company and Hongqiao Airport Company conducted emergency drills tailored to seasonal variations, recent prominent incidents, and persistent response challenges, with scenarios covering key emergencies such as aviation security threats, disabled aircraft recovery, power bank fires, secondary security screening, flood and typhoon response, and snow and ice removal.

Strengthening emergency training

- SAA invited experts to deliver emergency training courses covering critical domains such as airport emergency management, operational control systems, airport operational command, flight area operational safety, and duty management.

Case

Pudong Airport Company conducts specialized live-fire aircraft rescue training

In March 2025, Pudong Airport Company organized live-fire training and assessments for full-time firefighters. Using a comprehensive approach of instruction, training, examination, and evaluation, along with full-gear, live-smoke, and live-fire simulations, the program recreated complex and dynamic fire scenarios, such as cabin, engine, APU, and fuel spill fires. This initiative further enhanced practical firefighting and rescue capabilities for aircraft incidents and elevated the airport's emergency response standards.

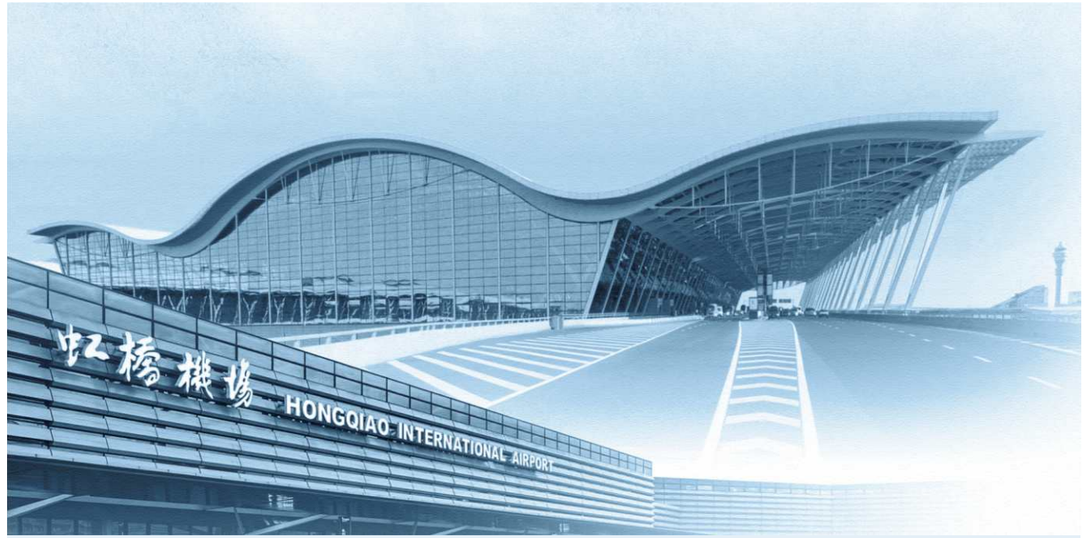


Specialized aircraft live-fire training

Cultivating a safety culture

SAA takes multiple measures to enhance employees' safety competencies and the qualifications of key roles. By fostering a safety culture characterized by full participation, self-discipline, and proactive management, SAA shifts employees' mindsets from passive compliance to proactive safety engagement and proficiency.





Initiatives for advancing safety culture

01 Fostering a safe atmosphere

SAA hosted lectures, essay contests, and exhibitions themed on safety, alongside regular safety training and practical skill assessments, to continuously enhance employees' safety awareness and operational competency.

02 Organizing education and training

SAA guided affiliated units in formulating and executing annual safety training plans to build a comprehensive and diversified training framework.

Through diverse methods such as thematic sessions and qualification programs, SAA tailored courses for different roles to ensure comprehensive and targeted training coverage.

03 Conducting thematic campaigns

Leveraging events like work safety month, SAA organized safety knowledge competitions, emergency drills, and hazard identification case-sharing sessions to enhance safety awareness and emergency response capabilities across the workforce.

- Tackling climate change
- Enhancing environmental management
- Deepening pollution prevention and control efforts
- Optimizing resource efficiency
- Protecting biodiversity
- Enhancing environmental awareness

06 Green and Low-Carbon Development

Contributing to the United Nations Sustainable Development Goals (SDGs)



National strategies

Amid global climate change, developing green and low-carbon aviation has become a consensus. In December 2021, CAAC issued the 14th Five-Year Special Plan for Green Development of Civil Aviation. The plan mandates coordinated efforts in pollution control, ecological protection, and climate change mitigation. It seeks to enhance the progressiveness, synergy, and openness of green governance in the sector, focusing on promoting smart, low-carbon, and resource-efficient operations. The ultimate goal is to establish a robust green, low-carbon, and circular development system for civil aviation, achieving phased results in its green transformation by 2025. In July 2024, the CPC Central Committee and the State Council issued the Guidelines to Ramp up Green Transition in All Areas of Economic and Social Development. The document emphasizes optimizing civil aviation routes and advancing the electrification and smart operations of airports. It also calls for raising the green and smart standards for new airport facilities, promoting energy-saving and carbon-reduction upgrades for existing transportation infrastructure, and building a batch of low-carbon (near-zero carbon) airports.

SAA's actions

SAA actively supports the national Dual Carbon (carbon peaking and carbon neutrality) strategy by exploring new pathways for green and low-carbon transformation. By integrating green development principles throughout the entire lifecycle of airport planning, construction, and operation, SAA coordinates efforts in carbon reduction, pollution control, ecological enhancement, and economic growth. This continuous advancement of green airports achieves a win-win for environmental protection and economic development, contributing to the broader comprehensive green transformation of economic and social development.

Tackling climate change

SAA actively addresses climate change challenges by implementing a two-pronged strategy focused on deep supply-side decarbonization and substantial demand-side energy efficiency improvements. This approach increases renewable energy utilization and reduces carbon emissions, helping accelerate the realization of the national Dual Carbon goals.

Building a new framework for green and low-carbon development

Supply-side energy transition

- SAA completed the revision of the Green Airport Master Plan and conducted specialized studies on carbon trading strategies, hydrogen energy, photovoltaics, and charging infrastructure planning.
- In collaboration with a research team from East China Normal University, SAA conducted pilot-scale verification of an innovative technology to produce sustainable aviation fuel (SAF) from oil-based feedstocks.
- SAA advanced large-scale photovoltaic (PV) development by connecting multiple PV projects to the grid, including the Phase II project north of Runways 1 and 3, the APM base, the inspection center, and the intelligent cargo terminal.
- To advance green procurement, Shanghai Hongqiao International Airport procured 25.28 million kWh of green electricity.

Upgrading consumption-side carbon management

- SAA optimized the energy and carbon management platforms by integrating energy and carbon management with environmental, flight, and passenger data, improving the coordinated management of energy use, carbon emissions, and airport operations.
- SAA is systematically transitioning equipment and vehicles to new energy alternatives at Shanghai Pudong and Hongqiao International Airports.
- SAA embed sustainability principles across the lifecycle of major infrastructure projects to elevate green construction standards.

Key performance

During the reporting period

- Total installed PV capacity at Shanghai Pudong and Hongqiao International Airports reaches 58.5 MW.
- Shanghai Pudong International Airport has a total installed PV capacity of 52.38 MW, with an estimated annual carbon emissions reduction of 29,000 tons, ranking first among civil airports in China.
- Renewable energy accounts for 7.74% and 24% of total energy consumption at Shanghai Pudong and Hongqiao International Airports, respectively.
- New energy vehicles account for 51% and 34% of the fleets at Shanghai Pudong and Hongqiao International Airports, respectively.

Case

Successful grid connection of the PV project at Shanghai Pudong International Airport

On November 30, 2025, the 23.92 MW Phase II distributed PV project north of Runways 1 and 3 at Shanghai Pudong International Airport completed commissioning and acceptance, achieving full-capacity grid connection. Operating on a self-generation and consumption model, the project generates an average of 24.58 million kWh annually, saving over 7.4 million yuan in electricity costs and reducing carbon emissions by 13,200 tons per year. With a total installed capacity of 52.38 MW, the distributed PV project at Shanghai Pudong International Airport ranks among the industry leaders in China.



Distributed PV installation at Shanghai Pudong International Airport

Case

First batch of PV projects connected to the grid in the zero-carbon office practice area at Shanghai Hongqiao International Airport



Rooftop PV power station

Shanghai Hongqiao International Airport launched the first batch of PV projects in its zero-carbon office practice area. Rooftop PV stations were installed on the Municipal Administration Building and the Special Vehicle Garage in the West Area, flexible PV modules on the roof of the North Pump Station equipment room, and PV canopies over parking spaces in the P16 lot. Connected to the grid in March 2025, the project enables the practice area to independently generate and consume its office electricity. It is expected to generate approximately 1.4 million kWh annually, saving about 480,000 yuan in electricity costs, reducing carbon emissions by nearly 600 tons, and increasing the airport's overall renewable energy utilization rate by 1.5%.

Awards and honors

The Pudong Airport Multi-Scenario Distributed PV Construction Project by Pudong Airport Company was recognized by the Shanghai Municipal Transportation Commission as a 2025 Exemplary Case of Transportation Energy Conservation and Emission Reduction in Shanghai.

Enhancing environmental management

To establish a stronger institutional framework, SAA formulated or revised a number of policies, including the Work Plan for Environmental Management System Development, Comprehensive Assessment Measures for Ecological Environment Management, Environmental Protection Management System, Implementation Rules for Environmental Pollution Control Management, and Management Measures for Environmental Protection Performance Assessment. Pudong Airport Company underwent simultaneous external audits for its environmental, energy, and carbon management systems, successfully securing renewed certifications for ISO 50001 (Energy Management), ISO 14001 (Environmental Management), and the China Certification & Accreditation Association (CCAA) Carbon Management System. Hongqiao Airport Company obtained its initial certification for the CCAA Carbon Management System and successfully passed recertification audits for ISO 50001 (Energy Management), ISO 14001 (Environmental Management), and EATNS. This makes it the first airport in China to be certified across four systems—energy, environment, and the CCAA and EATNS carbon management systems—realizing a unified "energy-carbon-environment" management structure. In 2025, SAA recorded no major environmental incidents and faced no significant administrative penalties or criminal liabilities from ecological or environmental authorities.

Deepening pollution prevention and control efforts

SAA is committed to targeted, science-based, and legally compliant pollution control. By implementing specific measures to manage wastewater, air emissions, solid waste, and noise, SAA safeguards air, water, and soil quality, contributing to the sustainable development of Shanghai.







Measures to enhance pollution control

Standardizing wastewater management

- Following a recent round of inspections for stormwater and sewage cross-connections in key areas, Shanghai Pudong International Airport continues routine inspections across other airport zones and enforces corrective actions by the responsible units.
- Shanghai Hongqiao International Airport launched a targeted initiative to inspect and rectify stormwater and sewage cross-connections, with several entities already completing rectifications. The airport established a closed-loop supervision system for wastewater discharge from catering tenants in the terminal. This includes strict onboarding approvals, enhanced operational maintenance, and precise discharge monitoring. A closed-loop rectification mechanism ensures issues found during inspections are addressed and re-evaluated within specified timeframes.

Enhancing emissions control

- Shanghai Pudong International Airport installed a flue gas heat recovery system for the steam boilers in its energy center, increasing thermal efficiency to over 95%.
- Shanghai Hongqiao International Airport carried out low-NOx upgrades to its boilers, reducing NOx emission concentrations to below 50 mg/m^3. All catering tenants achieved a 100% installation and regular cleaning rate for cooking fume purification systems.
- SAA increased its proportion of new energy vehicles (NEVs) to reduce exhaust emissions.

Waste sorting management

- Shanghai Pudong International Airport deployed vertical pneumatic waste compactors in terminal waste rooms, achieving a 40% compaction rate for general waste in Terminals 1 and 2. The airport also conducted secondary sorting and recycling of residual waste in the airfield area, further reducing residual waste volume by 16%.

Advancing noise management

- SAA advanced research on automatic aircraft noise monitoring systems, data scope, and standards at Shanghai Pudong and Hongqiao International Airports. SAA also optimized Shanghai Hongqiao International Airport's monitoring point layouts, front-end equipment trigger thresholds, and flight data matching.

Awards and honors

Hongqiao Airport Company was recognized as a 2025 Shanghai Municipal Typical Case of Zero-Waste City Cells by the Shanghai Municipal Bureau of Ecology and Environment, and awarded the "Zero-Waste Building" title by Changning District.

Key performance

During the reporting period

- Shanghai Pudong International Airport achieved an annual good air quality rate of 92.05%.
- Shanghai Hongqiao International Airport achieved an annual good air quality rate of 88.49%.
- Shanghai Pudong International Airport's Weichang River consistently met Class III to IV annual average water quality standards.
- Shanghai Hongqiao International Airport's Weichang River consistently maintained Class IV annual average water quality standards.

Case

From challenge to highlight—Shanghai Hongqiao International Airport solves waste sorting challenges through refined management

In 2025, to process over 20 tons of waste daily, Shanghai Hongqiao International Airport implemented three core strategies: source reduction, meticulous sorting, and smart management. The airport introduced four-category multi-inlet waste bins in the terminal, reducing waste disposal points by 46%; expanded the waste sorting facility from 40 to 282.2 square meters; and coordinated outsourced cleaning and waste removal contractors. By establishing a comprehensive supervision system spanning waste generation, sorting, and removal, the airport achieved precise control over waste retention time.



Optimizing resource efficiency

SAA developed management systems such as the Water Environment Management Implementation Plan and Water Environment Management Rules. By standardizing the management of resources like water, electricity, and paper, SAA effectively minimized waste and translated energy conservation and carbon reduction goals into action.

Driving resource efficiency

Water conservation

Shanghai Pudong International Airport installed a rainwater recycling system. The reclaimed water is consistently used for landscape irrigation, road cleaning, cooling tower makeup, wet waste disposal center operations, and replenishing the Suitang River and landscape ponds. Nearly 2.36 million tons of reclaimed water were used, saving approximately 13.9 million yuan in water costs.

Shanghai Hongqiao International Airport uses the north and south regulating ponds on the apron to store water for landscape irrigation, road cleaning, and cooling water makeup at the energy center, achieving an annual reuse volume of approximately 90,000 tons.

Electricity conservation

Shanghai Pudong International Airport has added two variable-frequency chillers with dual Class-1 energy efficiency to its 25-year-old No. 1 Energy Center. Featuring industry-leading permanent magnet synchronous variable-frequency technology and high-efficiency centrifugal compressors, these units boost energy efficiency by 46.84%, saving approximately 3 million kWh of electricity and cutting carbon emissions by over 1,592 tons annually.

Conserving paper

Shanghai Hongqiao International Airport introduced the first paperless equipment operational standard in China's civil aviation industry.



Key performance

During the reporting period

SAA recorded a total energy consumption of 146,600 tons of standard coal equivalent (SCE), with an energy intensity of 7.9 tons of SCE per 10,000 passenger trips.

Case

Upgrading power systems to drive intelligent power management

In April 2025, Shanghai Hongqiao Airport Company upgraded its power monitoring system and power management platform to drive smart operations. Guided by a multifaceted framework focusing on visible status, controllable deviations, comprehensive data, clear logic, easy queries, decision support, real-time data, and rapid transmission, the company achieved three major breakthroughs: panoramic visualization, dynamic early warnings, and intelligent diagnostics.

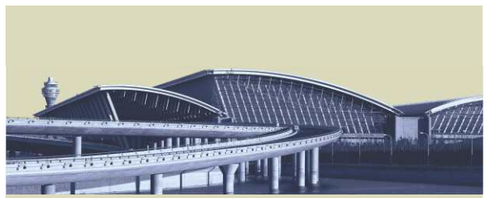


Power supply operations and control platform

Protecting biodiversity

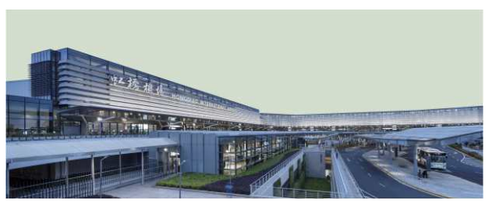
In compliance with the Wildlife Protection Law of the People's Republic of China and other relevant laws and regulations, SAA properly handles live birds and other rare animals captured within airport premises. SAA strictly adheres to ecological red lines and promote the harmonious coexistence of humans and nature.

Biodiversity protection initiatives



Shanghai Pudong International Airport

- SAA deepened ecological management by addressing four key elements: vegetation, insects, water, and soil. Through measures such as pest control, weeding, open water remediation, and the leveling of low-lying areas, SAA systematically managed bird habitats and food chains to mitigate bird strike risks at the source.
- SAA employed biological deterrents for bird dispersal, innovatively introducing flocks of sheep as "ecological managers". This approach prevents the potential adverse impacts on the lake ecosystem caused by chemical agents, noise-generating equipment, or large-scale civil engineering projects.



Shanghai Hongqiao International Airport

- Bird deterrent equipment has been installed in the flight area to prevent birds from straying into the area, thereby protecting the population density and diversity of surrounding wildlife.

Enhancing environmental awareness

SAA consistently carries out environmental training and awareness campaigns, advocating for green operations and lifestyles. By translating environmental concepts into actionable practices, SAA aims to raise environmental awareness among its employees and the general public.

Enhancing environmental awareness

Shanghai Pudong International

- SAA organized training on environmental regulations, certifications, and ecological management to enhance its employees' capacity to execute environmental policies.
- SAA organized beach and embankment cleanups, mobilizing employee volunteers to collect and sort waste along the seawall, thereby boosting staff engagement in environmental protection.
- SAA hosted themed awareness weeks featuring educational initiatives, interactive sessions, and hands-on activities to engage passengers and inspire their enthusiasm for environmental protection.

Shanghai Hongqiao International Airport

- SAA provided training on environmental regulations and domestic waste management to foster environmental awareness among its employees.
- SAA hosted the Shanghai Domestic Waste Sorting Volunteer Service Awareness Day, expanding the reach and impact of waste sorting campaigns through exhibitions, interactive activities, performances, and volunteer services, encouraging broad public participation.



07

Driven by Digital Intelligence

- Strengthening the technological innovation engine
- Strengthening the data governance system
- Significantly enhancing smart operational efficiency
- Reimagining the digital travel experience

Contributing to the United Nations Sustainable Development Goals (SDGs)



National strategies

With the rapid advancement of information technology, digital intelligence has emerged as a core driver in the development of civil aviation. In November 2025, CAAC issued the Implementation Guidance on Promoting the High-Quality Development of "Artificial Intelligence + Civil Aviation". The document systematically outlines innovative use cases for "AI + Civil Aviation" across key areas such as safety, operations, passenger travel, logistics, supervision, and planning and construction, proposing a comprehensive framework for AI application scenarios.

SAA's actions

SAA has seized new opportunities in the digital era to systematically accelerate the development of smart airports. By improving innovation management and accelerating digital transformation, SAA provides strong support for building international aviation hubs. By refining its innovation management mechanisms, unlocking the value of data resources, and deploying smart applications, SAA optimizes operational efficiency and elevates the passenger experience. These efforts drive a profound transformation in management quality and operational efficiency, systematically creating a future-oriented, industry-leading smart hub.



Strengthening the technological innovation engine

SAA formulated the Outline of the SAA Science and Technology Development Plan (2025–2035) and established the "15552 + N" framework for technological development. This framework consolidates and enhances three traditional areas: planning and construction, facility and equipment operations and maintenance, and safe operational services. It also prioritizes breakthroughs in two emerging fields: digital intelligence and green, low-carbon development. Ultimately, these innovations aim to support the development of the Shanghai International Science and Technology Innovation Center.

Enhancing the support of technological innovation

SAA optimized the organizational structure for technological management by establishing a comprehensive foundational framework. This includes enhancing a management system led by steering groups, functional departments, and project teams, alongside refining an R&D system centered on the Science and Technology Committee, technology center platforms, and a collaborative innovation ecosystem.

SAA upgraded its management framework by revising the Technological Innovation Management Measures and their associated implementation rules.

SAA defined the scope and coordination pathways for R&D activities and introduced a tiered and categorized approval mechanism to optimize the efficiency and precision of resource allocation.

SAA carried out dynamic budget monitoring to refine the management of the R&D process.

SAA pioneered a "Pilot Project" mechanism to effectively integrate dispersed R&D resources and strengthen technological coordination through major innovation initiatives.

Key performance

During the reporting period

Pudong Airport Company and Hongqiao Airport Company held a total of 49 valid patents, 52 software copyrights, and 2 copyrights for creative works.

Awards and honors

SAA

- The Research and Application of Key Technologies for Intelligent Control of Shanghai Airport Operations won the First Prize of the Science and Technology Progress Award from the China Communications and Transportation Association in 2024.
- The Dynamic and Static Data Governance and Application for Digital Base of Large Airport Flight Area was granted the Third Prize of the Science and Technology Progress Award by the China Intelligent Transportation Systems Association in 2025.
- The Research on Full-Scenario Digital Construction of Terminal Underground Transportation Hubs Based on BIM Technology was selected as an exemplary case of Smart Technology Equipment Promotion and Application in Civil Airports of China.
- Key Points for Refined Management of the South Underpass Project in the Flight Area was selected as an outstanding case of airport construction management by the CAAC East China Regional Administration in 2025.
- The Application of Digital and Intelligent Construction Technology in the Flight Area Project (Phase I) won the second prize in the 2nd Shanghai "Digital Construction Cup" Digital City Construction Achievement Competition.
- The Western Cargo Zone Inspection Center Project received multiple honors, including being named a Shanghai Quality Structure, Pudong New Area Model Construction Site, Shanghai Magnolia Quality Construction Project, and Shanghai Quality Project.

Pudong Airport Company

- The Key Technologies and Applications for Airport Bird Strike Prevention Based on Integrated Detection, Identification, and Deterrence won the Third Prize of the Civil Aviation Science and Technology Award from the China Air Transport Association.
- The research project Enhancing Aircraft Operational Efficiency through Full-Process Flight Control Driven by Digital Intelligence won the National Third Prize in the 2025 China Lean Digital Innovation Conference organized by the China Enterprise Reform and Development Society.
- The Visual Simulation System for Fire Emergency Rescue Command, Key Technologies and Application of TSAT Optimization for Multi-Runway and Multi-Terminal Airports, and Flight Ground Service Node Video Analysis Project were selected as Outstanding Management Cases for Civil Aviation Apron by the China Civil Airports Association.
- The Visual Simulation System for Fire Emergency Rescue Command was selected as a 2025 Exemplary Case of Smart Technology Equipment Promotion and Application in Airports by the China Civil Airports Association.
- Received the Smart Airport Technology Innovation Award at the 2025 (13th) International Smart Airport Development Meeting.

Hongqiao Airport Company

- The Research Project on Key Technologies and Applications for Digital and Intelligent Management and Collaboration of Airport Landside Traffic received the Second Prize of the Civil Aviation Science and Technology Award from the China Air Transport Association.
- The projects Development and Application of China's First Smart Runway Status Light System and Developing End-to-End Smart Travel Services to Establish Hongqiao Airport as a Smart Travel Benchmark were selected as 2025 Exemplary Cases of Smart Technology Equipment Promotion and Application in Airports by the China Civil Airports Association.
- Received the Smart Airport Service Excellence Award from the Shanghai Society of Aeronautics and the Airport Operation Technology Branch of the Chinese Society of Aeronautics and Astronautics.
- The projects Development and Application of Intensive Ride-Hailing Services and Management at Large Transportation Hubs, Development and Application of a New Model for Full-Link Data Governance and Energy-Saving Operations in Hub Airport Energy and Carbon Management, and Development of a Digital and Intelligent Operational Management System for Passenger Services at Boutique Airports won the Second and Third Prizes in the 2025 Cases of Innovative Achievements in Modern Enterprise Management hosted by Shanghai Municipality.
- The project Multi-Source Data Integration and Smart Platform Empowerment: A New Vision for the Digital Transformation of Airport Landside Traffic won the Excellence Award in the AI+Transportation Track of the First "AI Pioneer Cup" "AI+" Application and Skills Competition, co-hosted by the Internet Society of China and the China Communications and Transportation Association.

Strengthening the data governance system

By improving management systems, strengthening data management and sharing, and expanding scenario-based applications, SAA has advanced its data governance capabilities and digital operations, establishing a solid data foundation for SAA's high-quality development.

Unlocking the value of data resources

Strengthening data management

- SAA drafted the Data Management Measures (Trial) and policies for data assets and metrics, establishing the foundation for a data management framework.

Establishing management systems

- SAA launched a data middle platform and operationalized the data technology architecture.
- SAA developed a data asset catalog and established the data business architecture.
- SAA completed data governance tasks—including data lake ingestion, inventory, standardization, and quality control—for 35 core business and management systems across six production domains and four management domains.
- SAA advanced data scenario applications across four key management domains: airline profiling, project management, financial analysis, and human resources.



Promoting data sharing

- SAA shared data with external partners, establishing a collaborative mechanism that facilitates data flow and fosters shared value creation.



Awards and honors

- SAA became a founding member of the Shanghai Transportation and Logistics Industry Trusted Data Space Alliance.
- Hongqiao Airport Company won the Best Applied Practice Award in both the Green and Low-Carbon track and the Transportation track at the 2025 "Data Elements X" Competition (Shanghai Division), organized by the Shanghai Municipal Data Bureau.
- Hongqiao Airport Company received the Three-Star Certification for Digital Transformation Maturity Model (DLMM) from the China Federation of Electronics and Information Industry.

Significantly enhancing smart operational efficiency

SAA has solidified its digital and intelligent technology foundation and strengthened independent R&D and innovative applications. Driven by technological innovation and digital and intelligent transformation, SAA is developing exemplary smart airport operation scenarios to comprehensively enhance collaborative management efficiency.

Setting a new benchmark for smart airport operations

- SAA launched the "Airport Brain", an industry-leading intelligent operations hub, applying AI across core areas such as flight operations, apron safety, and passenger services.
- Intelligent recognition of flight support nodes and smart monitoring of apron safety have been integrated into regular operations at both Shanghai Hongqiao and Pudong International Airports.
- Round-the-clock intelligent full-airport trajectory prediction provides critical support for traffic management, resource allocation, and the handling of irregular flights.
- SAA developed and deployed an end-to-end smart monitoring module for inbound passengers at Shanghai Pudong International Airport. This enables real-time tracking of key metrics such as passenger volume, queuing time, and customs clearance efficiency, thereby enhancing collaborative management across various port authorities.
- SAA built a digital twin system for the Integrated Operations Control Center, creating a real-time visualization platform that fuses multi-source operational data. Integrating comprehensive situational awareness, resource optimization, daily supervision, and emergency response, this platform enables the visual management of all airport operational elements.
- SAA completed the pilot demonstration project for the 5G-AeroMACS and its application systems at Shanghai Hongqiao International Airport. This established a domestically leading, next-generation aviation wireless communication infrastructure with full apron coverage and seamless integration with the BeiDou Navigation Satellite System.

Case

Shanghai Pudong International Airport implements an intelligent sequencing system to enhance hub operational efficiency

In July 2025, Shanghai Pudong International Airport implemented the industry's first intelligent flight ground sequencing system. This system utilizes advanced technology to transition aircraft ground control from a traditional passive response model to a proactive prediction approach. It ensures seamless coordination from ground handling to pushback, reducing average pushback wait times by approximately two minutes and decreasing overall average taxiing times by 1.7%. The system enables airlines to save over 9,000 tons of aviation fuel annually, thereby enhancing hub operational efficiency.

Case

Shanghai Pudong International Airport develops a service efficiency monitoring module to enhance end-to-end inbound passenger services

In April 2025, Shanghai Pudong International Airport deployed the inbound passenger service efficiency monitoring module, developed by the Joint Innovation Laboratory for the Airport Brain and Artificial Intelligence. As the industry's first intelligent platform dedicated to the end-to-end efficiency of inbound passenger processing, it integrates real-time monitoring, intelligent alerts, and collaborative optimization. By synthesizing ground handling, baggage system, and video analytics data, the platform tracks flight, passenger, and baggage flows. It monitors key touchpoints from disembarkation to baggage claim, enabling operations management to precisely refine processes and facilities, thereby improving the inbound passenger experience.

Reimagining the digital travel experience

Leveraging digital technologies, SAA addresses evolving passenger needs and expectations by upgrading its services to be more efficient, convenient, and comfortable. This transitions passenger travel from basic accessibility to a high-quality experience.

Smart travel service initiatives at Shanghai Pudong and Hongqiao International Airports

Shanghai Pudong International Airport

- Expanding digital and intelligent applications: SAA completed self-service baggage drop-off projects for domestic airlines' international flights at Terminal 2, and expanded eight self-service baggage counters at Island C in Terminal 1. For foreign airlines' international flights at Terminal 2, SAA implemented new departure charging models and standards, advanced the full-process ONEID self-service system, and deployed an intelligent trolley management system.
- Launching innovative pilots: SAA established Total Airport Management (TAM) pilot projects, trialed autonomous baggage transfers, and piloted in-terminal food delivery robots.



On November 5, 2025, Shanghai Hongqiao International Airport became one of the first in China to launch a smart facial recognition clearance system. Eligible residents from the Chinese mainland and Hong Kong, Macao, and Taiwan regions can pass swiftly through intelligent fast-track channels at entry-exit border inspections without presenting travel documents, further enhancing travel efficiency and passenger experience.

Shanghai Hongqiao International Airport

- Scaling digital and intelligent achievements: SAA achieved full coverage of self-service boarding and RFID end-to-end baggage tracking systems at Terminal 2, piloted China's first dual-control mode combining border inspection facial recognition with airport departure verification, launched the nation's first smart health quarantine monitoring system and contactless security screening channel, and conducted trials for centralized image analysis in passenger inspections and expanded the scope of person-baggage matching checks.
- Enhancing convenience services: SAA launched electronic boarding pass services for international flights, as well as flights from Hong Kong, Macao, and Taiwan regions, and jointly introduced the Hongqiao Luggage Pass mini-program.

- Setting a first-class service benchmark
- Fostering an inclusive and friendly environment
- Promoting international cultural exchange

08

Service Excellence

Contributing to the United Nations Sustainable Development Goals (SDGs)

National strategies

Airport services are integral to the travel experience and in the vital interest of the public, serving as a key area of competition among airports. In April 2022, CAAC issued the Special Plan for Passenger Services of Air Transport during the 14th Five-Year Plan Period, the first specialized plan for civil aviation services. The plan prioritizes enhancing the passenger travel experience and developing China's civil aviation service brand. It aims to meet evolving public expectations, thereby improving passenger satisfaction, well-being, and safety in civil aviation services.

SAA's actions

SAA is dedicated to creating a superior air travel experience by refining service offerings and upgrading operational processes. SAA continuously optimizes key touchpoints, including flight punctuality, transfer convenience, and care for passengers with special needs. Serving as an important window to showcase Chinese culture, SAA strives to build a world-class aviation hub characterized by hospitality, cultural heritage, and high quality, ultimately enhancing passenger comfort and satisfaction.

Setting a first-class service benchmark

Guided by its mission of "Excellent life starts here", SAA has enhanced its diversified service portfolio and prioritized passenger complaint resolution. SAA is systematically improving the quality and efficiency of passenger facilitation services throughout the travel journey to enhance passenger well-being and satisfaction, thereby reinforcing its hub airport's image as an international gateway.

Delivering quality travel experiences through a diversified service portfolio

Shanghai Pudong International Airport

- Service standard development: SAA co-drafted CCAA's group standard, Airport and Airline Service Brand Certification, officially released in July 2025. This standardization initiative actively drives service quality enhancements.
- Upgrading entry facilitation: Focusing on the needs of inbound foreign tourists in culture and tourism, payment, transportation, and communications, SAA have established a "Shendu Customization" one-stop service center to deliver seamless, uninterrupted services throughout the entire journey. Multilingual smart audio guides have also been launched, covering functions such as transfer guidance, departure tax refund instructions, and procedural explanations for the business cooperation zone, thereby supporting Shanghai in becoming the "first stop for inbound tourism in China."
- Improving transfer services: On June 29, 2025, the Minimum Connection Time (MCT) Standards for Connecting Flights at Pudong Airport were released. Through process reengineering and technology empowerment, coupled with software and hardware upgrades, transfer efficiency has been enhanced. Comprehensive 24-hour security check services for domestic departures and 24-hour clearance services for international, Hong Kong, Macau, and Taiwan departures have been fully implemented. These are complemented by multilingual guidance, rest and shower areas, and the "Pule Go" QR-code based instant delivery service, among other transfer support facilities
- Optimizing lost property recovery: SAA established a coordination mechanism with public security authorities and airlines and issued the Terminal Passenger Lost Property Identification and Handling Specifications. This framework creates a lost property management model characterized by rapid response, accurate identification, and efficient owner location.
- Improving landside traffic efficiency: SAA implemented an innovative optimization plan for short-distance taxi fares and established dedicated operating zones for ride-hailing services, achieving a peak daily volume of over 20,000 vehicles. By upgrading signage, optimizing traffic flows, and activating emergency diversion channels, SAA effectively alleviated peak-hour congestion and enhanced the passenger travel experience.

Shanghai Hongqiao International Airport

- Optimizing the service experience: SAA developed China's first civil aviation service standards for express flights, introducing dedicated check-in counters and security lanes, priority clearance and boarding bridge allocation. SAA shortened and standardized check-in closure times to 30 minutes for domestic passengers without checked baggage (25 minutes for Spring Airlines). In collaboration with airlines, SAA established a baggage service improvement task force, and ensured that the last piece of baggage is delivered within 30 minutes.
- Enhancing transfer efficiency: SAA pioneered China's first complimentary cross-airline flight change express service between Shanghai Hongqiao and Beijing Capital airports. SAA expanded the Hongqiao-Shenzhen express service to three routes and extended these benefits to passengers with checked baggage within the sterile area. SAA also optimized facilitation services such as PVG-SHA Transfer, air-rail intermodal transfers, and Effortless & Efficient Transfer to further consolidate the "Shanghai Connect" brand.

Enhancing passenger complaint management

Shanghai Pudong International Airport



- SAA revised the Corporate Service Quality Complaint Management Measures to standardize and govern the entire complaint handling process.
- SAA's 96990 service hotline integrates multiple functions, including assistance, inquiries, special assistance reservations, lost and found inquiries, and complaint registration. This streamlines the request submission process, enabling passenger needs to be routed directly to the resolution stage via a one-stop mechanism.
- SAA utilized service risk management tools to shift its complaint management approach from reactive resolution to proactive prevention. Adhering to a "case-by-case analysis" principle, SAA generated dedicated analysis and improvement reports for every passenger complaint. This process effectively identified sources of service risks and enables the formulation or adjustment of control measures to ensure closed-loop management.
- SAA established a "weekly review and monthly summary" mechanism to identify service deficiencies highlighted in complaints. SAA also leverages typical cases to issue warnings and drive the implementation of effective preventive measures.

Shanghai Hongqiao International Airport



- SAA formulated the Corporate Service Quality Complaint Management Measures to define the complaint management departments and their respective functions across all units. This standardizes handling processes and timelines, facilitating the timely and effective resolution of complaints and disputes.
- SAA has streamlined passenger complaint channels by integrating the 32531090 complaint line into the 96990 customer service hotline, providing a one-stop service for inquiries, reservations, lost and found, and complaints.
- SAA prepared quarterly complaint analysis reports to identify root causes, formulate corrective actions, and monitor implementation to ensure closed-loop management.

Key performance

During the reporting period

- Shanghai Pudong International Airport achieved a 93.2% flight takeoff punctuality rate, while Shanghai Hongqiao International Airport recorded 91.7%.
- Shanghai Pudong and Hongqiao International Airports achieved a 100% timely and effective response rate to service complaints.

Awards and honors

Pudong Airport Company

- PuLe GO, Innovation in Inbound Travel Facilitation Services, and the Sanliren Service Ecosystem Management Model won the 2025 CAPSE Innovation Award.
- Reducing Delivery Time for Passenger Belongings Left in Cabins won the Gold Award in the 2025 CAPSE Civil Aviation Quality Improvement Practice Competition.
- Enhancing Security Screening Efficiency During Morning Peak Hours and Improving Floating Oil Recovery Quality and Efficiency of Grease Interceptors won Silver Awards in the 2025 CAPSE Civil Aviation Quality Improvement Practice Competition.

Shanghai Hongqiao International Airport

- Awarded the 2025 World's 5-Star Airport and Cleanest Airport in China by Skytrax.
- Won the 2024 CAPSE Best Airport (over 10 Million Passengers) Award.
- Recognized as an Outstanding Service Quality Airport (Over 10 Million Passengers) in the 2024 China Civil Airport Service Quality Evaluation, jointly presented by the China Civil Airports Association, the China Academy of Civil Aviation Science and Technology, and CAAC News.
- Received the CAPSE Quality Improvement Pioneer Award.

Case

Upgrading the "easy security check" service to eliminate prior appointments

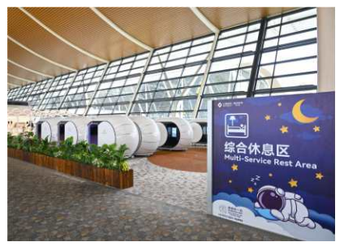
The "easy security check" is a new screening model introduced by CAAC to enhance travel safety and convenience. It features high accuracy, minimal intervention, streamlined procedures, fast processing, and an improved passenger experience. Since January 22, 2025, Shanghai Pudong and Hongqiao International Airports have upgraded this service. Eligible domestic passengers can now use dedicated screening lanes without prior appointments at both airports, ensuring a more convenient, efficient, and comfortable travel experience.



Case

Shanghai Pudong International Airport launches eight service initiatives

In June 2025, Shanghai Pudong International Airport held the Air Transport Facilitation Committee and a service launch event, introducing eight key initiatives: MCT, 24-hour customs clearance for international, Hong Kong, Macao, and Taiwan departures, Hassle-Free Transfer, PuLe GO, Late Night Station, Delayed Flight Enjoyment, Express Lost and Found, and Pet-Friendly Travel. These initiatives upgrade convenience across the entire passenger journey. By combining smart travel solutions, seamless transfers, and thoughtful care, the airport ensures a more comfortable, efficient, and pleasant experience for every passenger.



Passenger overnight rest area



24-hour free shower facilities

Case

Shanghai Hongqiao International Airport shortens check-in cutoff times for domestic passengers without checked baggage

Effective October 28, 2025, the check-in cutoff time for passengers without checked baggage on all domestic flights (excluding those to/from Hong Kong, Macao, and Taiwan) at Shanghai Hongqiao International Airport has been shortened to 30 minutes prior to departure. Additionally, for Spring Airlines' domestic flights operating at Terminal 1, the cutoff time has been reduced to 25 minutes for both passengers with and without checked baggage. These adjustments provide passengers with greater flexibility and ample time for check-in procedures.

Fostering an inclusive and friendly environment

To meet the needs of passengers requiring special assistance, SAA offers “one-stop" dedicated escort services and seamless full-journey support. By fostering a friendly and inclusive environment, SAA ensures a more considerate, convenient, and efficient travel experience.

Enhanced personalized services

Shanghai Pudong International Airport

- SAA provides dedicated "Caring Passage" services for departures and arrivals to unaccompanied passengers aged 60 and above, pregnant women, passengers with infants, persons with disabilities, and those requiring wheelchair assistance. These services include complimentary trolleys, priority check-in, priority customs clearance, priority security screening, free electric cart transport, and priority boarding.
- SAA has developed tailored service products and manuals—"First Journey", "Accompanying Service", "Accessibility with Care", and "Childhood with Care"—for passenger groups requiring special assistance, including first-time flyers, the elderly, passengers with disabilities, and children.
- SAA installed advanced deodorization systems and feminine hygiene product dispensers in restrooms to create a more convenient and comfortable terminal environment.
- SAA formulated the Pudong International Airport Pet-in-Cabin Service Plan, which outlines responsibilities, service procedures, and emergency response protocols to facilitate pet-in-cabin services.

Shanghai Hongqiao International Airport

- SAA introduced a "Care Bracelet" service for first-time flyers, families with infants, passengers requiring escorts, and the elderly. SAA also upgraded the "Hongxin Companion" service by adopting a model of proactive assistance and end-to-end companionship, while comprehensively assessing and improving its barrier-free facilities and passenger care systems.
- In collaboration with airlines, SAA upgraded the terminal's pet-friendly amenities by launching a "Pet-in-Cabin" service and opening a Kanine Pet Supplies Store, offering enhanced services for passengers traveling with pets.

Awards and honors

The mother and baby rooms at Shanghai Pudong and Hongqiao International Airports were awarded a Five-Star rating for 2024–2025 by the Shanghai Municipal Health Commission.

Promoting international cultural exchange

SAA upgraded its cultural spaces and hosted distinctive events to promote revolutionary, Shanghai-style, and Jiangnan cultures. By transforming Shanghai Pudong and Hongqiao International Airports into dynamic showcases of Chinese culture for global travelers, SAA is establishing a model that demonstrates cultural confidence while providing passengers with a culturally enriching and high-quality travel experience.

Creating a culturally rich and diverse airport

Designing terminal cultural spaces

Shanghai Pudong International Airport created four themed landscapes in the arrivals area: "Magnolia in Bloom", "Centennial Phoenix", "Galloping Steed", and "Guiding Compass". The outdoor roof garden in the departures hall blends Eastern classical and Shanghai-style garden aesthetics, offering passengers a tranquil oasis amidst the bustling terminal. Shanghai Hongqiao International Airport introduced new themed leisure areas, including "Magnolia Lounge", "Cloud Reverie", "Orange Twilight", and "Azure Realm".

Creating crossover cultural experience spaces

Shanghai Pudong International Airport introduced "The Little Prince" brand, setting up themed pop-up installations and launching a limited-edition stamp collection activity to enhance passenger engagement through interactive experiences. Additionally, the airport featured "Zootopia"-themed displays within the terminal, delivering an immersive cultural tourism experience. Shanghai Hongqiao International Airport hosted the "Shanghai Charm" photography exhibition and featured art installations such as "Light Speaker" and "Panda Garden". Eight sets of light boxes in the international arrivals area were decorated in the style of traditional Shanghai-style paintings, enhancing the cultural ambiance of the terminal.

Fostering festive atmospheres

To celebrate traditional holidays such as the Spring Festival, Lantern Festival, and Dragon Boat Festival, Shanghai Pudong International Airport hosted a variety of themed events, including the "Snake Dance for the New Year" performance and Lantern Festival opera shows. Traditional wormwood sachets were also distributed during the Dragon Boat Festival, creating a dynamic showcase for traditional Chinese culture.

Case

Shanghai Pudong and Hongqiao International Airports host the second brand day and summer programs

On June 29, 2025, Shanghai Pudong and Hongqiao International Airports held the second brand day and a variety of summer programs, themed "YOUNG & WONDERFUL, FLYING FULLY LOADED". Aligned with the "China Young" cultural brand and the upcoming summer travel peak, the event featured commercial promotions, new service launches, flash mobs, and cultural performances. By deepening the integration of culture, tourism, commerce, sports, and exhibitions, SAA provided passengers with richer cultural offerings, engaging commercial services, and enhanced travel experiences, ensuring an exceptional aviation experience.




An interactive piano performance is held at Shanghai Hongqiao International Airport



A LINE FRIENDS and Sesame Street themed exhibition area is set up at Shanghai Hongqiao International Airport



The Symphony Flies with You concert is held at Shanghai Pudong International Airport



The "Zootopia 2" themed flight event is held at Shanghai Pudong International Airport

- Expanding the terminal commercial ecosystem
- Expanding the airport industry cluster
- Driving the layout of the low-altitude economy

09 Value Creation

Contributing to the United Nations Sustainable Development Goals (SDGs)



National strategies

Coordinating the development of traditional and emerging industries is essential for deep corporate transformation and upgrading and serves as a crucial pathway for fostering new quality productive forces. In February 2025, the General Administration of Customs, the National Immigration Administration, and the CAAC jointly issued the Notice on Measures to Further Facilitate Customs Clearance at Airports. The notice proposes supporting the development of the airport economy and industrial clusters in aviation hubs to enhance their capacity to gather resources and drive regional development. In October 2025, the Recommendations of the Central Committee of the Communist Party of China for Formulating the 15th Five-Year Plan for National Economic and Social Development identified the low-altitude economy as a strategic emerging industry for the first time.

SAA's actions

SAA has systematically established a new hub economy framework based on three key areas: enhancing commercial offerings at terminals, fostering airport-related industrial clusters, and developing the low-altitude economy. Through the intensive use of resources, innovation-driven development, and open collaboration, SAA has translated passenger and cargo flows into industrial growth, thereby empowering the upgrading of the entire airport economic industrial chain with a more open posture.

Expanding the terminal commercial ecosystem

SAA attracted first stores, boosted passenger footfall, and stimulated consumption. By introducing diverse business formats, leveraging digital platforms, and launching innovative themed marketing campaigns, it has fostered an integrated online-offline consumption ecosystem. This approach has enhanced the quality and efficiency of commercial operations at terminals and offered global travelers a new shopping experience that blends international standards with Shanghai's distinctive charm.

Initiatives to enrich airport commercial offerings

Developing "distinctive store" commercial clusters

- Pudong Airport has upgraded the portfolio of brands operating at it by introducing 12 first-in-airport restaurants in China, alongside popular brands such as Huawei Select and DJI. Additionally, it has optimized support services, including telecommunications and currency exchange.
- Hongqiao Airport has adjusted and upgraded 79 stores and added 23 new ones to optimize its commercial categories and duty-free offerings.

Enriching marketing activities

- Pudong Airport launched "Food Fashion"-themed campaigns covering key shopping periods, including the Spring Festival, the Shanghai Shopping Festival, summer vacation, the National Day holiday, and the Mid-Autumn Festival. It implemented premium retail promotions and introduced the PuLe GO brand, which enables online ordering with offline delivery. Through marketing innovation, service enhancements, and ecosystem collaboration, it has activated its commercial consumption potential.
- During key holidays and major events, Hongqiao Airport debuted Spring Festival market carts to boost souvenir sales and partnered with airlines during the Shanghai Shopping Festival to launch a "Spend & Earn Air Tickets" campaign. It established a model combining footfall generated by first stores with customer engagement through IP-themed activities. For its summer promotions, it expanded IP collaborations and integrated online and offline experiences. Additionally, it introduced pop-up stores for popular brands such as Lego, Harmay, and Vivienne Westwood to create interactive experience spaces.

Awards and honors

- Pudong Airport was awarded the "Most Consumption-Friendly Airport for Inbound Travelers" at the Super Terminal Expo.
- Hongqiao Airport received the "Best Airport for Non-Aeronautical Services" award at the Super Terminal Expo.



The first O'mills store at Pudong Airport


Kokorowa, the first Japanese restaurant that offers freshly prepared raw delicacies at airports in the Chinese mainland, at Pudong Airport


Sanrio store at Pudong Airport


Lego pop-up store at Hongqiao Airport

Case

Pudong and Hongqiao airports introduce "domestic leader + international giant" duty-free model to open a new chapter in commercial quality

On December 17, 2025, SAA, China Duty Free Group, and Avolta (Dufry) officially signed a contract transferring the operating rights for inbound and outbound duty-free shops at Pudong and Hongqiao airports. This marks the transition of SAA's duty-free operations into a new "domestic leader + international giant" model of diversified competition and collaboration. Notably, Avolta became the first global leading foreign travel retail and duty-free operator to enter airports in the Chinese mainland. This initiative has further diversified product offerings, boosted the sales of domestic goods, and enhanced commercial quality. It aims to attract overseas consumer spending back to China and contribute to China's high-level opening-up.



Case

Stores at Pudong and Hongqiao airports launch the "Alipay Tap" service

In August 2025, Pudong Airport fully rolled out "Alipay Tap" payment service across 174 duty-paid retail, duty-free retail, and food and beverage stores. By the end of December 2025, over 200 stores at Pudong and Hongqiao airports had adopted the "Alipay Tap" payment service. Passengers no longer need to present a QR code upon payment. Instead, a simple tap on the phone completes the transaction, offering a smarter and more convenient payment experience.



"Alipay Tap" payment service

Case

New trendy lifestyle hub where global travelers can dine, play, and shop during Shanghai Summer

During the 2025 summer travel season, Pudong Airport launched a new modern lifestyle hub in alignment with the 2025 Shanghai Summer International Consumption Season. This initiative offered an environment where global travelers can dine, play, and shop. To enrich trendy experiences, Pudong Airport launched a TOP TOY global trendy pop-up store, a Sanrio-themed trendy store, and comic quick-drawing booths to create immersive consumer environments. It also upgraded its commercial public spaces by introducing the first airport stores in China or in the Chinese mainland. To improve service convenience, the airport expanded WiFi rental and currency exchange outlets, introduced the PuLe GO online shopping and delivery service, and piloted food delivery robots for nighttime travelers. These initiatives boosted commercial vitality and enhanced inbound travel convenience.



Passengers explore the new trendy lifestyle hub

Expanding the airport industry cluster

Focusing on industrial development, SAA is committed to building a modern airport industry system by promoting the coordinated growth of multiple industries, including hotels, commercial and office, energy, and aviation support services. By extending industrial chains, optimizing intensive use and sharing of resources, and deeply integrating innovation with the industrial chains, SAA leverages new quality productive forces to drive the high-quality development of the airport economy.

Diversified development of aviation support industries at SAA

Hotel industry

- Hilton, Shangri-La and Traders hotels officially opened in Hongqiao Airport.
- The Shanghai Pudong International Airport and Shanghai Hongqiao International Airport quality hotels alliance were established to foster a collaborative hotel community within the core airport areas.
- Hotel management brands were evaluated, and naming, logo, and application scenarios were refined to enhance the hotel industry's reputation.

Commercial and office industry

- SAA advanced leasing efforts for the Wanhang International Center, officially launched the Jing'an Global Connect, and attracted JD's global flagship store and the first batch of aviation-related enterprises.
- SAA hosted the Yuanqi Center Leasing Conference to steadily advance leasing preparations for the project.
- Steady progress was made in advancing the construction of the Hongqiao Airport Commercial Plaza and Hongqiao Qihang Business Plaza projects.

Energy industry

- SAA advanced the integrated energy station project in the Western Cargo Zone of Pudong Airport.
- SAA steadily advanced the construction of Puhang Petroleum projects and systematically conducted dock expansion and the comprehensive renovation of tank farms.
- SAA established a research team for Puhang Petroleum's SAF business; signed a memorandum of understanding with Sichuan Tianzhou International Trade Co., Ltd. for the exclusive export agency of SAF; and partnered with East China Normal University to establish Shanghai Shangneng Green Aviation New Energy Technology Co., Ltd. and develop a SAF demonstration project.

Awards and honors

- Ramada Plaza by Wyndham Pudong received Ctrip's "Best Partner Hotel of the Year" award.
- Ramada Plaza by Wyndham Pudong and Hilton Shanghai Hongqiao International Airport were awarded the "Flyer Travel Award - Most Preferred Airport Business Hotel for Frequent Travelers" by CAAC Inflight Magazine and FLYERT.

Case

Opening of Hilton Shanghai Hongqiao International Airport expands air travel options

On February 21, 2025, Hilton Shanghai Hongqiao International Airport officially opened. The hotel features 300 stylish guest rooms with floor-to-ceiling windows offering panoramic airport views. It is equipped with an infinity pool, a fitness center, and 1,300 square meters of conference facilities. The property also houses a Chinese restaurant, an all-day dining restaurant, and a lobby lounge to provide high-quality accommodations for business and leisure travelers. As the first international brand hotel within the Hongqiao Airport, the Hilton serves as a key supporting facility in developing a premium airport and offers passengers more diverse air travel options.



Case

Establishment of the Shanghai Pudong International Airport Quality Hotels Alliance for extending travel services with seven aviation-tourism products

On July 16, 2025, the Shanghai Pudong International Airport Quality Hotels Alliance was established. To address the surge in international, transfer, and family travelers during the summer peak, the alliance launched seven service offerings. These include "Comprehensive Travel & Flight Inquiry" for personalized assistance, "Starry Night Serenity" for premium short stays, "Airport Hotel+" partnership services, "Summer Joy" hotel family packages, the "Feifan Moments" culinary festival, "Ticket to Surprise" exclusive ticket-holder benefits, and "CloudSwift Priority" dedicated crew services. Together, these initiatives enhance the passenger experience across dining, accommodation, transport, and leisure.

Case

Wanhang International Center sets a new benchmark for the integration of aviation, tourism, and commerce

On September 26, 2025, the renovated Shanghai Airport City Terminal reopened as Wanhang International Center in the core Jing'an Temple business area on West Nanjing Road, with several institutions and enterprises officially signing tenancy agreements. The Wanhang International Center integrates city terminal services, commerce, office spaces, and talent exchange platforms, offering passengers, residents, and businesses a premium, one-stop experience for travel, work, and consumption. This integration supports SAA in improving the tourism experience, enhancing service capabilities, and driving high-quality urban development.



Wanhang International Center

Case

Breakthroughs in SAF technology

On October 19, 2025, SAA, in collaboration with the Shanghai Municipal Commission of Science and Technology and East China Normal University, released the results of the Key Technologies and Pilot-scale Verification Project for SAF. Developed jointly by SAA, East China Normal University, and Shanghai Shangneng Green Aviation New Energy Technology Co., Ltd. under the guidance of the Shanghai Municipal Commission of Science and Technology, this project utilizes hydrogen-free directional conversion of lipids technology to overcome the high hydrogen consumption and costs of conventional refining. The research team developed a SAF production technology featuring high yield, low cost, low freezing point, and full blending capability, providing an innovative technology for China's Dual Carbon goals.



Release of results of the Key Technologies and Pilot-scale Verification Project for SAF

Driving the layout of the low-altitude economy

SAA consistently invests in developing the low-altitude infrastructure construction to foster an innovation ecosystem and expand industry cooperation. These efforts accelerate the growth of the low-altitude economy as a new frontier for extending hub functions and a new engine for developing new quality productive forces, and support Shanghai's vision of becoming a globally influential hub for the low-altitude economy industry.

SAA's initiatives to drive the low-altitude economy industry

Developing infrastructure construction

- For flight route and service networks, SAA promoted the trial operation of a municipal low-altitude flight service center and mapped a "three-horizontal, one-vertical" main low-altitude route network. Additionally, it collaborated with meteorological authorities to build a low-altitude weather and safety warning platform. The groundwork for an operational service support system has been laid.
- For the development of infrastructure and airspace networks, SAA advanced the planning and design of low-altitude test bases for urban scenarios. It also collaborated on the layout of transport facilities and takeoff/landing pads, and finalized site selections for cross-river and cross-sea low-altitude logistics demonstration scenarios.

Establishing an investment fund

- SAA established the Low-Altitude Industry Investment Fund and partnered with State-owned fund of funds, local governments, and industry players to explore investment opportunities in early-stage, small-scale, and cutting-edge projects.

Building an innovation system

- Supported by the East China (including the Yangtze River Delta) Low-Altitude Economy Industry Alliance, SAA partnered with standardization bodies and upcoming industry funds to build a closed-loop operation system that integrates government, academia, research, industry, investment, and application.
- Through industry funds, SAA invested in promising projects. By utilizing test sites and commercial use cases, it offered channels for technological validation and practical application, ensuring seamless synergy among technology, capital, and the market.

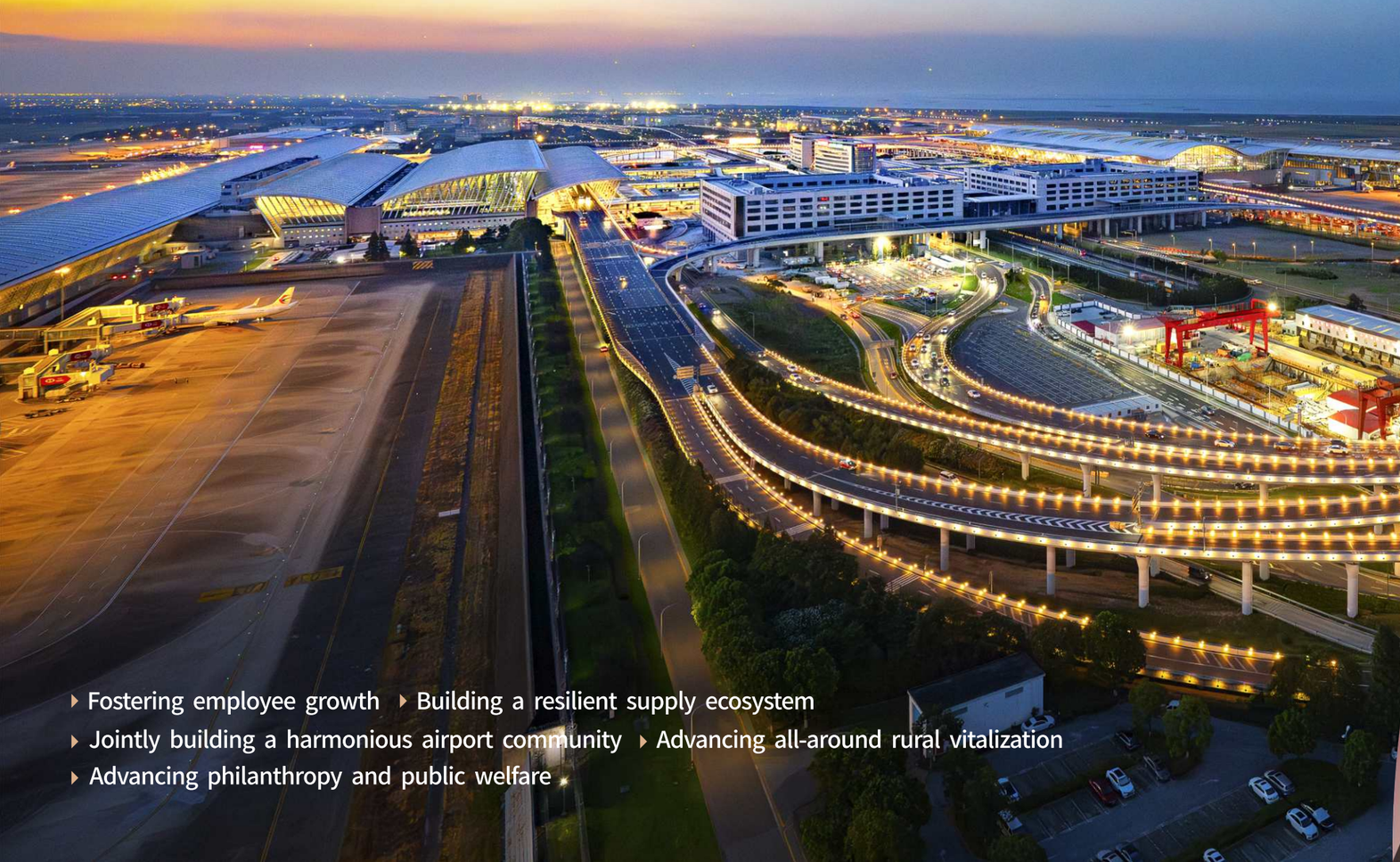
Expanding the partnership network

- SAA participated in over 10 industry events, including the International Advanced Air Mobility Expo. Furthermore, it prepared to establish the East China (including the Yangtze River Delta) Low-Altitude Economy Industry Alliance and hosted the Industry Empowerment Exchange Sub-forum to synergize efforts from diverse stakeholders.
- SAA signed strategic cooperation agreements with research institutions, including the Chinese Academy of Sciences and Shanghai Jiao Tong University, and co-authored the Low-Altitude Economy Development Report (2025) to enhance brand image and industry influence.
- SAA participated in events affiliated with the 2025 International Low-Altitude Economy Legal Forum and the New Voyage: Low-Altitude Economy Legal Services Forum & the 10th Shanghai International Aviation Law Forum, hosted sub-forums, and shared industry expertise.

Case

Shanghai Low-altitude Economy Industry Development Co., Ltd. participates in the International Advanced Air Mobility Expo and collaborates to advance the low-altitude economy ecosystem

From July 23 to 26, 2025, Shanghai Low-altitude Economy Industry Development Co., Ltd. participated in the International Advanced Air Mobility Expo 2025 and hosted the Industry Empowerment Exchange. During the expo, it signed a strategic cooperation agreement with the Shanghai Meteorological Service to advance the development of the Shanghai Low-Altitude Meteorological Collaborative Innovation and Application Center. It also signed cooperation agreements with multiple entities to co-develop a low-altitude safety assurance system, commercialize application scenarios, establish an urban low-altitude test base, and build a next-generation airworthiness system. These collaborations will drive the development of Shanghai's low-altitude economy ecosystem.



10

Collaborating for shared progress

- Fostering employee growth
- Building a resilient supply ecosystem
- Jointly building a harmonious airport community
- Advancing all-around rural vitalization
- Advancing philanthropy and public welfare

Contributing to the United Nations Sustainable Development Goals (SDGs)



National strategies

Win-win cooperation is key to sustainable corporate development. As the political foundation of socialism with Chinese characteristics, State-owned enterprises must take realizing, safeguarding, and advancing the fundamental interests of the people as the starting point and end goal of their development. SAA upholds high standards of social responsibility throughout management and operations, actively advance all-around rural vitalization, protect and improve people's well-being, and ensure that the benefits of its growth are shared by all, thereby contributing to Chinese modernization.

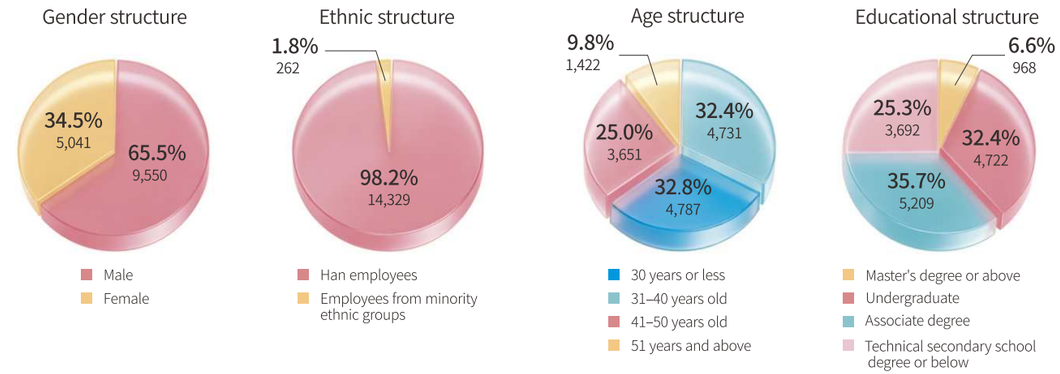
SAA's actions

SAA embeds social responsibility into its core operations and actively advances employee development, supply chain collaboration, community engagement, rural vitalization, and public welfare. As a responsible State-owned enterprise, SAA is dedicated to fostering unity through care, driving synergy through efficient collaboration, and providing support to communities to ensure a more people-centered approach to development and enhanced public well-being.

Fostering employee growth

Guided by a talent-driven philosophy, SAA views employees as the most valuable asset and core driver of high-quality development. It safeguards employees' legitimate rights and interests, empowers their professional growth, and provides genuine care, enabling them to share the company's success and build a shared future.

Employee structure pie chart



Equality and communications

SAA strictly complies with laws and regulations such as the Labor Law of the People's Republic of China and the Civil Code of the People's Republic of China. By engaging trade unions and youth leagues, it has strengthened the institutional foundation for employee participation in corporate governance, safeguarded the basic rights and interests of employees, and fostered harmonious and stable labor relations.

SAA's democratic communication channels for employees

Enhancing democratic management systems	SAA continuously enhanced the democratic management systems centered on the employee representative council. It has issued implementation and operational guidelines to standardize the election of Employee Directors and the renewal of the council.
Facilitating communication and gathering employee insights	SAA upgraded the "Direct Communication Channel for Employees" suggestion platform and processed 160 employee suggestions, effectively boosting employee engagement and fostering their sense of ownership.

Key performance

During the reporting period

A 100% labor contract signing rate among the workforce

Development and training

SAA highly values the growth and development of its employees. By optimizing the human resources management system and leveraging a full-chain framework for talent selection, development, management, and deployment, it has systematically improved the talent initiatives to build a solid foundation for high-quality development.

SAA's employee training and development measures

Building a full-chain framework for talent selection, development, management, and deployment

SAA revised the Employee Recruitment Management Measures to improve the quality and efficiency of talent acquisition, optimize human resource allocation, and meet strategic development and talent pipeline needs.

Focusing on the identification, development, deployment, supervision, and retention of young officials, SAA conducted specialized research on building a young management team and the selection, development, management, and deployment framework. It established mechanisms for continuous development, dynamic management, and periodic evaluation. By prioritizing support for key young frontline personnel, it optimized the leadership pipeline across all levels and strengthened the full-chain reserve of young officials.

Improving compensation and incentives

SAA formulated the Implementation Plan for Reform of the Performance-Wage Linkage Mechanism for 2025, and revised the Total Payroll Management Measures. These initiatives clarify categorized compensation requirements and implement a differentiated performance-based pay mechanism. It strengthened internal compensation distribution to favor demanding and highly responsible frontline roles, as well as highly skilled, high-level technical, and urgently needed talent, maximizing the incentive and regulatory impact of compensation.

SAA implemented medium- and long-term incentive mechanisms by flexibly applying methods such as listed company equity incentives, excess profit sharing, risk-based compensation, and project bonuses.

Deepening multi-level talent cultivation

Strengthening top-level design: SAA revised the Education and Training Management Measures to optimize categorized guidance and centralized management.

Implementing tiered and categorized training: SAA developed training series for middle management to provide in-depth insights into the group's strategic layout and key businesses; launched innovative "Elite Talent" and "Outstanding Talent" programs, alongside training for young officials to enhance the practical skills and strategic vision of key personnel; and optimized new employee onboarding, established the "Lunchtime Think Tank" cross-departmental sharing platform, and facilitated key staff exchanges and secondments to promote knowledge and experience sharing.

Expanding industry-academia-research-application platforms: Leveraging the Smart Aviation Port Excellent Engineer Innovation Academy, SAA collaborated in training engineers. It also established engineer training bases at leading enterprises such as Commercial Aircraft Corporation of China and Shanghai Construction Group, and joined the Shanghai Excellent Engineer Training Consortium.

Building a highly skilled workforce: SAA completed multiple batches of vocational skills appraisals for civil aviation-specific occupations and Shanghai vocational skills certifications to optimize its highly skilled workforce structure. It consolidated the foundation for standardized talent training and evaluation by strengthening assessor team, developing and upgrading question banks for new job categories, and passing the three-year assessment as a Shanghai vocational skill level certification agency.

Key performance

During the reporting period

Investment in employee training: 29.55 million yuan

Case

SAA signs cadre exchange and cooperation agreements to jointly develop professionals

In April 2025, SAA signed cadre exchange and cooperation agreements with the CAAC East China Regional Administration and East China Air Traffic Management Bureau CAAC. Through mutual empowerment and vertical integration, the agreements focus on four key areas: management secondments, on-the-job training, joint research initiatives, and educational and training cooperation. These efforts aim to establish a new, mutually beneficial talent development platform with complementary strengths and provide strong talent support to accelerate the development of a world-class aviation hub and the Shanghai International Shipping Center.

Protection and care

SAA considers employee well-being the cornerstone of its operations. It continuously improved benefits and support systems to create a more comfortable working environment for frontline staff. Through diverse activities, it has enriched employee life and fostered a greater sense of fulfillment, happiness, and belonging within corporate growth.

SAA's employee protection and care measures



Key performance

During the reporting period

- Provided welfare support to 95 employees in need.
- Disbursed 285,000 yuan in financial assistance.
- Provided support for 22,777 hospitalized trade union members and those with special serious illnesses.
- Provided support for 1,717 hospitalized employees and those with special serious illnesses, with special serious illness coverage for 4 female employees, totaling 3.87 million yuan in assistance payments.


Shared lounge at the apron


Employee sports games


Tennis tournament at Employee Sports Festival



Employee badminton tournament

Building a resilient supply ecosystem

SAA optimized its procurement management system, improved procurement strategies and delivery models, and accelerated digital empowerment to continuously enhance supply chain resilience and efficiency, ensuring stable business operations through efficient, standardized supply chain management.

Initiatives to strengthen supplier management

Strengthening procurement management

- SAA optimized the procurement management system to enhance efficiency through centralized processes.
- SAA implemented targeted oversight for the group's small and micro project procurement and strictly managed supplier selection and project review processes to improve bid evaluation quality.
- SAA explored and implemented various procurement methods and innovatively adopted full-lifecycle procurement strategies .

Promoting digitalization

- SAA launched a mobile application for the procurement information platform to facilitate remote work.
- SAA deployed electronic bidding systems and launched pilot projects for fully digitalized end-to-end processes.

Jointly building a harmonious airport community

SAA enhanced the governance capacity of the airport community and fortified health and safety safeguards for the community. Through multi-stakeholder collaboration, joint contribution, and shared benefits, it is shaping a safe, orderly, civilized, and harmonious airport community.



SAA's measures to help build an airport community

Enhancing governance capacity

- SAA organized thematic activities such as "Our Festival" and waste classification campaigns to embed community engagement and civic awareness into every corner of the airport community.
- Leveraging the support for the 8th CIIE, SAA upgraded its service brand, introduced innovative measures and service commitments, and enhanced community civilization.
- Through joint law enforcement via the integrated work platform, SAA effectively curbed illegal passenger solicitation. By optimizing ride-hailing resources and enhancing intelligent taxi supervision, it comprehensively improved traffic order and passenger travel efficiency.

Building a Healthy Community

- SAA continuously improved the infectious disease prevention and control mechanism. It has formulated the Several Measures for Further Strengthening Infectious Disease Prevention and Control in the Shanghai Airport Area, guided and supervised the establishment of emergency response teams for infectious diseases, and conducted training on infectious disease prevention and control to enhance risk awareness and accountability.
- SAA leveraged the "Health Garden" WeChat official account to disseminate sciencebased health information. It has also provided Mental Health First Aid training to strengthen employees' psychological resilience and their capacity for intervention and response to psychological crises.
- SAA carried out multi-channel public awareness campaigns on vector control and organises standardised emergency management training to improve the awareness and capability of vector prevention and control in the airport area.
- SAA conducted thematic activities for the 38th World No Tobacco Day, intensifies tobacco-control law-enforcement inspections and dissuasion of smoking violations, and consolidated the achievements in creating a smoke-free environment.

Enhancing landscape management

- SAA launched a safety inspection project for outdoor advertising and signage facilities in the airport area and engaged professional agencies to inspect and assess connected signs in the airport area.
- SAA conducted targeted inspections and assessments of waste sorting, frontage management, road conditions, and landscaping in the airport area, and prompted relevant entities to rectify identified issues.
- SAA organized specialized training on waste sorting for relevant entities in the airport area to improve waste management practices.

Case

Hongqiao Airport Company and the Shanghai Federation of Literary and Art Circles co-host the 2025 Hongqiao Airport Community Summer Travel Season Performance

On August 29, 2025, Hongqiao Airport Company signed a strategic cooperation agreement with the Shanghai Federation of Literary and Art Circles Volunteer Service Corps to jointly develop a cultural airport. They co-hosted the 2025 Hongqiao Airport Community Summer Travel Season Performance. Through cultural activities, volunteer performances, public lectures, and art projects, this initiative aims to create a welcoming, culturally refined, and influential airport. After the signing ceremony, artists from various orchestras and theater troupes in Shanghai, alongside employees from the Shanghai Hongqiao International Airport Philharmonic Society, performed for attendees and frontline staff to foster a cohesive and harmonious airport community.



Advancing all-around rural vitalization

Committed to the national rural vitalization strategy, SAA actively undertakes key initiatives, including collaboration between eastern and western regions, paired assistance, the "100 Enterprises Helping 100 Villages" initiative, and comprehensive rural support. By consolidating poverty alleviation outcomes and promoting rural vitalization, it reinforces Party-building and fulfills its responsibilities as a State-owned enterprise.

Measures to support rural vitalization

Yunnan Province	SAA deepened the third round of assistance to Nanhua County, Yunnan Province.
Shanghai City	SAA continued paired assistance with three rural Party organizations in Chongming and Fengxian districts, and dispatched a resident village official to serve as the "First Secretary".

Key performance

During the reporting period
Provided 6.01 million yuan in assistance funding.

Advancing philanthropy and public welfare

Using volunteer service as a bridge, SAA has provided support during the Spring Festival travel rush, made daily commitments, and assisted the elderly, people with disabilities, and international travelers. Through these actions, it demonstrates its responsibility and conveys the welcoming spirit of the city.

Key performance

During the reporting period
Recorded 11,286 instances of volunteer participation and contributed a total of 46,884 service hours.

Awards and honors

- Pudong Airport was awarded the 2025 Civil Airport Sunshine Assistance Volunteer Service Station by the China Association of Volunteers for People with Disabilities and China Civil Airports Association.

Case

"Learn from Lei Feng, Volunteer, Conduct Service Reform, and Make New Contributions" Volunteer Service Initiative

On March 5, 2025, led by SAA, young volunteers from the Shanghai Airport Community, partner State-owned enterprises, the Pudong New Area Volunteer Association, and Shanghai Civil Aviation College organized a series of volunteer activities themed "Learn from Lei Feng, Volunteer, Conduct Service Reform, and Make New Contributions" at Pudong and Shanghai Hongqiao airports. During the event, the "Smooth Travel Volunteer Service Alliance" initiative was launched to support passengers requiring special assistance, including the elderly, children, and people with disabilities. The initiative established a door-to-door volunteer service network covering the entire air travel process and aims to develop innovative volunteer programs that make travel more comfortable and convenient.



Case

Youth foreign language volunteer team supports Shanghai in building China's first stop for inbound tourism



Young foreign language volunteers assisting international passengers

As the preferred entry point for many international tourists visiting China, Shanghai strives to become a barrier-free first stop at its airports. To achieve this, SAA enhanced its youth volunteer services by establishing a specialized foreign language volunteer team of over 200 members. Officially deployed in the public arrival areas of Pudong and Hongqiao airports on October 1, 2025, the team provides professional assistance, earning high praise from international travelers.

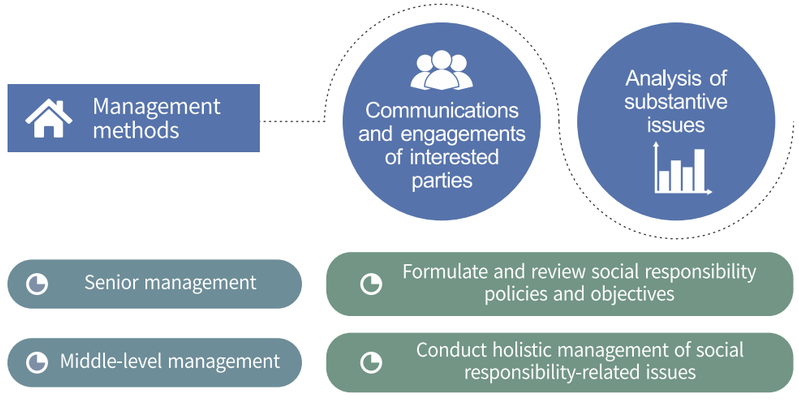
11

Social Responsibility Management

- Social responsibility management structure
- Analysis of material topics
- Communications and engagements of interested parties

Social responsibility management structure

Mission and vision



Analysis of material topics

Material topics are those that significantly impact the economy, society, and the environment, and substantively influence the assessments and decisions of stakeholders. In 2025, in accordance with the GRI Standards, SAA identified and analyzed material topics related to its social responsibility. This provided the basis for preparing this report and better addressing stakeholders' expectations.





Identification process of substantive issues



Communications and engagements of stakeholders

In preparing its 2025 Corporate Social Responsibility Report, SAA reviewed key concerns of stakeholders and optimized its communication and engagement mechanisms. This guides SAA in better responding to stakeholders' needs and expectations, while driving comprehensive value creation that balances multiple interests.

Stakeholders	Major concerns	Communications and engagement methods
Local governments and regulators	Maintenance and appreciation of the 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 Ethics 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
Civil aviation regulatory authorities	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

Stakeholders	Major concerns	Communications and engagement methods
Passengers	Safety and security Flight punctuality Transfer capacity Airport convenience Passenger satisfaction Intelligent service Special passenger service Education and cultural promotion	Service hotline Complaint hotline Internet service emails Website/Weibo/WeChat Satisfaction survey External supervisors
Employees	Training and development Welfare and care Democratic management Inclusiveness and diversity Healthy and comfortable working environment	Staff meeting Labor Union Organization Satisfaction survey Daily meeting 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

Stakeholders	Major concerns	Communications and engagement methods
Resident units (Frontier defense, customs, etc.)	Safety and security Transfer capacity Operational efficiency Resident unit support Passenger satisfaction Airport convenience	Daily business communications Working conferences and reports
Peer/industrial associations	Safety and security Airport planning and construction Flight punctuality Internationalization Industrial development contribution	Project cooperation Industrial communication activities Evaluation and supervision
Suppliers/partners	Ethics and compliance Airport planning and construction Supply chain sustainability	Daily business communications Project cooperation Business negotiations
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

Stakeholders	Major concerns	Communications and engagement methods
Community/public service organization	Airport planning and construction Community investments and participation Community joint construction and governance Clearance management Noise management Surrounding environment governance Exhaust and air quality Education and cultural promotion Rural vitalization contributions 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, 2025.

Release cycle

This report is published annually. The previous report was the 2024 Annual Report.

Scope of report

This report covers Shanghai Airport (Group) Co., Ltd. and its wholly owned and controlled subsidiaries.

Compilation basis

The 2030 Agenda for Sustainable Development released by the United Nations;
Guiding Opinions on the Fulfillment of Social Responsibilities by Central Enterprises released by the State-owned Assets Supervision and Administration Commission of the State Council;
Guiding Opinions on the High-Standard Fulfillment of Social Responsibilities by Central Enterprises in the New Era issued by the State-owned Assets Supervision and Administration Commission of the State Council;
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;
……

Information source

The information, data, and cases in this report are sourced from official internal documents and statistical reports of Shanghai Airport (Group) Co., Ltd., and have been reviewed and verified by relevant departments.

Explanations of references

For clarity and readability, "SAA", "we", and "the company" in the report refer to Shanghai Airport (Group) Co., Ltd. "Shanghai International Airport" refers to Shanghai International Airport Co., Ltd. "Hongqiao Airport Company" refers to Shanghai Hongqiao International Airport Co., Ltd. "Pudong Airport Company" refers to Shanghai International Airport Co., Ltd. Pudong International Airport.

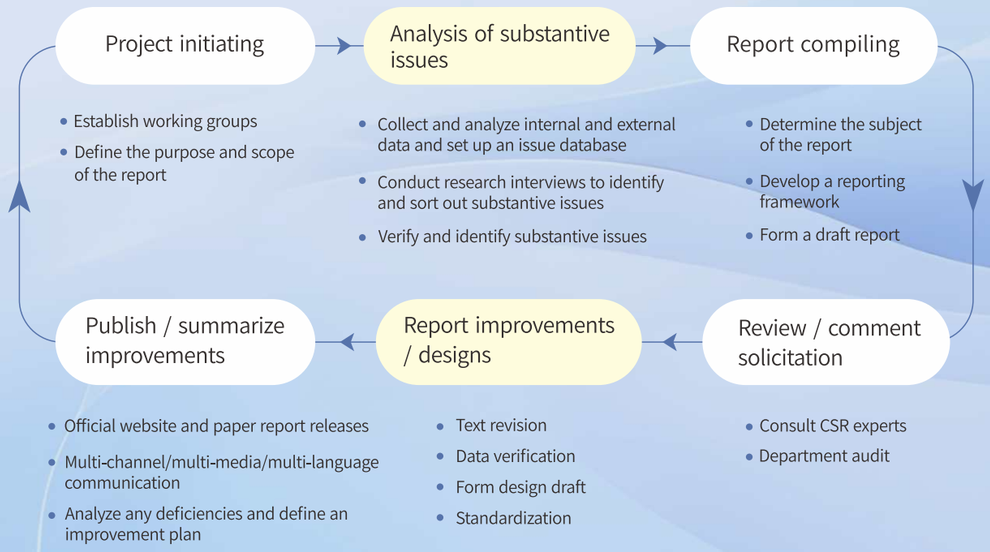
"Shanghai Pudong and Hongqiao International Airports" refer to Shanghai Pudong International Airport and Shanghai Hongqiao International Airport.

Access to this report

This report is published in both Chinese and English. In the event of any discrepancy between the two versions, the Chinese version shall prevail. This report is available in both print and digital formats. The digital version can be downloaded from the "Social Responsibility" section of SAA's official website.

To request a print copy or provide feedback on this report, please contact us via:
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Postal code: 200335
Tel.: 021-62692200
Fax: 021-62691100
Website: www.shairport.com

Compilation procedure



GRI indicator index

The Shanghai Airport Authority reported the information cited in this GRI content index for the 2025 reporting period with reference to the GRI Standards.

GRI disclosures	Chapter	Instructions
GRI 2: General disclosures 2021		
2-1	About us	
2-2	About us	
2-3	About the report	
2-4	—	No restated information
2-5	—	No external authentication
2-6	About SAA; Comprehensive planning and development; Expanding the hub network; Enhancing air cargo service capabilities; Serving national strategies; Demonstrating commitment to safeguarding operations	
2-7	Fostering employee growth	
2-9	Company governance	
2-10	Company governance	
2-11	Company governance	
2-12	Social responsibility management structure	
2-13	Social responsibility management structure	
2-14	Social responsibility management structure; About the report	
2-15	—	No conflict of interest occurred
2-16	Communications and engagements of stakeholders	
2-19	Fostering employee growth	
2-22	Message from the management	
2-23	Protecting biodiversity; Fostering employee growth	
2-24	Protecting biodiversity; Fostering employee growth	
2-25	Setting a first-class service benchmark	
2-26	Fostering employee growth	
2-27	Enhancing environmental management	
2-28	Party building leadership; Strengthening the data governance system; Expanding the airport industry cluster	
2-29	Communications and engagements of stakeholders	
GRI 3: Material topics 2021		
3-1	Analysis of material topics	
3-2	Communications and engagements of stakeholders	
3-3	Message from the management	
GRI 101: Biodiversity 2024		
101-2	Protecting biodiversity	
101-5	—	Organization near no nature reserves, protected or restored habitats, or nationally protected species
GRI 201: Economic performance 2016		
201-1	Protecting biodiversity	
201-3	Fostering employee growth	
GRI 203: Indirect economic impacts 2016		
203-1	Expanding the airport industry cluster	
203-2	Advancing all-around rural vitalization	
GRI 205: Anti-corruption 2016		
205-2	Party building leadership	
GRI 206: Anti-competitive practices 2016		
206-1	—	No legal lawsuits against anti-competitive practices, antitrust, or anti-monopoly practices occurred
GRI 302: Energy 2016		
302-1	Optimizing resource efficiency	
302-3	Optimizing resource efficiency	
302-4	Optimizing resource efficiency	
GRI 303: Water and effluents 2018		
303-1	Optimizing resource efficiency	
303-2	Deepening pollution prevention and control efforts	
303-3	—	No sources of water that are significantly affected by water intakes
303-5	Optimizing resource efficiency	
GRI 306: Waste 2020		
306-2	Deepening pollution prevention and control efforts	
306-3	Deepening pollution prevention and control efforts	
GRI 401: Employment 2016		
GRI 403: Occupational health and safety 2018		
403-3	Fostering employee growth	
403-5	Strengthening core risk prevention and control	
403-6	Fostering employee growth	
403-9	—	No major work-related injuries
GRI 404: Training and education 2016		
404-2	Fostering employee growth	
GRI 405: Diversity and equal opportunity 2016		
405-1	Fostering employee growth	
GRI 413: Local communities 2016		
413-1	Jointly building a harmonious airport community; Advancing all-around rural vitalization	
413-2	—	No operating sites with significant actual or potential negative impacts
GRI 416: Customer health and safety 2016		
416-2	—	No violations involving health or safety related to products or services occurred

Customer feedback form

Thank you for reading the 2025 Corporate Social Responsibility Report of 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? (Choose all that apply)

☐Safety and security ☐Airport planning and construction ☐Contribution to regional economic development
☐Serving national strategies ☐Multimodal transport 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.

2025 CORPORATE SOCIAL RESPONSIBILITY REPORT

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

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