

# 北京民航鹏远航空服务公司可持续发展报告

## The Sustainable Development report of CAAC Pioneer Logistics

# 2013



We CAAC PIONEER LOGISTICS support 10 principles of UN Global Compact in the areas of human rights, labor standards, the environment, and anti-corruption.

## 报告说明 Report Instruction

### ○ 报告范围 Report Range

报告组织范围：本报告以北京民航鹏远航空服务公司为主体部分，涵盖总公司及子公司。

Report Organization Range: The report covers the headquarter and all branches of the company.

报告时间范围：2013年1月1日至2013年12月31日。

This report ranges from Jan 1, 2013 to Dec 31, 2013.

### ○ 报告编制原则 Report Formation

本报告参照全球报告倡议组织《可持续发展报告指南（GRI 3.1）》、联合国全球契约十项原则及联合国全球契约年度进展报告实践指南等标准要求编写。

This report is formed in accordance with GRI 3.1, The UN Global Compact's ten principles, and COP formation guidance, etc.

### ○ 报告内容说明 Report Content

报告了北京民航鹏远航空服务公司在人权、劳工、环境、反腐败等方面的可持续发展责任。

This report is concerning about the sustainable responsibility of the company on human rights, labor, environment and anti-corruption, etc.

### ○ 报告指代说明 Reference & Instruction

文中出现的“民航鹏远”、“公司”以及“我们”均代表北京民航鹏远航空服务公司。“CPL”, “the company”, “us” is referred as CAAC Pioneer Logistics

### ○ 报告发布形式 Issuance

报告语言为中文和英文两种，在对两种文本理解上发生歧义时，请以中文文本为准。

This report is issued in two versions, Chinese and English. In the event of any dispute or misunderstanding as to the interpretation of the language or terms, the Chinese language version shall control.

我们将提高客户服务质量当作企业发展的目的与动力，并为了给客户提供更优质的物流服务而不断改进。

Service quality improvement is our development goal and power, and we will consistently improve to provide better logistics service.





## 总经理致词 GM'Statement

岁月如梭，光阴荏苒，从 1993 年公司成立到现在，已经跨过二十个年头。这二十年里，我们致力于在企业整体策略和管理战略、公司治理与商业道德、经济增长与推动创新、低碳环保与绿色发展、汇聚人才与助力成长方面不断践行企业社会责任。

Founded from 1993 to now, twenty years passed by, we are always

dedicated in integrated management strategy, corporate governance, business ethics, economic growth, innovation promotion, low carbon environmental protection, green development, retaining talents and growth reinforcement.

**我们营造和谐文化。**我们倡导诚信立业理念，恪守现代商业伦理，提

升员工廉洁从业意识，营造了和谐、安全、稳定的经营发展环境；我们注重企业文化建设，实施人才兴行战略，推进国际化人才项目，建立了规范有序、公正合理、互利共赢、和谐稳定的劳动关系，为员工提供了多通道的职业发展路径，形成了企业和职工利益共享机制。

**We create harmony culture.** We advocate credibility and integrity, abide by the modern business ethics, promote the honest mind of our employees, and create a harmonized, safe and stable business development environment. We are concerning on building a good corporate culture, focusing on talent strategy, execute international talent project, and build a standard, equal, mutual-win and harmonized labor relationship, in order to provide multi-channels for career promotion and formed a interest-sharing policy between the company and employees.

**我们奉行“客户至上”的宗旨。**我们始终把客户的需求排在首位，客户的需求就是我们的追求。在国内物流行业飞速发展的同时，我们深化改革，坚持创新，以先进的管理制度、优质的物流服务，被越来越多的客户认可。随着现代物流业的快速发展，我们以合理的价格、良好的信誉、优质的服

务，赢得了国内外客户的一致称赞。

**We execute CUSTOMER FIRST.** We always put CUSTOMER NEED into the first place. In the meantime of local logistics rocket up, we deepen the transformation, insisting on innovation, and is accepted by more and more customers by advanced management and superior service. Furthermore, we provide reasonable price, good credibility, high service which gain lots praise from local and overseas customers.

**我们团结创新。**伴随着企业发展壮大，我们民航鹏远将创造充分的环境和条件，为员工实现自我价值搭建广阔平台，激发广大员工的积极性和创造性，构建员工利益和价值追求相一致的企业共同愿景。让员工在为企业奋斗的同时实现自己的人生价值，实现企业与员工的共同成功。我们将努力做行业技术和管理的创新者、专业诚信的合作伙伴，凝聚更多的合作力量推动行业创新发展，致力于成为企业社会公民的行业典范。

展望未来，民航鹏远将凝聚全体鹏远人的智慧和力量，发展绿色经济，做绿色物流的倡导者和实践者，创造更多财富，真诚汇报社会，对员工负责，对客户负责，对社会负责。我们将以开放的姿态丰富经营智慧，以积极的举措解决社会问题，在发展中促转变，在转变中谋发展，为实现经济、

社会、环境协调发展，实现生产发展、生活富裕、生态良好的目标而努力，为推进生态文明、建设美丽中国、推动全球可持续发展做出应有的贡献。

We team together and innovation. Along with the great development of the company, we create a sufficient environment, build a broad platform for employees self-actualization, promote the initiative and innovation, form a common vision between company and employees, in order that employee could achieve self actualization when strive for the company. We are dedicated to technology and management innovation, to be a professional and reliable partner, to gather more power in industry development and to be a industry model of the corporate citizen.

Looking into the future, we are endeavor into develop green economy, create more wealth and repay to the whole society, be responsible to the employees, to the customers, to the society. We will be open minded to enrich our business intelligence, solve the society problem in an positive way. We will improve during development, and work hard to realize harmony of economy, environment and society, and for a goal of production development, wealth life and good environment. We will work hard for promoting ecology civilization, build beautiful China, promoting global sustainable development.

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## 第一篇 公司概况

北京民航鹏远航空服务公司（以下简称民航鹏远），成立于 1993 年，是中国民航总局所属的全民所有制企业。结合各领域对物流需求的研究和实际操作经验，民航鹏远摸索出了一套完备有效的物流操作体系，为不同需求客户量身定做的物流操作体系，并且在实际运作中快速调整，最大限度地满足客户高质低耗的物流需求。人才专业化、管理系统化、服务规范化、物流网络化，使民航鹏远倍受国内外客户的信赖，并且多次获得各合作航空公司及物流业界的奖项和好评，在中国物流行业享有较高声誉。

CAAC Pioneer Logistics (CPL for short) was founded in 1993 and is the state owned enterprise under the management of Civil Aviation Administration of China (CAAC). Based on its rich experiences with a large variety of industries, CPL could tailor-make viable and effective logistics management for every kind of customers and may most closely meet their logistic needs. Specialized employees, systemized management, standardized service and well networked logistics enable CPL to be a reliable partner and have helped CPL receive a good reputation from customers in and outside China!



## 资质

民航鹏远是由商务部批准的国际货物运输代理企业，也是首批经中国民用航空总局和民航华北管理局批准的兼有航空运输一类客、货和二类客、货销售代理业务资质的航空运输销售代理人。国内综合物流方面，民航鹏远具备道路运输资质，公司拥有自己的运输车队，长期与铁路运输部门保持了紧密的合作关系。公司拥有完善的第三方物流和仓储管理信息系统、GPS 定位跟踪系统，并针对中国物流企业的实际运作特点不断开发、更新。CPL is an international forwarding company approved by the Ministry of Foreign Trade and Economic Cooperation (MFTEC), and an air transportation sales agent, one of the first agents with Class-A passenger and cargo sales certificate by CAAC. CPL has grown into a leading provider in domestic logistics industry. It has its own truck fleet equipped with GPS, warehouses, distribution centers and state-of-the-art IT systems, etc.

Furthermore, we keep close partnership with railway operations, which provide a good supplementary to our business category.

## 业务领域 Business Range

### 综合物流业务 Comprehensive Logistics Business

鹏远在全国的陆运市场拥有强大的实力，凭借完善的运输网络和多年的操作经验可为客户提供全国范围内的门到门限时运输服务、区域性及城市配送业务、仓储管理及供应商库存管理业务、展览运输业务、供应链综合管理和咨询业务等。

CPL has a strong capacity in land transportation market in China. We can provide a door to door time-limited transportation, regional and urban distribution, warehousing management and vendor managed inventory, exhibits transportation business, supply chain management and consulting based on our well-developed transportation networks and long time operation experiences

## 国际国内货运代理业务 International and Forwarding Business

民航鹏远凭借强大的国际网络支持和对中国航空货运市场的精通以及国内专业的操作能力，在国际进出口运输行业、报关清关领域以及海陆空多种方式联运领域赢得了美誉，并维系了广阔的客户群。

Depending on the supporting of powerful international networks, the profound understanding of airfreight market in China and the its professional operation capacity, CAACPL has earned a good reputation and customer loyalty in the industry of international and domestic import & export transportation and in the fields of custom clearance and multimodal transportation. As a professional logistics company subordinate to CAAC, CAACPL has a unique advantages in developing chartered business in international and domestic market.

### 包机租船业务 Air and Ocean Charters

民航鹏远多次承接国家重要的政治性客包机项目的运输服务，目的地远至非洲和中东，并且具有丰富的商业性包机运作经验，与多家国内外航空公司建立了良好的关系，可在最短的时间内根据客户需求拟定最安全经

济的包机航班计划，并可提供点对点客包机业务。作为中国民航下属的专业物流公司，鹏远在国际、国内市场上发展包机租船业务具有得天独厚的优势。

CPL has taken several tasks of important governmental passenger charters, with the destination ranges to Africa and Mid-East, and we have sufficient commercial charters operation experience. We remain a good relationship with many airlines, which we could design a most economical and safety air charter solution for the customer, including door to door air charter solution. As a company under CAAC, CPL has its own unique advantages in this industry.



## 航空售票业务 Air Ticket Business

民航鹏远是经民航总局和民航华北地区管理局批准的一类航空客票代理，是民航总局（CAAC）指定的航空票务代理机构，是国际航空运输协会（IATA）和航空运输销售代理人协会注册会员，是专门从事国际、国内机票代理销售业务及旅行、酒店预订及相关经济信息咨询服务的专业服务公司，在北京拥有正式销售代理机构。

CPL is the class-A ticket agency approved by CAAC, the appointed air ticket agency by CAAC and the member of IATA and Aviation Transportation Sales Agency Association. We specialized in international and domestic tickets sales agencies business, hotel reservation and economy information consulting services. We also own our formal sales agencies institution in Beijing.

## 公司网络

民航鹏远总部设在北京。目前国内在天津、广州、上海、沈阳、长春、秦皇岛、大连、深圳、武汉、合肥、厦门、珠海、成都等地设立了 25 个分公司、36 个操作中心和 198 个操作点，服务网络遍布全国 60 多个城市，



依靠专业、健全的操作网络为客户提供安全、快捷、高效的物流服务。在海外已形成了以欧洲、中东、北美、南美、澳洲、日本及东南亚为重点的国际业务网络。2013 年，我们在西安、苏州等地增设了分站，公司的网络正在与日扩大。

CPL is based in Beijing, owning 25 branches, 36 operation centers and 198 operation stations around China, our services networks spread all over 60 cities throughout the country. Relying on sophisticated operation network, CPL could provide safe, rapid and high effective logistics service for customers. And in terms of its global network, CPL is leading the way in lines to Europe, Mid-East, North America, South America, Oceania, Japan and South East of Asia. We add branches of Xian, Suzhou etc in 2013, which enrich our developing networks.

## 服务客户 Customers

我们致力于与全球各大企业间的交流和合作，我们的客户分布在电子、电气、电力、石油化工、汽车、药品、食品、展览等领域，主要有 Schneider、ABB、Siemens、同仁堂、SK、Hyundai、Toyota、KFC 等。我们多年来一直为客户提供标准化和定制化的服务，并获得客户们对于我们服务品质的一致好评。

We are dedicated to the communication and cooperation with global big companies. Our customer ranges in the fields of electronics, electrics, power, petroleum, automobile, chemistry, food, exhibitions, etc. The VIPs are Schneider、ABB、Siemens、Tongrentang、SK、Hyundai、Toyota、KFC, etc. Our years of standardized and customer tailored service gain us good reputations from the customers.

## 第二篇 战略与管理

### Strategies & Administration

民航鹏远在为中国物流业贡献力量的同时，将履行社会责任、坚持可持续发展等问题纳入到企业的新型发展战略之中。在鹏远现阶段的发展中，坚持既要追求经济效益，又要追求社会效益，注重环境保护的战略方针。

CPL contributes his strengths to China's logistics industry, and also it will add society responsibility and sustainable development to the new development strategy of the enterprise. In current step of development, it is not only necessary to insist on the pursuit of economic interest, but also the pursuit of social benefits, focusing on the strategic of environmental protection.



### 企业愿景 Enterprise Vision

民航传承企业文化，助力国内经济发展方式的转型和升级，改善人们的运输、运营和生活方式。通过提升物流服务的专业性，帮助人们享受更高更快更强的新时代节奏；通过实现本地物流技术创新，激发本土物流产业的持续活力，并为公司带来新的增长机遇。

We hope to pass on the enterprise culture and promote the transition and upgrade of the development ways of domestic economy and to improve the transportation, operation and living style of people. We also hope to help people to enjoy a higher, faster and stronger lift speed in new century by promoting the professionalism of logistics services; to realize

the innovation of logistics technology and to stimulate the continuous vitality of local logistics industry and bring the new opportunities for the enterprise.

## 可持续发展责任

### Sustainable development responsibility

#### ● 经济责任

实现营业额的稳步增长，将净利润、纳税额作为企业经济责任的重要测量维度，通过知识创新和人才优势，发展核心业务，助力行业发展，推动经济，实现固有资产保值增值。

#### ● Economic Responsibility

It is to achieve turnover robust growth, to make the total net profit and tax as the important measurement dimensions of enterprise economic responsibility. It is to realize to maintain or add value of the fixed assets by innovation, HR advantages, developing core

business, to make sense of industry development and promotion national economy.

#### ● 环境责任

关注用水量、用电量、耗油量等关键指标，规范节能减排的标准和管理，加大监督力度，做好废旧包装、产品、污水、饮食垃圾等废弃物分类管理及处理与再利用工作。

#### ● Environment responsibility

To Concern about water consumption, electricity use, fuel consumption per kilometer etc., as key indicators. To standardize the energy conservation and emissions reduction, strengthen the supervision, manage well of the packaging of the waste, such as sewage waste classification management and processing and recycling work.

#### ● 社会责任

促进就业，保障人权、关注女员工、残疾人以及农民工的权利，提供平等沟通的工作环境，实现利益相关者间的相互协作，共建和谐；

遵守商业伦理，反对商业贿赂，创造公平竞争的市场环境。

### ● Social Responsibility

We promote employment, protect human rights, and concern about the rights of female employees, disabilities and migrant workers. We provide equal communication environment to realize collaboration, harmony and learning among community and parties of interest. We comply with business ethics, fight against commercial bribery, in order to create a fair competitive market environment

### ● 责任管理

积极参与联合国全球契约活动，自觉履行“十项原则”，定期发布可持续发展报告，主动接受利益相关方监督；加强普法宣传，组织反腐培训，深化能源监察，培育守法合规的经营理念。

### ● Responsibility management

We actively participate in the activities of the UN Global Compact, consciously fulfill “the ten principles”, publish Sustainable

Development Report on a regular basis, forwardly accept the supervision from the parties of interest; enhance the law and legal publicity, organization of anti-corruption training, deepen energy monitor, nurture the business philosophy of the law-abiding compliance.

## 责任管理

### Responsibility management

民航鹏远把企业社会责任纳入企业战略性决策中，可以有效控制风险、降低成本、保护品牌价值，并且为众多利益相关方带来更多利益。因此，我们以成为有责任感的企业为导向，各部门通力合作，共同将这一理念融入到各项决策之中。

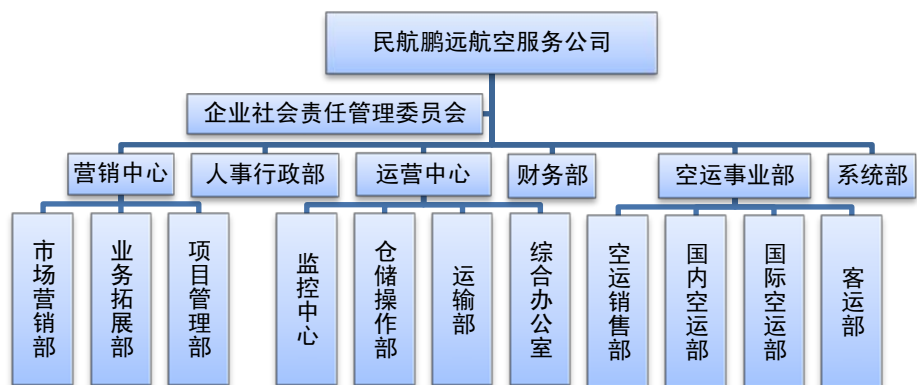
CPL takes enterprise's social responsibility into business strategic decision, through which we are able to control risk, reduce costs, protect the brand value, and bring more benefits for many stakeholders.. Therefore, we are oriented as to be a responsible enterprise, and each department act united, and melt this concept into our decision

## 管理团队 Team Management

民航鹏远建立跨职能团队，依靠高水平的责任治理，对整个公司的企业社会责任事务进行高效管理。企业社会责任管理委员会组成人员为总经理及各下属部门的最高领导层，负责监管公司整体的企业社会责任和可持续发展工作，将企业社会责任的理念渗透到各部门相关战略、执行、管理工作中，传达至每个员工，鼓励员工积极参与社会责任事项，促进责任理念与每个员工的日常工作相结合，将社会责任管理工作真正落到实处。

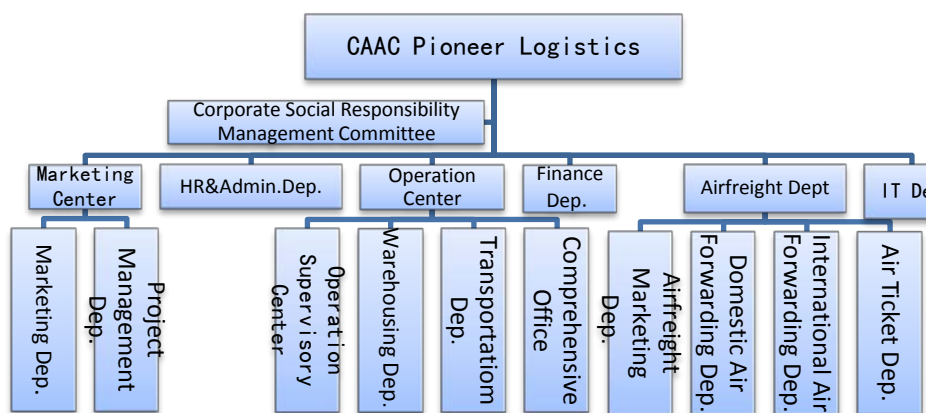
CPL establishes the cross-functional team, relying on a high level of responsibility management, to manage the company's corporate social responsibility affairs efficiently. The members of corporate social responsibility management committee are general manager and the subordinate departments for the highest leadership, they are responsible for the supervision of the company as a whole enterprise social responsibility and sustainable development, and to penetrate the concept of corporate social responsibility to the departments related strategy, implementation and management. Communicating to each employee

and encourage staff to actively participate in social responsibility issues, and promote the concept and responsibility of each employee's daily work, combined with the social responsibility management exemptions.



民航鹏远组织构架图





### 利益相关方 Parties of Interest

我们根据利益相关方对企业可持续发展的影响程度和风险大小进行识别和选择，并且注意与多元化的利益相关方建立常态的沟通机制，倾听他们的需求，学习他们的长处，认真对待他们的反馈，以责任未双方带来巨大的价值。

We identify and select the parties of interest according to the the enterprise sustainable development and the influence degree of the magnitude of risk, and pay attention to the interests of the diversification and establish related normal communication mechanism, and listen to their needs, learn their strengths, treat their feedback, and bring great

value for both parties by the responsibility.

利益相关方列表

利益相关方	期望与要求	沟通方式
政府	响应国家政策，为当地经济做出贡献；加强安全运输监管、保护环境。	研究学习法律法规、政策文件，并按照规定要求实践。
员工	保护员工权益，提供稳定的就业机会与公平合理的薪酬保障；完善员工发展的渠道；提供安全健康的工作环境。	加入工会组织；定期召开员工大会；建立通畅、透明的内部沟通渠道。
客户	对客户保持诚信，提供优质的产品和服务；秉承共赢的合作态度。	与客户保持密切的联系；严格遵循合同；随时更新产品信息。
业务伙伴	遵守商业道德和法律法规，建立长期合作关系；实现互利共赢。	合作谈判、高层会晤、招投标；日常业务交流；定期走访。
公众	提高物流服务；为公众谋求利益；支持社会公益事业。	参与公益活动；关注公众对公司评价并保持回应。
非政府组织	支持社会团体组织，履行组织章程；加强运营信息披露，实现共同发展。	积极参加有关会议及活动；支持改进，主动建言献策。

## 环境

支持环保公益事业。

关注生态保护，应对气候变化，实现环境友好。

## List of parties of interest

Parties of interest	Expectations and requirements	Communication Mode
Government	Response national policy, make a contribution for the local economy; Strengthen the safety transportation supervision and protection of the environment.	Research and learn laws and regulations, policy documents, and practice according to the regulation requirements.
staff	Protect of rights and interests of employees, and provide stable employment opportunity and fair salary system; Improve staff development channel; Provide safe and healthy working environment	To join a labor union; A staff meeting regularly; Build open and transparent internal communication channels.
customer	Keep good credit with the customer, to provide high quality products and services; Approach to the win-win cooperation.	Keep a close contact with customers, Strictly follow the contract; Update the information of product
Business	Abide by business ethics and	Cooperation

partner	laws and regulations and establish a long-term cooperation relationship; To achieve mutual benefit and win-win.	negotiations, high-level meetings, bidding; Daily business communication; To visit regularly
Publics	Improve the logistics services; Try for the public interests; Support social welfare undertakings.	To participate in public welfare activities, Pay attention to the public evaluation and keep the response.
NGO	Support social organizations, perform NGO statute; To strengthen the operation information disclosure, and achieve common development.	Take an active part in the meeting and activities; Support improvement, suggest actively.
Environment	Support environmental protection public welfare undertakings	Pay attention to ecological protection, climate change

## 社会参与 Community Involvement

组织名称 The organization's name	协会任职 position
联合国全球契约 The United Nations Global Compact. (UNGC)	成员单位 Member
中国国际运输代理协会 The China International Freight Forwarders Association (CIFA)	会员单位 Member
中国报关协会 The China Customs Brokers Association (CCBA)	会员单位 Member
国际航空运输协会 The International Air Transport Association (IATA)	会员单位 Member
中国航空运输协会 The China Air Transport Association (CATA)	会员单位 Member
中国货代联盟 China Cargo Alliance (CCA)	会员单位 Member

## 第三篇 人权篇 HUMAN RIGHTS

### 人权关注

### CONCERN ABOUT HUMAN RIGHTS

### 尊重人权 Respect human rights

我们同意并支持《联合国人权宣言》，对员工的权利和自由表示尊重。我们充分尊重每一位员工的人权，并逐渐使之称为企业的管理文化。尊重每一个员工的价值和个人自由，给予员工最大的信赖，为员工成长提供最优的支持，创造团结、和谐、乐观、向上的整体氛围。

We agree to support "The UN Declaration of human rights" and respect on the staff of the rights and freedoms. We fully respect each employee's human rights, and gradually make it known as enterprise management culture. We not only respect every employee's value and individual freedom, but also give employees the biggest trust. We also provide staff comprehensive support, and create overall atmosphere of unity, harmony, optimistic.

## 以人为本 People oriented

民航鹏远在企业文化上不断做出更新，在企业发展的同时，提倡人文关怀，即“以人为本”。我们在管理中渗透人本的思想、原则和方法，在制定公司管理制度时，从人出发，以人为核心，关心员工的需求，并将每个员工视为有价值的人，通过调动和激发人的积极性、主动性和创造性，促进员工能力的全面发展，为员工成长创造适宜的环境。

We constantly update the corporate culture and promoting human care in the same time as company development. Ideas, principle and method of People oriented have been permeated to our management system. In the development of company, our management system is concerned about people-oriented, needs of employees, and esteemed each employee as a valuable person. Through motivate the people's initiative and creativity, it promotes the comprehensive development of the ability of employees, and creating suitable environment for employees to improve.

## 反对歧视 Anti-discrimination

为了给员工提供公平、公正、合理的工作机会，使公司在聘用、薪酬、培训、升迁、解聘等事项上不存在歧视行为，民航鹏远制定了《反歧视政策》，抵制一切歧视行为。鹏远公司上至总经理，下到中层管理人员、各部门主管和基层客服、操作等岗位，都了解公司人权方面的规定和实践。通过组织各种类型的培训，以提高员工人权意识和维权意识，并对相关人员开展尊重人权和维护人权的知识教育。同时，组织采购、揽货等部门人员进行人权知识的培训，完善采购合同人权条款并对供应商进行人权环境的评估。

CPL formulated the "Anti-discrimination policy", against all acts of discrimination. It provides the fairness and justice of job opportunity for employees, so that the company act of discrimination cannot exist in the employment, salary, training, promotion, dismissal and other matters. All staffs in the company are aware of the provisions which the company respect human rights. Through the various types of training, it improves staff awareness of human rights and the rights awareness. Company also develops knowledge education for relevant staffs on respect for

human rights. Besides, CPL held the human rights knowledge training to the staffs in the procurement department. It is not only to improve the human rights in the purchasing contract, but also evaluate the human rights environment of suppliers.



### 公平公正 Fairness and justice

民航鹏远对于每一个员工，不论种族、肤色、性别、语言、宗教、政治、国家或社会背景、财产、出身等，都无差别地享受同等权利。我们保证为员工提供公平的工作环境及就业保障。在没有任何歧视的情况下，所有员工都有权要求同工同酬。

CPL are equal for each employee, everyone is no difference to enjoy the same rights, regardless of race, color, sex, language, religion, political, national or social origin, property, background. We guarantee providing an equal working environment and employment security to all staffs. In no case of discrimination, all employees have the right to demand equal pay for equal work.

关心关爱

CAREING

体恤生活 life care

公司具有为刚毕业、未婚、从外地来公司工作的有住宿需求的员工免费提供住宿的传统。公司从人文关怀的角度出发，制定了这一制度，解决了这些员工的后顾之忧，在众多的企业类型中具有自身的鲜明优势。公司目前在总公司及分公司附近租用公寓民宅，作为员工住宿之所，并为员工提供生活电器及辅助设施，在方便员工居住的同时，给员工带来了家的温暖。

Company provides free accommodation for employees who are just graduate students or single staff. The company make out this policy in



regarding to the human care, and it free these employees from life pressures, this policy is a distinct advantages among same type of enterprises. The company currently rented apartment houses in the vicinity of head office and branch. Accommodation provides electrical and auxiliary facilities for staff, in order to bring the warmth like home to these employees.

### 薪酬福利 Compensation and welfare

作为人权中的工作权，体现为劳动者在付出自己劳动的同时，应当获得合理的工资，以保证体面的生活，合理的工作时间。民航鹏远严格遵守《劳动法》，给员工提供各种福利，包括年假、病假、婚假、丧假、产假等假期，以及通讯费、交通费等补助。我们严格遵守《社会保障法》的规定，为员工缴纳养老保险、失业保险、工伤保险、医疗保险、生育保险和住房公积金。另外，我们为员工增添了补充医疗的福利。

The laborer should be given reasonable wages by paying their labors, to ensure a decent life, and reasonable working time. CPL strictly observed by《The Labor Law》, to provide the employee benefits, annual leave, sick

leave, including wedding leave, funeral leave, maternity leave, vacation, and communication costs, transportation fee subsidy. We are willing to comply with 《The Social Security Laws》 to pay staff's insurances such as endowment insurance, unemployment insurance, industrial injury insurance, medical insurance, maternity insurance and housing accumulation fund. In addition, we buy supplementary medical insurances as an additional insurance for the employees.

### 工作之余的快乐

#### After Work Life

我们倡导健康生活，快乐工作，为员工提供舒适的办公环境和人性化的设施，

在工作之余鼓励员工参加丰富多彩的体育活动。我们经常利用工作之余，举行网球、羽毛球、毽球等体育活动。通过这些活动，员工得到了健康与快乐，也增进了感情，更提高了团队凝聚力。

We advocate a healthy life and a happy work and strive to provide a



comfortable office environment and humanized service facilities for employees. After working hours, we encourage employees to participate variety of sports activities such as tennis, badminton, and shuttlecock. Through these activities, the staff gets the health and happiness, also to enhance feelings, more to improve team cohesion.

## 第四篇 劳工篇

### Staff and Workers

广纳贤才

Recruit Talents

员工为企业之本 Employee ,the Foundation of Enterprise

民航鹏远一直坚持“以人为本、人尽其才、才尽其用”的理念，始终把员工作为公司的宝贵财富，把培养人才、提高素质作为员工的最大福利和自身的最大需要。民航鹏远建立了包括“选人、用人、管人、成就人”在内的科学用人机制，并按照“德才兼备德为先”的原则，选拔、使用、管理人才，把选贤任能落到实处，让选能人、用人才成为人才成长和人才价值实现的一面旗帜，以此激励全员自觉地完善和提高自己。

Adhering to the concept “People oriented, People developed, Talents fully displayed”, our CPL always regards employees as the best treasure of company. Talent cultivation and capability improvement are the greatest benefit for employees and most need for CPL. So we have established scientific personnel election mechanism, including scientific selection, proper employment, valid management, suitable cultivation

and so on. CPL insists the principle of mortal integrity more significant than capability, which is applied into the selection, appointment and management of talents. We always pursue the implement of recruiting and utilizing talented people, representing the growth and value-realization of talents by electing capable person and hiring talents .So as to inspire all the staffs to consciously improve themselves on their own.

### 用心求贤 Talent seeking

专业化是提高服务质量的重要方式，也是民航鹏远在物流领域获得成功的关键。为保证人才需求，公司组建了专业的招聘队伍，在全国各地广纳贤才，通过报纸、网站、现场招聘、内部选拔等多元化渠道广泛吸纳物流、信息技术、审计、人力资源等不同专业背景的人才，不因民族、宗教、性别、年龄、残疾、婚姻状况而产生任何歧视，实行同工同酬，努力实现人尽其才，为鼓励员工向人力资源部门推荐合格的候选人，还特别设立了“伯乐奖”，以期用更广阔的视角，全方位了解客户、供应商和社区的需求，提升专业服务能力，巩固公司在行业和企业社会责任方面的优势地位。

Professional is the essential way of improving service qualities, that's the key which CPL win the success in the logistics field. To meet the demand of employees, a professional recruitment team was built in the company to recruit talents around the country. We use many ways such as newspapers, websites, on-site recruitments, inside selection to absorb talents with the backgrounds of logistics, IT, accounting and human resources. Any discrimination will not exist on those recruitments who are of different nationalities, religions, genders, ages, disabled or not, married or not, etc. Equal salary will be paid to equal work, Every people shall bring into his ability. To encourage staffs to recommend excellent applicants, we set up the *Bo Le Prize*. We hope we could know comprehensively the requirements of clients, suppliers and the communities and improve the professional services, thus consolidating the advantages in this industry and in social responsibilities.



鹏远可持续发展观

Sustainable Development Concept of CPL

## 员工培养

## Staff training

### 关注成长 Concerning on Employees' Growth and Development

关注员工的成长和发展，就是关注公司自身的成长与发展，民航鹏远鼓励员工从公司发展需求出发，充分发挥自身优势和兴趣，与管理人员协同合作，在日常工作，和沟通合作中汲取知识，不断成长。

Concerning on employees' growth and development is equal with enterprise's growth and development, thus CPL encourage staffs to work on the basis of the development of company, exert his own advantages and interests, cooperate with the management team and gain knowledge to develop from daily work and communication.

### 入职培训 Induction training

根据《培训制度》的规定，我们的人事行政部会对刚加入鹏远的员工进行有关公司规章制度、文化、业务等方面的训练，以及培养员工掌握基

本的工作技巧，且培训时间不得少于 8 个工时。

According to the regulation of "Training System", our personnel administration department will provide the training on company regulations, enterprise culture and professions to help new employees to master basic work skills. And the training time must be longer than 8 working hours.



### 岗前培训 Pre-employment Training

新员工在入职培训结束后，会接受部门安排的岗前培训，且岗前培训不少于 40 工时。通过部门同事悉心的岗前培训，员工可以很快地达到岗位要求。通过对员工的岗前培训，小到员工个人能力得到提高，大到公司的

企业竞争力、团队凝聚力以及企业战斗力都得到较大提高。

New employees will receive pre-employment training after finishing their induction training .And the pre-employment training cannot be shorter than 40 working hours. After colleague's well training ,new employees can easily reach the job requirement. Pre-employment training can not only help to improve employees' capability but also our company's competitiveness, cohesion.

### 专业培训 Professional Training

我们邀请专业的培训机构，对管理、技术等方面培训，以改善员工的工作方法，提高员工的工作效率。在专业培训中，我们的员工学习到很多新的管理理念及方法，这些都为公司带来了效益。

We invite professional training agency to train from management and technical aspects in order to improve staff's working procedure, operation efficiency. During the professional training ,our employees can learn many new management concept and method, which can bring benefit to our company.



## 社会责任

## Social Responsibility

### 女工保护 Female Employee Protection

由人事行政部建立女员工名册，按《中华人民共和国劳动法》、《女员工劳动保护规定》和《女员工禁忌劳动范围规定》对女员工实施保护。女工在孕期、经期、产期、哺乳期，各单位禁止安排重体力作业、夜间严禁安排值班，维护女员工合法权益。

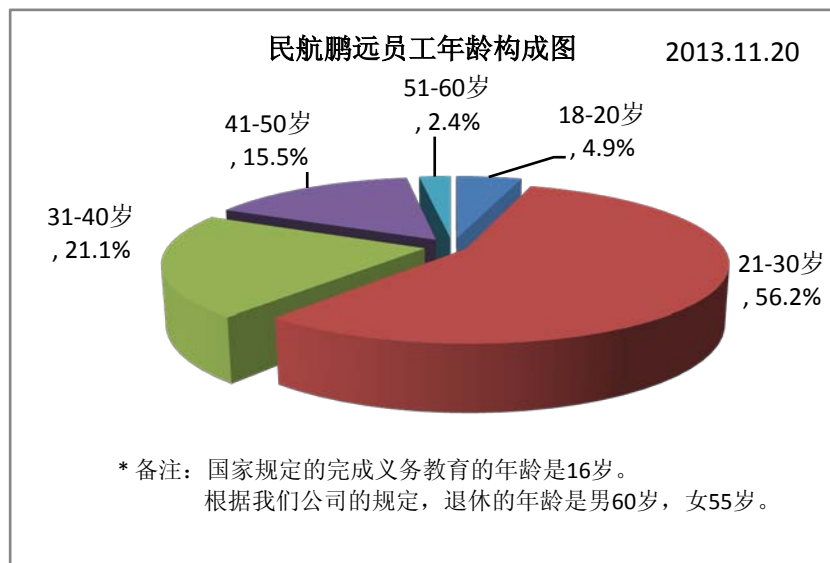
- CPL's personnel administration department sets up a roll for female employee and protects them according to "Labor law", "Female worker labor protection regulations" and "the regulations on the working scope banned for female employees". Female employees in pregnancy, menstrual, lactation period will not be given heavy work, night duty, which means to safeguard the legitimate rights of female employees.

### 消除童工 Elimination of Child Labor

儿童是国家和民族的希望，确保儿童身心健康及接受必要的教育是全社会的共同责任，企业决不应为降低用工成本违法雇佣并盘剥童工。我们

拒绝聘用童工。依据中国《劳动法》，童工是指未满 16 周岁，与单位或个人发生劳动关系的人。依据国际劳动组织公约，任何情况下都不能低于 15 岁。根据数据显示，我们公司员工最小年龄是 18 岁。

Children are the hope of our country and nation. It is our common responsibility of the whole society to ensure children's physical and mental health and receiving of necessary education. Enterprise should never hire and exploit child labor. CPL refuses to hire child labor. "Child Labour" according to Labor Law conventions, refers specifically to people under 16 years old who has labor relation to units or individuals. According to Labor Law Conventions, employees must not be under 15 years old. According to the data displayed, our youngest employee is 18 years old.



### 子女医疗福利 Medical Benefits for Employees' Children

民航鹏远对于员工的关怀无微不至，包括为员工子女提供医疗福利保障。公司正式员工的子女，从出生满 30 天起，至 16 周岁，民航鹏远可为他们分担一定的医疗费用，这是企业社会责任的又一体现。

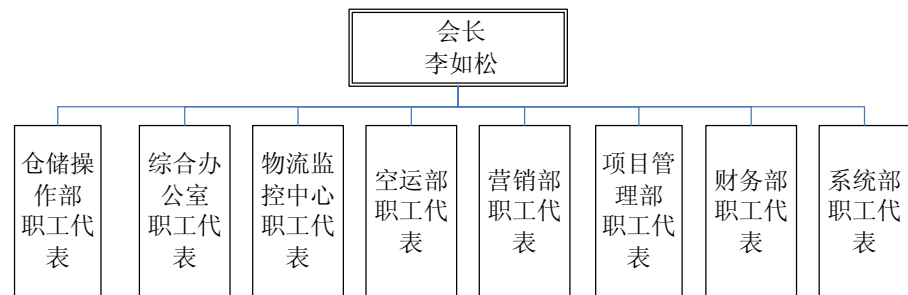
- CPL's meticulous care for employees includes medical care for employees' children. CPL afford certain medical cost for employees' children , from 30 days to 16 years old. It is also a reflection of enterprise social responsibility .

### 结社自由

#### Freedom of Association

民航鹏远尊重员工自由结社的权力，在公司内部建立了工会组织，以切实维护员工的合法权益。工会还利用业余时间帮助和指导其他成员，组织员工学习文化，科学和业务知识，提高员工的素质。

CPL respect employee's right of free association. We also internally found labor union organization in order to safeguard employees' legitimate rights and interests. Our labor union also makes use of spare time to help and guide members, organizes staff to study culture, science and profession knowledge in order to improve staff's capability.



工会组织结构 Labor Union Organization

## 第五篇 环境篇

### Environment

#### 绿色物流

#### Green Logistics

##### 工作实践

- 加大投入，采用绿色技术和装备。如采用清洁能源；提高燃料燃烧效率，减少尾气排放；选择环境良好的运输模式等。
- 加强信息系统建设，合理规划物流系统。如科学地进行运输线路的选择、减少或消除空返率，以求高效、节能、低成本运作。
- 全员树立绿色物流的观念。

##### Work Practice

- We will increase investment, apply green technologies and equipments, such as utilizing clean energy, improving combustion efficiency of fuel, decreasing exhaust emission, and choosing a transportation mode with good environment etc.
- We will strengthen information system construction and rational plan logistics system, such as choosing transportation routes with scientific attitude, and reducing or eliminating empty return truck so as to achieve the operational purpose with low-cost, energy saving and efficiency.
- Establish concept of the green logistics among all the staff.

民航鹏远促进环境保护、资源节约、污染治理等作为方针决策的重要依据，通过合理有效配置物流资源，最大程度地引导社会控制并减少资源和环境损耗，在促进经济社会与资源环境协调发展的过程中，实现鹏远自身的可持续发展。

In order to achieve sustainable development, as well as promote the process of coordination of economy, society development, and resources & environment development, CPL takes environment protection, resources saving and pollution control as the important foundations when formulate policies and make decisions so as to they can guide social control, reduce the loss of resources and environment through rational and efficient configuration of logistics resources.

民航鹏远制定了引导物流效率化运作的物流整体方案，通过促进物流网点设施的综合化及流通业务的效率化，降低环境负荷，提高地区活性。通过绿色物流合作推进事业，多方位支援提高物流效率化，降低二氧化碳排放量，推进物流效率化、低成本、减轻环境负荷。

CPL has formulated an integrated logistics program, which is reducing environmental load and improving regional activity through improve integration of logistics network facilities and circulation

business efficiency. In order to decrease Co<sub>2</sub> emission, propel efficiency in logistics, lower cost and reduce environment load, CPL support and improve logistics efficiency in all respects.

在卡车运输方面，为提高卡车运输效率，民航鹏远不断推动运输车辆大型化和拖车化运输方式以及共同运输和配送，提高汽车运输效率，促进运输方式的自行转换。车辆运输资源方面，在成本相同的前提下，我们更热衷于选择大型车辆进行运输，以减少二氧化碳的排放对环境的危害。

Regarding trucks transportation, in order to improve truck transportation efficiency, CPL has constantly propelled transportation mode, such as enlarge transport vehicles and trailer as well as transport and deliver cargoes together by both of them. In vehicles transportation resources, while under same cost basis, we are more keen to select large-scale vehicles to transport to reduce the harm of Co<sub>2</sub> emission to environment.

鹏远在物流活动中的很多环节，都考虑到对环境的影响，通过科学集约的仓储设计，减少迂回运输时间和能耗成本，利用先进物流技术，达到降低对环境的污染、减少资源消耗的目的。

CPL takes all factors that may impact on environment into

consideration in logistics activities, such as a scientific intensive warehouse design can reduce circuitous transportation time and energy cost; and the using of advanced logistics technology can help to achieve the purposes of lower environment pollution and decrease resources costs.



✧ 采用节能反光屋顶，高效节能的照明系统

✧ Adopting energy-saving reflective roof , and high efficiency and energy-saving lighting system



✧ 仓库内部设有立体货架区，有效提高仓库可利用率

✧ There are shelf area inside of warehouse, which can improve warehouse availability effectively



## 节能减排

### Energy-saving and Emission Reduction

#### 减少排放

#### Emission Reduction

缓解资源环境瓶颈约束，建设资源节约型、环境友好型社会，已成为“十二五”发展的紧迫任务。实现可持续发展，已经成为时代的要求。为了顺应当今社会的发展，我们在生产中不断提升标准，发展循环经济，推广低碳技术，推动绿色增长。我们不断优化干线运输及物流配送的上下级节点，减少不必要的包装，加强与其他物流企业的合作，有效地提高运输效率、减少企业成本、提高服务质量和减少碳排放，打造绿色物流服务体系，实现集约化发展。

Mitigating bottleneck constraint of resource and environment, building a resources-conserving and environment-friendly society has become the urgent task of the Twelfth-five year development. Realizing sustainable development has become an inevitable demand of the times. In order to conform to the tendency of the age, we have to higher standards constantly in production process, develop recycling economy, popularize

low-carbon technology, and propel green growth. We constantly optimize the chain of the upper and lower points of truck-road transportation as well as logistics delivery so as we can reduce unnecessary packaging, and we also strength the cooperation with other logistics enterprises to improve transportation efficiency, lower enterprise cost, enhance service quality, and reduce carbon emission for the creation of a green logistics service system and intensiveness development.



## 节约能源

### Energy-saving

在废弃物管理方面，我们制定了《固体废弃物分类管理办法》，对固体废物实现 100% 的分类处置。在作业环境方面，我们定期对车辆及设备进行检修维护，确保进入仓库的车辆符合环保要求，尾气达标排放；并对办公区、仓库地面进行改造，减少扬尘。在水电资源大量消耗的现在，我们用制定用水用电管理办法，达到全年水电消耗量比去年减少 1% 的目标。

In waste management, we formulated *Measures for the management of solid waste classification*, and realized 100% disposal classification of solid waste. In operating, we regularly maintain or repair vehicles and equipments to ensure inbound vehicles match the environment protection requirements and exhaust emission standards. We also transform the office zone and warehouse ground for dust reduction purpose. We formulated water & electricity management solution, which made our company achieve the purpose that the annual water & electricity consumption is 1% less than last year.



#### 节约能源的具体措施如下：

- ✓ 办公室充分利用自然光照明，在光线充足的情况下不使用室内照明灯。走廊、通道、卫生间等公共区域白天应尽量减少开灯能耗。离开办公室时，必须把灯关掉，并有人监督
- ✓ 关闭不必要电器，以减少办公设备待机能耗。
- ✓ 避免水长流的情况发生。专人负责时常检查公共场所（包括办公区域内）用水用电设备情况，发现损坏、故障水电设备及时检修。

实行无纸化办公，部门间的文件传递，除需存档或会签的重要文件，尽可能在邮件上流转、审批，以减少纸张使用；打印纸尽可能正反两面使用，

#### Concrete Measures of Energy-saving

- ✓ Make the full use of sunlight in the office and no opening indoor

lights when it is enough. Especially, lights in corridor, channel, toilet and other public areas should be reduced as far as possible considering the consumption. When one leaves the office, he must turn off the lights and we have a personnel who supervise it.

- ✓ Shut down unnecessary power, in order to reduce office equipments standby energy consumption.
- ✓ A dedicate employee are responsible for checking water and electric equipments situation in public places' (including office area), and find bad losses, fault hydroelectric equipments timely and do maintenance to avoid waste of water.
- ✓ Build a no-paper office. The documents between departments should be delivered or approved by email as much as possible except the important documents need to be kept on files, and use both sides of the printing paper when documents are not very important.

## 第六篇 企业反腐败

### Anti-corruption

#### 内部保障

自从发达国家的金融危机席卷全球之后，在全球范围内，掀起了应对跨国合规反腐的新潮流，我国政府更是将反腐倡廉作为“十二五”规划的重点。

我们严禁任何形式的违法违规活动，抵制一切违背道德及违反诚信的商业行为，包括行贿受贿、欺诈、剽窃，洗钱、非法交易、盗窃公司财产等行为。

#### Internal Security

Since financial crisis happened in developed countries, international anti-corruption has become a new trend around the world and Chinese government also takes anti-corruption as the main task in the Twelfth Five Program

We prohibit any forms of illegal activities and boycott all the commercial activities that violate morality and integrity, and which

includes bribery, cheat, plagiarism, money laundering, illegal transaction, and steal company property etc.

- 我们坚持一切业务的开展经营遵守法律法规和精神；
- 我们要求公司一切制度、程序以共同的道德准则和价值观为指导；
- 我们推进全体员工和价值链上的合作伙伴共同遵守商业道德；
- 我们共建利益相关者彼此尊重与相互信任；
- 我们强调所有员工应保护公司的资产和信誉；

- We insist that all business development abide by laws, regulations and law sprits;
- We require that all systems and all procedures of our company should be guided by common moral rule and values;
- We impel all the staffs abide by business ethics as well as the partners on the same value chain;
- We built mutual trust and respect with stakeholders;

- We emphasize that all the staff should protect company property and reputation,

### 反腐败培训

我们作为一家国有企业，在运营中，尤其注重反腐败管理工作，采取和制定有针对性的措施和制度。每年的3月和9月，我们组织员工参加反腐败培训，从思想教育上打好基础，树立清廉的企业风气。我们的员工严格遵守管理层制定的政策，不提供或接收其他公司或个人的礼品、宴请、旅游或休闲娱乐邀请。

### Anti-corruption training

As a state-owned enterprise, CPL takes measures and formulates systems with specific purposes in operation especially pay much attention to anti-corruption work. We regularly organize staffs participate in anti-corruption training in March and September each year, and which can not only help to lay a solid foundation of staff's ideological education but can also build an incorruptible enterprise culture. Our staffs strictly abide by management policies and had never provided or accepted gifts, entertainment, tourism and invitation from/to other companies or

individuals.



### 遵纪守法

我们按规定参与调查违法违规的问题，若有造成公共资产损失的，追究相关人员的责任，避免公共资产的损失。在民航鹏远，财务部门要熟悉《会计法》、《审计法》、《票据法》、《企业所得税法》，人力资源部要深知新《劳动合同法》，票务、国际货代和国内综合物流部门也分别需要了解行业内的法律法规，如《联合国运输法公约》等，行政后勤部门也严格执行当地政府饮食安全、消防安全、职业健康等方面的规章制度。

### Legal compliance

To avoid losses of public property, we will investigate relevant personnel according to related rules to take part in illegal problems investigation if

there have losses of public assets. In CPL, staffs of financial department should be familiar with *the Accounting Law, the Audit Law, the Negotiable Instruments Law and the Enterprise Income Tax Law*, staffs of human resources department should know the new version of *the Labor Contract Law* and departments of ticket business, international freight forwarder and domestic comprehensive logistics also need to know laws and regulations of intra-industry, such as *the United Nations Transport Law* etc. As for administrative department, they strictly enforcing laws and regulations about food safety, fire safety, and occupational health made by local government.

### 外部机制

#### 企业合作

民航鹏远积极与合作伙伴沟通交流，共同做好企业间的反腐败建设。我们在与施耐德、百安居等多家企业在合作初始，签订《反腐败与反贿赂及保密协议》，并交付保证金，并严格遵守反腐败、反贿赂及保密政策。一旦发现公司存在腐败、贿赂、泄密等违禁行为，不管是否被合作公司所接

收，都将被处以扣除全额保证金的处罚，并在今后合作或签订合约时，会慎重考虑此行为带来的影响。

## External Mechanisms

### Enterprises Cooperation

Both CPL and its cooperative partners are concentrating on anti-corruption construction between enterprises through positive communication. We signed *the Agreement of anti-corruption, anti-bribery and confidentiality* with Schneider Electric, B&Q at the beginning of cooperation as well as paid the deposit, abided by policies of anti-corruption, anti-bribery and confidentiality strictly. Once illegal acts like corruption, bribery and betrayal happened, the law-breaking companies will be punished and deducted full deposit no matter they accept or not and we will attach great importance to those bad effects brought by these actions in the future cooperation.

### 外部投诉

对于内部员工的违法及不道德的行为，我们鼓励客户通过客服电话、电子邮件等各种方式的投诉，并根据客户的投诉，对相关人员采取严厉处

置。2013年，我们每月都会对各项目的终端客户进行回访，与客户沟通并不断改善服务质量，还得到终端客户对我们提供的快捷服务表示赞许。

## External Complaints

We encourage customers to complain illegal and unethical behaviors of our staffs through customer service phone, e-mail and other various ways and we will deal severely relevant staffs according to customer complaints. In 2013, we had paid return visit to end users with purposes each month and communicated with customers constantly to improve service quality and finally we earned the applause of our quick service from end users.

## 展望

民航鹏远的总体发展目标：在保持快速发展、优化结构、降低能耗、尊重环境的基础上，实现服务质量的不断提高。

我们将继续秉承“以人为本、绿色物流、创新经济、持续发展”的发展原



则,发挥物流技术与物流资源的优势,逐步完善和强化公司现有的产业链,实现企业、社会、员工共同发展的愿景,不断创新技术及管理模式,提升物流资源利用率及客户服务水平,积极参与与其他企业的国际化合作与竞争,继续保持行业领先,努力打造世界一流的物流企业。



## Outlook

The overall development goal of CPL is to improve service quality constantly on the foundation of fast development, structure optimization,

energy reduction and environment respect.

We will continual obey the development principles of *people first, green logistics, economy innovation, and sustainable development* to give full play to advantages of logistics technologies and resources for the purpose of complete and strength our company's industrial chain, so as to realize the dream of joint development of enterprise, society and staffs. We will constantly innovate technological mode and administrative mode, promote logistics resources utilization, and participate in international cooperation and competition with other enterprises actively to maintain industry-leading level and build a world-class logistics enterprise.



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