

CORPORATE SUSTAINABLE DEVELOPMENT

Sustainable development is the key for COSCO SHIPPING Ports to achieve long-term business growth and become “The Ports for ALL”. Integrating the concept of sustainable development into our business, the Group consistently implements sustainability in five key areas covering employees, customers, the environment, upstream and downstream business partners, and the communities in which we operate during the course of daily operations, in order to actively fulfill our corporate vision and create long-lasting value.

CARING FOR OUR PEOPLE

A professional and efficient team is the cornerstone of successful business. During the year, the Group continued to optimise human resources management measures, enhance the nurturing of talent and incentive scheme; provide trainings on professional knowledge and technique to encourage career advancement; strengthen safety management by implementing relevant measures in our terminals to safeguard all workers on site; and organise different types of trainings and drills to strengthen our employees’ safety awareness and improve emergency preparedness.

CUSTOMERS FIRST

In 2019, the Group continued to pursue excellence by facilitating the transition to smart ports through continuous optimisation of operating system, improvement of operational efficiency, and enhancement of customer experience with an aim to serving more shipping companies and cargo owners with more advanced technologies and services. We tried to understand the opinions and suggestions of our customers on the quality of our terminal services through different channels such as meetings, business visits, promotional activities and seminars, so as to optimise customer relations management and increase interactions with our customers to build long-term business relationships.

GREEN DEVELOPMENT

The Group has integrated green development into its operations and continued to develop green technologies to increase the operational efficiency of our terminals and reduce energy consumption and carbon emission. During the year, our terminals continued to implement environmental protection projects such as “diesel-to-electric” conversion and shore power facilities to reduce sulphur emissions and marine pollution. In addition, the Group has proactively explored the risks and opportunities related to climate change to enhance risk management and our contingency plans for typhoon.

WIN-WIN COOPERATION

In order to strengthen collaboration with industry chain, the Group has been actively identifying new projects and facilitating the establishment of a “global shipping ecosystem” with all parties on the principles of achieving mutual benefits. To build smart ports, COSCO SHIPPING Ports has entered into a 5G strategic agreement with communication technology companies to jointly explore the application of fundamental communications, 5G intelligent application and cloud computing in terminal operations with an aim to constantly improving our services.

INVESTING IN COMMUNITIES

As a responsible corporate citizen, the Group has maintained a good relationship with the communities in which it operates by providing support to the local communities through donations, volunteer work or facilitating local employment and construction to create sustainable value.