

# CORPORATE SUSTAINABLE DEVELOPMENT

The continued volatility of the COVID-19 epidemic and different pandemic prevention policies adopted by various countries have affected the current order of the port industry. Adhering to the principle of strong epidemic prevention policies while maintaining normal operations, COSCO SHIPPING Ports proactively incorporates the philosophy of sustainable development into its daily operations and grasps development opportunities to create long-term value for its stakeholders.

## CARING FOR OUR PEOPLE

The Company attaches great importance to the development and mental and physical health of its employees. During the year, the Company held seminars for members of its middle and senior management as well as operational and marketing teams to constantly enhance their capabilities in operations management and marketing. With respect to the pandemic, the Company strengthened safety management through training seminars on pandemic prevention and protection for its terminals to improve employees' knowledge on pandemic prevention and self-prevention methods, and implement routine measures on pandemic prevention properly.

## CUSTOMERS FIRST

The pandemic, extreme weather and other factors have hit global supply chains, leading to congestion at major ports which caused inconvenience for shipping companies. The Company is committed to providing high-quality services for its customers through strengthening communications with customers to understand and solve their pain points. During the year, the Company continued to accelerate the construction of smart terminals and rolled out a number of measures such as one-to-one account manager services and reservation service mechanisms to further improve customer experience and enhance the operational efficiency of terminals.

## GREEN DEVELOPMENT

The Company believes that strengthening green development helps us cope with risks related to climate change. During the year, the Company continued to proactively promote the green development of terminals. Subsidiary terminals in China have completed the construction and renovation of their shore power facilities. In addition, to meet the requirements of the Company and its subsidiary terminals in green development, the Company has launched a green finance framework to facilitate financing arrangements in the future and deliver value to its stakeholders.

## WIN-WIN COOPERATION

The Company adheres to the principle of win-win cooperation and cooperates with all parties to jointly promote the construction of smart ports. The Company entered into strategic cooperation agreements with China Mobile and Dongfeng Corporation during the year to create integrated solutions for 5G unmanned driving for smart ports, and promote the construction of "5G+ smart ports" in China.

## GIVING BACK TO COMMUNITIES

Fulfilling corporate social responsibility and actively giving back to communities in which we operate is an important part of our long-term and stable development. The Company actively encourages its employees to participate in charity activities in communities, and mobilises its terminal companies to help disadvantaged groups in the communities by ways such as charitable donations and long-term charitable services, thereby creating long-term value for local communities and stakeholders.