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(於中華人民共和國註冊成立之股份有限公司)

(股份代號：00525)

於其他市場發佈的公告

本公告乃根據《香港聯合交易所有限公司證券上市規則》第 13.09(2)條而作出。

茲載列廣深鐵路股份有限公司在上海證券交易所網站刊登的《廣深鐵路股份有限公司 2010 年度社會責任報告》，僅供參閱。

承董事會命
廣深鐵路股份有限公司
公司秘書
郭向東

2011 年 3 月 24 日

於本公告發出之日，董事會成員包括：

執行董事

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俞志明

獨立非執行董事

戴其林
周志偉
呂玉輝

2010 年度

社會責任報告

Social Responsibility Report

股份代號 Stock Code:
00525(HK)、GSH(NY)、601333(SH)



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廣深鐵路股份有限公司董事會

2011年3月

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1. 董事長致辭

廣深鐵路股份有限公司（以下簡稱“廣深鐵路”或“公司”）成立以來，不斷深化改革，推動公司加快發展、創新發展、集約發展、科學發展、安全發展和全面發展，牢固樹立“依法治企、市場導向、以人爲本”的經營理念。公司勇于承擔社會責任，將企業經營管理行爲與履行社會責任緊密結合，在爲股東創造價值的同時，努力實現促進經濟、社會和環境可持續發展的總體社會責任目標。

2010年，儘管國內外經濟形勢錯綜複雜，但我國經濟仍保持了平穩較快發展，全年經濟增速達10.3%。廣深鐵路積極抓住區域經濟回暖復蘇的有利契機，認真學習實踐科學發展觀，牢固安全基礎，加強經營管理，狠抓運輸組織協調，完善服務設施，改善職工福利，確保了春節、世博會、亞運會期間鐵路運輸安全穩定，各項工作呈現良好發展態勢，公司業績持續增長。2010年，廣深鐵路完成旅客發送量8,492萬人，貨運量6,793萬噸；實現營業收入134.84億元，較上年增長8.87%，歸屬於上市公司股東的淨利潤15.56億元，較上年增長14.63%。2010年末，公司總資產爲306.04億元，較上年增長4.25%，淨資產（不含少數股東權益）爲241.68億元，較上年增長4.27%。公司擬向全體股東派發2010年度現金股利0.09元/股（含稅），共計63,751.833萬元。

根據上海證券交易所《關於加強上市公司社會責任承擔工作暨發布〈上海證券交易所上市公司環境信息披露指引〉的通知》和《公司履行社會責任的報告編制指引》，廣深鐵路在本報告中持續披露每股社會貢獻值及社會成本計算口徑。2010年公司創造社會價值（包括支付股息、稅費、員工薪酬福利和銀行利息，實施政策性運費減免和票價優惠，以及綠化投入等）總計448,432萬元，因環境污染造成的成本（以公司支付的保潔費、排污費等作爲計算口徑）3,354萬元，由

此計算廣深鐵路每股社會貢獻值： $(448,432 - 3,354) /$ 總股本
(708,353.7 萬股) $=0.63$ 元/股，較上年增長 8.62%。(2009 年：0.58
元/股)

2010 年，公司切實履行作為“企業公民”的義務，以完善公司治理為履行社會責任的基礎，把實現運輸安全作為公司承擔的最大社會責任，不斷提高鐵路客貨服務水平，全面促進員工發展，積極投身社會公益事業，落實節能環保各項舉措，實現了經濟、社會與環境可持續發展戰略目標。在此，我謹代表公司及公司董事會，向關注和支持公司履行社會責任的社會各界表示衷心感謝！

本報告發布之際，適逢公司成立 15 周年。廣深鐵路將繼往開來，加快發展，不斷提升公司滿足鐵路客貨運輸需求的能力，堅持經營發展與履行社會責任並重，努力實現公司與經濟、社會、環境的和諧發展，更好地回報投資者、回報公眾、回報社會。

董事長：徐嘯明

中國·深圳

2011 年 3 月 24 日

2. 公司概況

2.1 公司簡介

廣深鐵路于 1996 年 3 月 6 日按照《中華人民共和國公司法》在中國深圳市注冊成立。

1996 年 5 月，廣深鐵路發行的 H 股(股票代碼：00525)和美國存托股份(ADSs)(股票代碼：GSH)分別在香港聯合交易所有限公司(香港聯交所)和美國紐約證券交易所上市；2006 年 12 月，廣深鐵路發行的 A 股(股票代碼：601333)在上海證券交易所上市。2007 年 1 月，廣深鐵路運用發行 A 股募集資金收購廣州至坪石段鐵路(京廣綫南段)，經營範圍由區域鐵路進入全國重要骨幹網絡，客貨運輸能力顯著提高。目前，廣深鐵路是中國唯一一家在上海、香港和紐約三地上市的鐵路運輸企業。

廣深鐵路主要經營深圳—廣州—坪石段鐵路客貨運輸業務及長途旅客列車運輸業務，并與香港鐵路有限公司合作經營廣九直通車旅客列車運輸業務。

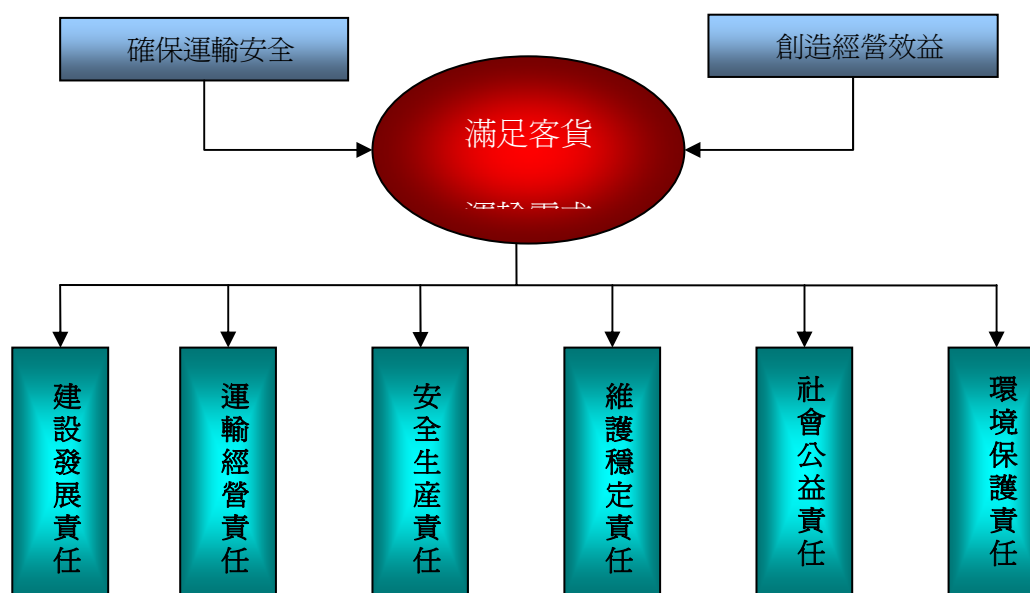
廣深鐵路獨立經營的深圳—廣州—坪石段鐵路，營業里程 481.2 公里，縱向貫通廣東省全境。其中廣坪段為中國鐵路南北大動脈——京廣綫南段；廣深段是目前中國內陸通往香港的唯一鐵路通道，連接京廣、京九、三茂、平南、平鹽和香港鐵路東鐵綫，是中國鐵路交通網絡的重要組成部分。廣深段鐵路是目前中國現代化程度最高的鐵路之一，是國內第一條全程封閉、四綫并行的鐵路，也是第一條實現客貨分綫運行的鐵路。

2.2 公司社會責任觀

廣深鐵路作為一家提供鐵路客貨綜合運輸服務的上市公司，將企業經營管理行為與履行社會責任緊密結合，在為股東創造價值的同時，努力實現促進經濟、社會和環境可持續發展的總體社會責任目標。

廣深鐵路履行社會責任的核心是滿足客貨運輸需求，根本前提是確保運輸生產安全和創造經營管理效益，具體可分解為六大責任，即建設發展責任、運輸經營責任、安全生產責任、維護穩定責任、社會公益責任和環境保護責任，各項責任相互關聯，相互影響，共同服務于滿足客貨運輸需求的核心目標。

圖 3：廣深鐵路社會責任觀



2.3 公司榮譽

廣深鐵路于 2010 年獲得榮譽：

廣東省企業聯合會、廣東省企業家協會評選“2010 年度廣東上市公司綜合實力 10 強”、“廣東省企業 500 強”第 34 位、“廣東省服務業百強企業”第 9 位

財華社與《財富》(中文版)評選“2010年度中國上市公司500強排行榜”第191位

深圳市企業聯合會、深圳市企業家協會評選“深圳百強企業”

人民網評選“2010年度上市公司社會責任企業獎”

深圳報業集團、深圳商報和深圳證券信息有限公司評選“深報指數最具競爭力上市公司”

3. 公司治理

廣深鐵路認真遵照《公司法》、《證券法》、《上市公司治理準則》、上海證券交易所《股票上市規則》、香港聯合交易所有限公司《證券上市規則》及其它證券監管部門法律法規的要求，結合公司實際，不斷完善公司法人治理結構，促進股東大會、董事會、監事會和管理層規範運作。公司《章程》、《股東大會議事規則》、《董事會議事規則》、《監事會議事規則》、《審核委員會工作條例》和《總經理工作條例》等公司治理文件規範並明確了公司治理中履行職責的程序和各方權利義務。公司A股是“上證公司治理指數”和“上證180公司治理指數”的成分股。

3.1 治理架構

股東與股東大會

公司《章程》及《股東大會議事規則》對股東權利、股東義務、股東大會的職權、股東大會的程序、保護中小股東權益等方面做出了規定。公司在股東大會的召開、授權、審議、決議等程序上均履行了適用法律、公司《章程》和《股東大會議事規則》的有關規定。公司關聯交易公平合理，並對定價依據予以充分披露。

2010年4月29日和12月21日，公司分別召開2009年度股東

周年大會和 2010 年臨時股東大會。

董事與董事會

公司董事會由 9 名董事組成，包括 3 名獨立董事，設董事長 1 名。公司《章程》和《董事會議事規則》對董事會組成、董事會職權、董事會會議程序、董事會決議執行等事項均明確的規定。公司董事會會議的召開、授權、審議、決議均嚴格執行了有關規定，履行了法定程序。

公司董事會下設審核委員會和薪酬委員會，主要成員由獨立董事組成，根據《獨立董事工作條例》、《審核委員會工作條例》、《獨立董事和審核委員會年報工作制度》、《薪酬委員會工作條例》等制度開展工作，審核公司財務報告、內部控制、會計師事務所聘任等重大事項，促進董事會決策的專業化和科學化。

2010 年，公司共召開 5 次董事會會議，8 次審核委員會會議。

監事與監事會

公司監事會由 6 名監事組成，設監事會主席 1 人。公司《章程》及《監事會議事規則》對監事會的職權和議事規則等均有明確規定。公司在監事會召開、決議等程序上均嚴格按照適用法律和公司章程的規定履行有關程序。公司監事能夠切實履行法律、法規和公司章程規定的義務和職責。

2010 年，公司共召開 4 次監事會會議。

表 1：董事會成員

徐嘯明	董事長
申毅	董事總經理
郭竹學	董事
李亮	董事
俞志明	董事
羅慶	董事
戴其林	獨立董事
周志偉	獨立董事
呂玉輝	獨立董事

表 2：監事會成員

徐凌	監事會主席
陳少宏	監事
王建平	監事
李志明	監事
劉西林	監事
徐輝良	監事

管理層

公司設總經理一名，對董事會負責，行使以下職權，包括：主持公司的生產經營管理工作，組織實施董事會決議；組織實施公司年度經營計劃和投資方案；擬訂公司內部管理機構設置方案；擬訂公司的基本管理制度；制定公司的基本規章；提請聘任或者解聘公司副總經理和其他高級管理人員；決定對公司職工的獎懲、升降級、加減薪，聘任、雇用、解聘、辭退；公司章程和董事會授予的其他職權。公司副總經理、總會計師協助總經理開展工作。公司設董事會秘書，負責信息披露、投資者關係管理、組織籌備董事會會議和股東大會，協調公司與證券監管機構、投資者、媒體之間的信息溝通等。

表 3：管理層

申毅	總經理
穆安雲	副總經理
郭向東	副總經理 董事會秘書
唐向東	總會計師

3.2 內部控制

建立健全并有效實施內部控制是公司董事會、管理層及全體員工的責任。公司內部控制的目標是合理保證企業經營管理合法合規、資產安全、財務報告及相關信息真實完整，提高經營效率和效果，促進企業實現發展戰略。

公司根據美國《薩班斯-奧克斯利法案》404 條款(SOX404)及《企業內部控制基本規範》(C-SOX) 要求推進內部控制體系建設，已制定了一套完整的內部控制制度用于規範公司的日常經營管理運作，實現公司的內部控制目標。公司的內部控制制度對各個部門的職責分工、工作流程以及審批權限等內容進行了明確的規定和說明，并在公司範圍內推廣實施。每年，公司會根據當年的實際情況，在需要時對管理制度進行修訂和完善，并通過審計部的審計項目以及 SOX404、C-SOX 的內部控制評估對各項制度的實際執行情況進行跟踪檢查，評估各類管理制度是否有效的貫徹執行。

3.3 反腐倡廉

公司堅持把反腐倡廉工作融入公司內控建設，與經營管理監督相結合，落實黨風廉政各項規定，完善廉政教育機制。公司進一步健全了管理層“三重一大”問題議事規則和決策程序，確保涉及資金、工程、採購、人事任免等重要事項決策的科學化、民主化和制度化。公司組織開展了第十九次紀律教育月活動，各單位通過集中學習、案例通報、觀看錄像、知識競賽、論文徵集等多形式教育方式，以案說紀、以案釋法，深入開展普法教育、典型案例警示教育和崗位廉政教育活動，進一步築牢員工拒腐防變的思想防綫。

公司制訂《員工手冊》、《高級管理人員職業道德行為準則》和《反欺詐舞弊工作（試行）條例》，規範員工及高管行為，並要求有關人員定期簽署遵守相關規定的聲明書。

4. 運輸安全

保證鐵路運輸安全是廣深鐵路最大的社會責任。2010年，公司強化安全基礎建設，完善安全監督體系，落實各級安全責任，全年實現無責任一般B類及以上鐵路交通事故。

4.1 安全制度

公司落實安全制度基礎建設，嚴格執行《月度安全質量考核辦法》、《安全生產責任制考核辦法》和《安全檢查管理制度》。公司進一步完善各項安全工作制度，對行車主要工種崗位作業標準進行修訂，制訂和修訂了各類《站細》、《段細》。公司加強安全應急救援制度落實，逐級完善安全應急救援預案，組織好救援模擬演練，提高救援起復能力，最大限度減少事故損失，使安全工作做到井井有條、有備無患。

公司堅持月度安全例會聯動機制，切實為站段解決安全問題。公司總經理每月參加月度安全例會，加強與站段安全問題的溝通，及時

瞭解和解決站段反映的安全問題和安全隱患，重點對安全結合部和工作環境等問題進行專題研究和協調。2010 年全年共研究解決各站段提出的問題 70 項。

4.2 行車安全

公司視行車安全為企業穩定發展的生命綫，堅持加大資金投入，重點向涉及行車安全的大修、投資項目傾斜，確保運輸生產安全設備質量。為保證春運、國慶、上海世博會和廣州亞運會等重點時期的行車安全，公司投入大量人力、物力和財力，全面落實各項安全保障措施。

表 4：廣深鐵路站車反恐防爆五道防綫

序號	模式	具體措施
第一道防綫	配合公安機關加強車站巡查	對可疑物品、人員進行重點檢查和盤查，核對人員身份信息，及時防範、震懾和查緝各類不法分子
第二道防綫	強化車站進出通道管理	實施站車封閉式管理，對所有車站非正常進出站通道進行封堵或專人看守，嚴格鐵路職工通道和機動車進出站管理
第三道防綫	嚴格執行“三品”（注）檢查	對各客運站配齊配足查危儀和安檢人員，旅客行李安檢率達 100%，加強“三品”查堵的宣傳引導，確保旅客進站有序
第四道防綫	加強候車室、售票廳、	客運人員巡視候車室和售票廳，對行包托運和行李寄存實施 100%實施安檢，客運和保潔部門定期對站內垃圾

	行包（行李包裹）房、行李寄存處管理	桶、水池等部位進行清理，杜絕安全死角
第五道防綫	列車上安全檢查	客運人員配合公安機關巡視車廂，發現可疑人員或物品進行重點盤查和安檢

注：“三品”即易燃、易爆、危險品

2010年，公司重點抓好綫路基礎質量，完成了京廣綫大型機械化清篩95.2公里，人工清篩20.3公里，更換寬枕2.7公里，換軌90.2公里，更換岔心82組，更換站內專用綫木枕4,736根、岔枕1,764根；廣深綫更換再用軌29.9公里，橋枕裝墊板16.5公里；完成電氣化綫路接觸網投資及大修項目19個，牽引供電大修及更新改造項目6個。

2010年，公司管內遭受歷史罕見的13次持續強降雨和3次超強颱風影響。公司組織開展3次防洪隱患大排查，對209出防洪重點區段嚴防死守，及時發現京廣綫3起嚴重水害，及時組織搶險修復，確保了防洪期間行車安全。

2010年，公司切實抓好安全生產專項整治工作，重點抓好營業綫施工安全、列車火災、貨物裝載和危險品運輸安全、道口和路外安全、應急救援安全、接發列車和調車作業安全、軌道電路分路不良、軌道車運行控制系統等8個方面的專項整治。

通過落實安全生產標準化作業程序以及強化自身安全責任意識，廣深鐵路一綫運輸生產職工為保障公司行車安全注入強大動力，成功防止多起重大行車事故，有效消除各類安全隱患和事故苗頭，為確保鐵路運輸安全、穩定、暢通做出了重大貢獻。

4.3 人身安全

公司高度重視旅客人身安全，將保障旅客人身安全與實現行車安

全目標相結合，實施行車設備整治，巡查維護沿綫隔離欄柵，開展客運服務（消防）設施改造，加強安全監督和消防檢查，確保車站列車上食品、飲用水安全，為旅客營造安全的出行環境。

公司高度重視職工人身安全，通過落實安全制度、實施安全培訓、配備安全設施等多項措施保障一綫運輸生產人員安全。公司嚴格執行安全管理制度，組織一綫人員集中參與安全培訓和警示教育，加強安全作業檢查和獎勵處罰，落實《人身安全作業標準》、《非正常情況下的作業辦法》。公司加大職工個人安全設備投入，包括為沿綫工務人員安裝 20 個車站大功率電臺，配置背包式對講機 90 台，消除 106 處安全防護通訊盲區；為室外作業的電網工、電力工配發反光防護服、安全帶、安全帽和絕緣鞋；為其他一綫危險、重體力崗位人員發放個人勞動防護用品等。

4.4 安全教育

公司加強安全宣傳，開展安全親情教育活動。公司一綫生產人員的上崗培訓、轉崗培訓和崗位培訓率均達 100%，加強了廣大職工的安全責任感，增強了全員勞動安全意識。公司向站段職工家屬發出《致職工家屬的慰問信》，由職工家屬向職工寫《安全親情寄語》，簽訂《家屬與職工聯保安全協議》，形成職工、家屬共保安全局面。公司在生產場所、站場宣傳欄、沿綫地區廣泛宣傳鐵路安全規章，張貼安全橫幅標語，配合公安機關對沿綫居民、在校學生進行安全警示教育，營造了良好的企業安全文化氛圍。

4.5 安全科技

2010 年，公司繼續實施“科技保安全”的各項措施，建設、改造及投入使用涉及信號、機車、車輛、貨檢、綫路養護、視頻監控的各類鐵路高科技技術裝備和系統，全方位保障運輸安全：

1. 公司于年底正式開通 CTC（調度集中控制系統）控制功能，提高了運輸效率和行車安全水平；
2. 公司升級鐵路信號微機監測系統，更加全面地監測信號設備的

運用狀態，提高信號設備維護水平和維護效率；

3. 公司為 326 台機車安裝機車信號遠程監測設備，能及時發現地面設備和運用中機車信號存在的問題，為維護人員提供技術支持；

4. 公司對 384 台機車進行機車安全信息綜合監測裝置（TAX）更新，能將機車運行狀況實時傳送給監測中心，預防機車故障發生，確保機車行車安全；

5. 公司機車裝配機車常用制動裝置，對運行中機車非正常情況下出現速度驟升，自動採取制動減速措施，維護行車秩序；

6. 公司機車股道自動化管理系統投入使用，將人工扳道變為自動扳道，自動制定機車擺放計劃和及時更新顯示機車停放位置，縮短了整備作業時間，提高了機車進出庫的效率，避免了人為失誤，保障了整備作業安全。

7. 公司投入使用 KMIS（鐵路客車技術管理信息系統），終端延伸到班組生產現場，以無線網絡支持乘務員、質檢員和工長的個人信息設備，工作全流程電子化；

8. 公司推進廣深綫 CPIII 精測網建設，完成大量控制點選埋、安裝及測量數據處理，通過精密測量優化綫路，可實現利用大型機械作業對綫路進行精細養護；

9. 公司進一步發揮全綫視頻監控系統作用，對綫路重點部位實施 24 小時全天候監控，為鐵路運輸、搶險救災提供實時圖像，保障運輸安全。

5. 客貨服務

廣深鐵路將滿足旅客貨主運輸需求作為履行企業社會責任的核心目標。公司大力開展增收節支工作，明確增運增收目標，加大客貨運營銷工作力度，努力提升客貨運服務能力和服務質量。

2010 年，廣深鐵路完成旅客發送量 8,492 萬人，貨運量 6,793 萬噸，均保持持續增長。截至 2010 年 12 月 31 日，公司運行圖上開行國內長途列車 101 對，廣深城際列車 110 對，直通車 13 對。公司全年累計完成裝車 404,700 輛，日均裝車 1,109 輛；累計卸車 494,632

輛,日均卸車 1355 輛;發送貨物 2,096 萬噸。

5.1 旅客運輸

2010 年,公司多方面提升客運服務能力和服務質量,為廣大旅客提供安全、舒適、方便、快捷的旅行體驗。

保證長途客運能力

為保證公司長途旅客運輸能力,公司申請增開多趟長途旅客列車。3 月 21 日起增開廣州-銅仁 K9087/88/89/90 次旅客列車,4 月 17 日起擔當廣州-信陽 K9/10 次旅客列車,5 月 1 日起增開深圳-上海南 K1209/10 次旅客列車,以及增開廣州-坪石、廣州-岳陽兩對臨客。

完善廣深城際公交化運行模式

2010 年,公司不斷完善廣深城際列車公交化運行模式,組織好廣深城際列車客流,繼續實施廣深沿綫“站站停”運營方案,優化廣深城際列車運行圖。公司向每位乘坐廣深城際列車的旅客免費提供一瓶“5100”礦泉水,優化“和諧號”候車室的候車環境,在站內商場引入豐富的食品、報刊、書籍、音像和亞運紀念品,車上有多種列車期刊可免費翻閱,為旅客帶來舒適的旅行體驗。

公司緊緊抓住上海世博會、廣州亞運會、廣交會和節假日的運輸黃金時機,做好長途客流和廣深城際客流的接續工作,加強運力保障和客運組織,滿足旅客出行需求。公司根據市場機制完成了廣深城際動車組票價調整,在城際客流增長的同時實現城際列車收入大幅提升。公司開展廣深綫城際客運市場調研,將廣深綫客運與地方城際軌道交通系統相銜接,納入到地方綜合交通樞紐規劃中,以拓展廣深綫未來客流和運輸能力。

公司還對廣深綫公交化客票系統進行升級,大力宣傳推廣廣深鐵路快通卡和金融 IC 卡車票,方便旅客購票或刷卡乘坐廣深城際列車。公司計劃聯合發卡銀行,進一步完善和升級金融 IC 卡,以適應新的技術要求,支持電子現金業務,為持卡旅客帶來更多便利。

客運設施改造及環境保潔

2010 年，公司對廣州東站和廣州站的出站通道、東莞站和坪石站客運站房進行改造，對部分客運站導向揭示系統、空調系統、客票顯示屏、飲水供應、電梯等服務設備進行整修，加強日常巡檢，確保服務設施處於良好狀態，方便廣大旅客乘車。公司還計劃進一步對深圳站、樟木頭站的客運站房及設施實施改造，提升車站整體形象，美化旅客乘車環境。

公司高度重視客運環境保潔工作，保持客運站周邊和列車上的環境整潔。公司開展車站公共衛生安全大檢查，定期進行防疫檢測檢查，加強車站和列車上的衛生監督巡查，聘請專業公司車站和列車提供保潔服務，對廣州站、廣州東站、深圳站配備了大型洗地機，為旅客提供乾淨、衛生的乘車環境。

春運實名制售票乘車

2010 年春運，公司首次實行實名制售票乘車。公司將實行實名製作為春運工作的重大便民利民措施，為此投入大量人力物力，通過充分準備，細化方案，統一部署，全員參與，實現了“和諧鐵路、平安春運”的春運主題。一是採取多渠道和方式售票。充分利用外來工團體互聯網訂票、學生票送票上門、個人電話訂票、站內窗口售票、代售點售票等多種售票渠道，實現購票旅客分流；根據客流情況，及時開足車站售票廳和集中取票點窗口，方便旅客購票。二是加強引導揭示。公司通過車站及車站周邊電子顯示屏及時公布剩餘票額信息，正確引導旅客購票；在琶洲候乘點安裝投影設備引導旅客乘車；車站廣場安裝擴音設備，專人負責宣傳導購廣播工作，通報各次列車票額信息，及時疏導票廳旅客。三是加強售票宣傳。通過公告欄、廣播、顯示屏、宣傳材料等方式，加強實名制購票相關規定的宣傳，使廣大旅客瞭解實名制購票乘車注意事項。四是確保設備狀態良好。對實名制售票設備進行安裝調試和維護，安排人員 24 小時輪班，確保相關設備運行穩定。五是做好應急處置工作。電話售票集中取票點設立值班窗，專門處理旅客實名制電話購票中遇到的各類問題。同時，公司

落實實名制車票的驗票檢票措施，最大限度增開驗票通道，配備安檢儀器、驗證設備和驗票人員，配合公安、武警維持進站秩序，提醒旅客提前準備好查驗所需票證，提高檢票效率和通過速度。在客流高峰時，各大客運站啓用臨時等候區，實施分段放行驗票，防止候車室內旅客過度擁擠。

客運服務系統

2010 年，公司完成了客運服務系統建設，開設客運服務專線 95105166，現有 30 條綫爲旅客提供諮詢服務。客服系統功能包括管內各站發送、到達列車的時刻查詢和票價查詢，涵蓋長途車、廣深城際車和直通車，數據已經做到能與客票系統數據庫同步更新。

5.2 貨物運輸

2010 年，公司貨運完成情況較好，貨運營銷服務落到實處，鐵路貨場得到支持發展，貨運業務及技術設備水平進一步提升。

貨運營銷服務

公司積極開展貨運營銷服務，建立貨主檔案，保證大客戶的運力支持和電話溝通，指定專人全程跟蹤服務，及時解決貨主提出的各種問題。例如公司下元站通過優化運輸組織，爲廣州港貨物經鐵路運輸創造條件，解決港口空車配送不足問題，使 2010 年廣州港鐵路吞吐量創出 800 萬噸以上的運輸記錄。公司通過電話、上門走訪、召開貨主座談會等形式，廣泛徵求貨主的意見和建議。公司充分利用好有關運價下浮政策，對符合條件的貨主給予運價優惠。同時，還加強貨場管理，提高裝卸作業質量，以優質服務吸引高附加值貨源。

改善鐵路貨場設施

公司爲改善鐵路貨場設施和促進韶關至鹽田集裝箱班列的開行工作，先後對英德貨場、韶關東貨場進行了改造。公司委托設計院對東莞和石龍貨場未來發展進行規劃，將方案提交地方政府，納入地方

規劃發展計劃中。公司靈活運用貨運運價政策，支持多元貨場發展，組織對管內多元貨場的生產經營情況進行調研。公司在貨運運價上對廣深綫上的三個多元貨場給予支持，爭取運價下浮政策，以提高鐵路多元貨場對周邊貨場的市場競爭力。

網上貨運訂單業務

公司實現了通過互聯網處理大客戶貨運訂單審批，貨主還可在網上報請車業務，極大方便了貨主的申報手續，節省了貨主的時間。目前，公司網上報車覆蓋率已占日常報車量的 60%以上。

公司行包統一系統開發

由于歷史原因，公司管內各站的行包系統軟件都有所不同。公司組織研發人員深入車站現場，對各個車站現有行包系統進行了調研，將開發建立統一的行包系統，現正進入試運行階段，爭取儘早投入正式使用。

江村站貨檢安全集中系統

江村站是公司管內大型編組站，承擔京廣綫貨運列車編解作業任務。江村站貨檢安全集中系統于 2010 年底投入使用，從功能上整合了現車及預確報系統、車號識別系統、超偏載檢測系統、超限檢測系統以及貨車出發視頻監視系統等子系統，并引入站場監控、軌道衡等系統的數據，負責對到達以及出發貨物列車的安全監控和管理，實現對貨檢工作的調度指揮、貨物裝載狀態監控、報警響應、問題處理、工作量統計分析等有效整合，實現設備機檢信息集成和信息共享，利用先進的軟件技術和網絡技術實現貨檢作業流程管理自動化。

6. 員工發展

公司視員工為企業最大財富，全面促進員工發展。2010 年，公司切實保障員工權益，規範勞動用工，落實員工福利待遇，改善生產

生活條件，豐富員工文化生活，實施教育培訓，進一步增強了員工凝聚力和歸屬感。截止 2010 年 12 月 31 日，公司員工總人數 32,179 人，其中男性員工 24,844 人，女性員工 7,335 人。

6.1 勞動用工

公司規範勞動合同管理，與所有員工簽訂新版《勞動合同》，督促勞務派遣公司與勞務派遣工續簽勞動合同。公司進一步加強廣大員工對《勞動合同法》和公司《勞動合同管理辦法》的宣傳、學習，有力推動了公司在勞動制度、勞動關係處理等方面的法制化、規範化發展。2010 年，公司共招聘大學生 502 人，其中碩士研究生 5 人，大學本科 142 人，大學專科 355 人。

6.2 福利待遇

2010 年，公司堅持按勞分配和效率優先、兼顧公平的原則，保證企業收入分配向一線職工傾斜，採取多項措施落實員工福利待遇：

1. 公司按崗位工資檔序為職工增資，月增資額最高為 390 元；
2. 公司定期修訂《員工手冊》，幫助新進員工瞭解公司基本情況、辦事流程及應遵守的規章制度，明確其責任義務和福利待遇；
3. 公司建立健全薪酬福利體系，為員工足額辦理養老保險、醫療保險、失業保險、工傷保險、生育保險等法定社會保險和住房公積金，並為員工建立企業年金、補充醫療保險等商業保險；
4. 公司組織員工定期進行體檢，組織女職工進行婦檢；
5. 公司為員工建立家屬醫療保障制度；
6. 公司建立休息休假制度，保證員工正常工作和休息、休假的權利，在國家規定的範圍之內，鼓勵員工休假。

6.3 生產生活條件

2010 年，公司進一步改善職工生產生活環境，主要措施包括：

1. 改善一線職工飲用水條件。廣州客運段進藏列車在格爾木至拉

薩段因大氣壓不够無法燒開水，公司隨車為職工全年供應桶裝水 10,848 桶和瓶裝礦泉水 928 箱；公司為廣州機務段在江村地區職工年供應桶裝水 7,200 桶，并在設備車間安裝一台可供 300 人飲用的大型飲水機；

2. 改造了棠溪、江村、黑山、深北、鐵信等單身宿舍，共整治改造了單身宿舍 510 間；

3. 投資遷建京廣綫大瑤山工務工區用房；

4. 改造了廣州站地區、韶關車站、坪石站、廣州車務段機關等站段職工食堂 5 個；

5. 新建和整修了江村站等 4 個運動場、3 個職工活動室、職工食堂及淋浴間、健身園，為下元地區安排了有綫電視；

6. 為沿綫車間班組添置了生活電器 580 多台、體育器材 80 多套、廚房用具 90 多台，進一步改善了沿綫職工的生活文化環境；

7. 組織“送藥送健康到基層”、“暑期送清涼”等專題慰問活動，為一綫職工發放必備藥品、勞動防護用品，宣傳健康知識；

8. 組織 473 名職工參加了有毒有害作業工種健康療養度假活動，組織 90 名勞模先進人物度假，保障職工身體健康；

9. 組織豐富的職工文化體育活動，舉辦第八屆職工體育運動會，開展職工登山、書畫攝影等活動，舉行“迎亞運、保安全、促和諧”系列體育比賽。

6.4 教育培訓

2010 年，公司共有 417,329 人次參加了各類培訓，包括安全規章培訓、行車工種脫產及資格培訓、工班長培訓、適應性培訓、技術比武及崗位練兵等多方面內容，完成全年培訓計劃 100%，培訓成本支出約為 1,254 萬元。通過實施以上的教育培訓工作，公司有效提高了員工專業素質，積累了人力資本。

7. 社會公益

公司積極投身社會公益事業，為職工排憂解難，組織發動職工賑災捐款，開展各類公益宣傳活動，為廣州亞運會開展客運無障礙通道建設。

7.1 扶危解困，走訪慰問

2010年，公司深入落實“三不讓”承諾（即不讓一戶鐵路職工家庭生活在貧困綫下，不讓一個鐵路子女上不起學，不讓一名鐵路職工看不起病）。公司機關和直屬單位共辦理職工“三不讓”承諾資助97人，共46.5萬元。公司組織機關和直屬單位1,060名職工開展了“三不讓”捐款活動，共捐款20萬元。公司認真開展解困基金資助活動，進一步規範瞭解困資料的提報、審核程序，加強了公司解困基金的管理，共辦理解困資助758人共711.57萬元。

公司大力開展送溫暖活動。在元旦、春節和中秋節期間開展了送溫暖和“千幹幫千戶”慰問活動，共慰問勞模、困難職工、患病職工、孤寡遺屬、軍烈屬、一綫職工2,743人次，發放慰問金和慰問物資共104.8萬元，購買清涼飲料4,250份發放到運輸生產一綫崗位。

7.2 賑災募捐

公司在抗災活動中與政府、社會團體和志願人員積極合作，為災區搶運搶送救災物資、設備和人員。廣深鐵路職工與災區人民心連心，自覺投身賑災募捐活動，公司職工為玉樹地震災區、甘肅舟曲特大山洪泥石流災害、“廣東扶貧濟困日”等捐款達285.4萬元。

7.3 公益宣傳

2010年，公司將公益宣傳活動與公司運輸經營有機結合，利用車站、列車和沿綫地區場地廣泛開展與鐵路安全、土地保護、亞運、醫療衛生有關的各類公益宣傳活動：

1. 公司配合鐵路公安深入沿綫社區和學校，走訪居民和學生，宣傳愛路護路知識，開展鐵路安全警示教育；

2. 公司于 6 月 25 日開展第 20 個全國“土地日”宣傳活動，在各車站廣場向旅客派發宣傳資料；

3. 廣州亞運會倒計時 50 天，公司在廣州站啓動鐵路志願者服務迎亞運活動；

4. 公司與南方報業合作，于 10 月 14 日至 12 月 31 日期間在廣深綫每日開行 10 趟“南都（南方都市報）亞運和諧號”宣傳列車，列車的 8 節車廂內貼有廣州亞運會的主題文字和圖片，向數以萬計來往粵港兩地的旅客宣傳亞運；

5. 11 月 28 日，爲宣傳第 23 個世界“艾滋病日”，百余名防艾志願者和疾控專家登上公司 D7095 次“南都亞運和諧號”列車開始防艾之旅，這是國內首次在公益專列上宣傳防治艾滋病。身爲聯合國艾滋病規劃署的香港大使、著名藝人楊千嬅也現身“火車小課堂”現場，發放艾滋病宣傳手冊，贈送紀念品。公司各大車站也開展了有關防治艾滋病的宣傳活動。

7.4 亞運無障礙通道建設

爲更好地支持配合和服務廣州亞運會、亞殘運會，公司在廣州站、廣州東站、廣州北站和深圳站等客運站場實施無障礙設施改造，增設和改造殘疾人電梯 11 台，改造殘疾人廁所 9 個，新設殘疾人售票窗口 3 個，新鋪盲道和輪椅通道 5,130 米，改造過港列車 4 列，得到廣州亞組委的好評。

8. 節能環保

8.1 節能降耗

2010 年，公司將節能降耗工作與增收節支的經營方針結合起來，落實效能監察責任，購置及運用節能設備和技術，加強節能降耗宣

傳，實現較好的經濟效益和社會效益。

1. 公司生產一綫成立效能監察領導小組，加強日常效能監察活動，運用節能獎勵、能耗考核、優化機車組織運用等手段促進職工自覺提高業務能力，實現節能目標；

2. 公司廣州機務段加強機車熱力狀態整治，重點對機車增壓器、噴油器、噴油泵等與機車熱力狀態密切的部件進行整治，提高燃燒效率，達到節能效果；

3. 公司廣州機務段縮短大部件清洗中心供熱時間，使鍋爐耗油從 15 噸/月下降到 10 噸/月，節油效果明顯；

4. 公司購置了四台進口洗地機，用于車站站臺和候車室地面清潔，既環保、節能，又保證了清潔效果；

5. 公司廣州站部分候車室、站臺采用 LED 照明，提高了照明效果并節省電能；

6. 公司深圳站照明電源開關實行集中分區控制，車站大樓大部分使用 T5 節能燈管照明，安裝延時水龍頭節水，夜間開啓少量節能燈專供安保巡視，減少了不必要的能源浪費；

7. 公司加強作業現場用水用電巡查和能耗統計，及時制止長明燈、長流水現象；

8. 公司嚴格控制辦公區域空調使用，同時加強汽車使用管理。

8.2 環境保護

2010 年，公司認真落實各項環境保護措施，整治鐵路周邊環境，保證綠化投入，保護鐵路沿綫植被和提升景觀質量。

1. 公司定期對鐵路沿綫以及橋梁隧道污染區段進行清理，清理鐵路沿綫排水溝 233,686 米、清理天溝 112,980 米、清理雜草 55,590 平方米；

2. 公司做好沿綫綠色通道植被養護工作，完成深圳客技站綠化面積 4,500 平方米，對深圳北站外觀進行綠化改造，共種植各類景觀植物 3,371 株，鋪種植被 4,898 平方米；

3. 公司對廣州站、廣州東站周邊進行整治，共清雜整平地面 14,310 平方米，搬運廢軌枕和廢鋼軌 27.58 噸，栽種花草灌木 3,094

株；

4. 公司對廣深綫沿綫路基設備、圍牆、鐵路用房、植被等進行整治，提升了深圳市內鐵路沿綫景觀質量；

5. 公司對管內下元站、坪石站和韶關東站裝運煤炭進行抑塵處理，改善了車站周邊空氣質量；

6. 公司機務系統的大部件清洗中心年底已驗收合格投入使用，實現機車大部件自動化清洗，提高了清洗質量和效率，將分散清洗變為集中清洗，使污水得到集中處理，減少了環境污染；

7. 公司為響應廣州市政府要求市內企業不能向河涌直接排放污水的政策，對廣州客技站污水處理廠的污水實施了截污引管的工程，使污水廠的污水引入了市政污水管，得到了越秀區環保局的表揚；

8. 公司安排廣州機務段污水處理氣浮系統大修，淘汰了已使用二十多年的殘舊、落後的氣浮裝置，購置先進的氣浮裝置，大幅提高了機務段段氣浮處理的能力及處理效果，大修後使生產廢水中石油類、COD、懸浮物主要指標均不超過廣州市 I 類排放標準。

9. 報告說明

9.1 報告範圍

如無特別說明，本報告的數據和信息均來自廣深鐵路及子公司。除非有特殊說明，本報告主要描述 2010 年 1 月 1 日至 2010 年 12 月 31 日期間廣深鐵路客貨運營及多種經營各項業務的經濟、環境、社會工作等活動，同時也對以往的相關活動進行了簡要回顧。如無特別指出，本報告的財務數據以人民幣為單位。

9.2 數據收集

為全面收集履行企業社會責任的數據和信息，廣深鐵路向各單位（部門）發出履行社會責任調查問卷。有關數據信息收集主要通過公司內部辦公網絡進行，過程實現“無紙化”。

本報告力求全面反映公司履行社會責任所做工作，公司將在未來持續完善和改進報告的披露內容和形式，并每年更新一次社會責任報告。

9.3 編制依據

本報告遵循上海證券交易所《〈公司履行社會責任的報告〉編制指引》、《〈公司履行社會責任的報告〉審議工作底稿》、《關於加強上市公司社會責任承擔工作暨發布〈上海證券交易所上市公司環境信息披露指引〉的通知》要求，并參考全球報告倡議組織（GRI）可持續發展報告指南 GRI 報告指南（GRI guideline 2002 Chinese）確定本報告內容。

10. 意見反饋

尊敬的讀者：

感謝您在百忙之中閱讀《廣深鐵路股份有限公司 2010 年度社會責任報告》。這是廣深鐵路發布的第三份社會責任報告，編寫過程中難免疏漏和錯誤，非常歡迎您提出寶貴意見及建議！

請您撥冗填寫以下表格，以郵寄、傳真或電子郵件形式發送給我們。

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The Board of Directors and Directors of the Company warrant that there are no material omissions from, or misrepresentations or misleading statements contained in this announcement, and severally and jointly accept full responsibility for the authenticity, accuracy and completeness of the information contained in this announcement.

Guangshen Railway Company Limited Board of Directors

March 2011

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1. Chairman's Statement

Since the establishment of Guangshen Railway Company Limited (“Guangshen” or the “Company”), it has kept improving itself, pushing more rapid business development, more innovative development, more intensive development, more scientific development, more safety development, and more comprehensive development. It has strengthened the operation philosophy of “having corporate governance based on law, being market-oriented and relying on human as the basis”. The Company is not afraid of bearing social responsibilities. It closely combines corporate operation management and its responsibility to carry out social responsibilities. While creating value for its shareholders, it strives to achieve social responsibility goals in economic, social, environmental and sustainable development aspects.

In 2010, although the economy at home and abroad is sophisticated, the economy in China still maintained steady but rapid development, with an annual economic growth of 10.3%. The Company has grasped the golden opportunity of economic recovery in regional China. It is serious in learning and implementing a scientific development approach, reinforces its safety foundation, strengthens its operation management, performs well in transportation organization and coordination, refines its service and facilities, improves staff welfare, and ensures safe and stable transportation service during the Spring Festival, World Expo and Asian Games. The Company has shown a satisfactory performance trend in all aspects of its work, thus posting continuous growth in its business results. In 2010, the Company In 2010, the Company recorded a passenger delivery volume of 84.92 million person times and a total freight tonnage of 67.93 million tonnes. It has realized turnover of RMB 13.484 billion,

representing an annual increase of 8.87%. Net profit attributable to shareholders of the listed company amounted to RMB1.556 billion, representing an increase of 14.63% compared to last year. In the end of 2010, total asset of the Company amounted to RMB30.604 billion, representing an increase of 4.25% compared to last year. Net assets (excluding equity of minority shareholders) amounted to RMB 24.168 billion, representing an increase of 4.27% compared to last year. The Company plans to distribute a final dividend of RMB0.09 per share (including tax) in cash to all its shareholders for the year of 2010, totaling RMB637,518,330.

The Company has continued to disclose contribution to society per share and calculation of social costs in this report according to the “Notice on Reinforcing Social Responsibilities of Listed Companies and Releasing ‘Disclosure Guidelines on Environmental Information of SSE Listed Companies’” and “Guidelines on Preparing Report of Companies Fulfilling Social Responsibilities” issued by the Shanghai Stock Exchange. In 2010, the social value created by the Company (including dividend, taxes and fees, salaries and bank interests, tariff reduction and discounts as required by government policies, investment in greening, etc) totaled RMB 4,484.32 million. The costs of environmental pollution (calculated based on cleaning fees and pollutant discharge fees, etc) paid by the Company, was RMB33.54 million. Therefore, the Company’s contribution to society per share equals to $(448,432 - 3,354) / \text{total share capital (7,083.537 million shares)} = \text{RMB } 0.63/\text{share}$, representing an increase of 8.62% compared to last year (2009: RMB0.58/share).

In 2010, the Company consistently stuck to the responsibilities of being a “corporate citizen”. The Company takes improving corporate governance as the basis of fulfilling its social responsibility; and the Company takes the achievement of transportation safety as its biggest

social responsibility. As such, the Company continues to improve the service quality in passenger and freight railway transportation, works hard to foster better staff development, actively participates in public charity work, implements various measures in energy saving and environmental conservation, thus achieving strategic goals in economic, social, environmental and sustainable development. On behalf of the Company and the Board, I would like to take the opportunity here to extend my sincere gratitude to all members of the society who concern and support us in fulfilling our social responsibilities!

The time to publish this report coincides with the 15th anniversary of the Company. Guangshen will continue its past efforts, speed up its future development and keep improving its capacity in meeting the demands of passenger and freight transportation. The Company will maintain that both economic development and fulfilling social responsibility are important. It will work hard to achieve a harmonious progress in economic, social and environmental terms, so as to bring better returns to its shareholders and to give contributions to the public and the society.

Xu Xiaoming
Chairman
Shenzhen, China
24 March 2011

2. General Information on the Company

2.1 Company Profile

On March 6, 1996, Guangshen Railway Company Limited (the ‘Company’) was registered and established in Shenzhen, the People’s Republic of China (the ‘PRC’) in accordance with the Company Law of the PRC.

In May 1996, the H shares (‘H Shares’, share code: 00525) and American Depositary Shares (‘ADSs’, ticker symbol: GSH) issued by the Company were listed on the Stock Exchange of Hong Kong Limited (the ‘Hong Kong Exchange’) and the New York Stock Exchange, Inc. (‘NYSE’), respectively. In December 2006, the A shares (‘A Shares’, share code: 601333) issued by the Company were listed on the Shanghai Stock Exchange. In January 2007, the Company used the fund raised from issuing A shares to acquire Guangzhou-Pingshi Railway (Southbound railway in Beijing-Guangzhou line), where the scope of operations expanded from regional railway to being part of the national artery network, thus improving passenger and freight transportation capacity significantly. The Company is currently the only PRC railway enterprise with its shares listed in Shanghai, Hong Kong and New York.

The Company is mainly engaged in passenger and freight transportation businesses on the Shenzhen-Guangzhou-Pingshi Railway and certain long-distance passenger transportation services. The Company also cooperates with MTR Corporation Limited (‘MTR’) in operating the Hong Kong Through Train passenger services.

The Shenzhen-Guangzhou-Pingshi Railway, which is operated

solely and independently by the Company, is 481.2 kilometers long. It runs vertically through the whole Guangdong Province. Guangzhou-Pingshi Railway is the southern part of Beijing-Guangzhou railway, which is the aortic connecting north and south China. Guangzhou-Shenzhen Railway is strategically located and links with major railway networks in China, including the Beijing-Guangzhou, Beijing-Kowloon, Sanshui-Maoming, Pinghu-Nantou, and Pinghu-Yantian lines, as well as to the Kowloon-Canton Railway in Hong Kong. It is an important component of the transportation network of the southern China, as well as the only railway channel linking Hong Kong with inland China. The Guangzhou-Shenzhen railway is currently one of the most modern railways in the PRC, as well as the first wholly-fenced railway with four parallel lines in the PRC that allows the passenger trains and the freight trains to run on separate lines.

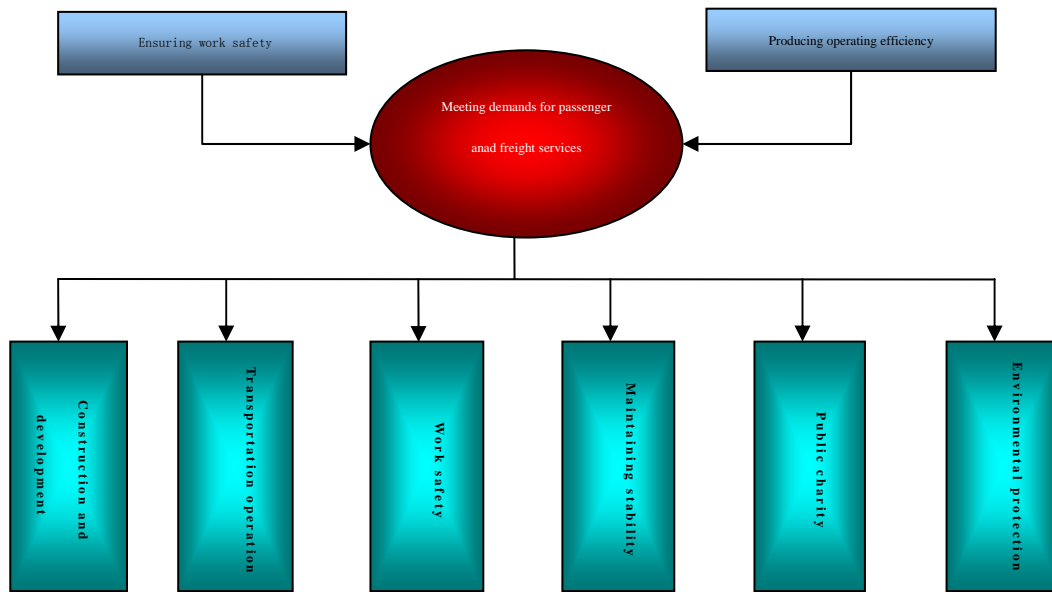
2.2 View of Corporate Social Responsibility

As a listed company providing railway passenger and freight transportation services, the Company combines business operation closely with the fulfillment of social responsibility. While creating values for shareholders, the Company endeavors to promote sustainable development of economy, society and environment as the overall goal of social responsibility.

The core of the Company's social responsibility is to meet demands for passenger and freight transportation, with the prerequisite of ensuring work safety and producing operating efficiency. There are six components in the Company's social responsibility: responsibility of

construction and development, responsibility of transportation operation, responsibility of work safety, responsibility of maintaining stability, responsibility of public charity and responsibility of environmental protection, which interact with each to serve the fundamental goal of satisfying demands for passenger and freight services.

Table 3: The Company’s View of Corporate Social Responsibility



2.3 Honor and Awards of the Company

In 2010, the Company received the following honor and awards:

“Top Ten Listed Companies in Guangdong 2010”, the 34th in “Top Five Hundred Enterprises of Guangdong”, and 9th in “Top One Hundred Enterprises in Servicing Industry in Guangdong” by Guangdong Provincial Enterprise Confederation, and the Guangdong Entrepreneur Society.

Ranked 191th in “Top Five Hundred Listed Companies in China 2010” by Finet Group and Forbes (Chinese)

“Top One Hundred Enterprises of Shenzhen” by Shenzhen

Enterprise Confederation, and the Shenzhen Entrepreneur Association.

“Corporate Social Responsibility Enterprise among Listed Companies 2010” by People’s Daily Online.

“The Most Competitive Listed Company in Shenzhen Press Composition Index” by Shenzhen Press Group, Shenzhen Economic Daily and Shenzhen Securities Information Co.

3. Corporate Governance

During the period of the report, the Company has complied strictly with the Company Law, Securities Law, Code of Corporate Governance for Listed Companies in China, the Shanghai Stock Exchange Listing Rules and Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong and related laws and regulations promulgated by other securities supervision authorities. The Company continues to improve its framework of corporation legal person governance and foster standardized operation in the general meeting, Board of Directors, Supervisory Committee and the management. The corporate governance documents such as the Articles of Association, Rules of Procedure of the General Meeting, Rules of Procedure of the Board of Directors Meeting, Rules of Procedure of the Supervisory Committee Meeting, Working Rules of Audit Committee and Working Rules of the Management have made stipulations on the procedures of exercising responsibilities in corporate governance, as well as the rights and obligations of various parties. The A Shares of the Company is a composite stock in SSE Corporate Governance Index and SSE 180 Corporate Governance Index”.

3.1 Governance Structure

Shareholders and General Meetings

The Articles of Association and System of General Meeting of the Company have made stipulations on the rights and obligations of shareholders, the responsibilities and rules of procedure of the general meeting, the protection of rights of minority shareholders. The Company has complied with applicable laws, relevant stipulations of the Articles of Association and System of General Meeting of the Company with respect to the convening, decision-making, authorizations and resolutions of the general meeting. The connected transactions of the Company were fair and reasonable with the basis of pricing being fully disclosed.

On 29 April and 21 December 2010, the Company held the 2009 annual general meeting and the 2010 extraordinary general meeting.

Directors and Board of Directors

The Board of the Company is comprised of nine members, including three independent directors and one chairman. There are expressed stipulations in the Articles of Association and the Working Rules of the Board on the nomination of directors, responsibility and rules of procedure of the Board. The Company has complied strictly with relevant regulations and fulfilled relevant statutory procedures with respect to the convening, decision-making, authorizations and resolutions of the Board meeting.

The Board has established an Audit Committee and a Remuneration Committee, of which major members are comprised of independent directors. Based on systems such as the Working Rules of Independent Directors, Working Rules of Audit Committee, Annual Report Working Rules of the Audit Committee and Independent Directors, and Working Rules of Remuneration Committee, these committees carry out their work, review the Company's financial reports, implement internal control, engage an accounting firm, and foster a higher level of professionalism and scientification in the decision-making process of the Board.

During 2010, the Board held 5 Board meetings and 8 Audit Committee meetings.

Table 1: Members of the Board

Xu Xiaoming	Chairman
Shen Yi	Director and General Manager
Guo Zhuxue	Director
Li Liang	Director
Yu Zhiming	Director
Luo Qing	Director
Dai Qilin	Independent Director
Wilton Chau Chi Wai	Independent Director
Lu Yuhui	Independent Director

Supervisors and Supervisory Committee

The Supervisory Committee comprises six members, including one chairman. The responsibilities and rules of procedure of the Supervisory Committee are explicitly stipulated in the Articles of Association and the Working Rules of the Supervisory Committee. The Company has strictly complied with relevant and applicable stipulations of the Articles of Association with respect to the convening and resolutions of the meeting of the Supervisory Committee. The supervisors of the Company can carry out their obligations and responsibilities required by laws, regulations and the Articles of Association.

During 2010, the Company held 4 Supervisory Committee meetings.

Table 2: Members of the Supervisory Committee

Xu Ling	Chairman of the Supervisory Committee
Chen Shaohong	Supervisor
Wang Jianping	Supervisor
Li Zhiming	Supervisor
Liu Xilin	Supervisor
Xu Huiliang	Supervisor

Management

The Company has one General Manager, answering directly to the Board, and is the following responsibilities, including overseeing the Company's production, operation and management, and organizing the implementation of the Board's resolutions; organizing the implementation of the Company's annual operation plans and investment proposals; drafting the setup of the Company's internal management structure; drafting the basic management structure for the

Table 3: Management

Shen Yi	General Manager
Mu Anyun	Deputy General Manager
Guo Xiangdong	Deputy General Manager and Company Secretary
Tang Xiangdong	Chief Accountant

Company, formulating the Company's basic rules and regulations; employ or lay off Deputy General Managers or other senior management staff; making decisions on the reward, promotion or downgrading, salary adjustment, employment and deployment of staff members of the Company; and carrying out other responsibilities authorized by the Articles of Association and the Board. Deputy General Managers and Chief Accountant of the Company are responsible to assist the work of the General Manager. The Company Secretary is responsible for information disclosure, management of investor relationship, organizing Board meetings and Annual General Meetings, coordinating the information flow between the Company and securities supervision authorities, investors and mass media, as well other relevant duties.

3.2 Internal Control

Setting up a healthy internal control system and ensuring effective

implementation is a responsibility shared among the Board of the Company, the management and all members of staff. The goal of internal control of the Company is to provide a reasonable guarantee that the operation and management of the Company is legitimate and compliant, having safe assets, offering truthful and complete disclosure on financial report and relevant information, improving operational efficiency and efficacy, and fostering the enterprise in realizing its development strategies.

The Company complies with the requirements of Section 404 of the United States Sarbanes-Oxley Act and Basic Standards of Corporate Internal Control (C-SOX) to foster the setup of an internal control system. It has set up a comprehensive internal control system to standardize the routine business management operation of the Company, and to ensure the realization of the Company's internal control targets. The internal control system of the Company has clear stipulations and explanations on the division of labor, work flow and authorities in review and approval for each department. These are promoted and implemented within the Company. Every year, based on the actual circumstance, the Company reviews and refines its management system as and when needed. Through audit projects from the Audit Department and the SOX404 and C-SOX internal control evaluation, the Company conducts follow up and investigations to the actual implementation performance of various systems, so as to evaluate whether such management systems are carried out thoroughly and effectively.

3.3 Anti-corruption

The Company insists on including anti-corruption in the work of internal control, so that it is integrated with operation, management and supervision, various regulations on anti-corruption can be implemented, and anti-corruption education system can be refined. The Company has further reinforced the resolution principle and decision-making process of

“Three Importance and One Greatness”, so as to ensure the scientification, democracy and systematization of major decisions involving capital, engineering work, procure and human resources. The Company has organized and held the Nineteenth Disciplinary Education Monthly activities, during which various departments used case studies to understand discipline and regulations through focused learning, case study reports, videos, short quiz and essay collection. Common regulation education, typical case studies as an adverse example and anti-corruption educational activities were offered to strengthen the anti-corruption concept among staff members.

The Employee Manual, Code of Professional Conduct for Senior Management, and Trial Regulations on Anti-fraud Work have been formulated by the Company to regulate the behavior of its general staff and senior management. The Company also asks relevant personnel to regularly sign declaration statements to conform to relevant regulations.

4. Transportation Safety

Ensuring railway transport safety is the biggest social responsibility of the Company. In 2010, the Company strengthened the construction of safety infrastructure, refined its safety supervision system, implemented the safety responsibilities, and achieved a full year of having no railway transportation incidents categorized as No Responsibility General Level B and above.

4.1 Safety System

The Company implements infrastructure construction of safety system. It observes the Quality Examining Methods for Monthly Safety, Examining Methods for Safe Production Accountability System, and Safety Inspection and Management System. The Company also further

improved the systems on work safety. It amended, formulated and reviewed various Detailed Instructions Governing Train Operation at Station and Detailed Instructions Governing Train Operation at Depots on the operation standards of major types of operation posts. The Company has reinforced the implementation of emergency system. It has gradually refined the emergency rescue plans, organized emergency rescue drill, improved rescue and recovery capabilities, and minimized possible loss from incidents, so that operations are in good order and the Company is well prepared for emergencies.

The Company insists on having a routine safety linkage mechanism on a monthly basis, in order to completely solve safety problems for stations and depots. The General Manager of the Company participates in the monthly safety meeting, reinforces clear communications with stations and depots on safety issues, timely understands and solves any safety issues and hazards that arise, and conducts focused studies and inter-departmental coordination on safety and work environment. In 2010, the Company solved 70 issues raised by stations and depots through inter-departmental studies.

4.2 Road Traffic Safety

The Company regards road traffic safety as the lifeline of the stable development of the enterprise. It insists on large capital injection to major upgrades to road traffic safety, leaning towards investment projects so as to ensure transportation and production safety as well as equipment quality. To ensure road traffic safety during key periods such as the Spring Festival, National Day, the Shanghai World Expo and Guangzhou Asian Games, the Company has invested significantly in terms of personnel, materials and financially, so as to implement a comprehensive series of safety measures.

Table 4: Five Lines of Defence against Terrorism and Explosion at Guangshen Railway Stations

No.	Mode	Specific Measures
The first line of defence	Coordinate with the police to reinforce patrol in stations	Inspect and inquire suspicious items and people selectively, verify the identity of work staff, promptly beware, shock and investigate all types of illegitimate parties.
The second line of defence	Reinforce access management of stations	Have a closed-loop management for train stations by cordoning off or arranging patrol staff to block unusual access points of all train stations, so that access points for railway staff and motor vehicles are strictly managed.
The third line of defence	Execute “Three Classes” (Note) inspection in a stringent manner	Ensure all passenger stations have sufficient supply of inspection tools and safety inspection staff, making sure that safety check for passenger luggage can reach 100%. Promotions and guidelines on “Three Classes” will be reinforced to ensure passenger flow is in good order.
The fourth line of defence	Reinforce the management at the waiting halls, ticket offices, concierge rooms and luggage store rooms	Passenger staff will patrol the waiting halls and ticket offices and to achieve 100% safety inspection to cargos and stored luggage. Passenger transportation and cleaning departments will regularly clean up rubbish bins and fountains in train stations so as to remove all safety blind spots.
The fifth line of defence	Safety inspection on train cabins	Passenger staff will coordinate with the police to patrol train cabins. Once suspicious people or items are found, they will be inspected and conduct safety check.

Note: “Three Classes” refers to flammable, explosive and dangerous goods

In 2010, the Company focused on the fundamental quality of its routes. For the Beijing-Guangzhou line, the Company completed 95.2km of ballast cleaning for industrial machines, completed 20.3km of manual ballast cleaning, replaced 2.7km cross-tie, replaced 90.2km tracks, replaced 82 sets of frogs, replaced 4,736 pieces of wooden cross-ties in

special railway lines, replaced 1,764 pieces of switch-tie, replaced 29.9km of reusable tracks in the Guangzhou-Shenzhen line, installed 16.5km of rail pads on sleeper slabs, completed 19 investment and major renovation projects in the overhead catenary of electric railway lines, and initiated 6 power supply renovation and renewal projects.

In 2010, the Company suffered from the impact of the rare occurrence of 13 consecutive torrential rainstorms and 3 extremely strong typhoons. The Company conducted 3 flood-control investigation activities and worked hard to secure 209 major flood-control sections. It was aware of 3 severe flooding sites along the Beijing-Guangzhou line timely, and it promptly made arrangements to carry out emergency repair work to ensure railway safety during the flood-control period.

In 2010, the Company was focused on improving safe production, specifically, it worked on 8 major projects in different aspects, namely ensuring work safety along its railway lines; safety against fire on trains; safety in cargo loading and moving dangerous goods; safety in access points and road; safety in emergency rescue; safety in train departure, arrival and general train operation; improving undesirable track arrangement; and improving track control system.

Through implementing standardized operation procedures of safe production and reinforcing the awareness of responsibilities on personal safety, to provide a strong support on transportation safety of the Company, front-line transportation and production staff of the Company have successfully prevented major transportation incidents from taking place. They have effectively eliminated various safety hazards and source of incidents, making considerable contributions to ensure railway transportation safety, stability and smooth operation.

4.3 Personal Safety

The Company regards highly the personal safety of passengers. To ensure personal safety of passengers and to achieve targets on railway

safety, the Company improved its transportation facilities, arranged patrols and maintenance for fences along the railway lines, conducted (fire) facilities improvements on passenger transportation service, reinforced safety monitoring and fire inspections, so as to ensure the safety of food and drinking water at train stations, and to provide a safe traveling environment for passengers.

The Company regards highly the personal safety of its staff members. Through various measures such as implementing safety systems, offering safety training, providing safety facilities, the Company works hard to ensure the personal safety of its front-line staff. The Company observes safety management systems seriously. It has mobilized front-line staff to received intensive safety training and alert education. The Company also reinforces inspections on safe operation, has a reward and punishment system in place, and implements the Operation Standards on Personal Safety, and Operation Methods of Unusual Circumstances. The Company has increased investment in equipment to ensure the personal safety of its staff, including the installation of 20 high power stations in train stations for workers, provision of 90 back-packed walkie-talkies, elimination of 106 blind spots in safety communications, distribution of reflective jackets, safety belts, safety helmets and dielectric shoes for electric network workers and electricians working outdoors, and provision of personal protective gear for other front-line staff working with dangerous and laborious tasks.

4.4 Safety Education

The Company has reinforced promotion on safety and launched some educational activities on safety targeting families. The induction training, transfer training and on-the-job training for front-line staff have all achieved 100% attendance, which has largely reinforced the sense of safety among all staff members, and has raised safety awareness among staff. The Company distributes to the families of station and depot staff

Caring Letters for the Families of Staff. These are Caring Words on Safety written by the families of staff. The Company also signs a Joint Insurance Safety Agreement between Family and Staff, so that both the staff and their families have a safety insurance. The Company has extensive railway safety regulations and safety reminders in production sites, train station display boards, and other train station areas. These measures work well with safety education and reminders provided by the police to nearby residents and school students, providing a satisfactory safety culture and atmosphere for the enterprise.

4.5 Safe Technology

In 2010, the Company continues to implement various measures under “Technology Helps with Safety”. It builds, improves and invests in various railway high-tech equipment and systems involving signals, trains, vehicles, cargo inspection, route maintenance and video surveillance, so as to achieve a high level of transportation safety:

1. At the end of the year, the Company has officially initiated the CTC (Centralized Traffic Control) functional system, raising transportation efficiency and the level of transportation safety.

2. The Company has upgraded the microcomputer monitoring system for its railway signals, which will more comprehensively monitor the operational status of its signal equipment, thus improving the maintenance level and maintenance efficiency of its signal equipment.

3. The Company has installed cargo signal remote monitoring equipment for 326 locomotives. This will help discover possible problems in its equipment and locomotive signals promptly, and will provide technical support to maintenance staff.

4. The Company has upgraded the integrated monitoring device on locomotive safety information (TAX) for 384 locomotives, making sure that the train service status can be transmitted to the monitoring centers in real time, which helps prevent locomotive accidents and ensure

transportation safety.

5. The Company's locomotives are installed with common locomotive braking devices. In case the train accelerates too quickly when driving under abnormal circumstances, such devices will automatically reduce speed to ensure the train is still in good order.

6. The Company successfully started using the automated locomotive track management system. Instead of using manual railway switch, the Company now uses automatic switch, which will automatically setup the switch position and timely update the locomotive parking position, thus reducing the time to prepare for train operation, improving the efficiency in train departure, avoiding human errors, and ensuring overall operation safety.

7. The Company uses the KMIS (Passenger Train Management Information System), where its terminal is extended to the site of group production. It supports the personal information equipment of train attendants, quality control staff and foremen using wireless connection, helping to digitalize the whole work process.

8. The Company fostered the construction of the CPIII Precision Measuring Network in the Guangzhou-Shenzhen line, completed the finalization, installation and surveillance data processing of many control checkpoints. Through optimizing its routes with precision measurement, the Company will succeed in refined repair and maintenance for its routes using industrial-size machinery.

9. The Company made further use of its video surveillance system over its entire network. It has implemented 24 hour all-round surveillance for major areas along its route. This helps provide real-time imagery on railway transportation and emergency rescue work, thus ensuring transportation safety.

5. Passenger and Freight Services

The Company takes meeting the demand of passengers and freight transportation as the core objective in carrying out its corporate social responsibility. The Company strived to increase income sources and reduce expenses, clarified the targets in achieving more transport service and developing more sources of income, strengthened its sales effort in passengers and freight transportation, worked hard to enhance its capacity in passengers and freight services, as well as service quality.

In 2010, the Company recorded a passenger delivery volume of 84.92 million person times and a total freight tonnage of 67.93 million tonnes, both showing a steady growth. As at 31 December 2010, the Company operated 101 pairs of long-distance trains, 110 pairs of Guangzhou-Shenzhen inter-city express trains and 13 pairs of Canton-Kowloon Through Trains according to its train diagram. The Company completed 404,700 loading cars for the year, with a daily average of loading 1,109 cars. The Company had a total of 494,632 accumulated car loading, or a daily average of loading 1,355, delivering 20.96 million tonnes of goods.

5.1 Passenger Transportation

In 2010, the Company has improved the service capacity and service quality of passenger transportation in many aspects, providing a safe, comfortable, convenient and efficient traveling experience to all passengers.

Ensure long-distance passenger transportation capability

To ensure that the Company has the capability to provide long-distance passenger transportation service, the Company has applied to run many more long-distance passenger trains. Starting from 21 March,

the Company opened up the new Guangzhou-Tongren K9087/88/89/90 times of passenger trains. Since 17 April, the Company ran Guangzhou-Xinyang K9/10 times of passenger trains. Starting from 1 May, the Company ran additional Shenzhen-South Shanghai K1209/10 times of passenger trains. It had also ran two additional temporary passenger trains for Guangzhou-Pingshi, Guangzhou-Yueyang.

Improves the operational model of Guangzhou-Shenzhen inter-city public transport

In 2010, the Company continues to improve the operational model of Guangzhou-Shenzhen inter-city public transport. It has fostered good passenger flow in Guangzhou-Shenzhen inter-city train service, and it continues to implement the operational model of stopping at every single station along the Guangzhou-Shenzhen inter-city line, so as to optimize the operation chart of Guangzhou-Shenzhen inter-city trains. The Company provided each and every passenger using the Guangzhou-Shenzhen inter-city train a bottle of “5100” mineral water, optimized the environment of the waiting hall of CRHs (“China Railway High-speed”), introduced the selling of a wide variety of food, news and magazines, books, audio and Asian Games souvenirs. Many train periodicals are now offered for free for passengers to read on the train, bringing a more comfortable traveling experience for passengers.

The Company grasps the golden opportunity in transportation during the Shanghai World Expo, the Guangzhou Asian Games, Canton Fair and other festive holidays. It performed well in the follow-up work of long-distance passengers and Guangzhou-Shenzhen inter-city passengers, reinforced capacity and passenger management, so as to meet traveling needs of passengers. Based on the market mechanism, the Company has completed fare adjustment for Guangzhou-Shenzhen inter-city pairs of trains. While passenger flow of Guangzhou-Shenzhen inter-city is increasing, train fare of Guangzhou-Shenzhen inter-city has also shown

significant growth. The Company launched a passenger transportation market research for Guangzhou-Shenzhen inter-city service. It connected Guangzhou-Shenzhen inter-city passenger transportation with local inter-city transport system, such that the former has been added into the local transport system network, so as to expand future passenger flow and transport capacity of Guangzhou-Shenzhen inter-city service in future.

The Company also upgraded the passenger ticketing system in the Guangzhou-Shenzhen inter-city public transport system. It ran extensive advertising to promote the Guangzhou-Shenzhen railway swipe card and commercial IC card, as these cards can help passengers with ticket purchase or let them take the Guangzhou-Shenzhen inter-city trains by simply swiping the card. The Company plans to collaborate with one or more card-issuing banks to further improve and upgrade the commercial IC card, so as to meet newer technical requirements, to support the business of electronic cash, and to bring about more convenience to passengers.

Renovate passenger transport facilities and keep the environment clean

In 2010, the Company renovated the exit passages of Guangzhou East and Guangzhou stations, and the passenger buildings of Dongguan and Pingshi stations. The Company also repaired various services and facilities such as station guiding system, air-conditional system, customer ticket display screens, drinking fountains and elevators of certain passenger stations. It reinforced routine patrol to ensure excellent level of service and facilities, offering better transport service to passengers. The Company has also planned to further renovate passenger buildings and facilities of Shenzhen and Zhangmutou stations, thus further enhancing the overall image of train stations and improving the environment of passenger transportation.

The Company regards highly the environmental and cleaning work

for passenger transportation, as it maintains a clean environment around passenger stations and on train cabins. The Company conducted a public health and safety inspection along its train stations, by having regular hygiene and epidemic prevention inspections, reinforcing hygiene inspection patrols at stations and cabins. The Company has full-time cleaners to keep the stations and cabins clean and tidy. In Guangzhou, Guangzhou East and Shenzhen stations, extensive floor-cleaning machines help provide a clean and hygienic train service environment for passengers.

Sell name-specific tickets during the Spring Festival

During the Spring Festival in 2010, the Company first tried selling name-specific train tickets. The Company regards the implementation of name-specific tickets as a major measure to bring convenience to the public. As such, the Company has invested in large amounts of human and material resources. With thorough preparation, streamlined proposals, standardized planning, and extensive participation, the Company successfully realized the Spring Festival theme of “Harmonious Railway ensures Peaceful and Safe Spring Festival”. Firstly, the Company sold tickets through more channels and methods. It fully made use of online ticket order system for immigrant laborers coming in groups, providing ticket delivery to students, accepting personal phone booking, individual counter booking and consignment ticket offices, so that passengers may purchase tickets from a wide variety of sources. Based on passenger flow, the Company promptly opens up more ticket offices at train stations and counters for picking up reserved tickets, as the Company aims at making ticket purchase convenient to passengers. Secondly, the Company has reinforced its guiding system on name-specific tickets. The Company made good use of electronic display screens and timely announcement of information on remaining tickets in train stations and the surrounding areas, to provide accurate guidance to passengers when purchasing tickets.

At the waiting hall of Pazhou, projection equipment provides a projected screen to guide passengers on taking trains. The station plaza has also equipped with a public announcement system and full-time staff to promote and give guidance on train taking, to report information on train schedules and available tickets, and to timely divert passenger flow in the ticketing area. Thirdly, the Company has reinforced education on ticket sales. Using notice boards, public announcements, display screens and educational materials, the Company strengthened the promotion of relevant regulations in name-specific ticket purchase, so that passengers can have a better understanding of issues to note when purchasing name-specific tickets. Fourthly, the Company ensures the status of its equipment is always maintained well. Upon installation and trial run for name-specific ticket machines, the Company provides maintenance by arranging staff to be on 24-hour roster in order to ensure stable operation of relevant equipment. The fifth measure is to have good emergency response. For phone bookings, the Company has set up counters for passengers to pick up their tickets and has full-time staff to help passengers solve various issues arising from booking name-specific tickets over the phone. The Company also checks and inspects tickets for name-specific tickets by opening up all passages for ticket inspection, aided with security inspection equipment, verification equipment and inspectors, while the police and military officers also helped maintain order in station areas and reminded passengers to be prepared for ticket verification, thus improving ticket inspection efficiency and the speed of passenger flow. During peak hours, temporary waiting halls are set up in major passenger stations, where ticket verification is conducted at different sections to avoid the waiting hall being overly crowded.

Customer Service System

In 2010, the Company has completed the construction of the customer service system. It has started running of a customer service

hotline, namely 95105166. Currently, there are 30 lines providing advice to passengers. Functions of the customer service system include train departure and arrival schedules in various stations, ticket pricing inquiry, covering long-distance trains, Guangzhou-Shenzhen inter-city service and Through Trains. Data of the system has achieved real-time synchronization with that in the database of the customer ticketing system.

5.2 Freight Transportation

In 2010, the Company performed well in freight transportation, where freight transportation service was provided properly, railway cargo yards were further developed, and the level of both freight business and technical equipment has been further enhanced.

Freight Marketing Service

The Company actively launches freight marketing service, by setting up cargo owner profiles, ensuring transportation capability and telephone support with major clients, having full-time staff to track the entire freight transportation, and timely solving various issues raised by cargo owners. For example, through optimizing transportation organization of Xiayuan station, the Company created a favorable freight environment for cargo transportation using railway from Guangzhou port. The problem of not having enough delivery cars available in the port has been solved, thereby marking the transportation volume record of over 8 million tonnes by train in Guangzhou port in 2010. The Company proactively seeks feedback from cargo owners via phone interview, site visits and holding seminars with cargo owners. The Company has made full use of the policy of lowering freight tariff and offered tariff discounts to qualified cargo owners. It has also improved cargo yard management and the quality of loading operation, so as to win more orders from high

value-adding cargos with better service.

Improving Facilities of Railway Cargo Yards

The Company has improved facilities of railway cargo yards and has sped up the unification work of cargos from Shaoguan to Yantian. The Company has also renovated Yingde Cargo Yard and Shaoguan East Cargo Yard. It assigned a design institute to draw a plan for future development of Dongguan Cargo Yard and Shilong Cargo Yard, which will be submitted to the local government and be included in the development plans of the local planning scheme. Flexible policies of freight tariff has helped the Company support the development of multi-functional cargo yards, and the Company has conducted research and studies on the production operation of multi-functional cargo yards under its management. The Company offers subsidy to three multi-functional cargo yards along the Guangzhou-Shenzhen line in terms of freight tariff. It is trying to adopt a policy leaning to offering a lower tariff so as to improve the market competitiveness of multi-functional cargo yards along the railway compared to other nearby cargo yards.

Online Freight Orders

The Company has made it possible to use the internet to process and approve freight orders from major clients. Cargo owners can also apply for car business online, which has greatly helped the declaration application process for cargo owners and saved much of their time. At present, the online car declaration application coverage of the Company has exceeded 60% of daily car declaration application rate.

Development of a Unified System for Baggage and Parcels

Due to historical reasons, the Company's software for baggage and parcels in stations managed by the Company was not unified in the past. The Company has arranged research and development staff to undertake

in-depth studies on-site at different train stations, so as to study the existing software for baggage and parcels at different stations. The Company is now developing and setting up a unified system for baggage and parcels. Currently, the system is in the trial phase, and it will be in full use soon.

Centralized Safety System for Freight Transportation Inspection at Jiangcun Station

Jiangcun station is a large marshalling station under the management of the Company, it undertakes the operation tasks of forming and disassembling freight cabins for the Beijing-Guangzhou line. The centralized safety system for freight transportation inspection at Jiangcun station commenced operation at the end of 2010. It has integrated existing cabin information with train prediction and accurate message system, and refined subsystems such as train identification system, overload and derail alarm system, out-of-gauge inspection system, video surveillance system for departing trains. The Company also introduced station and depot surveillance and collected system data on track scale. It was responsible for the safety monitoring and management of arriving and departing freight trains, so as to achieve effective integration of giving commands and directions on freight inspection, supervision on loading status of cargos, alarm response, problem solving, workload statistics and analysis. The Company synthesizes and shares information of equipment and machinery inspection. With advanced software technology and network technology, the Company successfully achieved automated management on the workflow in cargo inspection.

6. Staff Development

The Company regards its staff as its largest asset, thus it strongly encourages staff development. In 2010, the Company worked hard to

protect various rights and welfare of its staff. It has standardized labor work, implemented staff benefits and welfare, improved both production and living conditions, enriched the cultural life and daily life of its staff, provided education and training to its staff, and further strengthened team spirit and loyalty. As at 31 December 2010, the Company had a total head count of 32,179, in which male staff accounted for 24,844, and female staff accounted for 7,335.

6.1 Labor Employment

The Company has standardized labor contract management, and has signed the new “Labor Contract” with all staff members, ensuring labor agencies and laborers would renew the labor contract. The Company further reinforces the promotion and education among its staff on Labor Contract Law and Management Methods of Labor Contracts. This has helped the Company to effectively foster the legalized and standardized development of its labor system, labor relationship process. In 2010, the Company employed 502 university graduates, in which 5 with master’s degrees, 142 have bachelor’s degrees, and 355 graduated from training schools.

6.2 Benefits and Welfare

In 2010, the Company’s salary policy is still closely linked with the nature of labor work and efficiency, while considering the fairness principle. It ensures the income distribution of the enterprise leans more to front-line staff. The Company also implements different measures to ensure benefits and welfare among staff:

1. The Company offers pay rise based on the post and experience, where the maximum increase of monthly income was RMB390.
2. The Company regularly reviews the Employee Manual to help new staff understand the basic status and work flow of the Company, as

well as rules and regulations that the staff should observe. The Staff Employee Manual also clarifies the rights and responsibilities of staff, as well as their benefits and welfare.

3. The Company has set up a comprehensive salary and welfare system. It provides staff with various statutory and social insurance schemes including complete pension insurance, medical insurance, unemployment insurance, industrial accident insurance, and pregnancy insurance, as well as a housing provident fund. The Company also provides its staff with commercial insurance schemes such as enterprise annuity and supplementary medical insurance.

4. The Company arranges its staff to have regular body examinations, and arranges its female staff to have gynecological tests.

5. The Company helps its staff set up a family medical insurance system.

6. The Company sets up a rest day and holiday system to ensure a normal work and rest routine, so that they have the right to enjoy rest days and holidays. Within the scope as permitted by national regulations, the Company encourages its staff to take leaves.

6.3 Conditions of Production and Living

In 2010, the Company further improves the production and living conditions for staff, with the following major measures:

1. The Company has improved the quality of drinking water for front-line staff. In the Guangzhou passenger railway line, for trains traveling to Tibet, the section between Golmud and Lhasa could not boil water for drinking due to a lack of atmospheric pressure. As such, the Company offered its staff 10,848 large bottles of water and 928 boxes of bottled water on the train during the year. At Guangzhou depot in Jiangcun area, the Company provided its staff 7,200 large bottles of water during the year, and has installed a large water dispenser in the equipment workshop with a capacity to provide water for 300 people.

2. The Company has renovated a total of 510 single-person dormitory rooms in Tangxi, Jiangcun, Heishan, Shenbei and Tiexin.

3. The Company has made investment to move the operations and machinery buildings at Dayaoshan along the Beijing-Guangzhou line.

4. The Company has renovated 5 staff canteens at various stations and depots in Guanzhou station area, Shaoguan East station, Pingshi station and railway operation area of Guangzhou.

5. The Company has newly built and repaired 4 sports ground, 3 staff multi-function activity rooms, staff canteen, shower area and fitness area in the Jiangcun station. It has also arranged cable television in the Xiayuan area.

6. The Company has provided over 580 additional home appliances, over 80 sports equipment, and over 90 kitchen appliances in depots and workshops along the railway lines, thus further improving the cultural life and living conditions for staff stationing along the railway lines.

7. The Company has organized caring activities such as “Bring Medicines and Health to the Grass-root Level” and “Bring People Coolness in Summer”, providing necessary medicines, occupational protective equipment, and promoting knowledge on health.

8. The Company has mobilized 473 staff to participate in a get-away activity for staff involved in toxic and harmful operations. It arranged a holiday for 90 model labor staff to ensure good health among its staff.

9. The Company has arranged extensive cultural and sports activities for its staff. It held the eighth staff Sports Day, arranged hiking, painting and photography activities for its staff. The Company also organized a series of sports event on “Welcome the Asian Games, Ensure Safety and Foster Harmony”.

6.4 Education and Training

In 2010, a total of 417,329 person times of the Company participated in various kinds of training, including training on safety regulations,

production suspension and qualification training on various operation posts, driver training, adaptability, technical knowledge and post standardization. The Company fully completed its training plans in 2010 to 100%. Total expenses for these training programs were approximately RMB12.54 million. Through the above educational and training work, the Company improved professional quality of its staff effectively, thus enriching its human resources.

7. Public Charity

The Company is actively involved in public charity. It helps its staff to carry through difficult times, mobilizes fund raising among staff for disaster relief, organizes public charity activities, and provide wheelchair accessible roads for the Guangzhou Asian Games.

7.1 Helping Those in Need and Paying Them Visits

In 2010, the Company thoroughly implements the “Three Don’t Promise” (i.e. don’t let any railway staff’s family live below the poverty line; don’t let any railway staff’s children leaving school; don’t let any railway staff have insufficient money to see a doctor). The Company and its direct subordinate units processed cases in the “Three Don’t Promise” scheme, where it helped give subsidy to 97 staff involving a total amount of RMB46,500. The Company and its direct subordinate units mobilized 1,060 staff members to hold a fund raising activity for “Three Don’t Promise”, raising RMB200,000 in total. The Company held poverty fighting and subsidy activities seriously, thereby further standardizing the provision of poverty fighting information, application and approval procedures. The Company has improved the management in personal difficulty relief, and has helped 758 people with personal difficulties involving RMB 7.1157 million in total.

The Company has launched caring activities in full force. During the Chinese New Year, Spring Festival and Mid-autumn Festival, it launched several caring activities including the “Let Thousands Help Thousands of Households” activity. The Company paid home visits to 2,743 person times to model laborers, staff with financial difficulties, staff who are sick, staff who are widowed or single parent, Members of Army man’s Family or Revolutionary Martyr's Family, and front-line laborers. The Company has also released compassionate fund and caring fund amounted to RMB 1.048 million, and purchased 4,250 servings of cooling drinks to be distributed to those serving front-line transportation and production posts.

7.2 Disaster Relief and Donations

The Company has worked closely with the government, social groups and volunteers in disaster relief activities, where it worked hard to deliver disaster relief materials, equipment and volunteers. The staff of the Company and those affected by disasters shared the same vision to provide assistance and donations for disaster relief. Company staff donated RMB2.854 million for Yueshu earthquake, extraordinary mudslide in Zhouqu, Gansu and the “Guangdong Poverty Relief Day”.

7.3 Propaganda

In 2010, the Company combines public charity activities with its transportation operation in an organic manner. Using its train stations, railway service and depot areas along its railway line, the Company held extensive public charity activities on railway safety, land conservation, Asian Games, medicine and public health:

1. The Company cooperated with railway police and penetrated communities and schools along its railway lines to visit residents and schools in order to promote the knowledge of road maintenance and to offer education on railway safety.

2. On 25 June, the Company held the twentieth national “Earth Day” activity, during which the Company distributed promotional information to passengers at railway plazas of its stations. ;

3. During the last 50 days of the Guangzhou Asian Games, the Company organized volunteer work to welcome the Asian Games at Guangzhou station.

4. The Company cooperated with Southern Media Group, and ran 10 pairs of “Nanfang Daily Asian Games Train” promotional trains on a daily basis along its Guangzhou-Shenzhen line between 14 October and 31 December. All 8 cabins showed text and images on the Guangzhou Asian Games as a way to promote the Asian Games to passengers traveling between Hong Kong and Guangzhou.

5. On 28 November, to promote the 23 global “AIDS Day”, over a hundred volunteers and disease control specialists set foot on the Company’s D7095 “Guangzhou Asian Games CRH” train to start the journey of fighting against AIDS. This event marks the first time in China for an AIDS fighting program to be conducted on a special public train. Ms Miriam Yeung, a famous artist and the Hong Kong ambassador of the Joint United Nations Programme on HIV and AIDS, also paid a site visit to the “Little Classroom in a Train Cabin”, to distribute brochures to fight against AIDS and offer souvenirs. Major stations of the Company also launched promotional activities to fight against AIDS.

7.4 Construction of Wheelchair Accessible Roads for the Asian Games

To give better support and serve the Guangzhou Asian Games and the Asian Para Games, the Company carried out renovations on wheelchair accessible roads in the passenger zones at Guangzhou station, Guangzhou East station, Guangzhou North station and Shenzhen station. The Company added and renovated 11 elevators to be wheelchair

accessible, renovated 9 toilets for disabled persons, newly built 3 ticket counters for the disabled, newly built 5,130 meters of pathway for the blinded and wheelchair users, and renovated 4 trains traveling to Hong Kong. These arrangements received positive review from the organizing committee of the Guangzhou Asian Games.

8. Energy Saving and Environmental Protection

8.1 Energy Saving and Reduction

In 2010, the Company combines energy reduction work and its operation principle of increasing income sources and reducing expenses. It has implemented energy efficiency supervision, purchased and adopted energy-saving equipment and technology, reinforced energy reduction propaganda, and achieved desirable economical benefits and social benefits.

1. The Company's Production Line 1 has setup an energy efficiency supervision team. It reinforces routine energy efficiency supervision work, offers energy-saving incentives, conducts energy reduction inspections, optimizes the organization and usage of machines, so as to encourage higher capabilities among staff in achieving energy-saving targets.

2. The Company's Guangzhou depot area has reinforced repair work on heat control of its machines. In particular, it repaired components closely related to heat problems such as pressure intensifier, oil atomizer, and oil injection pump, so as to increase combustion efficiency and achieve better performance in energy-saving.

3. The Company's Guangzhou depot area has shortened significantly the heat provision time for most of its cleaning centers, so that oil consumption of the furnace reduced from 15 tonnes/month to 10

tonnes/month, showing considerable saving in oil consumption.

4. The Company purchased four imported floor cleaning machines for station platforms and waiting halls. They are environmentally-friendly, energy efficient and effective in cleaning.

5. Part of the waiting hall and platforms of the Company's Guangzhou station have started using LED lighting, thus greatly enhanced lighting efficiency and helped in energy saving.

6. The lighting switches of the Company's Shenzhen station has started to adopt a centralized control system, where most part of the station building now uses T5 energy-saving lamps and time-lapse faucets, and during the night, a small number of energy-saving lamps are used for security guards to conduct patrol, thus reducing unnecessary energy wastage.

7. The Company has reinforced on-site patrol on water and power consumption and energy usage statistics. It has successfully prevented the continuous use of lighting and water supply.

8. The Company strictly controls the use of air-conditioners in office areas, while reinforcing the use of vehicles.

8.2 Environmental Conservation

In 2010, the Company implements seriously various environmental conservation measures by improving the surrounding environment of the railway, ensuring investment in greening, ensuring vegetation maintenance along railway and improving landscape quality.

1. The Company regularly clears up areas along the railway and pollution areas along bridges and tunnels. It has cleared 233,686 meters of drainage channel, cleared 112,980 meters of ceiling channels, and removed 55,590 square meters of weeds.

2. On the maintenance of vegetation along green corridors, the Company has done well. It has completed 4,500 square meters of greening for greening for Keji station in Shenzhen, carried out greening

and landscape improvement works for Shenzhen North station, planted a total of 3,371 greening and landscaping trees, and laid 4,898 square meters of vegetation.

3. The Company repaired the surrounding areas of Guangzhou station and Guangzhou East station. It has cleared and flattened 14,310 square meters of land, removed 27.58 tonnes of sleeper slabs and useless steel sleeper slabs, and planted 3,094 flowers and shrubs.

4. The Company has repaired railway facilities, external boundary walls, railway work rooms and vegetation along the Guangzhou-Shenzhen line, thus improving the quality of landscape along the railway line in Shenzhen.

5. The Company has completed dust removal treatment for areas involving coal transportation at Xiayuan station, Pingshi station and Shaoguan East station, thus improving the air quality in the areas surrounding train stations.

6. Most of the component cleaning centers of the Company's machinery system have passed inspection examination at the end of the year. Large machinery components are now cleaned with an automated system, thus improving the cleaning quality and efficiency. Instead of cleaning individual units, components are now cleaned in a centralized manner, same for sewage treatment. This helps reduce pollution to the environment.

7. To echo with the Guangzhou government's policy that requests enterprises in the city not to directly release sewage to rivers and streams, the Company conducted a sewage diversion project for the sewage pipes of its sewage treatment plant at Keji station in Guangzhou, so that sewage from the sewage treatment plant will be diverted to the municipal sewage pipes. This has received compliments from Yuexiu District Environmental Protection Bureau.

8. The Company has arranged a major overhaul to the floatation system in sewage treatment at the machinery area in Guangzhou, where

obsolete and backward floatation devices in use for over twenty years have been replaced with newly acquired and more advanced floatation devices. This has significantly increased the processing capability and effectiveness of floatation treatment in the machinery area. After the overhaul, major index items in the treated sewage such as petrol, COD, and suspended substance do not exceed the Guangzhou Category I emission standard.

9. Explanatory Notes to the Report

9.1 Scope of the Report

Unless otherwise specified, all the data and information in the report comes from Guangshen Railway and its subsidiaries. Unless otherwise specified, this report mainly covers passenger and freight transportation operation and the economical, environmental and social work activities of various operations and businesses carried out by Guangshen Railway from 1 January 2010 to 31 December 2010, although brief review of relevant activities held in the past is also provided. Unless otherwise specified, the financial data in the report adopts RMB yuan as currency used.

9.2 Data Collection

Guangshen Railway sent out questionnaires to each department and unit through our intranet to fully collect the data and information regarding its fulfillment of corporate social responsibility. No paper was used in the process.

This report aims at fully reflecting the work conducted by the Company in fulfilling its corporate social responsibility. The Company will continue to refine and improve information disclosed and format of

this report in future, and will issue a new social responsibility report on a yearly basis.

9.3 Compilation Basis

This report complies with the requirements set out in “Preparation Guidelines of ‘Report on Fulfilling Social Responsibilities by a Company’”, “Manuscript of Review Work of ‘Report on Fulfilling Social Responsibilities by a Company’”, “Notice on reinforcing listed companies to fulfill their Social Responsibilities and Releasing ‘Disclosure Guidelines on Environmental Information of SSE Listed Companies’” issued by the Shanghai Stock Exchange (SSE), and has taken into consideration the GRI Guideline 2002 Chinese, a set of sustainability reporting guidelines issued by Global Reporting Initiative (GRI) when finalizing the contents in the report.

10. Feedback

Dear readers,

Thank you for reading Social Responsibility Report of Guangshen Railway Company Limited 2010. There might be negligence or errors in this report, which is the third such report ever published by the Company. Your opinions and suggestions will be much appreciated!

You are cordially invited to fill in the following form and send it back to us by mail, fax or email.

Name				
Means of contact	Telephone		Email	
Name of Employer				
Opinions on the Report	Readability	Logicity	Objectivity	Integrity
Corporate Governance				
Transportation Safety				
Passenger and Freight Services				
Staff Development				
Public Charity				
Energy Saving and Being Environmentally-Friendly				
Explanatory Notes to the Report				
Overall Comments				

The highest mark for each item is 5, lowest is 1.

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