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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 2011 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

2012 年 3 月 27 日

於本公告發出之日，董事會成員包括：

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廣深鐵路股份有限公司
2011 年度社會責任報告

2012 年 3 月

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廣深鐵路股份有限公司

2012年3月

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一、董事長致辭

2011年，廣深鐵路股份有限公司（以下簡稱“廣深鐵路”或“公司”）秉承一貫的社會責任觀，以滿足鐵路客貨運輸需求為核心目標，在建設發展、運輸經營、安全生產、維護穩定、社會公益和環境保護等方面下功夫，取得了良好成效，實現了可持續發展的社會責任目標，展現了一家現代鐵路運輸公司勇于擔當、甘于奉獻的企業公民形象。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！

2011年，公司圍繞客貨運輸核心業務，不斷加強市場營銷，強化運輸組織，優化運輸資源，拓展委托業務，大力增收節支，經營業績穩步增長。公司完成旅客發送量 9,083 萬人，貨運量 6,870 萬噸；完成營業收入 146.91 億元，較上年增長 8.95%，實現淨利潤 18.04 億元，較上年增長 15.95%。2011年末，公司總資產為 322.07 億元，較上年增長 5.24%，淨資產（不含少數股東權益）為 253.35 億元，較上年增長 4.83%。公司擬向全體股東派發 2011 年度現金股利 0.1 元/股（含稅），共計 70,835 萬元。

2011年，公司堅持在強化經營管理的同時，全面履行社會責任。建設發展方面，合理安排投入，實施鐵路裝備設施的升級改造和大修養護，保持了綫路、信號、車輛的良好運行狀態。新建深圳布吉輔助客運站項目進展順利，預期建成後能有效增加深圳地區長途運輸能力。運輸經營方面，公司客貨運輸業務保持增長，其中客運業務實現年收入 80.27 億元，較上年增長 8.80%，貨運

業務實現年收入 13.87 億元，較上年增長 5.43%；公司不斷優化服務環境、改善服務設施、提高服務質量，實施廣深綫客運站設施升級改造，完善廣深城際列車公交化運營模式，推廣電話訂票、互聯網訂票、自動售票機、金融 IC 卡和動車組實名制售票等便民措施。安全生產方面，公司實現全年無責任一般 B 類及以上鐵路交通事故目標，春運、重大節假日和深圳大運會等重點時期鐵路運輸保持安全穩定；“7.23”溫州動車追尾重大事故後，深入開展了安全大檢查活動，有力強化安全基礎管理和實施安全控制；公司擔當的廣藏列車也實現安全運行 5 周年。維護穩定方面，公司規範管理，加強內控建設，關心員工生活，構建和諧共贏的發展環境。公司還在社會公益、環境保護方面做了大量工作，在公司營造扶危濟困、熱心公益的人文氛圍，加大投入維護環境衛生、減少環境污染，實施節能降耗。

2012 年，是國家實施“十二五”規劃承上啓下的重要一年。廣深鐵路將不斷提升運輸能力，滿足客貨運輸需求，加大安全生產投入，確保運輸安全生產，加強經營管理和市場營銷，創造良好經營效益，全面履行各項企業社會責任，回報各利益相關方，為實現經濟、社會和環境可持續發展而不懈努力。

董事長：李文新

2012 年 3 月 27 日

二、公司概況

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，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，并為國內其他鐵路公司提供委托運輸服務。

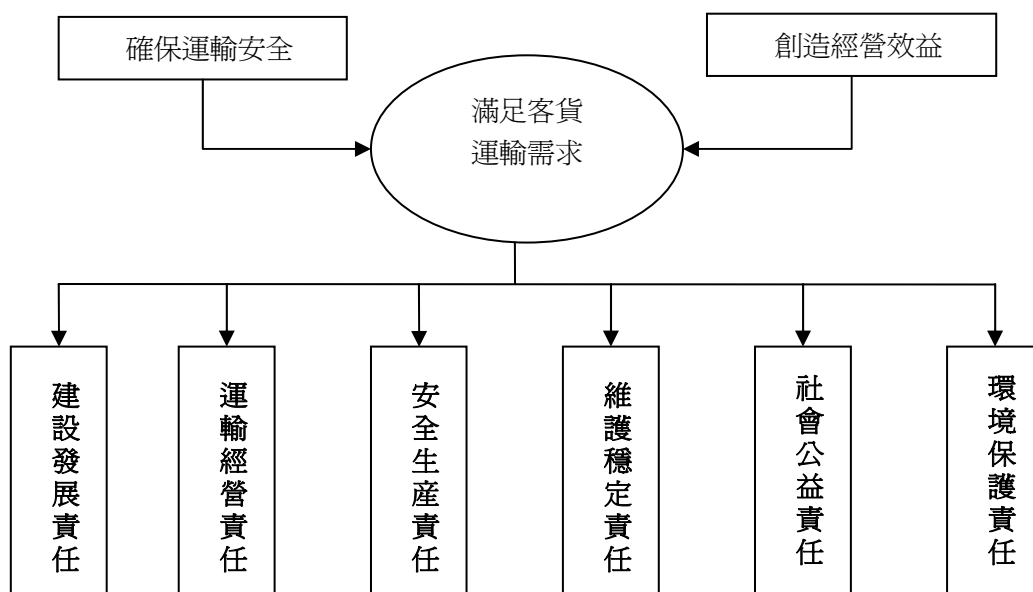
廣深鐵路獨立經營的深圳—廣州—坪石段鐵路，營業里程 481.2 公里，縱向貫通廣東省全境。其中廣坪段為中國鐵路南北大動脈——京廣綫南段；廣深段是目前中國內陸通往香港的唯一鐵路通道，連接京廣、京九、三茂、平南、平鹽和香港鐵路東鐵綫，是中國鐵路交通網絡的重要組成部分。廣深段鐵路是目前中國現代化程度最高的鐵路之一，是國內第一條全程封閉、四綫并行的鐵路，也是第一條實現客貨分綫運行的鐵路。

2· 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。

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，具體可分解爲六大責任，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。

廣深鐵路社會責任觀



3· 公司榮譽。廣深鐵路于 2011 年獲得榮譽：

(1) 深圳市交通運輸委員會頒發的“深圳第 26 屆世界大學生夏季運動會交通保障先進集體”榮譽稱號；

(2) 香港大公報、北京上市公司協會、上海市股份公司聯合會、香港中國企業協會、香港中資證券業協會、香港特許秘書公

會共同主辦的“中國證券金紫荊獎”評選為“最受兩地投資者歡迎的上市公司”；

(3) 深圳市企業聯合會、深圳市企業家協會評選“深圳百強企業”稱號，這是公司連續第6年榮獲“深圳百強企業”稱號；

(4) 會計信息化委員會和XBRL中國地區組織評選“企業會計準則通用分類標準實施示範單位”；

(5) 廣東省體育局授予“廣東省第12屆體育節活動優秀組織獎”；

(6) 公司下屬站段榮獲全國鐵路“用戶滿意窗口單位”、“廣東省文明單位”、“廣州地區春運工作先進單位”等稱號。

三、建設發展責任

廣深鐵路自1996年3月成立以來，一直堅持走建設發展之路，通過鐵路建設和綫路更新改造來不斷提高綫路質量及通過能力，擴充客貨運輸規模。履行建設發展責任不僅是廣深鐵路滿足鐵路客貨運輸需求的根本手段，更是自身發展壯大的內在動力。2011年，公司以顧客需求為導向，完善運輸設施，推進基礎建設，完成設備大修，全面提高客貨運輸能力：

1·運輸設施。公司積極改善客貨運生產設施，改造廣深綫各站客運設施，整治沿綫信號樓，完善各貨運站軌道衡和超偏載儀聯網監控，完善江村、韶關東等站貨運生產設施，開展江村站場排水整治，提高客貨運輸生產效率。

2·基礎建設。公司加大投資力度，推進基礎建設，全年共完

成投資項目 391 項。通過實施車站、機車、車輛、信號、接觸網和綫路的更新改造，應用先進的列車運行監控系統和鐵路信息化技術，公司進一步提高了綫路技術等級、設備質量及運用能力。公司投資建設的深圳布吉客運輔助站項目進展順利，建成後可增加 10 列長途旅客列車發送能力，為公司增開深圳始發長途客車和吸引客流創造條件。

3·設備大修。公司重點安排資金用于涉及運輸安全的大修項目，全年共完成大修項目 313 個，包括完成 46 台機車大修、237 輛客車車輛大修，完成路基大修 34 項、牽引供電設備大修 7 項、地面信號設備大修 10 項、房屋大修 51 項等。

通過不斷的建設發展，廣深鐵路的客貨運輸設施、綫路質量、技術裝備水平得到提升，為公司鐵路運輸的安全平穩和經濟效益的持續發展打下堅實基礎。

四、運輸經營責任

2011 年，廣深鐵路完成旅客發送量 9,083 萬人，貨運量 6,870 萬噸，均保持持續增長。

(一) 旅客運輸

2011 年，公司多方面優化服務環境，提升服務質量，完善便民利民措施，為廣大旅客提供安全、舒適、方便、快捷的旅行體驗。截至 12 月 31 日，公司每日開行旅客列車 231 對，其中廣深城際列車 110 對（含備用綫 19 對），直通車 13 對（廣九直通車 11 對、肇九直通車 1 對、京滬九直通車 1 對），長途車 108 對。

1· 優化服務環境。公司對廣深綫的廣州東站、深圳站、東莞站、樟木頭站的客運服務場地進行了全面升級改造，完成了東莞站和樟木頭站房及客運設施改造，廣州東站一層大廳和廣深和諧號售票廳局部改造，擴建了廣州東站和深圳站和諧號候車室，完成了深圳站的二、三站臺雨棚裝修改造，增加了各站自動售票機台數，旅客乘車環境有了較大改善，有效提高了車站的城際客運服務質量。公司完成廣坪段樂昌站地道裝修、廣州北站地道樓梯改造和坪石車站售票廳改造，下一步還將對韶關東、坪石站站房進行局部改造，將為廣坪段的客運車站整體形象帶來質的改變。公司完成擔當的廣九直通車集便器改裝，方便直通車旅客在香港段使用衛生間。公司還投入 600 多萬元開展客車整治工作，對影響客車運行安全和服務品質的老舊設備設施進行更新改造，提高了客車設備設施質量，提升和改善了旅客乘車環境。

2· 提升服務質量。公司細化完善各項客運服務標準、服務規範和工作流程，積極倡導陽光服務、微笑服務，切實做到以服務為宗旨，待旅客如親人，由公司擔當的多趟旅客列車連年獲得鐵道部紅旗列車稱號。公司統一清理并規範客運標識，投入資金改善列車臥具設備情況，整治車容車貌，淨化乘車環境。公司還嚴格把控列車餐飲質量安全關，提升餐飲服務水平，優化用餐環境，為旅客帶來更好的旅行體驗。公司繼續完善客運服務系統，通過客運服務專線 95105166 為旅客提供諮詢服務，內容涵蓋公司各站發送、到達列車的時刻查詢和票價查詢。

3·完善便民利民措施。2011年6月1日起，廣深綫“和諧號”動車組實行車票實名制，旅客可使用身份證、港澳居民往來內地通行證等23種證件購票乘車。為做好動車組實名制售票工作，公司在廣深沿綫各站增開售票窗口、增加二代身份證信息讀取設備，還增設了120台新型的可識別二代身份證和港澳居民身份證的自動售票機，方便旅客購票乘車。

公司與中國工商銀行合作發行廣深鐵路金融IC卡，持卡旅客可直接刷卡進站乘坐廣深城際列車。為方便金融IC卡的使用，公司在廣深沿綫各站配備了15台席位確認機，對所有進站閘機增設金融IC卡席位打印功能，使持有金融IC卡的旅客刷卡入閘能馬上獲得自動生成的席位。公司為解決金融IC卡進出閘機的突發故障，研究開發了金融IC卡人工驗票系統和設備，在實際安裝使用中取得良好效果，保障了持卡旅客順利乘車。

2011年，公司完成了車站售票窗口銀行POS機系統的安裝，方便旅客刷卡支付車票票款。2011年9月22日起，廣深城際動車組實行互聯網售票；12月10日起，公司開行的T字頭特快列車也可通過網絡購票，旅客可登陸12306.cn網站購買上述車票。

通過實行網絡訂票，結合電話訂票、窗口售票、自動售票機和金融IC卡等方式，廣大旅客能更方便快捷地購買車票，乘坐廣深鐵路旅客列車。

（二）貨物運輸

2011年，公司貨運總體情況良好，貨運服務水平進一步提高。

公司全面實現了大客戶網上貨運計劃審批、網上申請貨車業務，簡化了貨主申報流程。建立起大客戶貨主檔案，定期上門走訪，通過簽訂運輸互保協議方式，為大客戶鐵路運輸各環節提供保證，穩定鐵路大宗貨運資源。公司針對專用綫作業比重大的特點，加強專用綫檢查指導，嚴格實行運輸協議，規範專用綫管理，提高專用綫夜間作業比例。公司投入資金和組織技術人員，完善貨票系統升級和維護檢查，完成貨運監控系統 2.0 的全面升級工作，為公司貨運統計管理提供可靠保證。公司規範貨場管理，提高裝卸作業質量，并通過調整運價政策，進一步支持沿綫貨場發展。

五、安全生產責任

保證鐵路運輸安全是廣深鐵路最大的社會責任，也是廣深鐵路經營發展的基本前提。2011 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。公司不斷完善安全管理制度，從安全生產責任、安全生產管理、安全生產檢查監督、安全生產保障和安全生產評估考核等五個方面，制訂及修訂各類規章制度，形成較為完備的安全管理體系，做到公司、站段、車間和個人安全責任層層落實。公司做好春運、深圳大運會和重要節假日運輸安全保障工作，嚴格執行進站安全檢查，重點做好行車設備、消防、食品等安全整治工作，排除安全隱患。“7.23”溫州動車組重大事故發生後，公司于 7 月 25 日至 12 月 31 日開展安全大檢查，全面查找

和解決安全問題，進一步提高了公司安全生產水平。

1·行車安全。綫路質量是行車安全的基礎。2011年，公司通過提高綫路設備質量來保障行車安全，完成了大修換長軌 206 公里，綫路清篩 177 公里，改造電力電纜 7 公里，更換道岔 39 組；完成在廣坪段更換曲綫磨損鋼軌 10 公里，換軌地段大型機械搗固 168 公里，在廣深綫更換橋枕 2.5 公里。公司加強日常綫路維修養護，共更換尖軌 65 根、基本軌 71 根、岔芯 36 個、失效岔枕 301 根，給 30 組道岔安裝加強拉杆 215 根，完成 80 組道岔升級 II 型扣件工作。

2011 年，公司管內遭受 12 次持續強降雨和 4 個強颱風影響。公司嚴格落實防洪預案，加強綫路巡查，及時發現和處理 242 處防洪隱患，完成防洪及搶險工程 3 項，水害修復工程 11 項，沒有因水害造成行車中斷。

2011 年，公司繼續通過開展安全生產專項整治活動來提升行車安全質量，重點抓好營業綫施工安全、防火防爆、勞動安全、旅客意外傷害、應急救援安全、重點設備裝置等方面的專項整治。公司高度重視電務信號設備的防雷工作，年內完成兩次防雷元件及地綫檢查測試工作，更換不良防雷元件和不合格地綫，實施廣坪段避雷器大修，在江村站、平湖南站加裝三座避雷塔，升級改造信號樓防雷設施，有效提高了公司信號設備防雷能力。

公司從制度安排上對職工安全生產進行獎勵，嚴肅處理違章違紀行爲。生產一綫職工能自覺強化安全責任意識，落實安全生

產標準化作業程序，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。

2· 人身安全。人身安全是鐵路運輸安全的重中之重。在旅客人身安全方面，公司加強旅客乘車及進出站組織引導，嚴格查堵車站及列車上危險品，做好客運消防和食品安全工作，配合公安部門打擊鐵路客運違法犯罪活動，完善護路聯防機制，努力為旅客營造安全的出行環境。公司投入大量資金用于全綫隔離欄柵建設，在廣深綫兩側欄柵上共加裝 300 公里長的刀片刺防護網，并加強對欄柵的日常巡查和維修養護，將人員擅入鐵路綫引發人身傷亡的危險大幅降低。在職工人身安全方面，公司通過落實安全制度、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，公司全年共組織安全規章培訓 98,147 人次，組織各類技術比武及崗位練兵 53,281 人次，職工持證上崗率達到 100%。公司還為職工發放個人勞動保護用品，做好作業現場防護、防暑降溫和防寒防凍措施，為職工創造安全生產環境。

3· 安全科技。2011 年，公司繼續實施“科技保安全”的各項措施：

(1) 公司全面應用 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) 公司在石牌客技站應用輪對故障動態檢測系統，保障廣深綫動車組輪對運行質量；

(3) 公司完成微機超聲波自動探傷機和數字式多通道超聲波探傷儀的安裝調試，有效提高列檢質量和效率；

(4) 公司推進 5T 系統(即 THDS：紅外線軸溫探測系統，TADS：貨車滾動軸承早期故障軌邊聲學診斷系統，TPDS：貨車運行狀態地面安全監測系統；TFDS：貨車運行故障動態圖像檢測系統；TCDS：客車運行安全監控系統)建設，不斷提高對車輛運行狀態的檢測和監控能力；

(5) 公司完成 75 台機車 LKJ2000 監控裝置更新，39 套軌道車 GYK 設備更新；

(6) 公司完成平湖南站、下元站、韶關東站的車站 2.0 系統升級改造工作，順利投入生產使用，提升了車站系統穩定性；

(7) 公司在廣州客技站安裝站場視頻監控系統和列檢人員作業監控系統，項目進展順利，預計 2012 年 8 月全部完成。

4· 廣藏列車安全運行 5 周年。2006 年 3 月，為擔負廣州至拉薩 T264/5/6/3 次特快旅客列車的運輸服務工作，廣州客運段廣藏車隊正式成立。同年 10 月 2 日，廣州至拉薩首趟列車開行。公司擔當的廣藏列車途經廣東、湖南、湖北、河南、陝西、甘肅、青海、西藏七省一區，單程運行 4,980 公里，廣州至拉薩運行時間 54 小時 11 分，拉薩至廣州運行時間 54 小時 53 分。至今，廣藏列車已在被譽為“天路”的青藏鐵路綫上平安運行 5 周年，累計行程 900 萬公里，運送旅客超過 210 萬人次，廣藏車隊 2008 年至 2010 年連續獲得鐵道部紅旗列車稱號。

六、維護穩定責任

1· 公司治理。公司不斷規範公司治理，提高公司治理水平，切實保障股東權益。公司股東大會、董事會、監事會和管理層均按照有關法律法規和公司《章程》規範運作。2011年，公司共召開6次董事會會議、5次監事會會議、7次審核委員會會議和2次年度及臨時股東大會，共審議議案70項。公司2011年6月2日召開的股東周年大會選舉產生了公司第六屆董事會、監事會成員。于本報告披露之日，公司董事會、監事會和管理層成員組成如下：

廣深鐵路董事會、監事會和管理層成員列表

董事會成員		監事會成員		管理層	
董事長	李文新	監事會主席	徐凌	總經理	申毅
執行董事、總經理	申毅	監事	陳少宏	副總經理	穆安雲
非執行董事	徐嘯明	監事	申儉聰	副總經理、董事會秘書	郭向東
非執行董事	李亮	監事	李志明	總會計師	唐向東
非執行董事	俞志明	職工監事	陳建平		
執行董事、工會主席	羅慶	職工監事	徐輝良		
獨立董事	盧敏霖				
獨立董事	劉學恒				
獨立董事	劉飛鳴				

公司非常重視投資者關係管理，通過信息披露、電話、電子郵件、公司網站留言、新聞稿等多種渠道與股東保持溝通聯繫，全年共接待境內外投資者89次，舉辦2次全球業績發布電話會議，進行了5次小型路演，參加6次投行會議，進行35場“一對

一”和小組會議，日常接聽中小股東來電 2,400 多次，回復中小股東電子郵件 34 封。

公司邀請專家就公司治理進行專題講座。公司董事、監事和高管人員參加了由證券監管部門舉辦的培訓班，加強對信息披露、證券監管、公司財務等方面內容的學習。公司董事長、監事會主席、總經理、總會計師和董事會秘書還參加了由深圳證監局召開的規範公司治理年度會議，認真學習中國證監會有關文件精神。通過學習培訓，進一步深化了公司董事、監事和高管人員對公司治理的認識，不斷推動公司治理水平的提高。

2·內部控制。公司從 2006 年開始根據美國《薩班斯-奧克斯利法案》404 條款(SOX404)要求開展財務報告內控有效性的建設和評價工作，目前已建立起一套較為完整的與財務報告相關的內控評價體系，對其有效運行進行了持續監督。公司內控評價工作已成爲公司每年定期開展的常態化工作。

2011 年，廣深鐵路成爲深圳證監局轄區上市公司內控建設重點單位。公司根據《企業內部控制基本規範》(C-SOX)及配套指引要求推進全面內控體系建設，制定及披露了《公司 2011 年內控規範實施工作方案》，定期向深圳證監局彙報內控建設及評價情況。

根據 SOX404 要求，公司已完成 2010 年度財務報告內控有效性的評估，管理層評估年度財務報告內控爲有效，公司聘請的獨立會計師事務所也完成了相關審計工作，評估及審計結果在公司 2010 年度 20-F 表中公開披露。公司將于 2012 年 4 月在 2011 年

度 20-F 表中披露 2011 年度財務報告內控有效性的評估和審計結果。根據國內證券監管要求，公司需每年披露董事會內控評估報告并由獨立會計師事務所進行審計，2011 年內控報告認為截至 2011 年 12 月 31 日公司與財務報告相關內控為有效，審計未發現與財務報告相關的重大內控缺陷。

3· 反腐倡廉。公司完善紀檢監察制度，抓好廉政談話、工作考核、領導幹部廉潔述職和個人事項報告等工作，完善民主決策機制，健全管理層“三重一大”問題（即：重大決策、重要人事任免、重大項目安排、大額度資金運作）議事規則和決策程序，同時還加強宣傳教育，組織開展第二十次紀律教育月活動，舉辦反腐倡廉工作專題報告會。

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，并要求有關人員定期簽署遵守相關規定的聲明書。

4· 員工發展。促進員工發展，保障員工權益，是維護公司穩定的基礎。2011 年，公司規範勞動用工，提高員工福利待遇，舉辦形式多樣的職工文娛活動，全面提高員工隊伍的凝聚力和創造力。截止 2011 年 12 月 31 日，公司員工總人數 33,379 人，其中男性員工 25,209 人，女性員工 8,170 人。

公司規範勞動合同管理，與所有員工簽訂新版《勞動合同》及補充條款，對廣大員工加強《勞動合同法》和公司《勞動合同管理辦法》的宣傳、學習，進一步規範公司勞動制度和勞動關係

處理工作。2011年，公司共招聘大學生 684 人，其中碩士 4 人，本科 118 人，大專 562 人，并接收退伍軍人 95 人，從而在提供就業崗位的同時也提高了公司職工隊伍素質，充實了新鮮力量。

2011 年，公司堅持按勞分配和效率優先、兼顧公平的原則，保持企業收入分配向一綫職工傾斜，採取多項措施落實員工福利待遇。1 月起，公司提高職工崗位工資，為此增加支出 1.3 億元；3 月 1 日起，公司為調動員工安全生產積極性，建立運輸生產一綫員工崗位津貼（人均 100 元）和運輸安全效益達標考核獎勵（人均 300 元）。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，為員工建立企業年金、補充醫療保險等商業保險，并為員工提供家屬醫療保障。公司組織 40 歲以上在職職工進行健康體檢，組織全體女職工參加婦檢，安排 2,760 名職工參加健康休養度假。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。

2011 年，公司投入資金改善職工生產生活環境，為沿綫車間班組添置生活電器、體育器材、厨房用具、宿舍用品和圖書等，改造職工食堂和宿舍，為生產一綫職工提供防暑降溫、藥品醫療服務。2011 年，公司組織形式多樣的文化和體育活動，豐富職工業餘生活。公司組織元旦迎新年聯歡會、慶祝建黨 90 周年歌咏比賽和慶國慶登山活動，組織職工觀看中國鐵路文工團的慰問演出。公司舉辦第九屆職工體育運動會，公司下屬 20 個單位近 2,000

名運動員參加了 400 多場次比賽。

七、社會公益責任

2011 年，公司參與慈善事業，承擔社會公益責任，開展社會公益宣傳。2011 年 8 月 19 日，公司董事會批准同意向“深圳市證券春雨教育慈善基金會”捐資 150 萬元原始基金。基金會成立目的主要是開展邊遠貧困地區助學助教、改善邊遠貧困地區辦學條件、資助貧困教師學生以及其他急需的民生資助活動。

公司在元旦、春節和中秋節等傳統節日期間廣泛開展了送溫暖和“千幹幫千戶”慰問活動，公司領導和部門負責人深入職工家庭和一綫走訪慰問，全年共慰問勞模、困難職工、患病職工、孤寡遺屬、軍烈屬及一綫職工 3,061 人次，發放慰問金和慰問物資 123.2 萬元。2011 年，公司共辦理各類困難資助 8,485 人次，資助金額 2,002 萬元。公司發揚一方有難，八方支援的精神，開展了“廣東扶貧幫困日”獻愛心捐助活動，組織員工為鐵路解困項目捐款 13.62 萬元。

2011 年，公司積極開展鐵路安全和深圳大運會公益宣傳。公司組織以“我的朋友托馬斯”為主題的鐵路安全宣傳校園行活動，深入公司鐵路沿綫學校，向學生宣傳鐵路安全知識，向小朋友派發精心製作的活動徽章、紀念品，增強鐵路與沿綫學校的安全聯防合作，並配合鐵路公安繼續做好沿綫社區、學校的鐵路安全宣傳和警示工作。公司與南方報業合作，開行廣深綫“南都（南方都市報）大運文化列車”，向廣大旅客宣傳深圳大運會。

八、節能環保

2011年，公司在運輸經營中落實節能降耗措施，推廣節能降耗技術，收到較好的效果。公司對站段能源消耗實行定額包乾，以部門（車間）為單位成立能源管理小組，加強日常能耗檢查和管理，向職工宣傳節能知識，增強節能意識，對節能先進個人給予通報表揚和獎勵。公司邀請環保監測站工作人員定期到各站段進行環保監測，做好節能、環保指標控制，確保廢氣、廢水排放達標。公司做好節能、環保統計工作，建立了環保統計信息系統、能耗與節約統計信息系統，定期進行信息收集分析。公司投入資金對污水、廢氣處理裝置進行大修和日常運行維護，對運輸生產中的廢油、含油廢物等危險品分類存放，統一實施回收處理。公司通過內部辦公網開展無紙化辦公，全年共傳送信息9萬多條，發布文件通知2,500多項，相當於節約辦公用紙90多萬張。

2011年，公司完成深圳區段鐵路沿綫環境整治，並協助深圳市實施平湖至深圳段鐵路沿綫綠化工程，配合深圳市羅湖區對市區內鐵路高架橋地段進行整治，有效提升了沿綫景觀質量。公司繼續做好客運環境保潔工作，聘請專業公司為車站和列車提供保潔服務，在廣州站、廣州東站、深圳站和韶關東站使用大型洗地機清潔候車室及站臺，為旅客提供乾淨、衛生的乘車環境。

九、報告說明

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 2011 年 1 月 1 日至 2011 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。

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。

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。

本報告有中英文雙語版本，如有差異應以中文為準。

每股社會貢獻值。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計算口徑。2011 年，

公司創造每股社會貢獻值 0.89 元（注），其中為股東創造基本每股收益 0.25 元，為社會創造的每股增值額 0.64 元（全年為國家創造稅收 101,072 萬元+向員工支付薪酬 333,087 萬元+向債權人支付借款利息 16,765 萬元+根據環保綠化投入、公益基金和政策性票價優惠等計算的為其他利益相關方創造價值 10,057 萬元-根據排污費、保潔費等計算的環境污染成本 8,080 萬元）/總股數（708,353.7 萬股）。

注：為更客觀地反映公司社會貢獻值，公司對每股社會貢獻值計算口徑進行調整，原計算口徑請參閱以往年度的社會責任報告。公司每股社會貢獻值=股東基本每股收益+為社會創造每股增值額，其中為社會創造每股增值額=(年度創造稅收+向員工支付薪酬+向債權人支付借款利息+對外捐贈+為其他利益相關方創造價值-因環境污染等造成的社會成本)/總股數。據此，公司 2008 年、2009 年和 2010 年社會責任報告披露的每股社會貢獻值調整為 0.64 元、0.69 元和 0.77 元。

十、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 2011 度社會責任報告》。這是廣深鐵路發布的第四份社會責任報告，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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Guangshen Railway Company Limited 2011 Social Responsibility Report

March 2012

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

March 2012

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I. Chairman's Statement

In 2011, Guangshen Railway Company Limited (hereafter abbreviated "Guangshen" or the "Company") adhered to its long-standing view of social responsibilities that emphasizes the core objective of meeting the demand for passenger and freight railway transportation. Through efforts in construction and development, transportation operation, production safety, maintaining stability, public charity and environmental protections, it has attained outstanding results and realized the objective of social responsibility in sustainable development, exhibiting the image of a modern railway transportation that is committed to its responsibilities and a corporate citizen that is dedicated to making contributions. On behalf of the Company and the Board of the Company, I hereby express our gratitude to different parties in society that has bestowed concern and support for the Company in the performance of its social responsibilities!

In 2011, the Company has focused on the core businesses of passenger and freight transportation business and continuously strengthened its marketing efforts, reinforced transportation organization, enhanced transportation resources, expanded entrustment businesses, forcefully expanded income sources and cut costs, resulting in steady increases in the operating results. The Company has achieved a passenger delivery volume of 90.83 million persons, and a total freight tonnage of 68.70 million tonnes. The operating revenue was RMB14.691 billion, up by 8.95% from last year, while the net profit was RMB1.804 billion, an increase of 15.95% from last year. At the end of 2011, the total assets of the Company amounted to RMB32.207 billion, representing an increase of 5.24% from last year, while net assets (excluding minority interests) amounted to RMB25.335 billion, increasing by 4.83% from last year. The Company intended to distribute a cash

dividend of 2011 of RMB0.1 per share (incl. tax) to the shareholders, totaling RMB70.835 million.

In 2011, the Company has comprehensively fulfilled its social responsibilities while persisting to reinforce its operation and management. In respect of construction and development, it has made reasonable investments to implement upgrade and reconstruction and major maintenance of railway equipment and facilities, maintaining the sound operating status of the railway roads, signals and trains. The project of the newly built Buji auxiliary passenger station in Shenzhen achieved smooth progress and it is expected that upon completion, it will effectively increase the long-distance transportation capacity in the Shenzhen region. In respect of transportation operation, the Company's passenger and freight transportation businesses both maintained growth, of which the passenger transportation business recorded an income of RMB8.027 billion for the year, up by 8.80% from last year, whereas the freight transportation business recorded an income of RMB1.387 billion for the year, up by 5.43% from last year. The Company continued to enhance its service environment, improve its service facilities, enhance service quality, implement upgrade and transformation of the passenger transportation station of the Guangzhou-Shenzhen line, perfect the shift to the "as frequent as bus" operation model for the Guangzhou-Shenzhen inter-city trains, promote numerous convenience facilities such as phone ticketing, internet ticketing, automatic ticketing machine, commercial IC cards and named tickets for the EMU trains. In respect of production safety, the Company achieved a full year of having no railway transportation incidents categorized as No Responsibility General Level B and above, maintaining safety and stability during the key periods of the Spring Season, major festivals and holidays and the Shenzhen Universiade. Following the July 23 Wenzhou EMU collision incident, the Company has

commenced thorough safety inspection works, which forcefully reinforced its fundamental safety management and implementation of safety control. On the other hand, Guangzhou-Tibet trains under the Company's responsibility have also achieved 5 years' safe operation. In respect of maintenance of stability, the Company has regulated its control and strengthened the construction of internal control, paralleled by concern for its staff's living and establishment of a harmonious and win-win environment for development. The Company has also accomplished a lot in related to public charity and environmental protection in building a humanitarian environment of helping people in distress and committing to public charity in the Company, increasing the investment in maintenance of environmental hygiene and implementation of energy-saving and consumption.

2012 is a crucial year of junction for the implementation of the twelfth "five years" plans by the State. Guangshen Railway will continue to improve its transportation capacity, fulfill the demand for passenger and freight transportation, increase the investment in production safety, ensure production safety of transportation, step up operation management and marketing efforts, achieve outstanding operating efficiency, and comprehensively perform all its social responsibilities as a corporate, with the objectives of repaying the various interested parties and contributing to the sustainable development of the economy, society and the environment.

Chairman: Li Wenxin
27 March 2012

II. General Information on the Company

1. Company profile. On March 6, 1996, Guangshen Railway 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 and the New York Stock Exchange, Inc., 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 backbone 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 operation of the Hong Kong Through Train passenger services in cooperation with MTR Corporation Limited, and provision of entrustment transportation service to other railway companies in the PRC.

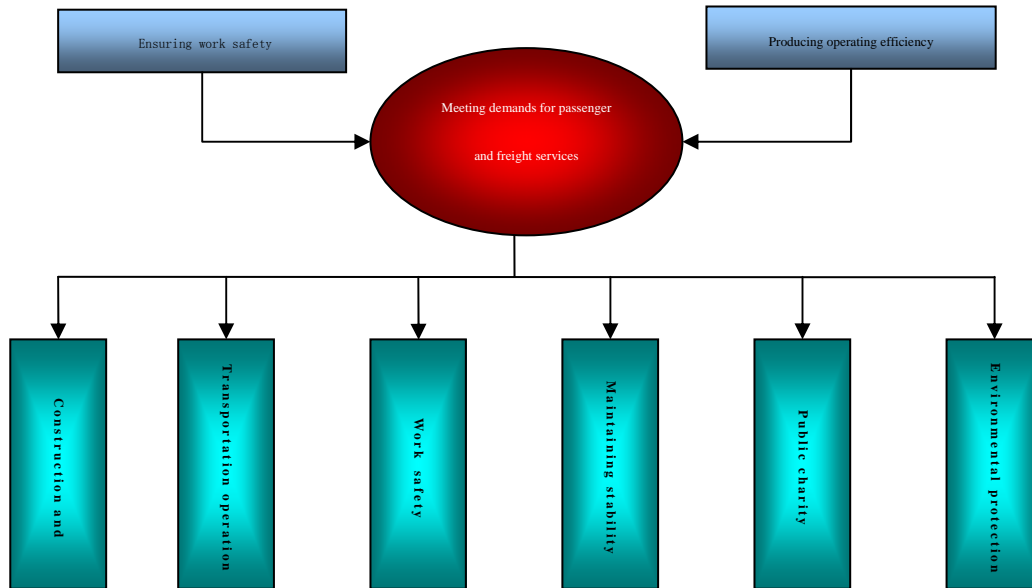
The Shenzhen-Guangzhou-Pingshi Railway, which is operated solely and independently by the Company, is 481.2 kilometers long. It runs vertically through the whole Guangdong Province. Guangzhou-Pingshi Railway is the southern part of Beijing-Guangzhou railway, which is the aortic connecting north and south 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. View of corporate social responsibilities. 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.

Guangshen Railway's View of Social Responsibility



3. Honor and Awards of the Company. In 2011, the Company received the following honors and awards:

(1) “Advanced Unit in 26th Summer Universiade Traffic Security” by the Transportation Committee of Shenzhen Municipal;

(2) “Most Popular Listing Company Amongst PRC and HK Investors” at the China Securities Golden Bauhinia Award organized by Ta Kung Pao, The Listed Companies Association of Beijing, Shanghai Association of Stock System Enterprises, The Hong Kong Chinese Enterprises Association, Chinese Securities Association of Hong Kong, and the Hong Kong Institute of Chartered Secretaries;

(3) One of “Shenzhen’s Top 100 Enterprises” selected by Shenzhen Federation of Corporations and Shenzhen News. It is the sixth consecutive year that the Company was named one of

“Shenzhen’s Top 100 Enterprises”;

(4) “Demonstrative Unit for Implementation of General Classification Standards on Accounting Standards” selected by China Accounting Informatization Committee and XBRL China Jurisdiction;

(5) “Outstanding Organization Award at the 12th Session of Guangdong Province Sports Festival” awarded by Guangdong Provincial Sports Bureau

(6) “User Satisfactory Window Unit”, “Civilized Unit of Guangdong Province”, “Advanced Unit of Spring Season Works in Guangzhou” and other honors received by various stations of the Company.

III. Responsibility of Construction and Development

Since its establishment in March, 1996, Guangshen Railway has always adhered to the way of construction and development, on which it has incessantly strived to enhance the quality of its rail lines and carrying capacity and expand the scale of passenger and freight transportation through construction of rail roads and update of rail lines. The responsibility of construction and development represents not only the fundamental means of Guangshen Railway to fulfill the demand for passenger and freight railway transportation, but also the intrinsic drive for its organic growth and development. In 2011, the Company has taken customer demand as the guide in perfecting its transportation facilities, promoting its infrastructure, completing major facility repair, and comprehensively enhancing the capacity of passenger and freight transportation:

1. Transportation facilities. The Company has proactively

improved the production facilities for passenger and freight transportation, reconstructed the transportation facilities at all passenger stations along the Guangzhou-Shenzhen line, enhanced the signal towers along the entire line, perfected the joint network monitor of track scale and overload and derail alarm system, perfected the production facilities for freight transportation at Jiangcun station, Shaoguan East station and other stations, commenced drainage works at Jiangcun station, and raised the production efficiency of passenger and freight transportation.

2. Infrastructure. The Company increased its investments efforts to promote infrastructure construction and completed 391 investment projects during the year. Through updating and reconstructing the stations, engines, trains, signals, contact networks and rail lines, as well as applying advanced train operation monitor system and railway informatization technologies, the Company has further enhanced the technology level, equipment quality and operation capacity of its rail lines. Construction of the Buji, Shenzhen auxiliary passenger transportation station invested by the Company achieved smooth progress and would increase the delivery capacity by 10 long-distance trains upon completion, creating a platform of operating long-distance trains departing from Shenzhen and attracting passenger flow for the Company.

3. Major facility repair. The Company has dedicated funds to major repair projects in relation to transportation safety, and has completed 313 major repair projects during the year, including 46 train engine major repair, 237 passenger train major repair, 34 road base major repair, 7 traction power facilities major repair, 10 ground level signal facility major repair, and 51 building major repair.

Through continuous construction and development efforts, the facilities, rail line quality, technology and equipment levels for passenger and freight transportation of Guangshen Railway have all attained enhancement, laying a strong foundation for the sustainable development of the Company's safety, stability, and economic efficiency in railway transportation.

IV. Responsibility of Transportation Operation

In 2011, Guangshen Railway recorded a passenger delivery volume of 90.83 million persons, a freight transportation volume of 68.70 million tonnes, reflecting sustained growth for both.

(I) Passenger transportation

In 2011, the Company has improved its service environment and enhanced its service quality in multiple areas and completed convenience facilities, provided safe, comfortable, convenient and fast travel experiences to the passengers. As at December 31, the Company has operated 231 pairs of passenger trains, 110 pairs of Guangzhou-Shenzhen intercity trains (including 19 pairs of standby lines), 13 pairs of Through Trains (11 pairs of Guangzhou-Kowloon Through Trains, 1 pair of Zhaoguan-Kowloon Through Trains, and 1 pair of Beijing-Kowloon Through Trains), and 108 pairs of long-distance trains.

1. Enhancement of service environment. The Company carried out all-rounded upgrade and reconstruction to the passenger services sites at the Guangzhou East station, Shenzhen station, Dongguan station and Zhangmutou station along the Guangzhou-Shenzhen line, in which the reconstruction of the station buildings and passenger facilities of Dongguan

station and Zhangmutou station, the partial reconstruction of the level one lobby of Guangzhou East station and ticket sales office of Guangzhou-Shenzhen CRHs, expansion of the CHR waiting hall inside Guangzhou East station and Shenzhen station, reconstruction of rain shield at platforms number 2 and 3 at Shenzhen station, and addition of automatic ticket machines at all stations were completed. The passenger transportation environment was greatly enhanced, and the quality of inter-city passenger services at the stations was effectively improved. The Company has completed the tunnel renovation of Lechang station of Guangzhou-Pingshi section tunnel and staircase reconstruction of Guangzhou North station, and reconstruction of ticket sales office of Pingshi station. Upcoming, the Company will implement a change in the quality of the overall image of the passenger stations along the Guangzhou-Pingshi section through partial reconstruction of the station building of Shaoguan East station and Pingshi station. The Company has completed reconstruction of toilet wastewater collector of Guangzhou-Kowloon Through Trains to enhance the use of washrooms by the passengers of the Through Trains during the Hong Kong section. The Company has also invested over RMB6 million in renovation of the passenger trains, including updating and reconstructing old and worn-out equipment and facilities that affect the operation safety and service quality of the passenger trains, which has enhanced the quality of the equipment and facilities of the passenger trains, and improved the travelling environment for the passengers.

2. Enhancement of service quality. The Company has streamlined and perfected various passenger services standards, service regulations and workflow in the aggressive effort to promote sunny services and smiley services, to truly achieve its service objectives of treating the passengers as family, with a number of passenger trains operated by the Company named

“red flag trains” by the MOR. The Company has standardized the settlement and regulation of passenger identification, invested in the improvement of beddings and other equipment on the trains, enhanced the trains’ appearance and outlook, and purified the travelling environment. The Company has also strictly controlled food and beverage quality and safety on the trains, enhanced the food and beverage services and improved the dining ambience, in order to actualize better travelling experience for the passengers. The Company continued to perfect its passenger services system, and provide enquiry services to the passengers through the passenger services hotline at 95105166, including the departures and arrivals at the stations of the Company, as well as enquiries on train arrival timetable and ticket prices.

3. Perfecting the convenience facilities. Since, June 1, 2011, the EMU CHR trains implemented the system of named tickets, under which passengers may use 23 different identifications such as identity card, china travel cards of Hong Kong and Macau residents to buy train tickets. To well execute the named ticket system of the EMU trains, the Company has opened additional ticketing counters at each station along the Guangzhou-Shenzhen line, increased the number of second-generation identity card readers, and added 120 new automatic ticketing machines that can identify the second-generation identity cards and identity card of Hong Kong and Macau residents to facilitate purchase of tickets by passengers.

With the Guangshen Railway commercial IC cards co-developed by the Company and the Industrial and Commercial Bank of China, travelers can directly swipe the IC cards to board the Guangzhou-Shenzhen intercity trains. To facilitate the use of commercial IC cards, the Company has

installed 15 check-in machines at various stations along the Guangzhou-Shenzhen line, and added seating print-out function at all entry gates, so that passengers holding commercial IC cards can obtain the automatically generated seating upon passing through the entrance gates. To solve the issue of accidental breakdown of the entrance and exit gates for the commercial IC cards, the Company has also developed the manual ticket-checking system and equipment for commercial IC cards, which has obtained good results in actual installation and use, ensuring smooth boarding of card-holding passengers.

In 2011, the Company has completed the installation of POS systems for ticketing through window banks in train station to facilitate payment for train tickets by passengers. From September 22, 2011, the EMU trains of Guangzhou-Shenzhen intercity trains has commenced internet ticketing; and from 10 December, online ticketing for T-class trains operated by the Company has also become available, and passengers can purchase the above tickets from the 12306.cn website.

Through the combination of internet ticketing with phone ticketing, window ticketing, automatic ticketing machines and commercial IC cards, passengers can purchase train tickets in a more convenient and faster manner to take the passenger trains of Guangshen Railway.

(II) Freight transportation

In 2011, the overall operation of freight transportation of the Company was good, with a further improvement in the service quality of freight transportation. The Company has fully implemented the online assessment and approval for freight transportation proposals for major clients and online truck application, and at the same time simplified the application process for cargo owners. Through setting up documentation of

major clients, regular visits, signing of transportation mutual insurance agreements, different segments of railway transportation for major clients were ensured and resources for large-sized freight transportation were stabilized. Addressing the major characteristics of dedicated lines, the Company has reinforced the inspection and guidance of the dedicated lines, strictly implemented transportation protocols, regulated the management of the dedicated lines and increased the weight of night operation of the dedicated lines. The Company has invested funds and arranged for technical staff to perfect the upgrade and maintenance of ticketing system, and to complete the comprehensive upgrade of the freight transportation monitor system 2.0, providing reliable assurance for the Company's statistics of freight transportation. The Company has regulated its warehouse management, increased the quality of loading and unloading operation, and adopted price adjustment policies to further support the development of warehouses along the rail line.

V. Responsibility of Production Safety

Guaranteeing the safety of railway transportation is the most important social responsibility for Guangshen Railway and at the same time the basic premise for the operational development of Guangshen Railway. In 2011, the Company has reinforced its safety infrastructure, perfected the safety monitor and control system, actualized the safety responsibilities of different levels, and achieved No Responsibility General Level B and above. By means of continuous perfection of the safety management, the five areas of responsibility of production safety, management of production safety, inspection and supervision of production safety, guarantee of production safety and assessment and review of and production safety, as well as formulation and revision of different rules and systems, a

relatively comprehensive safety management system was formed to realize responsibility of company, sections, workshops and people safety at different levels. The Company has excelled in the guarantee of transportation safety during the Spring Season, Shenzhen Universiade and important festivals and holidays, strictly performed security check at the train stations, focused on the key safety improvement tasks of operation equipment, fire prevention and food safety to eliminate potential safety shortfalls. Subsequent to July 23 Wenzhou EMU collision incident, the Company has conducted thorough safety inspection works from July 25 to December 31 to identify and resolve safety issues, which further reinforced the level of safety production of the Company.

1. Operation safety. Line quality forms the foundation of operation safety. In 2011, the Company strived to ensure its operation safety through improving the quality of line equipment, and has conducted major maintenance and replacement of 206km of long tracks, ballast cleaning of 177km, reconstruction of 7km power cables, replacement 39 sets of frogs; completed replacement of 10km rail track with curve abrasion over the Guangzhou-Pingshi section, carried out mechanical packing of a distance of 168km for tracks replacement, replaced 2.5km of rail pads on sleeper slabs. The Company stepped up the daily repair and maintenance for the rail lines. It has replaced a total of 65 pieces of switch blades, 71 pieces of stock rails, 36 pieces of frogs and 301 pieces of malfunctioning switch-tie, installed 215 pieces of reinforced latches for 30 sets of frogs, and completed update to type II rail fastenings for 80 sets of frogs.

In 2011, the lines of the Company were subject to the force of 12 incidents of sustained heavy rain and 4 strong typhoons. The Company has strictly implemented anti-flood measures and

stepped up line surveillance for the timely identification and resolving of 242 cases of potential flooding, completing 3 anti-flood and 3 emergency works, 11 flood recovery works. There was no disruption of train running due to flooding.

In 2011, the Company continued to commence production safety enhancement projects to enhance the level of operation safety, and to focus on the projects of construction safety of the operation, fire and explosion protection, labor safety, passenger accidents and injuries, emergency rescue and safety, key equipment and installed. The Company highly emphasized the importance of thunder defense of power supply and signaling equipment, and has completed 2 incidents of inspections and testing of thunder defense parts and earth wires, changed defective thunder defense parts and earth wires, implemented major repair and maintenance of thunder defense device for the Guangzhou-Pingshi section, installed three thunder defense towers and upgraded the thunder defense facilities of the signal towers within Jiangcun station and Pinghu South Station, which have enhanced the thunder defense capability of the Company's signal facilities.

The Company has implemented systems to provide incentive to its staff for safe production and to strictly penalize for actions against the rules and regulations. The front line staff is able to increase their awareness for safe production on their own accord, carry out standardized procedures for safe production, successfully prevent the happening of significant train accidents, and effectively eliminate various hidden safety issues and sources of accidents, significantly contributing to the safety, stability and smoothness of railway transportation.

2. Passenger safety. Passenger safety is the most important part of railway transportation safety. In respect of passenger

safety, the Company has strengthened the organization and guidance for passengers' entrance into and exit from the stations, implemented strict inspection to prevent dangerous items from entering the stations and trains, excelled in the fire protection and food safety works for passenger transportation, curbed illegal activities related to railway passenger transportation in cooperation with the police department, perfected the system for joint defense of road, strived to create a safe travel environment for the passenger. The Company has made significant investment in the construction of isolation fencing along the entire rail line, installed razor barbed wire nets of 300km long in total to the lateral fencing of the Guangzhou-Shenzhen line, and stepped up the routine patrol, repair and maintenance, which have significantly lowered the risk of injury and death due to illegal entry into the rail lines. In respect to staff safety, the Company has strived to protect the safety of front line transportation production staff through execution of the safety system, implementation of safety training, equipping with safety facilities. During the year, the Company has held safety regulatory training for 98,147 person-times, technical competition and position training for 53,281 person-times, with a 100% employment rate among its staff. The Company has also distributed personal labor safety goods to its staff, well executed on-site protection, anti-heat and anti-cold measures to create a safe production environment for its employees.

3. Safety technologies. In 2011, the Company continued to implement various measures under "Technology Helps with Safety":

(1) the Company has fully utilized the CTC (Centralized Traffic Control) functional system, raising transportation efficiency and the level of transportation safety;

(2) the Company has installed the wheel-pair breakdown dynamic inspection system at Shipai station car depot to ensure the running quality of the EMU trains of Guangzhou-Shenzhen line;

(3) the Company has completed installed and fine-tuning of portable ultrasonic automatic defect detector and digital multi-channel ultrasonic defect detector to effectively enhance the quality and efficiency of train inspection;

(4) the Company has expedited the construction of 5T System (i.e., THDS: Trace Hotbox Detection System; TADS: Trackside Acoustic Detection System; TPDS: Truck Performance Detection System; TFDS: Trouble of Moving Freightcar Detection System; TCDS: Train Coach Running Diagnosis System) to enable continuous enhancement of inspection and monitor capabilities of the operation of the trains;

(5) the Company has completed LKJ2000 monitor device update for 75 engines, and GYK equipment update for 39 railcars;

(6) the Company has smoothly completed 2.0 system upgrade and reconstruction for Pinghu South station, Xiayuan station and Xiaoguan East station for production and use, enhancing the stability of the station systems;

(7) the Company has installed station video surveillance system and train inspector surveillance system at the Guangzhou station car depot. The project has progressed smoothly and is expected to reach full completion in August 2012.

4. 5th anniversary of safe transportation of the Guangzhou-Tibet trains. In March 2006, the Guangzhou-Tibet fleet was set up under the Guangzhou passenger transportation

section to provide transportation services for T264/5/6/3 express trains running between Guangzhou and Lhasa. In February the same year, the first train ran from Guangzhou to Lhasa. The Guangzhou-Tibet trains operated by the Company ran through seven provinces and one region, namely Guangdong, Hunan, Hubei, Henan, Shaanxi, Gansu, Qinghai and Tibet, with a single-trip distance of 4,980km, taking 54 hours and 11 minutes to run from Guangzhou to Lhasa and 54 hours and 53 minutes from Lhasa to Guangzhou. To date, Guangzhou-Tibet trains was deemed to be running safely on the Qinghai-Tibet railway section, often called the “sky road”, for its 5th anniversary, with an accumulated mileage of 9 million km and a passenger volume of over 2.1 million person-times. The Guangzhou-Tibet fleet was named red flog trains by the MOR in the consecutive years from 2008 to 2010.

VI. Responsibility of Maintaining Stability

1. Corporate governance. The Company has incessantly regulated its corporate governance and enhanced the standards of corporate governance to realistically safeguard the interests of the shareholders. General meetings, Board meetings, Supervisory Committee meetings and management meetings all functioned in accordance with the laws, regulations and the requirements of the Articles of Association of the Company. In 2011, the Company has convened a total of 6 Board meetings, 5 Supervisory Committee meetings, 7 audit committee meetings and 2 annual and extraordinary general meetings, at which 70 resolutions have been considered. Members of the sixth session of the Board and Supervisory Committee of the Company were elected at the annual general meeting held on June 2, 2011. As at the date of this report, the composition of the Board, Supervisory Committee and management of the Company was as follows:

Members of the Board, Supervisory Committee and Management of Guangshen Railway

Member of the Board		Member of Supervisory Committee		Management	
Chairman	Li Wenxin	Chairman of Supervisory Committee	Xu Ling	General Manager	Shen Yi
Executive director, general manager	Shen Yi	Supervisor	Chen Shaohong	Deputy general manager	Mu Anyun
Non-executive director	Xu Xiaoming	Supervisor	Shen Jiancong	Deputy general manager, secretary to the Board	Guo Xiangdong
Non-executive director	Li Liang	Supervisor	Li Zhiming	Chief Accountant	Tang Xiangdong
Non-executive director	Yu Zhiming	Employee supervisor	Chen Jianping		
Executive director, chairman of union	Luo Qing	Employee supervisor	Xu Huiliang		
Independent director	Lu Minlin				
Independent director	Liu Xueheng				
Independent director	Liu Feiming				

The Company places high importance on investor relation management and maintains communication and correspondence

with shareholders through information disclosure, telephone, email, messaging on the Company website, press release and other channels. The Company has received domestic and foreign investors for 89 times, held 2 global teleconferences for global results announcements, carried out 5 small-scale roadshows, participated in 6 investment banking meetings, conducted 35 “one-to-one” and small group meetings, received over 2,400 calls from minority shareholders and responded to 34 emails from minority shareholders.

The Company has invited experts to conduct special talks on corporate governance. Directors, Supervisors and senior managements have joined training courses held by securities regulatory departments to strengthen their knowledge in information disclosure, securities regulation, corporate finance and other topics. The chairman, chairman of the Supervisory Committee, general manager, chief accountant and secretary to the Board also participated in the annual meeting on corporate governance regulation held by Shenzhen Securities Regulatory Commission to study the spirit of the relevant documents of China Securities Regulatory Commission. Through further studies, the knowledge of the Directors, Supervisors and senior managements of the Company in corporate governance has been further fortified and the standard of corporate governance has been continuously enhanced.

2. Internal control. Starting from 2006, the Company has commenced construction and assessment of the effectiveness of financial reporting and internal control pursuant to the requirements of Section 404 of Sarbanes-Oxley Act (SOX404) of the United States, and has already set up a relatively comprehensive internal assessment system for financial reporting and implemented continuous monitoring of its operation. Internal control assessment of the Company has

become a yearly routine work of the Company.

In 2011, Guangshen Railway has become a key listing company for internal control construction under the jurisdiction of Shenzhen Securities Regulatory Commission. The Company has complied with the requirements of the Basic Standards of Internal Control of Enterprises (C-SOX) and Implementation Guidance to expedite the construction of a comprehensive internal control system, formulated and disclosed the Proposal for Implementation of Internal Control Standards of the Company 2011, reported to Shenzhen Securities Regulatory Commission of the construction and assessment of internal control on a regular basis.

In accordance with the requirements of SOX404, the Company has completed the assessment of the internal control of financial reporting in 2010. The management assessed that the annual financial reporting was effective, and the independent auditing firm engaged by the Company has also completed the relevant auditing works. The assessment and auditing results have been publicly disclosed in the form 20-F of the Company of 2010. The Company will disclose the assessment and auditing results for the effectiveness of internal control of financial reporting for 2011 in the form 20-F of 2011 in April 2012. Pursuant to the securities regulatory requirements in the PRC, the Company is required to disclose the internal control assessment report of the Board, which shall be audited by an independent accounting firm. The internal control report of 2011 was of the view that for the year ended December 31, 2011, the internal control of the Company in respect of financial reporting was effective and no material shortfall of internal control related to financial reporting has been identified.

3. Fight corruption and promote honesty. The Company has

perfected the discipline inspection and supervision system, well executed the works of anti-corruption talks, performance assessment, honesty review of leaders and officers and report of personal matters, perfected the democratic decision-making system, improved the discussion rules and decision-making procedures for the “Three Major and One Significant” issues (that is, major decision, major personnel appointment and removal, major project arrangement, use of major proceeds), while at the same time reinforced related promotion and education, organized and commenced the twentieth Discipline Education Month, and held special meeting on the topic of corruption fighting and honesty promotion.

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

4. Staff Development. Enhancement of staff development and protection of staff interests form the foundation for maintaining stability within the Company. In 2011, the Company has standardized labor work, improved staff benefits, and held cultural and recreational activities of various natures for its staff, and in turn comprehensively enhanced the coherence and creativity of its staff. As at December 31, the Company had a total of 33,379 employees, of which 25,209 were males and 8,170 were females.

The Company regulated the management of labor contracts, signed new Labor Contracts and supplementary terms with all employees, stepped up the promotion and learning of Labor Contract Law and the Management Method of Labor Contract

of the Company amongst all staff, further standardized the labor system and labor relationship works of the Company. In 2011, the Company has employed in total 684 university graduates, including 4 master postgraduates, 118 undergraduates, 562 college graduates, and employed 95 veterans. This has, on the one hand, created employments, while on the other hand, it has improved the quality of the Company's staff through supplying new forces to it.

In 2011, the Company has persisted in the principles of distribution according work, efficiency prioritization, and fairness to ensure that front line employees were given precedence as to the distribution of corporate income. The Company has also adopted a number of measures to actualize the employee benefits and remunerations. Since January, the Company has increased the staff salary, leading to an increase in expense of RMB130 million. From March 1, the Company has established an allowance for front line transportation staff (RMB100 per capita) and an award for passing transportation safety assessment (RMB300 per capita) in order to stimulate the initiation of its employees. The Company has set up a comprehensive salary and welfare system to 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, as well as family medical insurance. The Company arranges its staff over 40 years old to have regular body examinations, and arranges its female staff to have gynecological tests. The Company has already arranged over 2,760 employees to take sick leave vacation. 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.

In 2011, the Company has invested in improving the production and living environments for its staff, added living appliances, sports equipment, kitchen utensils, dormitory wares and books in depots and workshops along the railway lines, reconstructed the staff canteens and dormitories, and provided heat prevention and cooling services and medical services. In 2011, the Company has organized a variety of cultural and sports activities to enrich their after-work life. The Company has organized a New Year's Eve Count-down Party, Singing Contest for the 90th Anniversary of the Party and Hiking Trip on National Day. It has also arranged its staff to enjoy the special performance by the China Railway Cultural Troupe. The Company has organized the 9th Staff Sports Day, in which close to 2,000 athletes from 20 units under the Company participated in over 400 competitions.

VII. Responsibility of Public Charity

In 2011, the Company was actively participated in public charity, performed its responsibility of public charity and commenced promotion of public charity. On August 19, 2011, the Board of the Company approved the donation of RMB1.5 million to the Shenzhen Municipal Securities Chunyu Education and Charity Fund for its initial funding. The objectives of the fund were to enhance education and teaching in outlying poverty-stricken areas, improve the operation conditions of schools in outlying poverty-stricken areas, subsidize poor teachers and students and other subsidies for livelihood under urgent needs.

The Company has extensively rolled out the “thousand

officers helping thousand households” charity activity during the New Year, Spring Season, Mid-autumn festival and other traditional festivals , under which the leaders and department heads of the Company visited and consoled employees’ families and the front line, seeing a total of 3,061 person-times of model labors, employees in distress, sick employees, families of deceased staff, families of militaries and martyrs and front-line employees, distributing consolation money and supplies of RMB1.232 million. In 2011, the Company has processed distress subsidies of different types for 8,485 person-times, totaling a subsidy amount of RMB20.20 million. The Company spread the spirit of Eight parties to Help One in Distress and commenced the Guangdong Poverty Alleviation Day through initiating the staff to donate RMB136,200 to the Railway Distress Alleviation Project.

In 2011, the Company proactively commenced the welfare promotion for railway safety and the Shenzhen Universiade. The Company has held a campus campaign on railway safety themed “My friend Thomas”, to infiltrate schools along the railway lines of the Company and impart railway safety knowledge to the student. Badges and other souvenirs of the activity were given to the children, joint efforts with the schools on railway safety were reinforced, and safety promotion and warning works targeted at the schools along the rail lines were continued in cooperation with the police department. The Company has cooperated with Nanfang Daily to operate the Guangzhou-Shenzhen line named “Southern Metropolis Daily Universiade Cultural Train” as a promotion of the Shenzhen Universiade to the passengers.

VIII. Energy-saving and Environmental Protection

In 2011, the Company has implemented measures of energy-saving and consumption reduction, promoted

technologies of environmental protection and energy-saving in its transportation operation and achieved sound results. The Company has implemented the responsibility system of fixed quotas for energy consumption by the stations and sections, set up energy consumption management teams on a department (work station) basis, reinforced routine energy consumption inspection and management, promoted energy-saving knowledge to its staff, strengthened the awareness for energy saving, and commended with awards for advanced energy-saving individuals. The Company has invited personnel from environmental protection inspection stations to conduct on-site environmental protection inspections at its stations, with the aim to excel in energy saving, control of environmental protection indices, and ensure the compliant emission of waste fume and waste water. The Company has performed the statistics of energy saving and environmental protection, established statistic system for environmental protection data , statistic system for energy consumption and energy saving information, and conducted regular data collection and analyses. The Company has made significant investments in major repair and routine operating maintenance of the waste water and waste fume treatment equipment, and implemented categorized storage and centralized collection and treatment of hazardous articles such as waste oil and oil-containing waste produced from the transportation production. The Company created a paperless office through the roll-out of an internal office network, and transmitted over 90,000 pieces of information and announced over 2,500 files and notices in total for the year, which was equivalent to the saving of approximately 900,000 pieces of office-use paper.

In 2011, the Company completed the environment reformation along the rail line of Shenzhen section, assisted Shenzhen Municipal in the implementation of greenery project

along railway of the Pinghu-Shenzhen section, carried out road section reformation to complement the elevated high-speed railway in the Luohu district, Shenzhen Municipal, effectively enhancing the view along the railway line. The Company has continued to effort for the cleaning of the passenger transportation environment, and has engaged professional companies to provide cleaning services to the stations and trains. At the Guangzhou station, Guangzhou East station , Shenzhen station and Shaoguan East station, heavy-duty floor cleaning machines were used to clean the waiting rooms and platforms for providing a clean and hygienic transportation environment for the passengers.

IX. Explanatory Notes to the Report

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 economic, environmental and social work activities of various operations and businesses carried out by Guangshen Railway from 1 January 2011 to 31 December 2011, although brief review of relevant activities held in the past is also provided. Unless otherwise specified, the financial data in the report adopts RMB as currency used.

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.

Basis of preparation. 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.

The report has Chinese and English versions. The Chinese version is the standard one.

Social contribution value per share. Pursuant 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, Guangshen Railway continued to disclose the social contribution value per share and the calculation parameters. In 2011, the social contribution value per share of the Company was RMB0.89 (note), including earnings per share attributable to the shareholders of RMB0.25, added-value per share attributable to society of RMB0.64 (Annual tax income attributable to the nation RMB1,010,720,000 + Remuneration paid to employees RMB3,330,870,000 + Interests of loans paid to creditors RMB167,650,000 + Value created for other interested parties calculated on the basis of environmental

greenery investments, social welfare, price concession policy etc. RMB100,570,000 – Pollution costs calculated on the basis of pollution discharge fees, cleaning fees etc. RMB80,800,000) / Total number of shares (7,083,537,000 shares).

Note: To reflect the Company's social contribution value in a more objective manner, the Company has adjusted the parameters for calculation of social contribution value per share. Please refer to the Social Responsibility Reports of prior years for the original parameters. Social contribution value of the Company = Earnings per share attributable to the shareholders + Added-value per share attributable to society, of which Added-value per share attributable to society = (Annual tax income + Remuneration paid to employees + Interests of loans paid to creditors + External donations + Value created for other interested parties – Social costs arising from environmental pollution etc.) / Total number of shares. Accordingly, the social contribution value per share disclosed in the Social Responsibility Reports of the Company 2008, 2009 and 2010 was adjusted to RMB0.64, RMB0.69 and RMB0.77.

X. Feedback

Dear readers,

Thank you for reading Social Responsibility Report of Guangshen Railway Company Limited 2011. There might be negligence or errors in this report, which is the fourth 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				
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 Environmentally Protection				
Explanatory Notes to the Report				
Overall Comments				

Please score the items on a 5-point scale, with 5 being the highest score and 1 being the lowest score.

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