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C H I N A P O S T G R O U P

年報

ANNUAL REPORT
中国邮政集团公司

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01

CHINA POST GROUP
ANNUAL REPORT 2011

中国邮政集团公司总经理李国华致辞

Message from Li Guohua,
President of China Post Group

2011年，我们坚持以科学发展观统领全局，各方面工作均取得显著成绩，实现了“十二五”良好开局，在发展中国特色邮政事业道路上迈出了坚实步伐。

经济效益再上新台阶。坚持发展是第一要务，努力转变发展方式，各板块呈现出持续、快速、协调、健康发展的态势。集团总收入完成2587.5亿元，增长37.5%。其中邮政公司、速递物流公司、邮储银行收入分别增长18.3%、15.9%、59.7%。

改革创新取得新进展。按照相关法律规定和监管部门的要求，基本完成了速递物流公司进入资本市场的各项准备工作。银监会正式批复邮储银行整体改制成为股份有限公司。流程优化各项工作稳步推进。

邮政服务有了新改善。全网高度重视网点建设，狠抓网络布局，加快信息网与业务的结合步伐，全面提升了邮政服务能力。认真履行普遍服务和特殊服务义务，真诚服务三农，开展“为民服务创先争优”活动，在通政、通商、通民中发挥了重要作用。

2012年，我们将牢牢把握稳中求进的经济工作总基调，着力推进改革创新，着力转变发展方式，着力加强能力建设，着力强化科学管理，着力建设员工队伍，着力提升服务水平，着力构建和谐企业，开创中国特色邮政事业新局面。

In 2011, we adhered to the scientific outlook on development as a guide to our overall work, and scored remarkable achievements in various fields, which created a good opening for "the 12th National Five-Year-Plan" and marked a solid step forward on the path of the development of postal services with Chinese characteristics.

Our economic benefits raised to a new high as a result of our insistence on taking development as a top priority and our efforts in changing the development mode. All our business units are showing a momentum of sustained, rapid, coordinated and healthy development. The total revenue of the Group stood at 258.75 billion yuan, an increase of 37.5%, among which the revenues of postal service, China Postal Express & Logistics and China Postal Savings Bank grew by 18.3%, 15.9% and 59.7% respectively.

Reform and innovation gave rise to new progress. In accordance with the relevant legal provisions and the requirements of regulatory authorities, we basically completed all the preparatory work for floating the express and logistics business on the capital market. Meantime, China Banking Regulatory Commission (CBRC) gave its official approval to the overall restructuring of China Postal Savings Bank into a joint stock company, and all the work relating to process optimization is being steadily promoted.

New improvements are in sight for the postal services. Great emphasis has been placed on the construction of outlets in the entire postal network, and close attention has been paid to the layout of the network. In addition, the pace has been accelerated in combining the information network with the postal business, leading to enhanced capability of our postal services on an extensive basis. The universal service and special service obligations have been fulfilled conscientiously, and services targeting agriculture, farmers and rural areas have been performed in good faith. A skill contest themed "serving the public" was successfully carried out among our staff, which played a key role in linking administrative organs, trade entities and the broad masses.

In 2012, we will firmly grasp the general tone of making progress while ensuring stability in the economic work, spare no effort to promote reform and innovation, and focus on changing the development mode, strengthening capacity-building, reinforcing scientific management, building our workforce, improving our service level and building a harmonious enterprise, so as to create a new horizon for the postal services with Chinese characteristics.

中国邮政集团公司总经理
Mr. Li Guohua
President of China Post Group

02

CHINA POST GROUP
ANNUAL REPORT 2011

中国邮政集团公司党组书记张亚非致辞

Message from Zhang Yafei,
Party Secretary of China Post Group

2011年是“十二五”规划的开局之年。集团公司新老班子始终牢记“国有企业是我国国民经济的重要支柱，是中国共产党执政的重要基础”，认真贯彻落实党的路线方针政策，坚定地同党中央保持一致，从邮政的实际出发，围绕“发展中国特色邮政事业”，创造性地开展工作，保持了工作的连续性、有效性，取得了显著成绩。

一份耕耘，一份收获。一年来，在广大干部职工的共同努力下，邮政发展继续高位运行，集团总收入连续两年保持30%以上的强劲增长。积极稳妥地深化改革，基本完成速递物流进入资本市场的准备工作，顺利完成邮储银行的股改改制。忠实履行普遍服务，邮政整体服务能力和水平不断提高。大力推进精神文明建设，涌现出了一批先进典型，形成了风正、气顺、人和的良好氛围。努力构建和谐企业，企业的凝聚力和战斗力不断增强。

功崇惟志，业广惟勤。2012年，我们将按照中央的总体要求，主动适应现代企业制度的新要求，更好地发挥企业党组织的政治核心作用，进一步统一思想、明确目标，坚定信心、攻坚克难，以优异的成绩迎接党的十八大胜利召开！

The year 2011 is the opening year of the 12th National Five-Year-Plan. Bearing in mind that "State-owned Enterprises are a pillar of our national economy as well as a cornerstone in the rule of the Communist Party of China (CPC)", the new and old management teams of the Group has been conscientiously implementing the guidelines, principles and policies of the CPC while keeping steadfastly in line with the CPC Central Committee, with a view to carrying out the work in a creative fashion based on the actual situation of the postal sector and focusing on "the development of postal services with Chinese characteristics" to maintain the continuity and effectiveness of the work. All this has led to remarkable achievements.

No pain, no gain. Over the past year, with the joint efforts of the cadres and the employees, the postal sector has kept a good momentum for further growth on a fast track. The total revenue of the Group has maintained a growth rate of more than 30% for two consecutive years. While positively and steadily deepening the reform, the sector has basically completed the preparatory work for floating the express and logistics business on the capital market, and successfully restructured the Postal Savings Bank of China (PSBC) into a joint stock company. Meanwhile, our faithful fulfillment of the universal service obligation has seen continued improvement of the overall capability and level of postal services. Our vigorous promotion of the development of spiritual civilization has brought to the fore a good number of model workers, with a healthy atmosphere of righteousness and harmony in sight. Also, our efforts at building a harmonious enterprise have led to the corporate cohesiveness and the combat effectiveness being strengthened on a constant basis.

Great exploits depend on ambition, good businesses depend on hardwork. In 2012, we will follow the general requirements of the CPC Central Committee, take the initiative to adapt to the new requirements of the modern enterprise system, give play to the role of the party organization of the enterprise as the political core, further unify our thinking, make clear our goals and strengthen our confidence in tackling challenges and overcoming difficulties so as to celebrate the victory of the 18th CPC National Congress with outstanding achievements!

中国邮政集团公司党组书记
Mr. Zhang Yafei
Party Secretary of China Post Group

中国邮政集团公司领导成员
Members of Senior Executives



李国华
总经理 党组副书记
Mr. Li Guohua
President and Vice Secretary of Communist Party Committee



张亚非
党组书记 副总经理
Mr. Zhang Yafei
Secretary of Communist Party Committee and Vice President



刘明光
副总经理 党组成员
Mr. Liu Mingguang
Vice President and Member of Communist Party Committee



马建中
纪律检查组组长 党组成员
Mr. Ma Jianzhong
Leader of Discipline Inspection Group and Member of Communist Party Committee



李丕征
副总经理 党组成员
Mr. Li Peizheng
Vice President and Member of Communist Party Committee



康宁
副总经理 党组成员
Mr. Kang Ning
Vice President and Member of Communist Party Committee



张荣林
副总经理 党组成员
Mr. Zhang Ronglin
Vice President and Member of Communist Party Committee

中国邮政集团公司是依照《中华人民共和国全民所有制工业企业法》组建的大型国有独资企业，依法经营邮政专营业务，承担邮政普遍服务义务，受政府委托提供邮政特殊服务，对竞争性邮政业务实行商业化运营。

中国邮政集团公司为国务院授权投资机构，承担国有资产保值增值义务。财政部为中国邮政集团公司的国有资产管理部門。中国邮政集团公司在全国各省、自治区、直辖市设置邮政公司。

中国邮政集团公司由政府依法监管、企业独立自主经营的邮政新体制下，将按照建立现代企业制度的要求，逐步发展成为结构合理、技术先进、管理科学、服务优良、主业突出、拥有著名品牌、具有国际和国内竞争实力的现代企业集团。

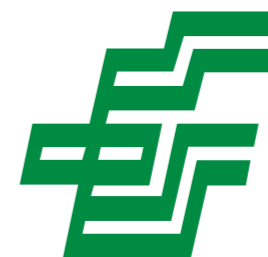
中国邮政集团公司经营的主要业务：国内和国际邮件寄递业务；报刊、图书等出版物发行业务；邮票发行业务；邮政汇兑业务；机要通信业务；邮政金融业务；邮政速递业务；邮政物流业务；电子商务业务；各类邮政代理业务；国家规定开办的其他业务。

Solely owned by the state, China Post Group is a large-scale enterprise established in line with the Law of the People's Republic of China on Industrial Enterprises Owned by the Whole People. The Group engages in postal business in accordance with laws, undertakes the obligations of providing universal postal service, offers special postal services as may be entrusted by the Chinese government and conducts commercial management over competitive lines of postal business.

As a capital investment body authorized by the State Council, China Post Group is responsible for maintaining and increasing the value of the state-owned assets. The Ministry of Finance is the administration agency responsible for the administration of the state-owned assets possessed by China Post Group. The Group is authorized to establish postal corporations in all provinces, autonomous regions and municipalities across China.

Under the lawful supervision of the government and working under the new post system in which the government plays the regulatory role while the enterprise operates independently, China Post Group will, according to the requirements of corporate governance, endeavor to develop itself into a modern conglomerate with a well-organized structure, advanced technologies, scientific management, quality services, strong core business, well-known brands as well as being competitive in both international and domestic markets.

The main business scope of the Group includes: domestic and international mail delivery services; circulation of newspapers, journals and books; stamp issuing services; postal remittance services; confidential correspondence services; postal financial services; postal express and logistics services; e-commerce services; a variety of postal agency services and other services as allowed by the state.



中国邮政
CHINA POST

中国邮政的标识，是用中国古写的“中”字与邮政网络的形象互相结合、归纳变化而成；并在其中融入了翅膀的造型，使人联想起“鸿雁传书”这一中国古代对于信息传递的形象比喻。标识造型朴实有力，以横与直的水平线为主构成，代表了秩序与四通八达；稍微向右倾斜的处理，表现了方向与速度感。中国邮政的标识表达了服务千家万户的企业宗旨，以及快捷、准确、安全、无处不达的企业形象。

The logo of China Post combines the calligraphy of Chinese character “中” and the image of the postal network. Taking the look of wings, it can be associated with the ancient figuration for message exchange. Simple but vigorous, the logo is mainly made up of horizontal and vertical parallels, indicating the sense of order and far reaches. The right-leaning writing gives the sense of direction and speed. The logo of China Post implies that our target is to serve thousands of households and our image is to be rapid, accurate, safe and able to extend our services to every corner of the world.



中国邮政集团公司的主要职责：

The Major Functions and Responsibilities of China Post Group:

执行国家法律、法规和产业政策，自觉维护国家安全和利益，在国家宏观调控和行业监管下，以市场需求为导向，依法自主经营；按国家授权对国有资产依法经营和管理，并相应承担保值增值责任；根据国家产业政策和市场需求，制定并组织实施公司的发展战略、发展规划、年度计划和重大生产经营决策，对投入产出效果负责；承担建设、经营和维护邮政基础设施任务；负责全国邮政网路运行的组织管理和指挥调度；组织实施公司内各子公司之间的财务结算；承担邮政普遍服务义务，落实通信与信息安全保障措施，保证机要通信、党报党刊发行、义务兵通信等特殊通信任务的完成；优化配置生产要素，转换企业经营机制，强化内部管理，增强企业核心竞争力；统一管理公司的名称、商标、商誉等无形资产；指导和加强公司有关企业思想政治工作、精神文明建设和企业文化建设。

To observe the state codes, laws, regulations and related industrial policies; to maintain the security and interests of the state in a self-disciplined way; to operate the enterprise independently, which shall be conducted with the orientation to market demands, in accordance with laws and under the control of the state's macro adjustment policies and supervision of the state's industrial administrations; to operate and administrate the state-owned assets as authorized by the state and bear responsibilities of maintaining and increasing the values; to develop and put into operation of corporation's development strategies, development plans, annual plans and important decisions on production and administration of the corporation according to the state's industrial policies and market demands, and to be responsible for the results coming out of the investments it decides to make; to be responsible for the construction, operation and maintenance of postal infrastructures; to be responsible for the organization, administration and coordination of postal networks across the country; to be responsible for financial settlements between the corporation and its subsidiaries; to be responsible for providing universal postal service, developing and carrying out effective measures to guarantee communication and information security, and ensuring the completion of special communications tasks such as confidential correspondence, circulation of party newspapers and periodicals, communications of compulsory servicemen, etc. to optimize the configuration of productive elements, shift the operating mechanisms of the enterprise, strengthen internal administration so as to enhance the core competitiveness of the enterprise; to manage all the intangible assets of and under the corporation such as titles, trademarks and business credits in a unified manner; to provide guidance to strengthen the political and ideological work in relation with the corporation and its subsidiaries and the construction of spiritual civilization and enterprise culture.

中国邮政集团公司机构设置：

Organizational Structure of China Post Group:

中国邮政集团公司机构设置 Organizational Structure of China Post Group



2011年，中国邮政坚持以科学发展观统领全局，加快转变经济发展方式，加大改革创新力度，扎实推进科学管理，努力改善服务质量，各方面工作取得较好成绩，实现邮政经济平稳较快发展。营业总收入完成2587.5亿元，增长37.5%。

邮政业务着力开拓创新。通过创新经营理念、运行机制，实施项目带动策略等措施，使函件、报刊、集邮等传统业务焕发新的活力。

函件业务以直邮团队建设为抓手，以重点行业为突破，各项业务齐头并进，规模效益明显提升。全年业务收入实现122.8亿元，增长11.7%。其中数据库商函收入31.2亿元，增长11.6%，国际函件收入增长41.4%。

报刊业务不断优化业务结构，加大期刊发展力度。全年累计订销报刊192亿份，实现收入80.7亿元，增长11%。

集邮业务持续健康快速发展。全年收入完成87.6亿元，增长17.5%。集邮邮票销售10亿枚，集邮品销售6431.9万册。

分销配送业务加快体系建设和市场拓展，强化基础管理，呈现良好发展态势。全年实现收入14.2亿元，增长28.2%。

包裹业务保持稳定发展，全年收入增长4%。爱心包裹塑造了中国邮政公益服务品牌形象。

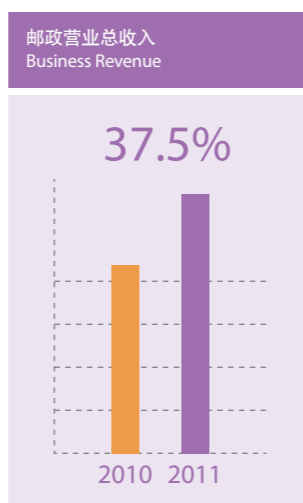
信息和代理业务持续快速发展，全年实现收入35.6亿元，增长30.1%。其中短信收入增长46.2%。

速递物流业务实现平稳较快发展。全年速递业务量6.4亿件，增长19.6%；业务收入增长15.9%。国内异地标准速递增幅两位数；国内电子商务速递增长50%以上；合同物流收入增长30%。

金融业务坚持发展不动摇，在保持余额增长的同时，大力发展中间业务，努力提升效益。年末全部储蓄余额3.4万亿元，市场占有率达10.09%。金融业务收入增长41%，充分发挥“自营+代理”优势，邮储银行、邮政代理金融均实现较快发展。

2011年，中国邮政综合利用各种运输手段，优化作业流程，强化运行监控，有力促进了邮政核心竞争能力的提升。全国拥有专用邮政运输飞机16架、邮船3艘、火车邮厢433辆、各类邮政汽车8万辆。邮路总数2.1万条，其中航空邮路1863条，一级干线铁路邮路278条，汽车邮路1.6万条。邮路总长度（单程）514万公里。农村投递路线9.4万条，城市投递段道5.4万条。

2011年，中国邮政努力改善服务条件，认真履行邮政普遍服务义务，切实提高服务质量，不断提高邮政整体社会服务形象。邮政对外服务网点达5.2万



处，邮政报刊图书销售点3.4万处，集邮品销售点6740处，邮政储蓄网点3.8万处。全国邮政信报箱群70.4万个，邮政信筒信箱14.8万个，邮局用户信箱15.2万个，邮政妥投点6697万个。

In 2011, China Post stuck to the guidance of the Scientific Outlook on Development, with the transformation of economic development mode being accelerated, the reform and innovation being more powerful, the scientific administration being pushed ahead in a down-to-earth manner and the quality of our services being improved. Remarkable achievements were made on all fronts, and the postal economy witnessed steady and rapid development. The total revenue in the year booked RMB 258.75 billion, a growth of 37.5%.

The postal business focused on innovation. Traditional business such as letter, circulation, philately and so on was revitalized by means of innovating operation philosophy and mechanism, implementing project-centred strategies and so on.

With the construction of direct mail team as the priority and the key sectors as breakthrough points, our letter business saw side-by-side advancement of all sectors and remarkable enhancement of scale merits. The business revenue of the whole year accomplished RMB 12.28 billion, an increase of 11.7%. Of which revenue from database business letters reached RMB 3.12 billion, an increase of 11.6%, and the revenue from international mails grew by 41.4%.

With regard to the newspaper and periodical circulation sector, the business structure has been consistently optimized and greater efforts were made to develop periodical business. The total accumulated circulation volume of newspapers and journals of the year reached 19.2 billion pcs, bringing us the circulation revenue of RMB 8.07 billion, an increase of 11%.

Our business in philately sector continued its sound and rapid development, with the business revenue reaching RMB 8.76 billion in 2011, resulting from our sales of 1 billion pcs of philatelic stamps and 64.319 million philatelic items with an increase of 17.5%.

With regard to the distribution and delivery business, we speeded up system building and market expansion and strengthened basic





management. As a result, this sector showing a great momentum of development, with the annual revenue reaching RMB1.42 billion, an increase of 28.2%.

Our parcel business maintained a steady development, with the revenue rising by 4% for the whole year. The donation parcel product contributed to building China Post's brand image of public service.

Our agent and information business sectors saw continuous rapid development, with revenue reaching RMB 3.56 billion in 2011, an increase of 30.1%, of which revenue from SMS grew by 46.2%.

Our express and logistics business maintained good development momentum. In 2011, the express mail volume reached 640 million pcs, an increase of 19.6%, with a 15.9% growth in business revenue. The national inter-city standard express witnessed a two-digit increase, while domestic e-commerce EMS business increased by more than 50%, and the contract logistics witnessed increase by 30%.

With our unshakable belief in developing financial business, we placed our focus on the development of our agent business with the aim to promote benefits while at the same time keeping an eye on maintaining the growth of deposit balance at our bank. The booked deposit balance at our bank by the end of the year was RMB 3.4 trillion, accounting for 10.09% in terms of market share. The revenue from financial business rose by 41%. With the advantage of "self-run business + agent business" given into full play, both postal banking and postal agency financial business experienced rapid development.

In the year of 2011, thanks to the comprehensive use of multiple transportation means, the optimization of procedures and strengthening of operational supervision, the elevation of the core competitiveness of our postal business was powerfully boosted. So far, China Post is in possession of 16 postal cargo aircrafts, 3 postal vessels, 433 postal train carriages, and a variety of 80,000

postal vehicles, a total of 21 thousand postal routes (including 1,863 air routes, 278 railway routes, 16 thousand vehicle routes) with a total one-way route length of 5.14 million kilometers, 94 thousand postal delivery routes in rural areas and 54 thousand in cities and towns.

In the year of 2011, we have exerted ourselves to further improve our service conditions, seriously implement the obligations of universal postal service, tried our best to improve the quality of our services and increasingly promote the overall image of the group. So far, we have already had 52 thousand post service outlets in number across the country, 34 thousand newspaper/periodical kiosks, 6.74 thousand stalls for sales of philatelic products and 38 thousand postal savings bank branches. We have a total of 704 thousand mail box clusters, 148 thousand mail drops, 152 thousand customers' boxes and 66.97 million confirmed delivery points.

规模和综合通信能力

名称	数量	单位
全国邮政合同用工	42.68	万人
邮政固定资产原值	1209.7	亿元 (RMB)
2011年投资规模	130	亿元 (RMB)
全国对外服务网点	5.2	万处
全国电子化支局	3.86	万处
邮政生产用房	1981	万平方米
邮路	2.1	万条
邮路总长度 (单程)	514	万公里
航空邮路	271.8	万公里
飞机	16	架
各类生产用汽车	7.1	万辆
全国邮政信函、包刷分拣机	163	套
全国邮政用微机	32.3	万台
ATM柜员机	4	万台

Scale and Comprehensive Communication Capabilities

Item	Amount	Unit
Contracted Employees (nationwide)	426,800	
Fixed Assets in Original Value	120.97	billion (RMB)
2011 Investment Scale	13	billion (RMB)
Service Outlets (nationwide)	52,000	
Computerized Offices	38,600	
Floor Space for Production	19.81	million m ²
Number of Postal Routes	21,000	
Total Length of Postal Routes (one-way)	5.14	million km
Airmail Routes	2.718	million km
Airplanes	16	
Vehicles for Production	71,000	
Letter and Parcel Sorting Machines	163	set
Computers	323,000	set
ATM Machine	40,000	set



邮政普遍服务是指“以均一低廉的资费向所有地区的所有用户提供经常、优质的永久性邮政服务”。

Universal Postal Service means to “provide regular and quality basic postal services at affordable price across the territory”.

——《万国邮政公约》

Universal Postal Union Convention

邮政普遍服务是指“按照国家规定的业务范围、服务标准和资费标准，为中华人民共和国境内所有用户持续提供的邮政服务”。

The term “universal postal services” refers to the postal services continuously provided for all customers within the territory of the People’s Republic of China according to the scope of business, service standards and fee charge standards prescribed by the state.

——《中华人民共和国邮政法》

Postal Law of the People’s Republic of China



中国邮政作为国家重要的社会公用事业和国家重要的通信基础设施，长期以来，在促进我国国民经济和社会发展、保障公民的基本通信权利、承担普遍服务义务等方面发挥了重要作用。

中国邮政的普遍服务范围广泛，包括信件、印刷品、包裹、汇票等。按照国家规定办理机要通信、国家规定报刊的发行，以及义务兵平常信函、盲人读物和革命烈士遗物的免费寄递等特殊服务业务。中国的邮政普遍服务具有较高的水平，具体体现在较为全面的业务种类、均一低廉的服务资费、遍布全国各地的服务网点、深入千家万户的投递网络等方面，不仅满足了本国境内包括城市、农村、海岛、边疆在内的所有居民的基本通信需求，还在保证国家政令畅通、传播方针政策以及各种信息方面发挥着重要作用。



截至2011年底，中国邮政对外服务网点5.2万处，其中70%分布在农村，60万个行政村通邮。每个邮政网点平均服务面积184平方公里，平均服务人口2.6万人，人均函件量5件，每百人报刊量11份。

全国城区每日平均投递次数2次，农村每周平均投递次数5次。2011年，中国邮政提供函件服务73.8亿件，其中，义务兵免费函件825万件，盲人读物24.9万件。提供全部包裹服务6882.9万件，机要邮件1903.9万件，订销报纸累计份数181.7亿份，订销杂志累计份数10.8亿份，完成汇票2.6亿笔。

China Post, an important social public utility and an important communication infrastructure to the state, has been all along playing important roles in economic and social development, in guaranteeing citizens' basic rights of correspondence and in offering universal postal service.

China Post offers a wide range of universal postal services covering letters, printed papers, parcels, remittances etc., and special services such as confidential correspondences communication, circulation of newspapers and periodicals in accordance with regulations of the state, Franco correspondence for the compulsory servicemen, literatures for the blind and free delivery of remained belongings of revolutionary martyrs. China Post boasts a high level of universal postal service for its all-inclusive service categories, uniform and affordable flat rates, numerous service outlets that covers the whole country and a delivery network reachable to every household of the country, which not only satisfies the basic communication needs of all Chinese residents including those who live in cities, rural areas, islands and frontier areas but also plays important roles in ensuring the dissemination of laws and regulations of the government, policies and principles of the Party as well as other information.

By the end of 2011, China Post has altogether 52,000 service outlets among which about 70% are distributed in the rural areas. Our postal services covered 600,000 administrative villages across the country, with the service capacity of each of our postal outlet covering 184 square kilometers on average, serving about 26,000 people. The number of mails per capita per year was 5 pcs, and the subscription rate of newspapers and periodicals on per hundred population basis was 11.

In China, the rated delivery times on average are 2 per day for urban areas and 5 per week in the rural areas. In 2011, China Post handled mails of 7.38 billion pcs, including 8.25 million Franco mails for compulsory servicemen and 249 thousand pcs literatures for the blind. In addition, 68.829 million pcs of parcels, 19.039 million confidential mails, 18.17 billion newspapers, 1.08 billion periodicals and 260 million money orders were completed in 2011.

邮政营业网建设

2011年，营业网建设稳步推进。一是营业网点服务能力增强。全年审批新增营业网点238处，撤销117处，网点布局更为合理。投资近20亿元，装修改造营业网点3000余处，服务环境明显改善。二是营业信息化水平不断提升。建设新一代营业信息系统，增强了业务经营、网点管理、效益分析等功能，更好地支撑业务发展，电子化支局网点已占全国自办营业网点的92%。三是依托“为民服务创先争优”活动，服务水平进一步提高。在全国邮政营业窗口推广了《邮政营业管理规范》、《邮政营业服务规范》和《邮政营业操作规范》，营业服务更加规范化。四是设立了太空邮局。中国邮政集团公司与中国载人航天工程办公室合作，紧抓“天宫一号”与“神舟八号”成功对接的契机，设立中国邮政太空邮局，满足广大人民群众的精神文化需求，进一步扩大了中国邮政的品牌影响力。

邮政投递网建设

2011年，投递网建设深入推进。一是投递网络不断优化。加大投入，机动车投递占比达23.3%；78个重点城市组建了3000余人的个性化投递队伍，支撑了银企对账单等商业化业务的发展；117个投递部适度集中管理，缩短了邮件投递时限；新增各类社区委办代投点6300余个，缓解了投递增员压力；落实《住宅信报箱工程技术规范》，提高了新建住宅楼房信报箱安装率。二是投递管理水平和服务质量稳步提高。开展投递服务规范管理达标活动，落实投递服务五条禁令，提高投递信息上网率，保障了函件报刊投递质量。三是投递队伍建设不断加强。建设城市“投递员之家”，提高薪酬待遇，强化业务培训，稳定了投递队伍，提升了人员素质。

邮政服务质量及管理水平

2011年，中国邮政秉承“情系万家，信达天下”的服务理念，认真履行《中华人民共和国邮政法》所赋予的邮政普遍服务和特殊服务的职责，努力建设有中国特色的邮政事业。继续加强邮政服务能力建设，大力拓展邮政服务领域，着力强化邮件全程时限管理，不断加大对普遍服务和特殊服务质量的监督检查力度，全面落实“迅速、准确、安全、方便”的服务方针，普遍服务切实履行，机要通信全国连年质量全优，报刊发行量稳中有升，义务兵通信和盲人读物寄递保障有力，积极发挥邮政优势，服务“三农”获得党和政府的充分肯定。中国邮政整体服务质量及管理服务水平稳步提高。通过委托第三方发放《邮政服务客户评价意见征询函》30万件，全国邮政综合满意度88.21分。

Construction of Postal Operation Network

The construction of our postal operation network in 2011 saw a steady development. Firstly, the service capacities of postal outlets were strengthened. 238 postal outlets were approved and newly-built and 117 were shut down during the year of 2011, and the deployment of outlets was more efficient. Nearly RMB 2 billion was invested in the renovation of more than 3,000 outlets, making the service environment remarkably improved; secondly, the informationization level was enhanced. The new generation operation information system was built, with the strengthening of the functions including business operation, outlet management, and performance analysis to better support the development of business. So far, computerized branch post offices accounted

for 92% of self-run postal outlets nationwide; thirdly, by launching the campaign of “Serve the People and Excel in the Performances”, the service level was further enhanced. Postal Services Management Standards, Postal Services Standards and Postal Services Operation Standards have been popularized among postal business windows all over the country, making the operation and service more standardized; lastly, the “Space Post Office” was established. Seizing the opportunity provided by the successful docking of Tiangong-1 and Shenzhou-8, China Post Group and China Manned Space Engineering Office worked together to set up China Post Space Post Office with the attempt to satisfy spiritual and cultural needs of the people, which further expanded the brand influence of China Post.



Construction of Postal Delivery Network

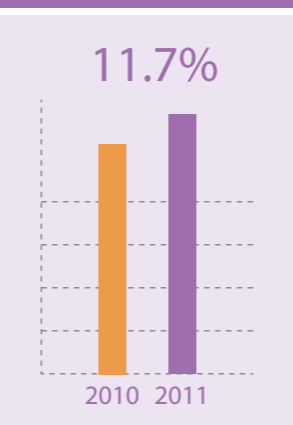
The construction of postal delivery network was pushed forward in depth in the year of 2011. Firstly, the delivery network was continuously optimized, and the input was increased, with 23.3% delivery was done by vehicles; customized delivery teams with working staff totaling over 3,000 have been set up in 78 key cities, supporting the development of commercialized business such as delivery of banks and enterprises bills; 117 delivery units were under appropriate intensive management, and the postal delivery time was shortened; more than 6,300 community postal delivery agents were set up by community committees, which released the recruitment pressure for the postal system; Engineering Technology Standards for Mail Boxes in Residential Buildings was implemented, and the installation rate of mail boxes in new residential buildings was increased. Secondly, the delivery management level and service quality was improved steadily. The target hitting activity for delivery service standard management was launched and five prohibitions regarding delivery service was put into practice. The availability rate of delivery information on the Internet was increased, and the delivery quality of mails, newspapers and periodicals was guaranteed. Thirdly, the construction of delivery team was reinforced, with the establishment of “Mailmen’s Home” in cities, the increase of salary and the strengthening of business training, the delivery team was stabilized and the personnel quality was enhanced.

Services Level and Quality of Postal Services

In 2011, China Post continued to take “Reaching Everyone Everywhere” as its service philosophy, seriously fulfilled its duties of universal and special postal services in accordance with Postal Law of People’s Republic of China, and strived to build up postal services with Chinese characters. We increasingly strengthened the building of postal service capacity, expanded the domain of the postal service, emphasized the time management throughout the delivery, kept intensifying the monitoring and inspection over universal and special service quality, and carried out the policy of “Being Fast, Accurate, Secure and Convenient”. The universal service was provided earnestly, the quality of confidential correspondence enjoyed all-round excellence for three consecutive years, circulation of newspapers and periodicals maintained steady increase, and the safe delivery of Franco mails for compulsory servicemen and literatures for the blind was effectively guaranteed. The advantages of the postal services were put into full play and “Agriculture, Farmers and Rural Areas” gained full support of China Post, an operation which won great appreciation of the Party and the government. The overall service quality and management capability of China Post were steadily improved. We distributed 300,000 “Letter of Request for Comments from the Customers of Postal Services” through a third party, and the overall satisfaction rate for postal services in the whole country reached 88.21.



函件业务收入
Business Revenue of Letter Services



函件业务

Letter Services

2011年，全国函件业务收入122.8亿元，同比增长11.7%，比去年同期高2.5个百分点。各项业务同步发展，规模效益明显提升。

继续推出汽车、金融、零售等行业网站和直邮解决方案，为重点行业客户提供全方位的直邮服务。积极创新直邮服务模式，为联想、三星、吉利汽车等提供了按效果付费的直邮服务；开发了阿里巴巴实地认证、支付宝线下市场拓展等新项目，拓展了直邮的服务领域，提升了直邮的价值。根据新《社会保险法》的规定，各地邮政积极为社保经办机构提供社保个人权益记录单的制作、邮寄服务，得到各地社保经办机构和广大参保人的高度认可。为各大银行推出银企对账单双挂号账单信函服务，降低了银行和开户企业资金风险。

In 2011, the revenue of letter Services nationwide reached 12.28 billion yuan, a year-on-year increase of 11.7% and 2.5% higher than the same period of the previous year. All business developed side by side with the remarkable enhancement of scale merit.

Industrial websites solutions for automobile, finance and retailing etc. and direct mail solution were rolled out, providing all-dimensional direct mail service for key industrial customers. The direct mail service mode was actively innovated, and pay-for-performance direct mail service has been provided for Lenovo, Samsung and Geely etc. New projects such as Alibaba field authentication, Alipay offline market expansion and so on have been developed, which expanded the service field of direct mail and promoted its value. In accordance with the new Social Security Act, local postal organizations actively provided the production and delivery services of individual social security rights record sheets for local social security agencies, which was highly appreciated by local social security agencies and people participated in social security. Double registered bill letter service for bank statement has been rolled out for banks, which reduced the financial risks for them and those enterprises opened accounts.

包裹业务

Parcel Services

坚持项目带动发展策略，积极发展爱心包裹、家乡包裹、校园包裹和军营包裹等重点项目，2011年包裹业务收入8.8亿元，同比增长4%。

2011年，全国共受理爱心包裹学生型36.8万件，温暖型1.6万件，学校型4503件，募集捐赠款总额4449.7万元，为全国革命老区及贫困地区的2353所学校、38万多名学生送去社会各界的关爱。

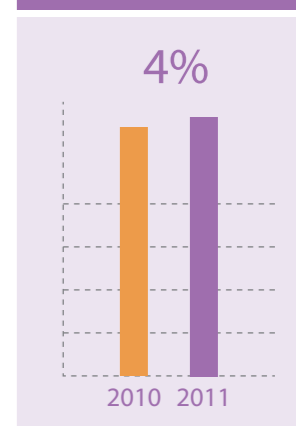
中国邮政积极履行企业社会责任，依托网点资源，创新运作模式，开发信息系统，优化业务流程，实现“订单受理、分仓集散、批次发运、落地集合、整校投递”。服务支撑爱心包裹项目三年来，受到社会各界的高度认可和一致好评。荣获“新中国六十华诞60个爱心榜样企业”、“第七届全国通信行业企业管理现代化创新成果一等奖”、“中国全民公益杰出贡献奖”、“中国扶贫公益服务贡献奖”等一系列荣誉表彰。爱心包裹项目也荣获“中华慈善奖”、“中国社会创新奖”、“环球慈善奖”等多项殊荣，成功塑造了中国邮政公益服务品牌形象，创新了邮政服务内涵，推动了中国扶贫公益事业发展，促进了社会和谐与进步。

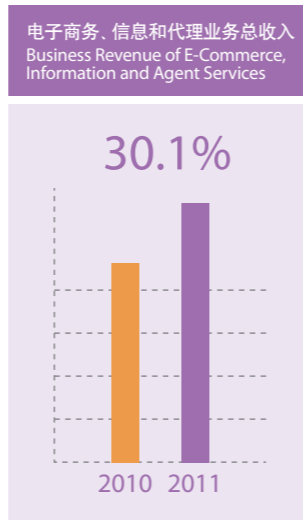
Sticking to the strategy of driving development by projects, vigorously key projects including the love donation parcels, hometown parcels, campus parcels and barracks parcels etc. were carried out. In 2011, the parcel services revenue reached 880 million yuan, a year-on-year increase of 4%.

As to love donation parcels, in 2011, altogether 368 thousand parcels for students, 16 thousand parcels for family and 4,503 school parcels have been processed nationwide, and 44.497 million yuan donations have been raised. 2,353 schools and more than 380 thousand students in old revolutionary base areas and poverty-stricken areas all over the country were benefited.

China Post actively fulfilled its corporate social responsibilities. With the support of postal branches resources, the Group improved operation mode, developed information system and optimized business progress. The service process of "order handling, collecting and distributing in separated warehouses, dispatch in batches, gathering upon arrival and delivery after receiving all donation from one school" for love donation parcels have been established to support love donation parcel program for three years, winning high recognition and praise from all walks of society. China Post was granted with "Award of 60 care models for the 60th anniversary of the founding of New China", "The First Prize of the 7th National Communications Industrial Enterprises Management Modernization Innovation Achievements", "Chinese National Award for Outstanding Contribution to Public Welfare", "China Poverty Alleviation Charity Contribution Award" and a series of other honorable awards. The love donation parcel program also won many awards, including "China Charity Award", "China Social Innovation Award" and "World Charity Award" etc., which successfully created the brand image of public service for China Post, enhanced the connotation of postal services, promoted the development of China's philanthropic course and contributed to the harmony and progress of the society.

包裹业务收入
Business Revenue of Parcel Services





电子商务、信息和代理业务

E-Commerce, Information and Agent Services

2011年，邮政电子商务业务持续快速发展，全年实现收入35.6亿元，同比增长30.1%。

邮乐网走差异化发展之路短期内初步形成规模，网上商品超过8万种，跨境直购合作进入实质阶段，网站年交易额突破3亿元。航空机票全年销售450余万张，同比增长70.3%，中国邮政成为国内第6大航空机票代理人。邮政服务民生、参与公共服务的渠道进一步拓宽，便民服务站总数超过12万个，受到百姓的欢迎和政府的肯定。“自邮一族”会员总量达194万名，全国加盟商近1.5万家。短信业务全年实现收入20.6亿元，同比增长46.2%。全新的邮政业务网站上线运营，日均访问量近万人次，基本实现各项邮政业务的在线查询和受理。11185客服中心全年来话超亿次，受理业务6000多万次（件），支撑了航空机票电话订票等电子商务类新业务的发展。

In 2011, the postal E-Commerce business continued its rapid development, with the annual revenue of 3.56 billion yuan, a year-on-year increase of 30.1%.

The Ule website took the differentiated development path and formed the preliminary scale within a short time. With the annual turnover exceeding 300 million yuan, there have been over 80 thousand kinds of products available on the website, and the cross-border direct purchase cooperation has entered the substantial phase. More than 4.5 million plane tickets were sold in the whole year, with a year-on-year increase of 70.3%. China Post has become the sixth largest air tickets agent in China. The channels of serving for people's livelihood and participating in public service have been further expanded, with the total number of convenience service stations exceeding 120 thousand, which are welcome by the public and appreciated by the government. "Driving Free (ZiYou)" members have totaled 1.94 million, with the number of franchisees nationwide close to 15 thousand. The annual revenue of postal SMS business reached 2.06 billion yuan, a year-on-year increase of 46.2%. The brand-new postal business website was launched, with daily visits numbering close to ten thousand, and basically all postal business could be inquired and handled online. The 11185 Customer Service Center receive more than 100 million calls annually, and handled over 60 million cases, supporting the development of new E-Commerce business such as telephone booking of air ticket etc.

报刊发行业务

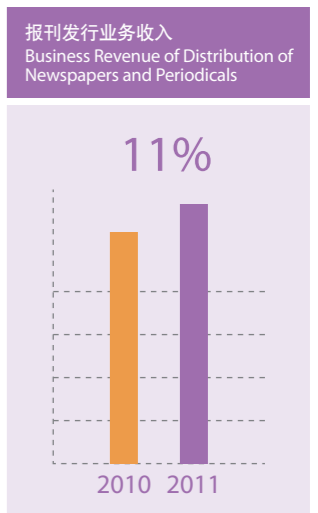
Distribution of Newspapers and Periodicals

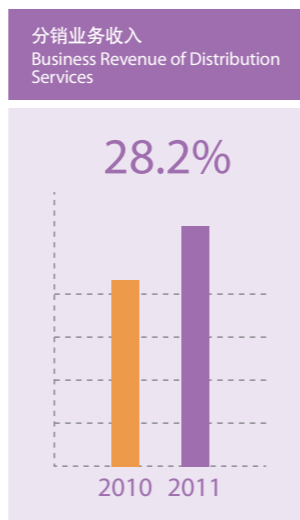
2011年，全国报刊发行业务收入80.7亿元，同比增长11%。在中央推动文化大发展、大繁荣的新形势下，邮政报刊发行部门按照报纸和期刊、订阅和零售各自的发展规律，转变发展方式，创新发行模式，强化全网管控，加快构建报刊发行综合服务平台，实现了各类报刊的全面协调发展。同时，圆满完成中央提出的党报党刊稳定增长目标，有效扩大了舆论宣传覆盖面。

报刊发行采取市场化的方式，集中精力做大做强主流报刊，提升“中国邮政发行畅销报刊”的品牌影响力，有力推进了文化产业发展。通过深化零售体制改革，强化零售终端建设与管控，有效拓宽了主流文化传播渠道。围绕“阅读伴您成长”主题，宣传推荐优秀报刊，净化校园市场环境，为广大青少年的健康成长创造了有利条件。建成出版物连锁经营信息系统，开发应用多种功能，面向报刊社提供精细化数据分析，面对读者群体实施精准化宣传服务，使网上订阅与实物发行密切衔接，发行与广告有机融合，纸媒发行与数字发行协同发展，提升了客户服务水平。

In 2011, the revenue of national newspapers and periodicals distribution business reached 8.07 billion yuan, up by 11% over the previous year. Under the new situation of the promotion of the great development and prosperity of culture by the central government, and in accordance with the respective development rules of newspapers/periodicals and subscription/retailing, the circulation unit of China Post has changed its business development mode, innovated the circulation model, strengthened the control over the whole network, and speeded up the construction of comprehensive service platform for the newspaper/periodicals distribution, achieving harmonious development of all kinds of newspapers/periodicals in an all-round way. Meanwhile, the goal of maintaining the steady growth of the circulation of Party newspapers/periodicals set by CPC Central Committee was successfully accomplished, and the coverage of media and publicity was effectively expanded.

The circulation adopted the marketization approach, focusing on making the mainstream newspaper/periodicals bigger and stronger, escalating the brand influence of "Best-selling Newspapers and Periodicals", and vigorously promoting the evolution of cultural industry. By deepening retail system reform, the retail terminal construction and control was reinforced, and the distribution channel of mainstream cultures was effectively widened. The promotion campaign themed "Growing up Accompanied by Reading" featuring promoting excellent newspapers and periodicals and purifying circulation environment on campuses created favorable environment for the healthy growing-up of the youth. The publication chained operation information system has been set up, and multiple functions have been developed and applied to provide elaborate data analyses for newspaper/periodicals offices and delicate marketing targeted at reader groups, which integrated online subscription with physical distribution, organically combined circulation with advertisement, and synchronized the publish of paper media and digital media, which promoted the customer service levels.





分销业务

Distribution Services

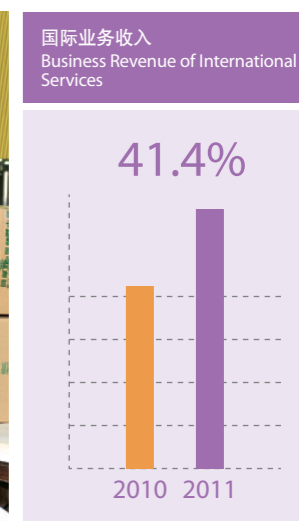
2011年，邮政分销业务继续认真贯彻落实国务院“全国推广山东邮政发展农村物流经验现场会”精神，以加快经济发展方式转变为主线，以中邮分销连锁经营体系建设为重点，以更好地服务“三农”和最大程度地满足用户和市场需求为导向，实现了分销业务的持续健康发展。

2011年，分销业务收入规模突破14亿元，实现了28.2%的快速增长；配送种子、肥料、农药等农资产品和各类快速消费品、农副产品总额100多亿元，邮政在农村、城市市场流通领域的联动作用进一步显现。截至2011年底，全国分销业务网点累计达到10.9万处，新建各类仓储配送中心2698处（含直营店小型仓储），购置各类配送车辆1191辆（含直营店小型农用车），对信息系统进行了升级改造，渠道能力得到进一步提升。“网络布局合理、双向流通高效、商品种类丰富、综合服务便利”的中国邮政分销连锁经营体系已初具雏形，得到了各级政府和广大用户的高度认可和好评。

In 2011, the distribution business continued to seriously implement the spirit of “On-the-Spot Meeting of Promoting Shandong Post’s Experience in Developing Logistics in Rural Areas Nationwide” organized by the State Council, with the acceleration of the change of economic development mode as the principal line, the construction of China Post distribution chained operation system as the key, and better serving for the “Agricultural, Farmers and Rural Areas” and satisfying customers’ and market demand to the utmost as the orientation, achieving the sustained sound development of distribution services.

In 2011, the revenue of distribution business exceeded 1.4 billion yuan, a year-on-year rapid increase of 28.2%. We distributed over 10 billion yuan worth of agricultural products including seeds, fertilizer and farm chemicals, a variety of fast-moving consumer

goods together with farm and sideline products, and the linkage role played by posts in the market circulation fields in both rural and urban areas became more significant. Up to the end of 2011, there have been 109 thousand postal distribution service branches nationwide. 2,698 new warehousing and distribution centres in various forms (including small storage in regular chain stores) were newly built, and 1,191 delivery vehicles in various forms (including small agriculture vehicles for regular chain stores) were bought. The information system was upgraded and reformed, and the channel capacities were promoted to the higher level. China Post’s distribution chain operation system featuring “reasonable network arrangement, two-way efficient circulation channel, rich product categories and convenient comprehensive service” has taken shape, winning recognition and appreciation from local governments and massive users.



国际业务

International Services

2011年，国际及港澳台函件业务收入12.1亿元，同比增长41.4%。其中，国际及港澳台小包业务收入9.7亿元，同比增长73.8%。国际及港澳台小包正成为中国小额电子商务出口的一个重要渠道，在促进中国电子商务出口贸易发展中发挥了重要作用。

In 2011, the revenue of international mail business and mails to Hong Kong, Macau and Taiwan was 1.21 billion yuan, up by 41.4% over the previous year. Among them, the revenue of international small packet business and small packet to Hong Kong, Macau and Taiwan reached 970 million yuan, up by 73.8% over the previous year. The international small packet and small packet to Hong Kong, Macau and Taiwan is becoming an important channel for China’s small E-Commerce export, playing a significant role in promoting the development of outbound trade of China’s E-Commerce.

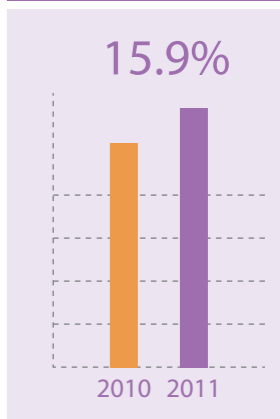


中国邮政速递物流股份有限公司（简称“中国速递”），是经国务院批准，中国邮政集团公司于2010年6月联合各省级邮政公司共同发起设立的国有股份制公司，是中国经营历史最悠久、规模最大、网络覆盖范围最广、业务品种最丰富的快递物流综合服务提供商。

中国速递在国内31个省（自治区、直辖市）设立全资子公司，拥有邮政货运航空公司、中邮物流有限责任公司等子公司，业务范围遍及全国的所有市县乡（镇），通达包括港、澳、台地区在内的全球200余个国家和地区，营业网点超过4.5万处。



速递物流业务收入
Business Revenue of Express and
Logistics Services



中国速递主要经营国内速递、国际速递、合同物流、快货等业务，国内、国际速递服务涵盖卓越、标准和经济不同时限水平和代收货款等增值服务。合同物流涵盖仓储、运输等供应链全过程，公司拥有享誉全球的“EMS”特快专递品牌和国内知名的“CNPL”物流品牌。

中国速递坚持“珍惜每一刻，用心每一步”的企业经营服务理念，为社会各界客户提供方便快捷、安全可靠的门到门速递物流服务，致力于成为持续引领中国市场、综合服务能力最强、最具全球竞争力和国际化发展空间的大型现代快递物流企业。

2011年，在集团公司的正确领导下，邮政速递物流改革与发展工作取得了较好成绩。重点业务实现稳步增长，业务整体发展质量和企业经济效益水平进一步提升。2011年，邮政速递物流实现营业收入258.85亿元，实现净利润9.03亿元。

国际速递业务：通过强化专业营销体系建设，加大开发商务市场力度，加快了国际速递业务结构调整的步伐。其中，“国际e邮宝”业务保持了高速增长的势头。

国内速递业务：通过狠抓重点区域、重点线路和重点市场的开发，着力提升揽投服务能力和时限质量，有力地推动了国内异地速递业务的发展。打造了包括仓储管理在内的全程“嵌入式”服务模式和“电商集配”模式，实现了B2C业务的较快发展；代收货款业务在巩固电视购物市场的基础上，开拓了电子商务网购市场，进一步扩大了竞争优势，也带动了电子商务网购高端市场的发展。

合同物流业务：继续保持了快速发展势头。业务结构得到进一步优化，在品牌客户营销方面取得新的进展，入厂物流、保税物流、供应链金融等专业化服务实现突破，供应链解决方案设计及仓储项目实施能力得到提升，高端增值服务水平和国际物流服务能力不断提高，初步具备了通达全球的国际海运、国际空运、多式联运的服务能力，为合同物流客户向境外的扩展打下了基础。

Approved by the State Council, China Postal Express & Logistics Co., Ltd. ("China Postal Express & Logistics") was co-founded by China Post Group and provincial postal companies as a state-owned limited company in June 2010. The company is the largest integrated express and logistics service provider with the longest history of business operation, the widest coverage and the most diversified products in China.

China Postal Express & Logistics consists of 31 fully-owned provincial subsidiaries, and possesses China Postal Airlines, China Post Logistics, etc. With over 45,000 business outlets, its network covers all the cities, counties and towns in 31 provinces and reaches over 200 countries and regions including Hong Kong, Macau and Taiwan.

China Postal Express & Logistics is mainly engaged in domestic express, international express, contract logistics, and LTL. For domestic and international express, it provides premium, standard and economy shipping services characterized by different delivery time limits, and also operates some value-added services such as COD. The contract logistics provided by China Postal Express & Logistics covers the entire supply chain from warehousing to transport. The company possesses world-acclaimed brand "EMS", and leading domestic logistics brand "CNPL".

Adhering to the business philosophy of "Treasure Every Moment, Serve with Heart at Every Step", the company is dedicated to offering customers with convenient, fast, secure and reliable door-to-door express and logistic services, and becoming a domestically leading and globally competitive Express & Logistics company with the strongest integrated service capacity and great potential for international footprint.

Under the leadership of China Post Group, China Postal Express & Logistics made positive progresses in enterprise reform and development in 2011. The key services maintained stable growth while the overall quality of service and economic performance was further improved. In 2011, the operation revenue of China Postal Express & Logistics reached 25.885 billion yuan and the net profit was 903 million yuan.



International express business: China Postal Express & Logistics has accelerated the restructuring of its international express service by intensifying the development of specialized marketing system and strengthening the exploitation of commercial market. In particular, the eBay International Shipping Service has maintained a high-speed growth momentum.

Domestic express business: By placing an emphasis on development of critical areas, routes and markets, and focusing on improving the collection and delivery capabilities as well as service quality in



terms of time limit, China Postal Express & Logistics effectively promoted the development of domestic cross-region express service. Besides, it has also developed an "embedded" service mode for the whole business process including warehousing management as well as a centralized E-commerce distribution mode, leading to the rapid development of B2C service. As for COD service, the market has been expanded to E-commerce online shopping apart from the consolidation of teleshopping market, which further enhanced the competitive strength of China Postal Express & Logistics and promoted the development of the high-end online shopping market.

Contract logistics business: The contract logistics business maintained a rapid growth momentum. The business structure was further optimized by making new progresses in key account brand marketing as well as breakthroughs in a series of specialized services including inbound logistics, bonded logistics and supply chain financing. As a result, the capabilities of China Postal Express & Logistics in design of supply chain solutions and implementation of warehousing programs were improved, and the quality of high-end value-added services and international logistic service kept rising. At present, China Postal Express & Logistics has initially fostered a global-reach service capacity of international maritime transport, international air transport and multimodal transport, laying a solid foundation for the outbound expansion of contract logistics service.

中国邮政储蓄银行成立于2007年，是在改革邮政储蓄管理体制基础上组建的商业银行。2011年底，经国务院同意并经中国银行业监督管理委员会批准，中国邮政储蓄银行由原中国邮政储蓄银行有限责任公司整体改制为股份有限公司。中国邮政储蓄银行股份有限公司（以下简称邮储银行）坚持服务“三农”、服务中小企业、服务城乡居民的大型零售商业银行定位，发挥邮政网络优势，强化内部控制，合规稳健经营，为广大城乡居民及企业提供优质金融服务，支持国民经济发展和进步。

2011年，在集团公司和监管部门的正确领导、大力支持下，邮政金融各项业务保持快速增长，传统金融业务和银行新业务协调发展，拉动效益水平显著增长，盈利能力大幅提升。

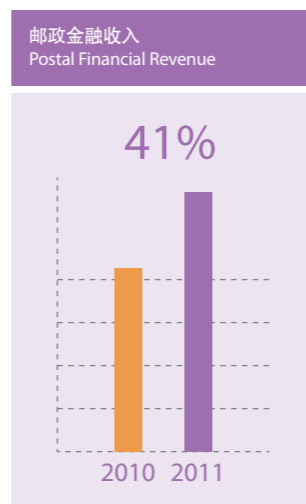
截至2011年末，邮储银行资产规模达到4.12万亿元，同比增长23%。全国邮政金融收入达到1198亿元，同比增长41%。邮储银行利润总额达到281亿元。

负债业务。2011年，依托邮政金融“自营+代理”的网络优势，通过积极发挥银邮协同发展效应，邮政金融业务在激烈的存款市场竞争中再创佳绩。截至2011年末，邮政储蓄本外币各项存款合计近4万亿元，其中个人存款3.4万亿元，公司存款5366亿元，分别较上年末新增5566亿元和1201亿元，新增个人存款市场占有率居银行同业第1位，个人存款市场占有率已经达到10.09%，同比提高0.7个百分点，成为主要商业银行中唯一一家市场占有率上升的银行。外币储蓄余额1.08亿美元，同比增长5%，外币储蓄账户达到10万户，增长33%。公司外汇业务客户数量达760个，本年新增700个；存款日均余额达900万美元。

中间业务。截至2011年末，邮政金融绿卡账户数近5亿户，全国绿卡交易金额超11万亿元，同比增长49%，一直稳居银行同业第四位。全年办理对公结算交易3063万笔，金额8.77万亿元，分别较上年增长60%和54%。代收付中间业务交易金额1.43万亿元，同比增长23%。累计发售人民币个人、公司理财产品2635亿元，同比增长67%，全国代理保险新增保费1258亿元，同比增长23%，继续保持了银保市场占有率第一的领先地位。全年个人跨境国际汇款交易金额43亿美元，同比增长12%；结售汇金额30亿美元，同比增长15%。

资产业务。截至2011年末，邮储银行各项本外币贷款余额达到6609亿元，较年初净增1166亿元，增长21%。小微企业贷款余额达3000亿元，累计发放超过7000亿元。信用卡全年累计发卡超过100万张，授信总额近240亿元。2011年年初，邮储银行成为“外汇交易中心即期外汇市场试做市商”，全年外汇交易规模较2010年增长了5倍，日均交易量平均达到3亿美元。在业务快速发展的同时，信贷资产质量总体保持良好，个人贷款逾期率和不良率分别保持在0.64%和0.57%，处于同业最低水平。与此同时，商业票据、公司信贷、供应链金融等新业务相继推广，目前全国有30家省分行、58家地市分行开办票据贴现业务，供应链金融业务也在部分分行试点。

能力建设。2011年，邮政金融网点服务形象和服务能力进一步提升。ATM、POS机具投放力度进一步加大，全行ATM柜员机总量达3.9万台，全年受



理交易18亿笔，实现手续费收入17亿元，台均年收入近5万元，效益明显。电视银行、手机银行推广上线，方便、快捷、覆盖面广、纵横交错的多元化网络全面建成，电子银行业务进入多渠道协同发展的新阶段。个人网银客户数量超过2500万，位居银行同业第五；电话银行累计注册客户数接近3900万户，同比增长61%。

截至2011年底，邮政金融联网网点近3.8万处，邮储银行充分发挥覆盖城乡的网络优势，主动融入地方经济，积极履行社会责任，在支持经济发展，构建和谐社会中发挥了积极作用。通过大力发展小额贷款业务，全力服务“三农”，以实际行动贯彻国家关于支持中小企业发展的要求，累计投放农户小额贷款2118亿元，小微企业贷款超过7000亿元。助农贷款试点推广、填补金融服务空白乡镇和新农保金融服务工作，得到了各级政府和监管部门的好评。全国15个省（区）联动开展的“创富大赛”活动，引起了社会的广泛关注，得到了地方各级政府的肯定、监管部门的赞誉、新闻媒体的支持和小微企业的拥护。2011年，邮储银行获得了中国银行业协会颁发的“年度最佳社会责任创新奖”，在2011年国际金融展评选中获得“年度最佳服务奖”和“优秀中小企业服务奖”。

Postal Savings Bank of China hung up its shingle on 2007, which is a commercial bank established on the basis of the reform of postal savings management system. At the end of 2011, approved by the State Council and China Banking Regulatory Commission,

Postal Savings Bank of China was converted into a company limited by shares from a former limited liability company. Postal Savings Bank Ltd. Co. of China (hereinafter referred to as Postal Savings Bank) adheres to the orientation as a large-sized retail commercial bank to provide services to the "farming, farmers and rural community", small- and medium-sized enterprises and urban and rural residents; gives full play to postal network advantages; reinforces its internal control and runs its business in a way of compliance and stability so as to provide urban and rural residents as well as enterprises with high-quality financial services and support national economic development and social progress.

In 2011, under the guidance and full support of the Group and regulatory administration, postal financial services maintained a rapid growth momentum. Due to coordinated development of both traditional financial services and new bank services, the level of benefit increased significantly while the capability of profit-making promoted dramatically.

By the end of 2011, total asset of Postal Savings Bank amounted to 4.12 trillion yuan, up by 23% on a year-on-year basis. National postal financial revenue amounted to 119.8 billion yuan, up by 41% on a year-on-year basis. Total profit of Postal Savings Bank reached 28.1 billion yuan.

Liability Business

In 2011, by virtue of postal "independent operation + agent" network advantage and due to coordinated development of both bank and postal services, postal financial services made new achievements in the highly competitive deposit market. By the end of 2011, total deposit including domestic currency and foreign currencies amounted to nearly 4 trillion yuan, among which, individual deposit accounted to 3.4 trillion yuan and corporate deposit 536.6 billion yuan, and newly added 556.6 billion yuan and 120.1 billion yuan respectively over the previous year. Market occupation rate of newly added individual deposit ranked the first in the banking industry; MOR of individual deposit was 10.09%, up by 0.7 percentage point on a year-on-year basis, becoming the only bank with the MOR rising amid major commercial banks. Balance of foreign exchange savings was USD 108 million, up by 5% on a year-on-year basis, while the number of foreign exchange savings accounts reached 100,000, up by 33%. The number of customers of foreign exchange business was 760, with 700 newly added in 2011, and average daily deposit balance amounted to USD 9 million.

Intermediary Business

By the end of 2011, the number of account of postal savings green card reached nearly 500 million, with the transaction amount exceeding 11 trillion yuan, a 49% year-on-year growth, firmly ranking the fourth in the banking industry. Postal Savings Bank settled 30.63 million transactions for companies up to 8.77 trillion yuan, up by 60% and 54% respectively over the previous year. The transaction amount of the intermediary service for bank collection and payment on others behalf was 1.43 trillion yuan, up by 23% over the previous year. Postal Savings Bank accumulatively sold 263.5 billion yuan individual and corporate financial products, up by 67% over the previous year; premium from serving as an insurance agent increased by 23%, 125.8 billion yuan, with the MOR staying the first in the bank insurance market. The transaction amount of individual cross-border remittance of the whole was USD 4.3 billion, up by 12% over the previous year; the amount of foreign exchange settlement and sale was USD 3 billion, up by 15% over the previous year.

Asset Business

By the end of 2011, balance of loans in domestic currency and foreign currencies amounted to 660.9 billion yuan, a net increase of 116.6 billion compared with the beginning of the year, up by 21%. Balance of loans to small and micro enterprises amounted to 300 billion yuan, accumulatively issuing 700 billion in total. The number of credit cards issued exceeded 1 million, with almost 2.4 billion yuan total credit line. In the beginning of 2011, Postal Savings Bank became a "trying market maker of spot exchange market of foreign exchange trading center". Total foreign exchange transaction in 2011 was six times the size of that in 2010, with daily average transaction amounting to USD 300 million. Along with the rapid development of the business, the quality of loans



maintained good; the rate of overdue and non-performing loans was 0.64% and 0.57% respectively, the lowest in banking sector. Moreover, new business such as commercial paper, corporate credit, supply chain finance and so forth were launched in succession. At present, 30 provincial branches and 58 county/city level branches across the country have launched the bill discount service while the supply chain finance service is also being experimented in some branches.

Capacity Building

In 2011, both the service image and capacity of postal financial service outlets has been further promoted. Postal Savings Bank deployed ATM and POS facilities widely across the country, with totally 39,000 ATM installed, handling 1.8 billion transactions during the year with the commission charge amounting to 1.7 billion yuan and the average annual income per ATM reaching 50,000 yuan. A diversified network has been built in its entirety, and TV bank and mobile bank have been launched featuring convenience, quick transaction and wide coverage. The e-bank service is stepping into a new stage to allow coordinated development of various channels. The number of personal online bank customers exceeded 25 million, ranking the fifth in the banking industry; and the number of registered telephone bank customers came close to 39 million, up by 61% over the previous year.

By the end of 2011, the number of interconnected postal financial outlets was nearly 38,000. Postal Savings Bank gave the network advantage of covering both urban and rural areas into full play, took the initiative to blend into local economy, implemented social responsibilities actively and played a positive role in supporting economic development and building a harmonious society. By way of developing the small loan service vigorously, Postal Savings Bank served the "farming, farmers and rural community" with all-out efforts and practically supported the development of small- and medium-sized enterprises in line with national policy, accumulatively loaning 211.8 billion yuan to farmers and over 700 billion yuan to micro and small enterprises. Such services as launching farmers-aiding loans in piloting areas, providing towns and villages without financial services before with financial services and new social endowment insurance service were highly praised by governments at all levels and the regulatory administration. 15 provinces (autonomous regions) across the country conducted the "Wealth creation competition" activity, which attracted a widespread attention of the society; got recognition of governments at different local levels, applause of the regulatory administration, support of the media and advocacy of small enterprises. In 2011, Postal Savings Bank was honored "Best Social Responsibility Innovation Award of the Year" by China Banking Association, and was chosen "Best Service Award of the Year" and "Outstanding Service Award for SMEs" in the International Finance Exhibition 2011.

中邮人寿保险股份有限公司是由中国邮政集团公司与20个省（区、市）邮政公司共同发起设立的国有全国性寿险公司。公司于2009年8月18日在国家工商总局注册登记，2009年9月9日挂牌开业，公司总部设在北京。公司的业务范围是：人寿保险、健康保险、意外伤害保险等各类人身保险业务；上述业务的再保险业务；国家法律、法规允许的保险资金运用业务；经中国保监会批准的其他业务。

中邮保险的经营发展，充分依托邮政现有网络和资源，以“服务基层、服务三农”为己任，坚持专业化与特色化并举的原则，以小额保险为切入点，以促进城乡保险业务均衡发展为着力点，全力打造一个体系现代化、服务大众化、管理规范化的政府满意、监管放心、百姓欢迎的新型高效商业保险公司。

2011年是中邮保险正式运营的第二年，也是建设发展管理的关键时期。中邮保险以“转方式、调结构、防风险、促发展”为主线，各项业务持续稳健发展，质量效益稳步提升，发展模式进一步得以深化，涉及公司未来发展的根本性、长远性、基础性工作进一步夯实。2011年6月8日，全国邮政保险工作会议在京召开，中国保监会领导到会并作重要讲话。这是中国邮政有史以来首次保险专题工作会议，对邮政自办保险发展具有重要意义。

正式运营两年来，实现了较快布局和发展。中邮保险累计保费突破100亿元，总资产达117亿元，客户数达60.6万人，已实现江西、四川、陕西、北京、天津、辽宁、江苏、浙江、安徽、宁夏、河南11家分公司开业经营，黑龙江分公司获批开业，业务拓展至11省（市）148个地市758个县15291个网点。其中，2011年实现保费收入80.25亿元，同比增长307%；保费收入在行业中位列第13，较2010年提升17位，保费增速在规模排名前20名公司中位列第一。

产品体系日益丰富，业务运营整体平稳。2011年，新契约承保50.2万件，保全处理3.93万件，受理理赔案371件，平均理赔时限在36小时内，优于监管监测指标，处于行业前列；犹豫率、退保率、赔付率等重要指标控制良好，以承保快速、保全便捷、理赔高效赢得客户好评。始终坚持将合规与风险管理贯穿于公司建设、发展和管理的全过程，确保公司安全运营和稳健发展。

切实履行社会责任，不断提高对突发事件和自然灾害的应急能力，快速应对了温州动车追尾事故、四川和陕西暴雨洪涝灾害等突发事件，得到了监管部门、基层邮政企业和客户的认可与好评，形成了积极的社会影响。在服务“三农”方面，开展“送知识、送温暖、做调研”三下乡活动，建立农村书屋、送电影下乡、提供健康体检服务等，受到广大基层和农村客户好评。

China Post Life Insurance Corporation Limited (China Post Life) is a state-owned national life insurance company jointly founded by China Post Group and its subsidiaries in 20 provinces (autonomous regions and municipalities). China Post Life was registered at the State Administration for Industry and Commerce on August 18, 2009, starting its business on September 9 and headquartered in Beijing. It mainly operates life insurance, health insurance, accident injury insurance and other personal insurances; reinsurances of the above-mentioned insurances; insurance capital operations as permitted by national laws and regulations; and other services and businesses approved by China Insurance Regulatory Committee.

By fully relying on the existing postal network and resources and persisting in the principle of paying equal attention to specialty

and characteristic, China Post Life commits itself to serving the grass-root communities and serving the agriculture, farmer and rural area, starts with small-amount insurance business and focuses on promoting the balanced development of insurance business in urban and rural areas, so as to become a new efficient commercial insurance company featuring modern system, public service, standardized management, and high recognition from the government, regulatory departments and the public.

In the second year after its official operation, China Post Life entered into a critical stage of construction, development and management in 2011. China Post Life has been focusing on transformation of development mode, structure adjustment, risk prevention and facilitation of development. As a result, all services maintained steady development with the quality and efficiency continuously increasing. Meanwhile, enterprise development was further enhanced and the long-term, fundamental efforts in relation to the future development were consolidated. On June 8, 2011, the State Working Conference on Postal Insurance was held in Beijing, where senior officials from China Insurance Regulatory Commission delivered significant addresses. Being the first working conference with a theme on insurance in the postal development history, it is of great importance for its own insurance division of China Post.

After two years of official operation, China Post Life achieved rapid development and reasonable layout. To date, the aggregate revenue from insurance premium of China Post Life exceeded 10 billion yuan, the total assets reached 11.7 billion yuan and the number of customers was 606,000. Besides, 11 branches of China Post Life successfully operated businesses in Jiangxi, Sichuan, Shaanxi, Beijing, Tianjin, Liaoning, Jiangsu, Zhejiang, Anhui, Ningxia and Henan respectively, the Heilongjiang branch was approved to be established, and the service area was expanded to 15,291 outlets in 758 counties and towns in 148 prefecture-level cities of 11 provinces (and municipalities). For 2011, the revenue from insurance premium of China Post Life was 8.025 billion yuan, registering a year-on-year increase of 307%. China Post Life ranked No. 13 in the insurance industry in terms of revenue from insurance premium, with the ranking leveled up by 17. The growth rate of its revenue from insurance premium was the highest among the top 20 insurance companies in terms of business scale.

Generally speaking, China Post Life has maintained steady business operation and the product line became more diversified. In 2011, China Post Life undertook 502,000 new insurance contracts, made alterations and adjustments to 39,300 existing insurance contracts and settled 371 payment claims, which were accepted within 36 hours on average. All of these indexes were superior to the regulatory & monitoring standards, occupying the front ranks of the entire insurance industry. Besides, other key indexes such as contract withdrawal rate, insurance surrender rate and loss ratio were well controlled, and the rapid insurance enrollment, convenient alteration and efficient claim settlement helped gain high recognitions from customers. The compliance management and risk management were implemented by China Post Life through the entire process of construction, development and management, successfully ensuring the secure operation and steady development of the company.

China Post Life has fulfilled its social responsibilities in good faith and constantly improved its capabilities in response to accidents and natural disasters. For example, it rapidly addressed the bullet train collision in Wenzhou, the flood disaster caused by rainstorm in Sichuan and Shaanxi and other accidents, winning recognition and appraisal of the regulatory authority, grass-root postal enterprises and customers, and delivering positive social impact. Besides, China Post Life launched a service-to-the-rural community campaign to better serve the agriculture, farmer and rural area, in which China Post Life established reading rooms in the rural areas, offered film shows in the countryside and provided physical examination services to rural residents, thus receiving high appreciation from the grass-root customers in the rural areas.



邮票发行

2011年，中国邮政共发行纪念邮票30套，其中纪念邮票12套，特种邮票18套，计103图（含小型张6枚），另发行小全张1枚，小本票3本，总面值166元，售价206元。发行贺年专用邮票1枚。个性化服务专用邮票11枚。发行纪念邮资信封4套4枚，纪念邮资明信片2套2枚；发行普通邮资信封3枚，普通邮资明信片8枚；发行中国邮政贺卡6种类型计156枚。

按照中共中央关于中国共产党成立90周年宣传工作的要求，中国邮政组织发行《中国共产党成立九十周年》纪念邮票和纪念封各一套。胡锦涛总书记为纪念封亲笔题词：“中国共产党成立九十周年”。6月30日，在人民大会堂隆重举行了纪念封首发宣传活动。

2011年发行的邮票不乏艺术精品，其中《关公》邮票特别制作了丝绸材质的小型张四连张。《云锦》邮票印制最为精美，票面色彩厚重，光泽凸显，并通过大量用金，更好地表现了云锦高贵华丽的艺术特点。《八十七神仙卷（局部）》1套6枚。通过小本票形式，再现了这幅传世白描名画的艺术风采，票面精美、耐人寻味。

集邮活动

为促进我国邮政事业和集邮文化产业的发展，11月11日至15日在江苏省无锡市举办了“中国2011——第27

届亚洲国际集邮展览”。来自53个国家和地区的集邮组织和集邮商参展，共展出各类集邮展品1373框。中国邮政配合发行了《中国2011——第27届亚洲国际集邮展览》纪念邮票1套2枚，小型张1枚，同时发行无齿小型张1枚。

集邮业务

2011年，集邮业务加快转变发展方式，加大经营创新力度，实施精细化科学管理，优化产品结构、推进降本增效、提升品牌形象、加强渠道建设，不断增强集邮服务水平和能力。全年集邮完成收入87.6亿元，同比增长17.5%，创集邮业务收入历史新高，为邮政企业创造了良好的社会效益和经济效益。

2011年，各级集邮经营部门为广大集邮爱好者、各级政府以及企事业单位等客户提供了大量设计精美、内容精湛的集邮文化产品。全年组织开展了生肖贺岁、建党九十周年、辛亥革命一百周年、关公等全国性和区域性营销活动，创收28.31亿元，占全年收入的35%，有力地配合了地方经济建设和文化宣传，促进了我国文化产业的大发展、大繁荣。

Stamp Issuance

In 2011, China Post issued 12 sets of commemorative stamps and 18 sets of special stamps, altogether 30 sets in 103 pictures (incl. 6 miniature sheets). Besides, there were 1 souvenir sheet and 3 stamp booklets with a combined face value of 166 yuan priced at 206 yuan. 1 postage stamp dedicated to the Chinese New Year was issued and so were 11 stamps for customized service. There was also issuance of 4 commemorative stamped envelopes in 4 sets, 2 commemorative stamped postal cards in 2 sets; 3 regular stamped envelopes and 8 regular stamped postal cards; 156 China Post New Year cards in 6 types.

Based on demands from the CPC Central Committee on celebrating the 90th anniversary of the founding of the Communist Party of China, China Post organized the issuance of one commemorative stamp set and one commemorative envelope set with the theme of “90th Anniversary of the Founding of the Communist Party of China”, and the inscription of “90th Anniversary of the founding of the Communist Party of China” written by President Hu Jintao on the envelope. On June 30, there was a fine spectacle in the Great Hall of the People for the release of the commemorative envelope.

The year 2011 witnessed several artistic gems among the issued stamps: “Lord Guan” was depicted on a special silk texture for four consecutive miniature sheets; “Yunjin Brocade” had the most beautiful printing in rich and glossy colors with a golden shade that best demonstrates the elegant and gorgeous fabric; “Scroll of Eighty Seven Immortals (Part)” in a set of 6 stamps was issued in the form of a booklet to reproduce the renowned artwork in Chinese traditional line drawing with refined and thought-provoking design.

Philatelic Events

In order to promote postal development and philatelic culture, the “China 2011 – The 27th Asian International Stamp Exhibition” was held in Wuxi, Jiangsu from November 11 to 15. Philatelic organizations and stamp dealers from 53 countries and regions participated in the event with 1,373 frames of exhibits in various kinds. To echo the exhibition, China Post issued 1 set of 2 commemorative stamps, 1 miniature sheet and 1 imperforate miniature sheet with the theme of “China 2011 – The 27th Asian International Stamp Exhibition”.



Philatelic Business

In 2011, efforts have been made in the philatelic business to transform growth pattern, enhance operational innovation, implement delicacy management, optimize product portfolio, reduce cost and improve efficiency, promote brand image, strengthen channel building and raise service level and capacity. Throughout the year, the total revenue from philately reached 8.76 billion yuan, with a 17.5% year-on-year growth, hitting record high while enabling favorable social and economic benefit for China Post.

In 2011, philately operators at all levels have provided abundant products with exquisite designs and superb craft for various philatelists and customers from governments, governmental agencies and enterprises. National and local marketing campaigns were held under diverse topics such as animal designator of the year, CPC 90th anniversary, Centenary of the 1911 Revolution, Lord Guan, etc. which realized 2,831 million yuan of revenue, accounting for 35% of the year's total. These campaigns served as a facilitator in local economic development and cultural undertakings that would promote the advancement and prosperity of China's cultural industry.

中国集邮总公司

China National Philatelic Corporation

中国集邮总公司是我国唯一从事国家级集邮品制作与销售、邮票进出口业务的全性公司，主要业务包括设计、制作、开发常规的集邮品、各种拓展类集邮礼品、中高档年册、形象宣传年册以及邮票个性化业务、专卖店业务，并为客户提供专业服务。与世界上20多个国家和地区建立了良好的业务关系，建立了全球性的营销网络。中国集邮总公司始终坚持创新，不断开拓新的业务增长点和市场空间，先后推出了“邮票金砖”、“多媒体邮品”、“邮票连环画”等新的产品类别，丰富了社会各界对于高品质集邮文化产品的选择，同时为集邮文化的延伸拓展做出了有益尝试。2011年，中国集邮总公司全面落实国家和集团公司提出的各项文化及业务发展政策，紧紧围绕全年邮票发行和“中国共产党成立90周年”等国家大事要事及社会热点做好各方面经营管理工作，创造了良好的经济效益和社会效益，保持着健康稳步发展的良好态势。

China National Philatelic Corporation is the only national enterprise in China engaged in national-level production and sales of philatelic items and in international stamp trade as well. Its major businesses include design, production and development of regular stamp collections, gif -set made with all derived philatelic products, mid- and high-end annual stamp albums, albums for image building, customized stamps, dedicated stamp shops and specialized service for VIP customers. The corporation has maintained good business relationships with partners in over 20 countries and regions and established a global marketing network. The corporation is dedicated to innovation to create new growth points and market potentials. Such can be evidenced by its offering of novel products including “Gold Stamp Brick”, “Multi-Media Philately” and “Stamp Comics” that provide more quality products for the public and make meaningful attempts in expanding philatelic culture.

In 2011, the corporation had implemented comprehensive policies for cultural and business development required by the central government and China Post Group. Operation and management have focused on both its annual tasks in stamp issuing and national events and hot social topics such as “CPC 90th anniversary” etc. which helped create positive economic and social benefits and maintain sound and steady growth momentum.

邮票印制局（北京邮票厂）

Postage Stamp Printing Bureau (Beijing Stamp Printing Factory)

邮票印制局是我国目前唯一集设计、印制、储运于一体的邮票专业印制基地，现已成为亚洲最大、世界知名的邮资票品生产中心。每年为全国信函邮票的使用和集邮者的收藏提供数亿枚的普通邮票、纪念特种邮票、明信片、邮资封片等邮资票品。

2011年，完成邮票图稿设计32套113幅，邮资封片图稿28幅，顺利完成各项印制任务。并通过购置新型印刷设备，加大邮票印制工艺研发，将新技术工艺成功运用于《云锦》、《凤翔木版年画》、《关公》、《中国古代书法——草书》等邮票中，获得了一致好评。

The Postage Stamp Printing Bureau is the only specialized stamp printing site in China that encompasses design, printing, storage and transportation. It has already become Asia's largest postage stamp production center with global reputation. Each year, the Bureau provides letter writers and philatelists with hundreds of millions of definitive stamps, commemorative and special stamps, postal cards, postal stationeries, etc. for daily usage and collection purpose.

In 2011, the Bureau completed the design for 32 sets of stamps in 113 images and 28 images for postal stationeries and fulfilled its annual printing tasks. Moreover, it purchased new printing equipment and developed advanced printing techniques which proved to be effective in well appraised stamps including “Yunjin Brocade”, “Fengxiang New Year Woodprints”, “Lord Guan” and “Ancient Chinese Calligraphy – Cursive Script”.

推进对外业务合作

2011年，中国邮政进一步加强与境外邮政，国际组织及国际公司的交流与合作。在邮政领域，分别与新加坡、日本、哈萨克斯坦以及香港、澳门等邮政签署了合作协议或备忘录，内容主要涉及电子商务、国际函件业务、国际包裹业务、国际速递物流业务等。与芬兰邮政合作开发了“来自圣诞老人故乡的祝福”的主题贺卡营销项目。加强了与英国、德国、泰国等邮政的联络，积极探讨相关领域的业务合作方案，共同开发新的国际市场。

此外，还分别与万国邮联、国际奥委会、戴尔、泛亚班拿、联邦快递、博世、安客诚、摩托罗拉等国际组织及国际公司进行了交流。



举办和出席国际会议

定期参加万国邮联经营理事会和行政理事会会议。深入研究国际函件和国际包裹终端费、业务质量、市场发展、EMS业务、海关事务、安全事务等重要业务问题，为2012年的万国邮联大会做准备；关注邮联业务发展等研究成果，促进国内相关业务发展。定期参加亚太邮政执行理事会年会和亚太邮政合作机构会议，发挥主导作用，在亚太地区推进国际函件、包裹和EMS等业务合作。

10月份，在西安举办了第十二届中日韩邮政高峰会，三国邮政签署了会议备忘录，商定继续在商函、电子商务、速递业务等领域加强合作，推出更具区域特点的新业务。

参加卡哈拉邮政组织峰会（CEO会议）。会议肯定了各国（地区）邮政一年来业务运行的质量，同时对卡哈拉组织的业务发展进行展望，并确定启动市场拓展的研究工作。

参加第五届东盟邮政业务会议，重点向东盟国家介绍了中国邮政在跨境直邮函件、电子商务以及速递物流方面的业务发展情况，提出了与本地区加强业务合作的具体建议方案。

参加中俄第十届通信与信息技术分委会，深入推进和协调中俄间边境包裹和电子汇兑业务。

海峡两岸业务合作

6月，在福建厦门召开海峡两岸邮政发展圆桌会议，会议回顾了两岸正式通邮以来业务发展情况，展望了未来合作的方向。两岸邮政同意在电子商务及速递物流等领域加强合作，不断研发新产品以满足两岸民众用邮需求。

技术设备合作

与华为技术有限公司合作，通过优势互补，共同拓展海外通信及邮政市场。2011年11月，正式签署邮政基础设施采购合同，将向喀麦隆邮政提供基础系统及配套通讯网络建设的支撑与服务，其中包括覆盖喀麦隆全国243个网点、10个邮件处理中心的电子化邮政整体解决方案。

中国邮政还与俄罗斯、孟加拉、泰国、尼日利亚、密克罗尼西亚等邮政展开技术设备交流与合作。

Pushed Forward Business Cooperation with Foreign Partners

In 2011, China Post further strengthened the exchanges and cooperation with foreign Posts, international organizations and overseas corporates. In postal area, China Post signed cooperation agreements or MOUs with New Zealand Post, Japan Post, Kazakhstan Post, Hong Kong Post and Macau Post, with the contents mainly involving E-business, international letter business, international parcel business and international express and logistics business etc. It cooperated with Finland Post to develop "blessings from the hometown of Santa Claus" theme greeting card marketing project. It also enhanced communication with Royal Mail, Deutsche Post and Thailand Post to vigorously explore business cooperation plans in relevant areas and jointly develop new international market.

In addition, China Post also conducts communication with Universal Postal Union (UPU), International Olympic Committee, Dell, Panalpina, FedEx, Bosch, Acxiom, Motorola and other international organizations and corporates.

Held and Attended International Meetings

China Post regularly attended meetings of The Postal Operations Council (POC) and The Council of Administration (CA) of UPU. It conducted in-depth research on international letter and parcel terminal dues, quality of business, market development, EMS business, customs issues, security issues and other important business issues, making preparations for 2012 UPU Congress. It paid close attention to the research results such as business development of UPU, and promoted the development of relevant domestic business. It regularly attended the annual meetings of the executive council of Asian-Pacific Postal Union (APPU) and meetings of APPU cooperation agencies, playing a leading role in promoting business cooperation in the fields of international letters, parcels



and EMS in Asia-Pacific Region.

In October, the 12th China-Japan-South Korea Post Summit was held in Xi'an, China. A memorandum was signed by Posts of the three countries, aiming at continuously strengthening cooperation in the fields of business letters, E-business and EMS, and roll out new business with more regional features.

China Post attended the Kahala Post Group (KPG) Summit (CEO Meeting). The meeting acknowledged the quality of business operation of Posts in the reporting year, put forward prospects of the business development of the KPG, and decided to launch the research on market expansion.

China Post attended the 5th ASEAN Postal Business Meeting (APBM), especially introducing the business development of China Post in the areas of cross-border direct mails, E-business and express & logistics business to ASEAN countries, and putting forward specific proposals for strengthening business cooperation in this region.

China Post attended the Sino-Russian Communications and Information Technology Sub-Committee meeting, pushing ahead and coordinating the border parcel and electronic remittance business between China and Russia.

Cross-straits Business Cooperation

In June, Cross-Straits Postal Development Round Table Meeting was held in Xiamen, Fujian. The meeting reviewed the business development since the official launch of cross-Straits direct mail service, and looked into the direction of future cooperation. Posts from across the Straits agreed to strengthen cooperation in the fields of E-business and express & logistics, and develop new products to satisfy postal demands of people across the Straits.

Technology and Equipment Cooperation

The cooperation with Huawei has complemented each other's advantages and further expanded overseas communications and postal markets. In November 2011, the postal infrastructure procurement contracts was officially signed, manifesting Cameroon Post will be provided with support and services of the basic systems and supporting communications network constructions by China Post, including a electronic overall postal solutions with 243 outlets covering the whole country of Cameroon and 10 e-mail processing centers.

China Post also conducted exchanges and cooperation in technology and equipment with the Postal departments of Russia, Bangladesh, Thailand, Nigeria and Micronesia.



2011年，各级网运部门加快转变经济发展方式，贴近经营、支撑发展、服务改革、主动创新，网运综合能力明显增强，支撑保障更加有力，结构调整积极推进，流程优化深入开展，科学管理成效显著。截至年底，全国各级邮区中心局各类散件处理量为159.4亿件，全网一级干线共完成总包运输量14917万袋，同比增长2.81%。

干线运输网路

邮政航空公司拥有飞机16架，通达局23个，邮路35条（国内30条、国际4条、地区1条），形成了以南京为中心的集散式航空运输网络。民航航班通达局61个，邮路1863条。

铁路邮路：一级干线铁路邮路278条，火车邮路里程49.4万公里。其中自备车邮路170条，租用铁路行李车邮路95条，行邮（包）专列邮路13条。

公路邮路：一级干线公路邮路394条，公路邮路里程21.5万公里。

资源配置

全国一、二级中心局生产场地面积约为142万平方米。全国邮政共有生产用运输汽车3.59万辆，其中集团公司管汽车2540辆。全网自备火车邮厢共433辆，编挂于97对客运列车上（一级87对、二级10对）。全网共有信函分拣机87套，扁平件分拣机12套，包件分拣机64套，共计163套分拣设备。

邮政网路建设

优化网路结构，支撑和促进邮政业务健康发展。2011年，推进邮政网路结构调整研究工作。扩充火车运能，通过优化多条邮路运输计划，扩大行李车租用范围等，全网日增加运输能力32万吨公里；探索创新运输模式，如建立以南昌为节点的集装箱区域集散中心，通过集散中心对周边各省辐射，集装箱邮路的整体规模效益进一步提高；稳定报纸运输时限，实行固定邮路发运并单独编制出口计划，报纸、包裹类邮件的运输时限进一步提高。

开展流程优化，网运效率、效益进一步提高。2011年，推进大宗函件生产作业流程优化工作，加快了邮件传递时限，提高了运行效率和效益。推进爱心包裹作业流程优化工作，通过灵活调整集散中心选点及集散范围的网路组织形式，爱心包裹邮政服务质量和生产效率进一步提高，全年共处理学生型36万件、温暖型1.6万件、学校型5千件。在全国开展塑料封志推广工作，邮件封发成本明显降低。

强化协作配合，推动速递物流专业改革发展。2011年，邮政网共疏运速递物流邮件6353万袋，同比增长4.1%。进一步加强邮政网对速递物流邮件的支撑保障能力。积极协助优化、完善速递物流网，推动两网紧密衔接。进一步加强了总部间、各省间的日常沟通，主动跟进、支持、协助速递物流公司实施专网建设。

加大设备投入，机械化、自动化和信息化水平进一步提高。截至2011年底，全国已有27套信函分拣机实施了窗口信、贴签信和汉字地址识别分拣功能改造工作。目前信函分拣机日均上机量是改造前的3.6倍。继续推进网运信息化建设与应用工作。完成了省际、省内分拣封发关系模块的移植开发和全国应用。优化完善了调度管理、全程时限管理、网运KPI评价等系统功能，以及设备、车辆、容器等网运资源管理功能，网运精细化管理水平进一步提高。

强化基础管理，网路运行支撑保障水平进一步提升。全面推行“网路运行质量、效率与效益评价体系”。加强设备车辆和网运信息系统的基础管理工作。各级网运检查部门将日常检查和定期专项检查相结合，强化对重点环节、关键部位的检查，实现了网运质量检查工作制度化和常态化，确保了网运生产安全、平稳运行。

In 2011, the Network Operation Departments at all levels accelerated the transformation of the economic development mode by getting close to operational practices, providing support for development, striving for reform and conducting active innovation; hence we saw the prominent increase of the overall network operation capability, stronger support and guarantee, further progress of restructuring, in-depth process optimization and remarkable achievements of the scientific management. By the end of 2011, the volume of individual mail items handled by mail processing centers at all levels across the country recorded 15.94 billion. The



volume of dispatches transported by first-class line-haul reached 149.17 million bags, an increase of 2.81% over the previous year.

Line-haul Transportation Network

China Postal Airlines owns 16 planes, with 35 routes (30 domestic routes, 4 international routes and 1 regional route) reaching out to 23 postal depots, forming a distributed air transportation network with Nanjing as the hub. Thanks to cooperation with airlines, 1863 routes were reaching out to 61 postal depots.

Railway routes: 278 first-class line-haul railway routes extending 494,000 km, of which 170 routes run its proprietary trains, 95 run its rented luggage trains, and 13 were dedicated to mail trains.

Truck routes: 394 first-class line-haul truck routes covering 215,000 km.

Resources Allocation

The operation area of class 1 and class 2 mail processing center around the country occupies 1.42 million square meters. China Posts owned 35,900 vehicles for transportation, of which 2,540 were controlled by the Group. Across the whole network, there were 433 proprietary mail carriages linked to 97 pairs of passenger trains (87 pairs of first-class, 10 pairs of second-class). The whole network had 163 sets of sorting machines, of which 87 sets of letter sorting machines, 12 sets of flat letter sorting machines, and 64 sets of parcel sorting machines.

Postal Network Construction

Optimization of the network structure to support and promote the healthy development of postal businesses. The year of 2011 witnessed the promotion of research on postal network restructuring. The transportation capacity of the whole network grew by 320,000 ton-kilometers per day through increasing of the capacity of trains, optimizing transportation plan of multiple routes and enlarging the renting scope of luggage trains. In addition, we explored the innovative transportation model. For example, the distribution center for containers was established with Nanchang as the node, through which all neighboring provinces were covered and the overall economies of scale for the container route was further increased. Besides, the transportation time limit for newspapers was stabilized by adopting fixed route and compiling export program independently so that newspapers and parcels can be delivered in a shorter period of time.

Process optimization to further improve the efficiency and benefit of the network operation. In 2011, the optimization work was advanced for the operational process of bulk mails with the mail delivery time limit being shortened and the operational efficiency being increased. Moreover, the operational process for love donation parcels was also optimized and the selection of distribution centers and distribution scope were adjusted through a flexible network mode. As a result, the postal service quality and operational efficiency of love donation parcels were further improved with 360,000 student parcels, 16,000 heart-warming parcels and 5000 school parcels being processed for the whole year. Furthermore, plastic seals were promoted nationwide and the cost for mail sealing and dispatching was greatly reduced.

Enhanced coordination to promote the reform and development of express and logistics service. In 2011, 63.53 million express and logistics mails were distributed through the postal network, an increase of 4.1% year on year. More support and guarantee from the postal network were provided for express and logistics mails. The express&logistics network was optimized and improved and the close relationship between two networks was also boosted. In addition, the daily communication between the Group and provincial companies was further strengthened and support and assistance were also provided for Express&Logistics companies to build specialized networks.

Greater equipment input to improve the mechanization, automation and informationization level. By the end of 2011, there were already 27 sets of letter sorting machines being retrofitted with improved sorting functions for window envelopes, label envelopes and identification of Chinese addresses. At present, the daily processing volume of letter sorting machines is 3.6 times higher than that before the retrofitting. The informationization and application of network operation were continued, the inter-provincial and intra-provincial transplant development and nationwide application were also completed in terms of the relating modules for sorting, sealing and distributing. The dispatching management, whole-process time limit management, KPI evaluation of network operation and other system functions were optimized and improved and the management of network operational resources including equipment, vehicles and vessels etc. as well as the delicacy management level of network operation were further enhanced.

Strengthened fundamental management to improve the level of support and guarantee for network operation. The "Evaluation system of Network Operation Quality, Efficiency and Benefit" was promoted in an all-round way and the fundamental management of equipment, vehicles and network operation information system was also strengthened. The network operation inspection departments at all levels combined daily inspection with regular specialized checks and strengthened their efforts on the inspection of some key links and parts; therefore, the network operation quality check was set up as a systematic and regular practice, which ensured a safe and stable network operation production.



2011年，邮政信息网网络能力和安全水平持续提升。截至12月底，除金融系统外，邮政信息网全国中心已部署47台套的小型机、86台存储设备和711台套的PC服务器；存储设备的数据总容量已达802TB。全国中心到省中心网络采用带宽为155M的SDH线路，总带宽达17G。邮政金融网点终端数据传输加密工程在全国6000余个一类网点完成上线工作，保障了数据安全。

应用系统建设工作取得长足进展，互联互通和资源共享水平进一步提高。

邮务类应用系统稳步推进，加速传统邮政现代化转型。邮政营业电子化支局系统工程、投递信息系统、普通邮资封片业务管理信息系统、邮政报刊发行系统二期等共计19项传统邮务类信息系统建设稳步推进，促进了业务的联网作业、信息采集和资源共享，提高了邮政的服务质量和产品竞争力。

速递物流类应用系统建设提速，扶持竞争型业务成长。速递综合信息处理平台由单一的生产支撑平台向集生产、管理、决策于一体的综合平台转变。该系统依托邮政电子商务平台，围绕速递合作伙伴，成为以客户为中心的速递供应链协同平台。物流综合信息平台工程实现供应链物流从仓储、运输、配送、动态跟踪查询、清分结算、运行监控等全程管理，为新业务的快速部署上线、物流业务的发展奠定了基础。其中，南京集散中心信息系统实现了与邮政内部相关业务系统的互联互通，满足南京集散中心网络化、规模化、集中化、自动化的生产作业处理要求。

经营管理类应用系统进一步完善，辅助经营决策。以财务系统一期、人力资源系统二期、邮政业务量收管理系统二期、综合办公信息处理平台、客户营销管理系统等为代表的共计10项经营管理类应用系统功能进一步完善，性能进一步优化。对于保障关键信息迅速准确传递，全面提升集团公司整体经营分析和管理决策能力，增强企业竞争力，发挥了有力的支撑作用。

电子邮政类业务系统丰富服务手段，形成新的增长点。邮政电子商务各系统构成有机的整体平台，对上联接邮政核心信息系统和第三方合作伙伴系统，对下联接邮政自有网点、11185呼叫中心、网站、短信业务接入系统和社会代办点（便民服务站、报刊亭、村邮站和农资分销点），辅以支付网关和CPCA提供资金流手段和安全保障，基本占据了供应链高端位置，初步形成了覆盖全国的多渠道、多层次电子商务发展格局。

2011年，信息技术部门通过数据分析挖掘工作为直邮营销团队提供数据支撑，为数据分析规模化应用打下良好基础；流程优化工作稳步推进，提升了邮政营业及生产作业组织的速度和效率；健全工作体系，增强服务意识，全网运维能力稳步提高；加强信息安全管理，制定信息安全应急预案，增强了对突发安全事件的处理能力。

The year of 2011 saw a continuous improvement of the network capacity and security level of Postal Intranet. As of the end of December 2011, except the financial system, the national center of postal intranet has deployed 47 minicomputers, 86 storage devices and 711 PC servers; the total capacity of data storage devices has reached 802TB. The SDH transmission circuits with 155M bandwidth was adopted for the network between the national center and 31 provincial centers, the total bandwidth nationwide was up to 17G. The terminal data transmission encryption project of postal financial outlets was launched in more than 6000 first class outlets nationwide to protect data security.

The construction of application system has made a considerable progress, which further improved interoperability and the level of resource sharing.

Steady advanced postal application system, accelerated the modernization transformation of traditional postal services. The construction of 19 traditional postal information systems including postal computerized outlet system, delivery information system, ordinary postage envelope and postcard business management information system, postal Newspaper&Journal distribution system Phase II have been steadily promoted, thus networking operations, information collection and resource sharing of the business and the quality of postal service and competitiveness of their products was further improved.

Speeded up the express & logistics application systems, supported the growth of competitive businesses. Express integrated information processing platform changed from a single production supporting platform to an integrated platform of production, management and decision-making. By relying on the postal e-commerce platform and focusing on EMS partners,



the system has become the customer-oriented express supply chain collaborative platform. The logistics integrated information platform realized the full process management of the logistics supply chain from warehousing, transportation, distribution, dynamic track and trace, settlement, to operation and monitoring, laid the foundation for the rapid deployment and launch of new businesses and logistics services. Among them, the Nanjing distribution center's information system has achieved interoperability with the internal

postal business systems, which met the distribution center's network, large-scale, centralized and automated production and processing requirements.

Further improved management application systems, assisted operating decision-making. The functions of 10 business and management application systems including the Financial system (phase I), Human resources system (phase II), Postal traffic management system (phase II), Integrated office information processing platform, and Customer marketing management system have been further improved and their performance have been optimized. It has played a strong supporting role for securing the quick and accurate deliver of critical information, enhance the company's overall business analysis and management decision-making capacity, as well as for the enhancement of the enterprise's competitiveness.

Enriched service types in electronic postal business systems and formed new growth point. The postal e-commerce systems constituted an organic integrated platform, it connected upwards the core postal information systems and third party partners' systems, downwards the postal outlets, 11185 call center, website, SMS access system and social agency units (convenient service stations, newsstands and village postal offices and agricultural distribution points). Supplemented by the payment gateway and CPCA which provided capital flow means and security, the postal e-commerce systems basically occupied the high-end position of the supply chain and initially formed a nationwide multi-channel, multi-level e-commerce development pattern.

In 2011, the information technology department provided data support for direct mail marketing team through data analysis and data mining, which laid a good foundation for large-scale application of data analysis. The steady progress of process optimization enhanced the speed and efficiency of postal business operation and production operations. The working system and service awareness were further enhanced and the whole network operation and maintenance capacity has been steadily increased. The information security management was strengthened. By formulating contingency plans of information security, the capabilities of handling emergent security incidents were further increased.



2011年，邮政科技管理部门共下达科技计划4批，共20个项目，其中软科学研究11项，应用技术研究项目9项，包括《邮政企业数字出版业务发展策略及实施方案研究》、《邮政投递网点设置和设备配置》、《中央预算内资金储备项目实施方案》等项目，并组织了《中国邮政农资连锁配送信息系统升级改造工程（二期）总体方案》、《邮件进口分拣资料库数据结构及相关应用研究》等多个科技项目验收评审会议。

组织召开了“中国邮政集团公司科学技术奖评审委员会会议”，从143项参评项目中，评选出44个获奖项目，其中一等奖6项，二等奖11项，三等奖27项，圆满完成了集团公司2011年度科学技术奖评审工作。

广泛开展技术交流活动，积极参与中国邮政集团公司国际邮联技术组代表团相关工作，高度关注“Post”国际邮政顶级域名、PostID等新技术新业务的发展动向，加强了与邮联就RFID在国际GMS系统和国内应用进行沟通。配合国际部和相关业务技术部门参与中澳联合开发电子挂号邮件的相关工作，启动软科学研究项目对中国邮政电子挂号邮件业务相关法律问题开展研究。

In 2011, the Department of Corporate Development and Technology arranged four batches of scientific and technology plans, a total of 20 projects, among which 11 are soft science researches and 9 are applied technology researches. They include the Development Strategy and Implementation Plan Study on the Digital Publishing Service of Postal Enterprise, Postal Delivery Network Settings and Device Configuration, Capital Reserves Project Implementation Plan within the Central Budget and etc. The department also organized several scientific and technological project acceptance review meetings, such as for the Overall Program of Information Systems Upgrade Project (Phase II) of Postal Chain Distribution of Agricultural Materials, Research on the Inbound Mail Sorting Database Data Structures and Related Applications and etc.

The Department organized and convened the Review Committee Meeting of Science and Technology Award of China Post Group, selected 44 winning projects from 143 projects, including 6 first prizes, 11 second prizes and 27 third prizes. The review and assessment of the 2011 Science and Technology Award was successfully completed.

The Department also conducted extensive technical exchange activities, actively participated in the work of the UPU technical groups, paid great attention to new technologies and new business development trends such as Post, the international postal top level domain, and PostID, etc. Moreover, the Department strengthened communications with UPU on RFID in the international GMS system and domestic applications. It worked with the Department of International Cooperation and other departments on the project of the China Post-Macao Post joint development of electronic registered mail and started the soft science research project on legal issues of China Post's electronic registered mail service.

邮政企业用工情况

2011年底，全国邮政从业人员88.93万人，其中合同用工42.68万人，占全部从业人员的48%；劳务用工46.03万人，占全部从业人员的51.8%。邮政企业保留劳动关系人员3.85万人，其中内部退养人员3.09万人。各级邮政企业认真贯彻国家相关法律法规，积极巩固发展和谐劳动关系。全国邮政企业合同用工的劳动合同签订率、劳务用工劳务派遣率均保持在100%的水平。劳务用工基本养老保险实现应保尽保，其他各项社会保险参保水平不断提升。

不断加强领导班子建设

坚持德才兼备、以德为先的选人用人标准，切实把道德品质好、工作经历多、管理能力强、经营业绩优的干部充实到领导岗位。同时，重视加强后备干部队伍建设，为班子建设和企业可持续发展储备人才。

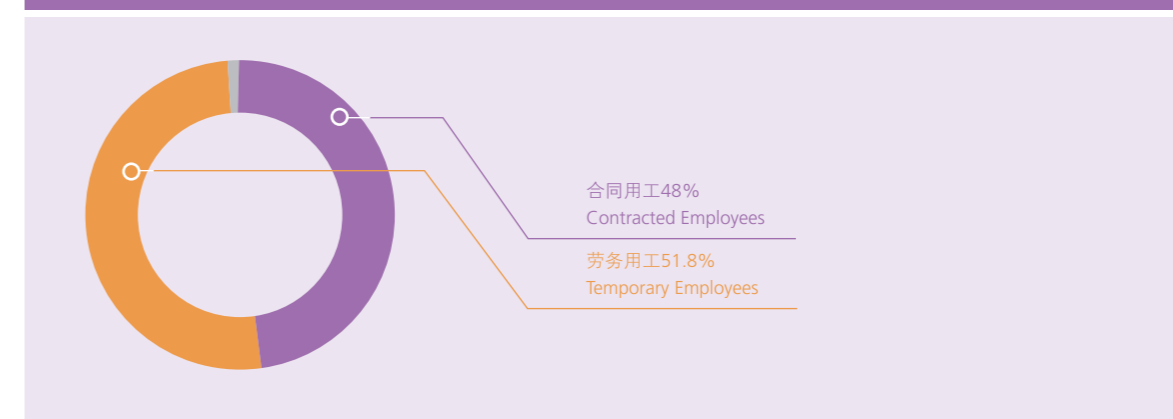
进一步优化人力资源配置

2011年，集团公司着力优化人力资源配置，通过不断加强机构编制工作、大力推进工时精细化管理、全面落实“双定”标准，共盘活人力资源1.94万人，进一步优化了人员配置结构，在有效支撑业务发展和核心能力建设的同时，较好地控制了人员总量的增长。

大力推进人才队伍建设

各级邮政企业按照“人才强邮”战略要求，坚持以人为本，紧紧围绕邮政改革发展的中心任务，积极推进人才工作。截至2011年末，高层次经营管理人才、高层次专业技术人才、高级营销人才总量达到1.7万人，邮政通

从业人员结构示意图
Fig. Structure of Employees



信高技能人才达到8.1万人，县局长、支局长、支行长等基层骨干队伍结构、素质能力持续得到改善。各级邮政企业重视人才的引进和储备工作，全年从社会引进各类专业人才1510人，招收应届大学毕业生1.78万人，为邮政发展补充了新鲜血液。

强化人工成本分类管理

进一步完善邮政企业三大板块工效挂钩和劳务性支出挂钩办法，加强人工成本精细化管理，加大对效益指标的考核力度，引导基层企业转变发展方式，注重发展质量和效益，人事费用率得到降低，较好地提升了人工成本的使用效率和效益。

关注一线员工收入增长

集团公司高度关注一线员工的收入增长。根据邮政企业薪酬制度改革的总体要求，实施了员工薪酬调整工作；提高了投递人员的薪酬待遇水平。各省（区、市）邮政公司、邮储银行各省分行及计划单列市分行、各省邮政速递物流公司基本实现了员工薪酬省级集中发放，薪酬支付保障机制更趋完善。

加大教育培训工作力度

2011年，全员培训活动开展得更加扎实有效，全员培训率同比增长5.4个百分点；员工整体学历水平稳步提升，具有大专以上学历占比同比提高5.2个百分点；培训经费连续几年保持20%以上增幅；拥有各级培训中心119个，培训基地1215个，自主培训能力持续增强；共有近万名内训师，其中集团级185人，各级内训师在开展全员培训、提升员工素质方面发挥日益重要的作用。此外，网络学院远程培训能力持续增强，实现了对所有市县和重点乡镇局所、对全体员工和对各项业务的基本覆盖。网络学院应用系统建设获集团公司科技进步一等奖。

职业技能鉴定工作持续推进

按照人力资源和社会保障部的工作部署，深入研究并构建了符合邮政企业实情的现代化职业分类体系，组织了全国61个职业技能鉴定站的质量管理评估；中国邮政网络培训学院职业鉴定中心系统成功上线。广泛开展了职业技能鉴定与考评工作，全年参加邮政通信特有职业技能鉴定17万人，合格率62%。截至2011年底，持有邮政通信特有职业国家职业资格证书的员工为49.5万人，持证率达到75.5%。

Employment

By the end of 2011, the total number of postal employees across the nation had reached 889.3 thousand, including 426.8 thousand contractual employees, 48% of the total; and 460.3 thousand temporary employees, 51.8% of the total. There were 38.5 thousand people retaining labor relations in the postal enterprises, including 30.9 thousand of retirees. Postal enterprises at all levels earnestly implemented the relevant national laws and regulations in this regard, vigorously consolidated and developed harmonious labor relations. Both the contract signing rate for contracted employees and the dispatching rate for temporarily hired

workers stayed at 100%. The basic pension insurance covered all people entitling to it, and the coverage rate of various social insurances was on the rise.

Strengthened the Construction of Leading Group

Sticking to the talent-selecting and employment standards of taking both virtue and ability into consideration with stress on the virtue, executives with good moral characters, rich work experience, strong managerial capacities and excellent business performance were put into leadership positions. Meanwhile, attention was given to the strengthening of the construction of reserved executive teams, in an attempt to reserve talents for the building of management teams and the sustainable development of the enterprises.

Further Optimized Human Resource Allocation

In 2011, the Group made great efforts to optimize human resource allocation by means of paying attention to the establishment of organizations, vigorously pushing forward working-hour delicacy management and proceeding with the implementation of the standards of "Fixed Personnel and Fixed Position" in an all-round manner. Altogether 19.4 thousand human resources were revitalized throughout the year, and the personnel structure was further streamlined, with the development of business and the building-up of core capacities being effectively supported and the growth of work force being reasonably controlled.

Vigorously Advanced the Development of Talent Pool

Postal enterprises at all levels vigorously advanced the development of human resource work in line with the strategic requirement of "strengthening China Post through human resource development", adhering to the people-oriented principal and focusing on the centre tasks of postal reform and development. By the end of 2011, the aggregate of high-level management talents, professional talents and marketing talents reached 17 thousand, with the number of talents with high skills in postal communications amounting to 81 thousand. The structure of the teams of grass-root backbones consisting of directors of county-level post offices, directors of branch bureaus and branch bank managers was optimized, with the marked improvement in terms of quantity and capacities. Postal enterprises at all levels were also keen on bringing in and reserving talents. 1,510 talents with specialties in various fields were recruited from the public, and 17.8 thousand graduates from universities and colleagues were enrolled in 2011.

Reinforced the Classification Management of Labor Costs

Labour cost has been decreased while its efficiency and benefit was improved by further perfecting the methods of linking payment to performance and service expenditure regarding the three main businesses of postal enterprises, strengthening of delicacy management of labor costs and the assessment of performance indicators, guiding the grass-root enterprises to change their development modes and focusing on the quality and benefits of development.

Paid Attention to the Income Growth of Front-line Employees

The Group paid great attention to the income growth of the front-line employees. In line with the overall requirements of the reform of payment distribution system of postal enterprises, the adjustment of employees' payments was also carried out, and the

payment of delivery staff was increased. The centralized salary payment at provincial level for employees of postal enterprises of provinces (autonomous regions and municipalities), branches of provincial postal savings banks and those in cities specifically designated in the state plan and provincial postal express and logistics companies has been basically practiced. The payment guarantee mechanism was improved.



Put More Efforts into Education and Training Programs

In 2011, the training programs for entire staff were carried out in a more practical and effective manner. The staff training rate was increased by 5.4% on a year-on-year base. The overall education levels of staff saw steady enhancement, with the share of employees obtaining college degrees or above was up by 5.2% year on year. Training expenditure has maintained growth at a rate over 20% for past several consecutive years. Altogether 119 training centres at all levels and 1,215 training bases have been established, which consistently strengthened the self-training capacity of the postal enterprises. There have been almost 10,000 trainers, including 185 Group-level trainers. They have played increasingly important roles in training entire staff and promoting the qualities of staff. Moreover, the remote training capacity of online training college was consistently strengthened, basically covering all post bureaus and offices in cities, counties and key villages, and benefiting the entire staff with all businesses have been included. The application system developed by the online training college won the first prize of science and technology progress granted by the Group.

Continuously Pushed Forward Occupational Skill Appraisals

In line with the deployment of the Ministry of Human Resources and Social Security, the modernized occupation classification system that accords with the actual situation of postal enterprises was built up based on the in-depth research, and the quality management appraisal of 61 occupational skill appraisal stations nationwide was organized. The occupational appraisal centre system of China Post Online Training College was launched successfully. The occupational skills appraisal and testing was carried out extensively. 170 thousand employees throughout the postal system participated in the postal communications special occupational skill appraisals in 2011, with a passing rate of 62%. By the end of the year, 495 thousand employees have held the national postal communications special occupational qualification certificates, with the proportion of employees with certificates reaching 75.5%.

石家庄邮电职业技术学院（中国邮政集团公司培训中心）

Shijiazhuang Posts and Telecommunications College (Training Centre of China Post Group)

2011年，石家庄邮电职业技术学院（中国邮政集团公司培训中心）综合能力进一步提升，在支撑集团公司网络学院应用、在职培训、科班人才培养、科技服务等方面均取得可喜成绩，为邮政人力资源开发和业务发展做出了积极贡献，被教育部授予为“全国继续教育示范基地”。

以服务三大板块转型发展为重点，积极发挥集中培训和远程培训两个平台作用，有效支撑了邮政改革和发展。承办集中培训班284个班次，培训学员达2.6万人次；承办远程培训73个班次，培训员工56万人次；成功支撑了全国邮政代理金融业务知识竞赛等大规模网上学习竞赛活动；自主策划实施了营销、速递物流以及部分邮政企业领导力培训项目；面向营销、数据库商函等重点岗位，研发岗位能力素质标准和培训课程体系，实施资格性和提升性培训；配合建立全网内训师选拔、进阶、晋级等骨干人才培养体系，策划实施集团级内训师及互动课师资认证培训10个班次，440人次；继续开展支局（行）长、营投骨干人才等在职学历培养，年内新招生1200余人。

以“扎根基层、奉献邮政”为重点积极推进邮政专门人才培养工作，订单范围达到19个省。以服务支撑邮政企业新业务研发、新技术推广为重点，承担集团公司、省教育厅等科技项目32项，发表论文53篇。在2011年邮政科技奖评选中，有4项成果获奖，其中，一等奖1项。

In 2011, the comprehensive capabilities of Shijiazhuang Posts and Telecommunications Technical College (the Training Center of China Post Group) have further enhanced. The college has made gratifying achievements in supporting the online academy application, on-the-job training, personnel training and technological services of the Post Group, made positive contributions to the development of human resources and business development of the Post Group, and has been awarded the "National Continuing Education Model Base" by the Ministry of Education.

Focused on supporting the restructuring and development of the three main services, the college actively played the role of integrated training and remote training platforms, and gave effective support for postal reform and development. We undertook 284 integrated training courses for 26,000 trainees; 73 remote trainings for 560,000 people; we successfully supported large-scale e-learning contests, such as the national postal agency financial business knowledge contest; we independently planned and implemented training projects on marketing, express mail, logistics, and postal enterprise leadership; targeting on key positions like marketing, database, business mail etc. we researched and developed the station ability and quality standards and training curriculum system to implement the qualification and enhancement training; we helped to establish the talent cultivation system for the selection, advance and promotion of trainers within the whole network, planned and implemented 10 trainers and lecturers certification trainings at the group level for 440 people; we continued the on-the-job education trainings for branch directors and managers, as well as operational and delivery talents, more than 1,200 people attended this program in 2011.

Bearing the principle of "Based on the grassroots and devote ourselves to the postal career" in mind, we actively promoted the postal specialized personnel training, our orders has ranged up to 19 provinces. Focusing on supporting the development of new business and the promotion of new technologies of the postal enterprises, we undertook 32 scientific and technical projects of the group and the Provincial Department of Education, and published 53 papers. Among the 2011 Post Technology Awards, 4 of our achievements were awarded, including one first prize award.



2011年，全国各级邮政工会组织认真学习贯彻党的十七届五中、六中全会和中国工会十五大精神，在集团公司党组和国防邮电工会的领导下，广泛开展创先争优、建功立业竞赛活动，积极促进企业发展；深入开展和谐企业创建工作，探索推进省级邮政企业建立职代会制度，加强企业民主政治建设；深入推进职工素质建设工程，努力培养和造就一支高素质的职工队伍；巩固农村支局（所）职工小家建设成果，深入开展城市“投递员之家”建设活动；进一步理顺邮政工会组织体系，加快邮储银行工会、速递物流公司工会组建工作。

2011年，全国邮政系统有6个单位荣获全国“五一劳动奖状”，14名同志荣获全国“五一劳动奖章”，15个单位荣获全国“工人先锋号”。

33个单位荣获“全国模范职工之家”称号，40个单位荣获“全国模范职工小家”称号。

8个单位荣获“全国国防邮电产业模范职工之家”称号，27个单位荣获“全国国防邮电产业模范职工小家”称号，52名同志荣获“全国国防邮电产业优秀工会工作者”称号，37名同志荣获“全国国防邮电产业优秀工会积极分子”称号，15名同志荣获“全国国防邮电产业优秀工会之友”称号。

31个集体被全国总工会授予“全国五一巾帼标兵岗”，13名女职工被全国总工会授予“全国五一巾帼标兵”。1个班组被全国妇联授予“十佳全国巾帼文明岗”，16个集体被全国妇联授予“全国巾帼文明岗”，3名女职工被全国妇联授予“全国巾帼建功标兵”。

广西壮族自治区邮政公司被中华全国总工会、国家体育总局命名为“全国职工体育示范单位”。国家体育总局授予广西壮族自治区邮政公司“2011年全民健身活动优秀组织奖”，授予天津市邮政公司、江西省邮政公司“2011年全民健身活动先进单位”称号。

In 2011, the postal trade unions at all levels across the country seriously studied and implemented the spirits set in the 5th and 6th plenary session of the 17th CPC Central Committee and the 15th National Trade Union Congress, and under the leadership of corporation leading Party Committee and the National Defense Postal and Telecommunications Trade Union, the postal trade unions carried out extensive contests such as “excel in the performances” “Accomplishing Goals” to actively promote the development of enterprise; strived to make contributions to the building of a harmonious postal enterprise by exploring and promoting the establishment of employee congress system at provincial levels, to enhance the democratic and political construction within the enterprise; further promoted employee quality improvement for the fostering of a highly qualified workforce; consolidated the results from the construction of “Small Homes of Staff” at rural branch, carried out the construction of “Home of Postman” in cities; and further rationalized the postal union organization system to speed up the establishment of trade unions in the Postal Savings Bank of China and China Postal Express and Logistics Corporation.

In 2011, 6 units from the postal enterprises across the nation got the “National May 1st Labor Prize Certificate”, 14 individuals got the “National May 1st Labor Prize Medal” and 15 collectives got the “National Pioneer Workers” awards.

33 units got the title of “National Model - Homes of Staff” and 40 units got the title of “National Model - Small Homes of Staff”.

8 units got the title of “National Defense Posts and Telecom Industry Model - Homes of Staff”, 27 units got the title of “National Defense Posts and Telecom Industry Model - Small Homes of Staff”, 52 individuals got the title of “Outstanding trade union worker in National Defense Posts and Telecom Industry”, 37 individuals got the title of “Outstanding Trade Union Activist in National Defense Posts and Telecom Industry” and 15 individuals got the title of “Friends of the Trade Union in National Defense Posts and Telecom Industry”.

31 collectives got the “National May 1st Women Model Unit” award and 13 individuals got the “National May 1st Women Model” award from National Federation of Trade Unions. 1 team received the “Top 10 National Women Civilization Unit” award, 16 collectives received the “National Women Civilization Unit” award and 3 individuals received “National Women Meritorious Model” from China Women's Federation.

The Postal Corporation of Guangxi Zhuang Autonomous Region got the title of “National Trade Union Sports Demonstration Unit” conferred by All China Federation of Trade Unions and General Administration of Sport of China. General Administration of Sport of China also awarded “Outstanding Organization Award for National Fitness Activities 2011” to the Postal Corporation of Guangxi Zhuang Autonomous Region, and awarded “Advanced Unit in National Fitness 2011” to Tianjin Postal Corporation and Jiangxi Postal Corporation.



2012年邮政集团工作总体要求 General Requirements 2012



2012年工作总体要求 General Requirements 2012

认真贯彻落实党的十七大和十七届三中、四中、五中、六中全会以及中央经济工作会议精神，以科学发展观为统领，牢牢把握稳中求进的经济工作总基调，在努力保持邮政经济平稳较快发展的基础上，着力推进改革创新，着力转变发展方式，着力加强能力建设，着力强化科学管理，着力建设员工队伍，着力提升服务水平，着力构建和谐企业，开创中国特色邮政事业新局面，以优异成绩迎接党的十八大胜利召开。

To follow through the spirits of the 17th National Congress of CPC, the 3rd, 4th, 5th and 6th Plenary sessions of the 17th CPC Central Committee and the Central Economic Work Conference and focus on reform and renovation, transformation of development mode, enhancement of capacity building and scientific management, workforce development, upgrading of service standard and establishment of a harmonious enterprise on the basis of maintaining the steady and rapid development of postal economy by following the guidance of the Scientific Outlook on Development and persisting in the general working principle of seeking progress amidst stability, so as to create a brand-new landscape of the postal undertaking with Chinese characteristics and embrace the upcoming 18th National Congress with outstanding achievements.

2012年要重点抓好以下几方面工作 Emphasis on the Following Tasks 2012

- 1 稳中求进，抓住重点，努力保持邮政经济平稳较快的发展态势
Seeking progresses amidst stability and focusing on key issues to maintain the steady and rapid development of postal economy;
- 2 稳步推进，深化完善，着力推动邮政体制机制改革
Making improvements in steady steps and further intensifying reforms to promote the restructuring of postal system;
- 3 加大投入，注重整合，着力增强邮政基础能力
Increasing investments and placing more efforts in integration to enhance the fundamental postal capabilities;
- 4 创新机制，夯实基础，着力提升企业精细化管理水平
Developing innovative mechanism and laying a solid foundation to improve the delicacy management;
- 5 以人为本，注重培养，着力建设素质全面、爱岗敬业的邮政员工队伍
Putting people first and stressing on training to establish a team of all-around abilities and employee commitments;
- 6 改善服务，提升品质，着力营造和谐发展的良好环境
Improving service standards and enhancing qualities to foster a sound environment for harmonious development.

1月4日
January 4

交通运输部党组书记、部长李盛霖到邮储银行北京市密云县支行调研时指出“邮储银行要发挥优势，实现新的更大的发展”。

Li Shenglin, Secretary of the Party Committee and Minister of the Ministry of Transport, visited the Miyun Branch of Postal Savings Bank of China (PSBC) and pointed out that "PSBC shall give full play of its advantages to realize better development".

2月15日
至16日
February 15
to 16

全国邮政工作会议在京召开。会议全面总结了“十一五”时期中国邮政的发展成绩和经验，研究“十二五”时期发展目标和思路，安排2011年的工作任务和措施。

The National Postal Meeting was held in Beijing. The Meeting summarized the growth achievements and experience of China Post during the "11th Five-Year Plan" period, studied the development objectives and methods of China Post for the "12th Five-Year Plan", and made work arrangements for 2011.

3月5日
March 5

胡锦涛总书记接见全国人大唯一来自邮政系统的代表何健忠时指出，大家都要像邮政那样，真正地为农民服务，并希望邮政把这项工作做得更好。

While meeting He Jianzhong, the only national representative from the postal industry, Secretary General Hu Jintao pointed out that we shall serve the farmers sincerely like China Post and hoped that China Post could make better work in the future.

3月29日
至30日
March 29 to
30

中国邮政航空公司相继开通了天津—辽宁大连—日本大阪航线和江苏盐城—韩国首尔航线，空中货运能力进一步加强。

China Postal Airlines opened Tianjin—Dalian—Osaka and Yancheng—Seoul flights, which further strengthened its freight capacity.

4月19日
April 19

“爱心包裹项目2011年革命老区及贫困地区百万学生六一关爱行动启动仪式暨2010年总结表彰大会”在京举行。全国人大常委会原副委员长顾秀莲向中国邮政集团公司颁发了“中国全民公益杰出贡献奖”牌匾。

The "Launching Ceremony of the Love Donation Parcels to Students in the Old Revolutionary Base Areas and Poverty-stricken Areas & the 2010 Award Ceremony" was held in Beijing. Gu Xiulian, the former Vice Chairman of the NPC Standing Committee conferred the "Outstanding Award of China's Public Welfare Undertakings" to China Post Group.

4月28日
April 28

庆祝五一国际劳动节大会在北京人民大会堂隆重举行。邮政系统6个集体获得全国五一劳动奖状、14名个人获全国五一劳动奖章、15个集体获全国工人先锋号称号。

The Celebration Conference of May Day was held in the Great Hall of the People. Six groups from postal industry won the National Labor Award, 14 individuals won the May 1 Labor Medal and 15 groups won the National Pioneer title.

5月13日
May 13

应万国邮联国际局的邀请，“溜索姑娘”尼玛拉木成为第一个登上万国邮政联盟讲台的乡村女邮递员，她向近70个国家和十几个国际组织的350多名与会代表介绍了中国邮政履行普遍服务的情况，受到高度评价，赢得广泛赞誉。

Under the invitation of the International Bureau of UPU, Nima Lamu became the first rural mailwoman to take the stage at a meeting of UPU. She introduced the fulfillments of Universal Postal Service of China to over 350 representatives from around 70 nations and dozens of international organizations, and won loud applause and high praise.

5月23日
May 23

为庆祝西藏和平解放60周年，中国邮政集团公司和西藏自治区政府在拉萨市联合举办《西藏和平解放60周年》纪念邮票首发式。该邮票1套3枚，分别为“和平解放”、“跨越发展”、“美好生活”，概括了60年来西藏所取得的巨大成就。

In order to celebrate the 60th Anniversary of the Peaceful Liberation of Tibet, China Post and the Government of the Tibet Autonomous Region organized the launching ceremony of the commemorative stamp of the 60th Anniversary of the Peaceful Liberation of Tibet at Lhasa. The set has three stamps—"peaceful liberation", "leap-forward development", and "happy life", demonstrating the great achievement of Tibet in the past 60 years.

6月12日
June 12

由国台办、国家邮政局、中国邮政集团公司和福建省政府主办的第三届海峡论坛·两岸邮政发展圆桌会议在福建省厦门市召开。

The third Cross-strait Forum · Cross-strait Round-table Conference on Postal Development organized by Taiwan Affairs Office, State Post Bureau, China Post Group and the Government of Fujian was held in Xiamen.

6月30日
June 30

为纪念建党90周年，胡锦涛总书记亲笔题词的《中国共产党成立九十周年》纪念封首发仪式在人民大会堂隆重举行。

In order to celebrate the 90th Anniversary of the Founding of the Communist Party of China, the launching ceremony of the commemorative envelope with Secretary General Hu Jintao's inscription "the 90th Anniversary of the Founding of the Communist Party of China" was held in the Great Hall of the People.

9月1日
September 1

中国邮政集团公司与重庆市政府签订了国际电子商务项目战略合作协议，双方将共同探索电子商务跨境在线交易方式的成长模式，合作打造以重庆为中心的国际电子商务产业基地。

China Post Group and the Municipal Government of Chongqing signed the Strategic Cooperation Agreement on International E-commerce. The two sides will explore the development mode of cross-border on-line transactions and work together to build the international E-commerce Industry Base with Chongqing as the core.

9月14日
September 14

中组部副部长王尔乘宣布了《中央关于中国邮政集团公司领导班子调整的决定》。李国华任中国邮政集团公司总经理、党组书记，张亚非任中国邮政集团公司党组书记、副总经理。

Wang Ercheng, Vice Minister of the Organization Department of the Central Committee of the CPC announced the Decision on the Adjustment of the Leadership of China Post Group by the Central Government. Li Guohua was appointed as the President and Deputy Secretary of Party Committee of China Post Group, and Zhang Yafei was appointed as the Secretary of Party Committee and Vice President of China Post Group.

9月20日
September 20

中国邮政集团公司和山西省政府签署《战略合作协议》，双方将共同推动山西邮政发展，促进邮政更好地服务地方经济。

China Post Group signed the Strategic Cooperation Agreement with the Government of Shanxi. The two sides will promote the development of the post industry of Shanxi, which will better serve the local economic growth.

9月26日
September 26

中国邮政集团公司召开全国电视电话会议，动员和部署在邮政系统深入开展“为民服务创先争优”活动。

China Post Group held the national video conference to mobilize and deploy the activity of “Serve the People and Pursue Excellence” within the postal enterprise.

10月9日
October 9

第42届世界邮政日，万国邮政联盟秘书长爱德华·达扬发表了题为《邮政——无价的全球公共服务》致辞，中国邮政集团公司总经理李国华发表了题为《努力实现向现代邮政的转型》的世界邮政日致辞。

On the 42th World Post Day, Edouard Dayan, Director-General of UPU delivered the speech titled The Post, An Invaluable Public Service Worldwide. Li Guohua, President of China Post Group, gave the speech named Strive to Realize the Transformation to the Modern Post.

10月13日
October 13

第十二届中日韩邮政高峰会在陕西西安举行。中国邮政集团公司党组书记、副总经理张亚非、日本郵便事业社副社长中城吉郎和韩国邮政总局局长洪萬杓共同签署三方合作备忘录。

The 12th China-Japan-Korea Postal Summit was held in Xi'an. Zhang Yafei, Secretary of Party Committee and Vice President of China Post, Yoshiro Nakajo, Executive Vice President of Japan Post, and Hong Manpio, Director General of Korea Post signed the MOU.

10月28日
October 28

中邮人寿保险股份有限公司（以下简称中邮人寿）宁夏回族自治区分公司在银川开业。这是中邮人寿在全国范围内开设的第10家省级分公司。

The Ningxia Branch of China Post Life Insurance Corporation was opened in Yinchuan, which is the tenth provincial branch in China.

11月3日
November 3

中国邮政太空邮局开通仪式在北京航天城举行。中国载人航天工程办公室副主任、航天英雄杨利伟被聘为太空邮局首任局长。

The opening ceremony of China Post's “space post office” was held at Beijing Aerospace City. Yang Liwei, space hero and Deputy Director of China Manned Space Engineering Office, served as the post office's first honorary chief.

11月11日
November 11

由国家邮政局、江苏省政府、中国邮政集团公司和中华全国集邮联合会共同主办的“中国2011——第27届亚洲国际集邮展览”在无锡太湖国际博览中心隆重开幕。

The “China 2011—the 27th Asian International Stamp Exhibition” jointly organized by State Post Bureau, Jiangsu Government, China Post Group, and All-China Philatelic Federation was held in Taihu International Exhibition Center of Wuxi.

11月25日
November 25

中国邮政航空有限责任公司召开成立15周年纪念大会。邮航安全飞行15周年，构建全夜航快递骨干网，如今拥有16架波音737全货机、35条航线，每周运行近350个国内、国际航班。

China Postal Airlines held the meeting to celebrate the 15th anniversary of its founding. The Company has 15 years of flight safety records and built the rapid night-flight express core network. Currently it has 16 Boeing 737 cargo aircrafts, 35 flight routes, and operates around 350 domestic and international flights per week.

12月13日
December 13

中国邮政储蓄银行与中国个体劳动者协会签订金融服务合作协议，标志着邮储银行与个体劳动者协会服务个体私营经济、服务小微企业的合作迈向新的台阶。

Postal Savings Bank of China (PSBC) and China Private-Owned Business Association (CPBA) signed the Financial Service Cooperation Agreement, marking the new step of the cooperation between PSBC and CPBA in serving self-operated economies and small and micro businesses.

12月20日
December 20

全国精神文明建设工作表彰大会在京举行。中共中央政治局常委、中央文明委主任李长春出席会议并讲话，邮政系统19个单位荣获全国文明单位称号。

The National Spiritual Civilization Construction Work Commendation Congress was held in Beijing. Li Changchun, Member of the Standing Committee of CCCPC Political Bureau, Director of Central Civilization Office attended the congress and delivered the speech. 19 units from the postal industry were awarded the title of national civilized unit.

12月31日
December 31

邮政金融体制改革取得阶段性成果，完成了邮储银行股份有限公司改制工作。中国邮政集团公司依法行使出资人的权利和义务，中国邮政储蓄银行股份有限公司依法继承之前中国邮政储蓄银行有限责任公司的全部资产、负债、机构和人员，业务范围不发生变化。

The Postal Savings Bank of China finished its shareholding restructuring and gained phased results in its postal financial reform. China Post Group as the contributor exercises its legal rights and obligations and Postal Savings Bank of China Corp inherit all the assets, liabilities, institutions, personnel, and business of former China Post Saving Bank Co., Ltd.

2011年邮票发行目录 Catalogue of Stamps 2011

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邮票名称 Stamp Name	枚数 Amount	发行日期 Date of Issue	邮票规格 (毫米) Size (mm)	全套 面值(元) Par Value (Yuan)	备注 Notes
辛卯年 Xin-Mao Year	1	0105	36×36	1.20	另发行小本票, 售价12元 with an additional booklet priced at 12 yuan
凤翔木版年画 Feng Xiang New Year Woodprints	4	0110	30×40	4.80	
中国共产党早期领导人(三) Early Leaders of the Communist Party of China (III)	5	0221	30×40	6.00	
良渚玉器 Liangzhu Jade Artifacts	2	0308	30×40	2.40	
中国古典文学名著——《儒林外史》 The Scholars, a Masterpiece in Classical Chinese Literature	6	0321	30×40	6.80	
中国古代书法——草书 Ancient Chinese Calligraphy - Cursive Script	4	0415	38×50	4.80	
世界读书日 World Book and Copyright Day	1	0423	40×30	1.20	
清华大学建校一百周年 Centenary of Tsinghua University	1	0424	40×30	1.20	
中国飞机(二) Chinese Aircraft (II)	3	0417	50×30	3.60	
2011西安世界园艺博览会 Xi'an International Horticultural Expo 2011	2	0428	30×40	4.20	
深圳第26届世界大学生夏季运动会 26th Summer Universiade Shenzhen	4	0504	50×30/30×30	6.60	一三图规格为50×30, 二四图规格为30×30 50×30 for 4-1 and 4-3, 30×30 for 4-2 and 4-4
云锦 Yunjin Brocade	3	0510	30×50	3.60	另发行小全张, 售价5.40元 with an additional miniature sheet priced at 5.40 yuan
西藏和平解放六十周年 60th Anniversary of Peaceful Liberation of Tibet	3	0523	30×40	3.60	
中国现代科学家(五) Scientists of Modern China (V)	4	0525	40×30	4.80	
明清家具——坐具 Furniture of the Ming and Qing Dynasties- Sitting Tools	6	0620	30×40	6.80	另发行小本票, 售价16元 with an additional booklet priced at 16 yuan
中国共产党成立九十周年 90th Anniversary of the Founding of the Communist Party of China	6+1	0622	33×44	13.20	
京沪高速铁路通车纪念 Commemorating the Opening of Beijing-Shanghai High-Speed Railway	1	0630	50×30	1.20	
中国曲艺 Chinese Dramatic Balladry	4	0708	30×50	4.80	
自行车运动 Cycling	2	0702	50×30	2.40	
海外中华情 Overseas Chinese Culture	4	0710	30×40	8.10	
中国远洋运输 Ocean Shipping of China	2	0808	50×30	2.40	
少数民族传统体育(二) Traditional Sports of Ethnic Minorities of China (II)	4	0910	40×30	4.80	
关公 Lord Guan	2+1	0912	38×50	8.40	另发行小型张四连版 with additional four consecutive souvenir sheets
辛亥革命一百周年 Centenary of the 1911 Revolution	2+1	1010	50×30	8.40	
八十七神仙卷(局部) Scroll of Eighty Seven Immortals (Part)	6	0926	30×50	9.30	另发行小本票, 售价12元 with an additional booklet priced at 12 yuan
美好新家园 A Beautiful New Home	4+1	1013	33×44	10.80	
天津滨海新区 Tianjin Binhai New Area	3+1	1021	50×30	9.60	
新华通讯社建社八十周年 80th Anniversary of Xinhua News Agency	4	1107	33×44	4.80	
中国2011-第27届亚洲国际集邮展览 China 2011 - 27th Asian International Stamp Exhibition	2+1	1111	30×40	8.40	另发行无齿小型张 with an additional imperforate souvenir sheet
古代天文仪器 Ancient Astronomical Instruments	2	1210	33×33	2.40	中国与丹麦联合发行 jointly issued by China and Denmark



编辑：中国邮政集团公司
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设计制作：北京理想概念文化传媒有限公司

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2012年印制

Edited by: China Post Group
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Translator: Department of International Cooperation, China Post Group
Address: NO. 3A Financial Street, Xicheng District, Beijing 100808, China
Designed and Printed by: Beijing Ideal Media Corporation

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Printed in 2012