

## Improving the Service Level of Frontier Inspection Departments, Promoting the Strategic Construction of the Aviation Hub

### Speech of the General Director XXX at the Summit Forum on Strategic Hub Development of Capital Airport and Aviation Alliances ( September 14, 2009 )

Respected and distinguished guests, Ladies and Gentlemen, and Dear Friends,

Good afternoon, everyone! Let me introduce myself first. My name is XXX, and I am the General Director of the Beijing General Station of Exit-Entry Frontier Inspection of the People's Republic of China. I feel greatly honored to have the opportunity to take part in the summit forum regarding the strategic hub development of the Capital Airport and Aviation Alliances today.

Various parties at both higher and lower levels of the Capital Airport are striving for the development of the airport. As a result, the departments of the airport have strengthened communication and cooperation in recent years, which has greatly developed the comprehensive operational capacity of the airport. This can be seen with the various units at the airport that cooperated with each other and gave their greatest efforts to complete the glorious and arduous task of guaranteeing aviation transportation to and from the Olympic Games last year, and made unprecedented achievements. In addition, the Capital Airport demonstrated its own outstanding strengths to the outside world with its own safe and advanced infrastructure and highly-efficient and considerate services that were provided as well.

As the reform and open policy of China is gradually progressing and the comprehensive national strengths are further enhanced, the Capital Airport has taken advantage of such a situation to actively integrate resources, improve functions and improve efficiency so as to make constant efforts to create the "first frontier" of China. We are glad to see that the passenger flow and freight throughput has steadily increased under the general background of the global financial crisis and the universal shrinking aviation transport industry. This has been a bright spot in the otherwise cloudy international aviation transport industry. Therefore, we are fully confident in the prospects of development of the Capital Airport!

Ladies and Gentlemen!

As all of you present here today are concerned about the functions and current

conditions of the exit-entry frontier inspection at the Capital Airport, I would like to take this opportunity to give you a brief introduction on this topic. The Beijing General Station of Exit-Entry Frontier Inspection is a port and frontier inspection (immigration) organ that is directly under the Ministry of Public Security. The exit-entry frontier inspection at the Capital Airport, temporary port at the west passenger railway station of Beijing and the surrounding airports of Beijing, conduct the following duties: the frontier inspection of personnel, luggage, goods, means of transport and the goods carried thereby at Beijing port, monitoring the exit-entry means of transport according to relevant state provisions, exercising vigilance for the designated areas of the port and maintaining the exit-entry order, and the tasks assigned by the executive authorities and provided for by other laws and administrative rules.

The Capital Airport is the first large-scale international civil airport built after the founding of the new China. Both the people and the airport have been mutually dependant on each other, sharing in the highs and lows amid the trials and tribulations since the establishment of the airport over 50 years ago. From the day it opened, the Capital Airport has developed from a tiny airport terminal to a large-scaled international airport with two towers, three runways, three airport terminals and a private plane terminal and a business plane terminal. As a result, this has created the ripe conditions for competitiveness for creating an international hub airport. As the aviation transportation and the tasks therein grow and change, the Beijing General Station of Exit-Entry Frontier Inspection has developed from the initial organization of several persons to today's police team of over 1,000 members. Over the past 50 years, we have witnessed every influx and outflux of passenger flow at the airport due to the tightening or loosening of policies, and have personally experienced the impact on airport planning and development caused by every policy adjustment. The development process under which the aviation of the new China has developed from scratch and turned into a solid foundation for success has profoundly proved that the pace of progress of aviation is directly linked to the adjustment made by the state to exit-entry policies due to the political, economic and diplomatic needs in various periods. The policy environment is an important factor for the construction of the aviation hub at any period in time.

From 1949 to 1978, due to the influence of the international and domestic environment and historical conditions, the Chinese government implemented the exit-entry administration policies that would “duly tighten the approving and controlling of exit and entry.” The civil aviation industry had no real market business as it had to meet the political needs. At that time, the Capital Airport had only several airlines and a single airport terminal of 10,000 square meters.

From 1978 to 1985, as the central work of the state shifted during this initial period of reform and opening up, the exit-entry policies were gradually liberated according to the general policy of “centering on economic construction”, and the number of people

going abroad increased every year. In addition, the T1 airport terminal of the Capital Airport was being used and some foreign airline companies then settled in Beijing and there were more international airlines. Thus, a new situation of development for the civil aviation industry began.

During the period from 1985 to 2005, the exit-entry management began to move towards a standardized track of legal administration. Furthermore, the state promulgated relevant laws and rules in sequence, lifting the ban on exit and entry by Chinese citizens, canceling exit-entry registration card, establishing a series of exit-entry policies and facilitating measures such as applying for a passport according to needs. In addition, several unilateral (bilateral) agreements on mutual exemption of visa and port visas were signed, which sparked the rapid increase of the exit-entry passenger flow at the airport, and the airline companies from various countries opened up direct airlines to Beijing one after another.

The Chinese government made a correct assessment of the situation and launched a “massive customs clearance” project as well as established a series facilitating policies for customs clearance beginning in 2005 amid the trends of economic globalization. As a result, the situation of massive and fast entry and exit of the personnel and goods was created. In addition, the exit-entry frontier inspection has gradually been brought in line with international common practice and is marching toward the goal of improving service levels.

As the exit-entry policies are gradually becoming relaxed, the formalities for frontier inspection have been further simplified and the legal provisions have become more refined. In addition, the policies for constructing an international aviation hub airport are becoming increasingly bright. We believe that the construction of the aviation hub at the Capital Airport will certainly be granted as there are broader development prospects as the state exit-entry administration policies enter into a new round of adjustment.

Ladies and Gentlemen!

Ensuring every aspect of service is at the highest quality and highest level of efficiency at any time and at any post and contributing to the construction of a harmonious society and world as well as promoting peace are the service guidelines of the Beijing General Station of Exit-Entry Frontier Inspection. This has been the path since the Ministry of Public Security put forth the requirement for improving service levels in frontier inspection. In recent years, the Beijing General Station of Exit-Entry Frontier Inspection has steadfastly remained focused on improving service levels in frontier inspection and efficiency in customs clearance, innovating service measures, establishing the working belief of, “efficient, affectionate and strict” as well as the pursuit of work that is “faster, more affectionate and stricter.” In addition, it has strengthened the service concept of “humanistic, professional and safe”, and

vigorously promoted the construction of service concepts, professional quality and professional spirit while actively establishing a desirable image as the “window into a civilized country.” Full support and positive cooperation to the Capital Airport in promoting construction of a hub airport has been given. Since the “electronic commenting system for passenger satisfaction” was launched in March 2007, the degree of passenger satisfaction toward Beijing General Station of Exit-Entry Frontier Inspection has always maintained a level above 99%, and we have won “the greatest contribution prize for customer satisfaction of the Capital Airport” for the past four years running and have received universal praise from many social circles.