



Enforcing sustainable development is an important corporate commitment to all stakeholders as well as the corporation. China Airlines Group is committed to creating value for our stakeholders. Only by “taking care of employees, serving customers well, fulfilling shareholders' expectations, supporting partners, protecting the environment, and giving back to the community” can the Group grow in a sustainable way around these changing circumstance.

China Airlines Group is committed to fulfilling our corporate sustainability responsibility and determined to stay up-to-date with the latest trends in international sustainable development while operating the business. By taking on the responsibilities as a corporate citizen, the Group aims to strengthen the country's economic development, improve the quality of life for stakeholders such as employees, communities, and the society as a whole, preserve the sustainable use of resources and energy, and establish sustainable competitiveness based on corporate responsibility.

While fulfilling our corporate social responsibility and pursuing sustainable operations and revenue growth, we must also strive to safeguard the interests of stakeholders and to incorporate environmental, social and governance (ESG) into the Group's business operation and decision-making process for striking a balance between sustainability and profitability.

I. Scope

These Principles are applicable to the employees and service providers of our business

groups and organizations of the Company, which comprise its subsidiaries, any foundation to which the Company's direct or indirect contribution of funds exceeds 50 percent of the total funds received, and other institutions or juridical persons which are substantially controlled by the Company.

II. Corporate Governance and Ethical Corporate Management Best Practice

In order to establish sound corporate governance systems and foster a corporate culture of ethical management and sound development, China Airlines establishes Corporate Governance Best Practice Principles, Ethical Corporate Management Best Practice Principles, and Procedures for Ethical Management and Guidelines for Conduct, including:

1. Complying with laws and regulations
2. Protecting the rights and interests of shareholders
3. Strengthening the powers of the board of directors
4. Rules for the Proceedings and Decision-Making Procedures of Board Meetings (Including Recusal of Board of Directors Due to Conflicts of Interest)
5. Respecting the rights and interests of stakeholders
6. Enhancing information transparency

Please refer to China Airlines Corporate Governance Best Practice Principles and Corporate Governance and Ethical Corporate Management Best Practice Principles for details:

<https://www.china-airlines.com/tw/en/investor-relations/important-company-regulations>

III. Human Rights Policy

The policy is committed to respecting, protecting, reviewing and compensating employees and customers who may be subjected to human rights violation. In addition, the Group expects its suppliers and contractors to act in accordance to the spirit and basic principles of this policy. Priorities are as following:

1. Providing fair and reasonable pay and working conditions
2. Employee freedom to form associations and negotiate
3. Providing a safe, hygienic and healthy work environment
4. Respecting privacy and protecting the collection and legitimate use of personal information
5. Anti-discrimination, Anti-bullying and Anti-harassment

6. Protecting the right to work of indigenous people or people with disabilities
7. Prohibiting forced labor or child labor
8. Anti-corruption, and prohibiting the accepting/offering of bribes
9. Anti-Human Trafficking.

Please refer to China Airlines Human Right Policy for details:

https://www.china-airlines.com/tw/en/Images/CAL_Human_Rights_Policy_EN_tcm38-16880.pdf

IV. Environmental and Energy Policy

China Airlines Group has long embraced the corporate vision of “Commitment to Trustworthiness and Excellence” in connecting Taiwan with the rest of the world. While pursuing corporate growth, we have become acutely aware of the responsibility for protecting the environment, the scarcity of the Earth’s resources, and the responsibility we bear for conserving these resources. With this understanding, we have established four principles for environmental and energy management, to ensure the company’s sustainable development. These principles are: Complying with environmental, laws and regulations, conserving the Earth’s resources, improving eco-efficiency, fulfilling Social Responsibility. For the implementation of these principles and to achieve sustainable development, China Airlines set forth and will allocate sufficient resources to the ongoing improvement of the following environmental and energy policies. We are committed to:

1. Complying with regulations to fulfill the company’s responsibilities in environmental protection and energy conservation
2. Establishing environmental and energy management systems and performance indicators, to verify compliance with established policy
3. Promoting environmental and energy conservation education, to foster employees’ eco- awareness
4. Implementing green supply chain management, to raise overall eco-efficiency
5. Creating a low-carbon operating environment to establish continuous improvement of environmental protection and energy efficiency
6. Supporting green design and procurement, to promote sustainable development

Please refer to Environmental and Energy Policy for details:

<https://calec.china-airlines.com/csr/environment/en/manage-policy.html>

V. Employee Code of Conduct

Employee Code of Conduct is applicable to all employees in China Airlines Group,

including:

1. Service Philosophy and Professional Ethics
2. Safe and Fair Work Environment
3. Personal Character and Integrity
4. Interaction with Media and Public Image
5. Avoid Conflicts of Interest
6. Antitrust and Fair Competition
7. Anti-Corruption Standards for Entertainment and Gifts
8. Protect Company Assets and Intellectual Property Rights
9. Responsibility and Obligation to Report
10. Respect Human Rights
11. Commitment to Environmental Friendliness

Please refer to Employee Code of Conduct for details:

https://www.china-airlines.com/tw/en/Images/CAL_Employee_Code_of_Conduct_tcm38-16879.pdf

VI. Supplier Code of Conduct

Supplier Code of Conduct applies to all China Airlines suppliers, contractors, service providers as well as subsidiaries, affiliates agencies, joint ventures and secondary suppliers (all referred to as “Suppliers”) involved in the provision of products and services to China Airlines, or those whose products and services are used in China Airlines products and services.

1. China Airlines Group suppliers must provide a safe and healthy working environment, ensure that labors enjoy mutual respect, dignity, equality, and comply with professional standards for ethical behavior. They should also comply with the law, moral expectations and display a commitment to the social environment during the provision of products and services to China Airlines Groups.
2. Laws and Regulations Compliance
3. Human Rights & Labor Conditions: Prohibition of child labor, non-discrimination, remuneration and work hours, labor freedom, freedom of association and collective bargaining.
4. Occupational Safety & Health
5. The Environment Protection
6. Fair Transactions & Ethics

7. Quality & Safety
8. Information Security

Please refer to China Airlines Supplier Code of Conduct for details:

<http://www.china-airlines.com/ch/procurement/0328.pdf>

VI. Privacy Protection Policy

China Airlines Group is committed to complying with Taiwan's Personal Data Protection Act, General Data Protection Regulation (GDPR) and other applicable data protection laws/regulations, including but not limited to:

1. To the extent permitted by applicable law and within the specific purpose, we will process data subject's personal data in a reasonable manner, and ensure each data subject has the rights and interests with respect to his/her personal data in accordance with the law.
2. Establishing a personal data management system to implement, operate, monitor, review, maintain and improve data protection goals and policies and ensure compliance with regulations.
3. Adopting the contingency strategy and plan for handling personal data being stolen, altered, disclosed or damaged. We will protect the accuracy and security of personal data by establishing appropriate protection mechanism.
4. All employee of China Airlines Group shall follow the applicable privacy and data protection laws/regulations, to process, retain and destroy/delete personal data within the scope of business requirements. We will also demand the compliance of alliance partners and other third parties who shared personal data with us.

Please refer to China Airlines Privacy Protection for details:

<https://www.china-airlines.com/tw/en/terms-and-conditions/privacy-protection>

VII. Whistle-Blowing System

China Airlines:

Internal: wecare@china-airlines.com

Internal/External: auditor@china-airlines.com

System of China Airlines subsidiaries and joint ventures will be established separately.