



Enforcing sustainable development is an important corporate commitment to all stakeholders as well as the corporation. China Airlines Group (hereinafter referred to as "the Group" or "we") 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 circumstances.

The 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 China Airlines' business groups and organizations, which comprise its subsidiaries, any foundation to which China Airlines' 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 China Airlines.

## II. Corporate Governance and Ethical Corporate Management Best

In order to establish sound corporate governance systems and foster a corporate culture of ethical management and sound development, the Group 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.

Please refer to China Airlines Human Right Policy for details:

[https://www.china-airlines.com/tw/en/Images/CAL\\_Human\\_Rights\\_Policy\\_EN\\_tm38-16880.pdf](https://www.china-airlines.com/tw/en/Images/CAL_Human_Rights_Policy_EN_tm38-16880.pdf)

#### IV. Environmental and Energy Policy

The 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 Group'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, the Group 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 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:

<http://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 the 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](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 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 the Group, or those whose products and services are used in the Group's products and services.

1. 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 the Group;
2. Laws and regulations compliance;
3. Human rights and labor conditions: prohibition of child labor, non-discrimination, remuneration and work hours, labor freedom, freedom of association and collective bargaining;
4. Occupational safety and health;
5. The environment protection;

6. Fair transactions and ethics;
7. Quality and safety;
8. Information security.

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

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

## VII. Personal Data Management Policy

The data management policy and objectives of the Group are as follows:

1. Comply with personal data protection and applicable privacy laws and regulations;
2. To the extent permitted by applicable laws and within the specific purpose, collect, process and use data subject's personal data in a reasonable manner;
3. Establish a personal data management system to implement the protection of personal data;
4. Respect data subject's rights and interests concerned to his/her personal data in accordance with applicable laws and regulations;
5. Manage and supervise subcontractors that collect, process and use personal data;
6. Draw up contingency plans in the event of personal data breaches;
7. Establish and maintain personal data inventories.

Please refer to China Airlines Privacy Protection for details:

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

## VIII. Information Security Policy

The Information Security Policy of the Group is as follows:

1. Ensure the security of information and information assets;
2. Prevent information and information assets from any unauthorized infringements;
3. Continuing maintain the confidentiality, integrity and availability of information and information assets.

## IX. Whistle-blowing System

China Airlines' whistle-blowing channel, please find below:

- Internal channel: [wecare@china-airlines.com](mailto:wecare@china-airlines.com)

- Internal/external channel: [auditor@china-airlines.com](mailto:auditor@china-airlines.com)

For whistle-blowing channels of China Airlines' subsidiaries and joint ventures, will be established separately.