

Major Corporate Functions

April 1, 2024

Department	Functions
General Audit Office	Responsible for auditing the internal control system, results of implementation of the annual business plan.
Secretarial Office, Board of Directors	Responsible for (1) holding Board of Directors meetings, (2) collating and sending meeting proceedings, (3) overseeing matters relating to resolutions, coordination channels with general public stockholders, (4) dealing with matters related to juridical person shareholder representatives, director communications and services, and (5) budgeting and controls for the Board and all functional committees.
Corporate Development Office	Responsible for (1) drafting the Company's medium- and long-term strategic operating plan, fleet plan, and annual business plan; (2) securing traffic rights and participation in commercial aviation organizations, as well as establishing codeshare partnerships; (3) establishing brand position and development strategies; (4) planning medium- and long-term design and development of passenger cabins and entertainment systems; and (5) purchasing, selling, and leasing of aircraft.
Corporate Safety Office	(1) Formulates Company safety, security, quality assurance, environmental, and emergency response policies and systems; (2) establishes related management systems and conducts educational training; (3) implements related investigations, analysis, and audits; and (4) coordinates with government agencies and civil aviation authorities, manufacturers, and groups to deal with Company safety, security, quality assurance, environmental, and emergency response-related issues.
Corporate Communications Office	Responsible for (1) external Company communications, such as communication links with the legislature and the media, planning social welfare activities, sponsoring charitable activities, (2) organizing inaugural flights and anniversary event, (3) publishing CAL Park Magazine, supervising and coordinating publication of Dynasty Magazine, and (4) formulating the Company's brand image and advertising strategy.
Legal & Insurance Div.	Providing legal consultation, contract review, handling judicial and enforcement cases, administrative remedies, regulatory compliance, legal education, trademark registration, and various insurance renewal claims, small claims handling, and other operations.
Finance Div.	Responsible for (1) planning financing sources, (2) managing use of funds, (3) controlling the budget, (4) auditing accounts receivable and payable items, (5) preparing financial statements, (6) managing tax-related issues, (7) fuel purchasing, (8) providing accounting and cost-analysis information; and (9) supervising operational performance and management of invested enterprises.
Administration Div.	Responsible for (1) procurement of general goods, (2) managing renovation projects and land/real estate, (3) land transport management and vehicle maintenance, (4) handling company licenses, monitoring and safekeeping of Company seals, (5) dispatchment of official documents and handling receipt of prospectuses, and (6) document management.

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Cabin Crew Div.	Responsible for (1) establishing cabin crew operating standards, (2) managing training of cabin crew, (3) planning for cabin crew manpower needs, and (4) implementing assignments of cabin crew personnel.
Ground Services Div.	Responsible for (1) establishing ground services operating standards, (2) development of the ground services operating system, (3) planning and implementation of a full range of ground services training, (4) supervising ground services operations at all stations, (5) providing ground services at Taiwan Taoyuan and Songshan Airports, and (6) overall management of ground service provider contracts.
In-Flight Supply Chain & Marketing Div.	Responsible for (1) research and development in the marketing and planning of various in-flight service supplies and products for sale, (2) planning and supply management of meals and beverages in all flights of the entire route, (3) supervising and controlling the logistics and supply management, such as the purchasing, warehousing, preparation, and loading of various in-flight service supplies; and (4) working on improving the quality of in-flight service products based on customer feedback and market trends.
Information Security & Personal Data Protection Div.	To maintain the effectiveness of ISMS (Information Security Management System), PIMS (Personal Information Management System), and ISO 9001 QMS (Quality Management System for passenger/cargo services and flight operations). To ensure the procedures required for ISMS, PIMS and ISO 9001 QMS being established, implemented and maintained. To plan and carry out top management review for ISMS, PIMS and QMS at a planned interval.
Passenger Sales & Marketing Div.	Responsible for (1) supervising passenger transport network planning and route management of the entire network, namely, seat control, business promotion, digital marketing, membership marketing and inter-airline cooperation, cross-industry collaboration, determination of passenger transport rates and various quotas, performance evaluation, and (2) developing and maintaining revenue management systems and passenger transport business trainings at all levels.
Information Management Div.	Combines information technology with business knowledge to promote computerization within the Company to upgrade operational competitiveness.
Human Resources Div.	Responsible for (1) planning the Company organization and human resources, (2) the establishment of a personnel management system, and (3) setting up pay standards. Provides recruitment services, supervises personnel management, and establishes employee training system. Oversees future updates, provides employees with health management, and manages personnel assignments to associated enterprises.
Occupational Safety & Health Dept.	(1) Prepares the Company's Occupational Health and Safety Manual and regulations, (2) drafts, plans, supervises, and promotes health and safety matters, and (3) guides their implementation in relevant departments to prevent occupational hazards and ensure employee health and safety. Received ISO45001:2018 and CNS45001:2018 occupational health and safety certification following SGS audit to effectively control occupational incident risk and improve occupational health and safety performance.

Department	Functions
Cargo Sales, Marketing & Services Div.	(1) Formulates the cargo development strategy, (2) supervises cargo operations systemwide, (3) plans cargo flight schedule and well allocates cargo space , (4) sets and manages cargo selling rates, sales quotas, as well as performance evaluation, (5) Establishes and oversees cargo services and operating standards, cargo training and GHA contract (6) is responsible for cargo information and system planning, passenger and cargo flight loading control operations, ULD inventory control and replenishment of cargo equipment, Taipei cargo terminal operations, and accounting process for the Cargo Sales, Marketing & Services Division and Taiwan Cargo Center.
Flight Operations Div.	Responsible for (1) flight crew manpower planning, (2) flight crew training and management (3) establishing flight operations standards, (4) establishing fuel related policies and fuel saving related procedures, (5) planning and managing flight crew duty scheduling, (6) maintaining aircraft on-board manuals, and (7) the maintenance of flight simulation training devices.
System Operation Control Div.	(1) Manages coordination of all airports in the system, (2) oversees flight status, (3) coordinates and manages adjustment of flights in response to anomalies, (4) guarantees on-time performance rates, (5) provides real-time information to aircraft in flight, (6) ensures flight safety, (7) investigates causes for major delays to flights, (8) establishes comprehensive aircraft and statistical analysis data, (9) operates and guides crew allocation, (10) plans and manages flight permits, and (11) is responsible for safety management and liability related to business.
Maintenance Div.	Responsible for (1) ensuring the maintenance of airplanes, (2) client aircraft maintenance services, (3) support and supervision of station maintenance, and (4) development of maintenance capabilities.
Engineering Div.	Responsible for (1) the planning and control of airplane maintenance, (2) materials supply management, (3) controlling the maintenance costs, sale or return of aircraft and (4) planning the information system development strategy.
Quality Assurance Div.	Responsible for (1) the coordination and communication with local and foreign civil aviation authorities, (2) maintaining the validity of operating specifications, repair station certificates, and aircraft airworthiness certificates, (3) performing and management of maintenance personnel training and profession authorization, (4) the formulation and implementation of quality audit system, (5) the establishment and implementation of aircraft quality management and on-site inspection systems, (6) ensuring the introduction of new aircraft as stipulated in the fleet plan, and (7) assistance in aircraft incident investigations.
Technical Training Center	Develops type training and license conversion training that comply with CAA 05-02A requirements. Compose training plan and execute training in accordance with EMO (Engineering & Maintenance Organization) demands and customer requests.
Branch offices	Responsible for the development of individual branches and the promotion of passenger and freight-related operations.