

## Contents

### 0 Preface

### 1 Sustainability Management Overview

### 2 Value Creation

### 3 Sustainability Governance

## Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report







## Contents

### 0 Preface

### 1 Sustainability Management Overview

### 2 Value Creation

### 3 Sustainability Governance

## Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report

## Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report



## Financial Performance

### Five-Year Financial Summary

Consolidated Condensed Balance Sheet — Base on IFRS (CAL Group) (Unit: TWD thousands)

Item		Financial Summary for the Last Five Years				
		2016	2017	2018	2019	2020
Current Assets		47,338,201	47,411,834	52,827,560	51,822,342	61,872,468
Property, Plant and Equipment		140,136,737	153,617,531	163,107,718	145,886,971	141,481,694
Intangible Assets		1,137,115	1,019,345	1,210,796	1,182,692	1,076,351
Other Assets		35,888,706	23,850,922	12,990,508	94,155,974	79,763,571
Total Assets		224,500,759	225,899,632	230,136,582	293,047,979	284,194,084
Current Liabilities	Before Distribution	68,605,724	60,289,113	60,949,892	76,351,527	62,649,715
	After Distribution	68,605,724	61,482,783	62,086,170	-	-
Non-cirrent Liabilities		98,027,837	106,453,000	109,139,606	156,564,335	160,832,796
Total Liabilities	Before Distribution	166,633,561	166,742,113	170,089,498	232,915,862	223,482,511
	After Distribution	166,633,561	167,935,783	171,225,776	-	-
Equity Attributable to Shareholders of the Parent		55,783,817	57,023,237	57,081,572	56,553,772	57,559,483
Capital Stock		54,708,901	54,709,846	54,209,846	54,209,846	54,209,846
Capital Surplus		799,932	799,999	1,241,214	2,488,907	1,187,327
Retained Earnings	Before Distribution	206,092	1,664,405	1,615,661	-1,297,842	-350,581
	After Distribution	206,092	470,735	479,383	-	-
Other Equity Interest		112,264	-107,641	58,223	1,196,233	2,543,766
Treasury Shares		-43,372	-43,372	-43,372	-43,372	-30,875
Non-controlling Interest		2,083,381	2,134,282	2,965,512	3,578,345	3,152,090
Total Equity	Before Distribution	57,867,198	59,157,519	60,047,084	60,132,117	60,711,573
	After Distribution	57,867,198	57,963,849	58,910,806	-	-

### Consolidated Condensed Statement of Comprehensive Income — Based on IFRS (CAL Group)

(Unit: TWD thousands; EPS (net) = TWD)

Item		Financial Summary for the Last Five Years				
		2016	2017	2018	2019	2020
Revenue		141,079,107	156,121,785	170,711,607	168,444,160	115,250,550
Gross Profit		18,005,906	21,972,411	17,207,531	16,686,928	10,219,201
Operating Profit (Loss)		4,564,687	8,826,160	4,022,383	2,665,821	2,184,416
Non-operating Income and Expenses		-2,684,836	-5,302,197	-941,134	-2,762,638	-2,838,213
Pretax Profit (Loss)		1,879,851	3,523,963	3,081,249	-96,817	-653,797
Income from Operations of Continued Segments - after Tax		710,940	2,490,792	2,272,684	-675,002	-279,814
Income from Discontinued Operations		-	-	-	-	-
Net Income (Loss)		710,940	2,490,792	2,272,684	-675,002	-279,814
Other Comprehensive Income (Income / Loss after Taxes)		-681,669	-1,113,176	-578,363	462,758	864,072
Total Comprehensive Gain (Loss) for the Year		29,271	1,377,616	1,694,321	-212,244	584,258
Net Income Attributable to Shareholders of the Parent		571,540	2,208,066	1,790,361	-1,199,798	140,000
Net Income Attributable to Non-controlling Interest		139,400	282,726	482,323	524,796	-419,814
Comprehensive Income Attributable to Shareholders of the Parent		26,103	1,240,677	1,258,035	-647,085	966,968
Comprehensive Income Attributable to Non-controlling Interest		3,168	136,939	436,286	434,841	-382,710
Earnings (Loss) Per Share		0.1	0.40	0.33	-0.22	0.03

## Contents

## 0 Preface

## 1 Sustainability Management Overview

## 2 Value Creation

## 3 Sustainability Governance

## Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report



Contents

0 Preface

1 Sustainability Management Overview

2 Value Creation

3 Sustainability Governance

Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report

Condensed Balance Sheet — Based on IFRS (CAL Only)

(Unit: TWD thousands)

Item		Financial Summary for the Last Five Years				
		2016	2017	2018	2019	2020
Current Assets		39,908,492	37,933,696	42,932,859	40,989,612	51,858,785
Property, Plant and Equipment		129,121,632	142,265,548	149,029,054	131,029,886	126,414,462
Intangible Assets		1,115,101	989,327	979,708	971,298	867,453
Other Assets		41,394,218	30,729,421	21,972,600	95,885,709	81,769,065
Total Assets		211,539,443	211,917,992	214,914,221	268,876,505	260,909,765
Current Liabilities	Before Distribution	64,339,805	54,925,364	55,179,834	68,000,173	56,740,010
	After Distribution	64,339,805	56,119,034	56,316,112	-	-
Non-cirrent Liabilities		91,415,821	99,969,391	102,652,815	144,322,560	146,610,272
Total Liabilities	Before Distribution	155,755,626	154,894,755	157,832,649	212,322,733	203,350,282
	After Distribution	155,755,626	156,088,425	158,968,927	-	-
Equity Attributable to Shareholders of the Parent		55,783,817	57,023,237	57,081,572	56,553,772	57,559,483
Capital Stock		54,708,901	54,709,846	54,209,846	54,209,846	54,209,846
Capital Surplus		799,932	799,999	1,241,214	2,488,907	1,187,327
Retained Earnings	Before Distribution	206,0692	1,664,405	1,615,661	-1,297,842	-350,581
	After Distribution	206,0692	470,735	479,383	-	-
Other Equity Interest		112,264	-107,641	58,223	1,196,233	2,543,766
Treasury Shares		-43,372	-43,372	-43,372	-43,372	-30,875
Non-controlling Interest		-	-	-	-	-
Total Equity	Before Distribution	55,783,817	57,023,237	57,081,572	56,553,772	57,559,483
	After Distribution	55,783,817	55,829,567	55,945,294	-	-

Condensed Statement of Comprehensive Income — Based on IFRS (CAL Only)

(Unit: TWD thousands ; EPS (net) = TWD)

Item		Financial Summary for the Last Five Years				
		2016	2017	2018	2019	2020
Revenue		127,524,864	139,815,211	150,264,792	146,372,401	106,327,123
Gross Profit		15,275,980	17,966,397	12,649,836	11,364,235	11,136,944
Operating Profit		4,475,707	7,358,114	1,847,567	80,235	4,884,855
Non-operating Income and Expenses		-2,938,456	-4,269,911	468,064	-1,267,561	-4,713,760
Pretax Profit (Loss)		1,537,251	3,088,203	2,315,631	-1,187,326	171,095
Income from Operations of Continued Segments - after Tax		571,540	2,208,066	1,790,361	-1,199,798	140,000
Income from Discontinued Operations		-	-	-	-	-
Net Income (Loss)		571,540	2,208,066	1,790,361	-1,199,798	140,000
Other Comprehensive Income (Income/ Loss after Taxes)		-545,437	-967,389	-532,326	552,713	826,968
Total Comprehensive Gain (Loss) for the Year		26,103	1,240,677	1,258,035	-647,085	966,968
Net Income Attributable to Shareholders of the Parent		0.1	0.40	0.33	-0.22	0.03



## Five-Year Financial Analysis

### Consolidated Financial Analysis — Based on IFRS (CAL Group)

Item		2016	2017	2018	2019	2020
Financial Structure (%)	Debt Ratio	74.22	73.81	73.91	79.48	78.64
	Ratio of Long-term Capital to Property, Plant and Equipment	111.24	107.81	103.73	148.54	156.59
Solvency (%)	Current Ratio	69.00	78.64	86.67	67.87	98.76
	Quick Ratio	53.16	59.46	67.50	54.57	84.18
	Interest Earned Ratio (Times)	265.40	369.02	338.05	103.79	74.92
Operating Performance	Accounts Receivable Turnover (Times)	17.67	18.40	18.30	18.13	12.64
	Average Collection Period	20.66	19.84	19.95	20.13	28.87
	Inventory Turnover (Times)	-	-	-	-	-
	Accounts Payable Turnover (Times)	-	-	-	-	-
	Average Days in Sales	-	-	-	-	-
	Property, Plant and Equipment Turnover (Times)	1.05	1.06	1.08	1.09	0.80
	Total Assets Turnover (Times)	0.63	0.69	0.75	0.64	0.40
Profitability	Return on Total Assets (%)	0.80	1.60	1.48	0.76	0.75
	Return on Stockholders' Equity (%)	1.20	4.26	3.81	-1.12	-0.46
	Pre-tax Income to Paid-in Capital (%)	3.44	6.44	5.68	-0.18	-1.21
	Profit Ratio (%)	0.50	1.60	1.33	-0.40	-0.24
	Earnings Per Share (TWD)	0.10	0.40	0.33	-0.22	0.03
Cash Flow	Cash Flow Ratio (%)	25.71	47.35	44.34	49.15	15.52
	Cash Flow Adequacy Ratio (%)	303.17	351.58	366.94	518.35	579.32
	Cash Reinvestment Ratio (%)	4.83	8.82	8.17	12.24	2.98
Leverage	Operating Leverage	4.99	3.16	6.00	14.20	16.28
	Financial Leverage	1.40	1.18	1.52	-3.95	-2.50

### Financial Analysis — Based on IFRS (CAL Only)

Item		2016	2017	2018	2019	2020
Financial Structure (%)	Debt Ratio	73.63	73.09	73.44	78.97	77.94
	Ratio of Long-term Capital to Property, Plant and Equipment	114.00	110.35	107.18	153.31	161.51
Solvency (%)	Current Ratio	62.03	69.06	77.81	60.28	91.40
	Quick Ratio	45.82	49.03	57.87	45.87	76.90
	Interest Earned Ratio (Times)	246.03	350.56	292.02	60.78	99.48
Operating Performance	Accounts Receivable Turnover (Times)	15.92	16.62	16.57	16.72	12.34
	Average Collection Period	22.92	21.96	22.46	21.83	29.57
	Inventory Turnover (Times)	-	-	-	-	-
	Accounts Payable Turnover (Times)	-	-	-	-	-
	Average Days in Sales	-	-	-	-	-
	Fix Assets Turover (Times)	1.03	1.03	1.03	1.05	0.83
	Total Assets Turnover (Times)	0.61	0.66	0.70	0.61	0.40
Profitability	Return on Total Assets (%)	0.75	1.54	1.33	0.51	0.89
	Return on Stockholders' Equity (%)	1.00	3.91	3.14	-2.11	0.25
	Pre-tax Income to Paid-in Capital (%)	2.81	5.64	4.27	-2.19	0.32
	Profit Ratio (%)	0.45	1.58	1.19	-0.82	0.13
	Earnings Per Share (TWD)	0.10	0.40	0.33	-0.22	0.03
Cash Flow	Cash Flow Ratio (%)	26.71	47.41	43.61	48.16	24.19
	Cash Flow Adequacy Ratio (%)	309.01	357.86	381.09	557.30	610.31
	Cash Reinvestment Ratio (%)	4.94	8.48	7.68	11.34	4.50
Leverage	Operating Leverage	4.85	3.46	11.25	372.72	7.15
	Financial Leverage	1.38	1.21	3.45	-0.03	2.32

## Contents

## 0 Preface

## 1 Sustainability Management Overview

## 2 Value Creation

## 3 Sustainability Governance

## Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report



Contents

0 Preface

1 Sustainability Management Overview

2 Value Creation

3 Sustainability Governance

Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report

Customer Satisfaction Table in 2020

Passenger Satisfaction

Item	2018	2019	2020
Yearly Goal (%) (Note)	85.1	87.2	87.8
Passenger Satisfaction (%)	87.2	87.7	88.6

Note: The expected target of passenger satisfaction is the average of the previous year's performance from January to November plus 0.1 to set the next year's target.

Historical Passenger Satisfaction on Service Items

Item	2018	2019	2020	2021 Objectives (Note 1)
Airport Service	89.0	89.6	90.5	89.4
Cabin Crew	88.9	89.7	90.2	89.5
Cabin Environment	88.7	89.3	89.8	89.0
Inflight Catering Service	82.6	83.1	82.8	82.9
Inflight Entertainment	84.8	85.1	85.5 (Note 2)	84.9

Note 1: In response to COVID-19, the Chairman agreed, after discussions in the meeting for setting quality targets, that the target of historical passenger satisfaction on service items for 2021 shall be the same as that of 2020.

Note 2: The "Reading materials" item in Inflight Entertainment will be excluded in 2020.

Freight Customer Satisfaction

Item	2018	2019	2020
Yearly Goal (%)	88.0	88.0	88.0
Freight Customer Satisfaction (%)	87.3	88.6	88.5

Maintenance Customer Satisfaction

Item	2018	2019 (Note 2)	2020
Yearly Goal (Note 1)	8.40	8.40	8.40
Freight Customer Satisfaction (%)	8.68	8.73	8.57

Note 1: The full score is 10.

Note 2: In accordance with the 2019H1 Aircraft Management Committee resolution, maintenance customer satisfaction statistics from 2019 excluding low-cost airline customers.

Management of Material Human Rights Issues in 2020 GRI 412-1

Node of Value Chain		Human Rights Issue	Mitigation Measure	Remedial Measure
Upstream	Supply Chain Partners	Right to Privacy	Formulated the "Personal Information Entrustment Management Procedure" to regulate the matters requiring attention and rights and responsibilities for product / service providers (suppliers) entrusted to handle personal information. The Privacy Protection Policy and Statement on CAL's official website also specify that when CAL provides the involved party's personal information for the third party to use, the third party is requested to comply with the relevant policies, rules, and regulations	CAL has established a sustainable supply chain management mechanism, and the high-risk sustainability issues of supply chain partners are audited, guided, and improved through review
		Right to Health	<ul style="list-style-type: none"><li>For suppliers of general goods, a clause regarding quality assurance obligation in the purchase contract states that suppliers must ensure that their products contain no hazards to safety or health, if the nature of their products is hazardous, warning signs and handling methods should be clearly indicated</li><li>In response to COVID-19, CAL has requested suppliers to provide a safe and health workplace for employees' health and to ensure that employees can work in an environment without direct or indirect hazards, thus reducing the impact of the and boosting the overall employees' health. Moreover, CAL can know and control critical suppliers' heath management conditions with the SAQ during the pandemic</li></ul>	
		Protection of Labor Conditions	<ul style="list-style-type: none"><li>Established the China Airlines Policy Statement on Sustainable Supply Chain Management and the China Airlines Supplier Code of Conduct, requiring all suppliers to implement management in accordance with the information security, labor human rights, and labor conditions, as well as the occupational safety spirit as stipulated</li><li>Kept abreast of the current status of critical suppliers management through the periodic supply chain sustainability risk survey</li></ul>	



Contents

0 Preface

1 Sustainability Management Overview

2 Value Creation

3 Sustainability Governance

Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report

Node of Value Chain		Human Rights Issue	Mitigation Measure	Remedial Measure
Midstream	CAL's Operations	Right to Privacy	Formulated a standard operating procedure in accordance with CAL's "Personal Information Management System" for collecting, handling and, using personal information to ensure regulatory compliance	Formulated a standard operating procedure in accordance with CAL's "Personal Information Management System" for collecting, handling and, using personal information to ensure regulatory compliance
		Right to Health	<ul style="list-style-type: none"><li>• CAL has established the Occupational Safety and Health Committee, which convenes meetings every three months to review, coordinate, and give advice on safety and health related issues</li><li>• CAL has established the ISO 45001: 2018 and TOSHMS occupational safety and health management systems to perform hazard identification and risk assessment regularly, and has introduced control measures, including operations / engineering, administration, and employee health management</li><li>• Organized employee health checks regularly to achieve the goals of early detection, early prevention, and early treatment</li><li>• Countermeasures against COVID-19:<ul style="list-style-type: none"><li>– Established a tiered cross-unit mobilization mechanism, command system and operating procedures to coordinate relevant units to counteract the pandemic and to remind employees of raising awareness in response to the latest condition of the pandemic by activating different tiers of the response mechanism based on the conditions</li><li>– Established a health management reporting system and an abnormality tracking and handling mechanism for employees with a high risk of exposure</li><li>– Implemented a split operation mechanism and adjust the ways of business travel and activated diversified channels to provide real-time information related to the pandemic prevention</li><li>– Provided cabin crew on duty with full set personal protective equipment (PPE) and "Care Packages" at outstations when necessary. Provided CAL's hotel as a home quarantine site for the crew who are not convenient to undergo quarantine at home</li></ul></li></ul>	<ul style="list-style-type: none"><li>• CAL has conducted statistics and analysis on our occupational incident cases while submitting reports and tracking subsequent safety and health management plans through the operation of the Occupational Safety and Health Committee and the guidance of the ISO 45001: 2018 and TOSHMS occupational safety and health management systems</li><li>• Formulated a standard report form for major health-check abnormal values to provide employees with health guidance or tracking</li><li>• Countermeasures against COVID-19: When a passenger is found with abnormal signs and relevant symptoms, CAL will actively assist him / her to seek medical attention, and contact and report to related units to record the pandemic prevention process completely and implement health management</li></ul>
		Protection of Labor Condition	<ul style="list-style-type: none"><li>• Stated that forced labor is prohibited in the human rights policy and established the methods for employees to perform duties in the Human Resource Manual and the Working Rules</li><li>• Held regular labor-management meetings at the headquarters and each unit to negotiate labor conditions and welfare with employee representatives</li><li>• Formed various committees with employee representatives for parking lot management, catering, pension, and employee welfare to protect employees' labor rights and improve the work environment</li><li>• To address COVID-19 and to balance business operation and taking good care of employee, the manpower-lean policies were implemented after labor-management discussions were conducted for a better result for both sides. CAL also helped employees apply for the relevant government subsidies during the period of implementation of reducing working hours</li></ul>	<ul style="list-style-type: none"><li>• Established diversified grievance channels for prompt and proper responses when employees' labor rights are damaged</li><li>• Operated various committees with employees' participation to discuss labor conditions, work environment, and workplace safety and to ensure improvements as well as remedial and preventive measures against violations of rights and interests</li></ul>
Downstream	Customers	Right to Privacy	CAL has been committed to protecting customers' personal information and privacy in accordance with the Personal Data Protection Act of the R.O.C, the General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA). CAL collects, handles, and uses personal information in a reason and safe manner based on the specific purposes authorized by customers, ensuring that the customer can exercise their rights to inquiries, amendment, removal, restriction of personal data use, and withdrawal of consent under the Personal Data Protection Act	CAL has formulated the online form of "Inquiry and Application for Personal Data Rights" and set the DPO mailbox for customers to consult about and apply for personal data rights, which is applicable to the Personal Data Protection Act stipulating replying to customers within the duration
		Right to Health	<ul style="list-style-type: none"><li>• On the front of flight safety, CAL implemented the Safety Management System (SMS) to prevent potential risks or the impact of hazard factors through continuous risk identification and management. Established a safety reporting system for all employees to encourage them to actively identify potential safety impact factors and to strengthen risk control</li><li>• In terms of in-flight food safety, CAL has formulated the Caterer Selection Regulations; all local caterers should obtain relevant local food safety certifications so that they can be selected as an in-flight food supplier</li><li>• Countermeasures against COVID-19 in 2020:<ul style="list-style-type: none"><li>– Passengers are asked to have their temperature checked before boarding and to wear a mask throughout the flight or when they check in or when waiting for flights. Moreover, posters have been set up in the airport to remind passengers of maintaining social distancing</li><li>– Simplified the in-flight services, reinforced environmental cleaning and disinfection, and promoted the pandemic prevention measures on board that shall be followed (such as changing seats is not allowed) for customers to lower the risk of taking flights</li><li>– Adjusted in-flight food services in compliance with the current level of the pandemic announced by the MOWH and cooperated with different countries to provide different food services based on the local pandemic conditions and their principle of pandemic prevention</li></ul></li></ul>	<ul style="list-style-type: none"><li>• CAL has set up the Flight First-Aid Advisory System; when passengers feel unwell during check-in, boarding, or flight, they can obtain professional medical advice through this system</li><li>• Countermeasures against COVID-19 in 2020:<ul style="list-style-type: none"><li>– If a passenger's body temperature is higher than normal range or they show other signs or symptoms before boarding, they are asked to undergo a health examination at local medical institutions and then report to relevant units</li><li>– If passengers on board are found with relevant symptoms or start feeling unwell, CAL will actively assist them to change seats and report to the relevant units to take further responses</li></ul></li></ul>
		Protection of Labor Condition	Not applicable	Not applicable



Contents

0 Preface

1 Sustainability Management Overview

2 Value Creation




3 Sustainability Governance

Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report

Relevant Data Statistics of Human Resources

Workforce Structure of CAL Group in 2020

Category	Groups									
		Total	Male	Female	Total	Male	Female	Total	Male	Female
Full-time Employees		11,347	5,862	5,485	951	460	491	728	325	403
Contracted Employees		43	23	20	-	-	-	-	-	-
Age	Under 30	1,820	749	1,071	260	76	184	345	103	242
	31-50	6,737	3,228	3,509	516	249	267	311	159	152
	Above 51	2,833	1,908	925	175	135	40	72	63	9
The Job Category	Business	3,215	1,363	1,852	421	152	269	360	135	225
	Air Service	4,312	1,587	2,725	245	111	134	308	149	159
	Maintenance	2,278	2,183	95	144	133	11	27	26	1
	Others (Note 1)	1,585	752	833	141	64	77	33	15	18
Ranking	Senior Management (Note 2)	108	85	23	20	16	4	12	9	3
	Mid-level Management	348	247	101	40	28	12	26	15	11
	Junior Management	168	122	46	38	29	9	49	24	25
	Non-executive Employees	10,766	5,431	5,335	853	387	466	641	277	364
Region	Taiwan	9,867	5,232	4,635	883	432	451	725	324	401
	China	254	124	130	68	28	40	-	-	-
	Asia	842	332	510	-	-	-	3	1	2
	USA	265	121	144	-	-	-	-	-	-
	Europe	111	53	58	-	-	-	-	-	-
	Oceania	51	23	28	-	-	-	-	-	-
Education	Master / PhD	1,381	793	588	86	55	31	90	46	44
	Bachelor	9,366	4,621	4,745	787	353	434	613	261	352
	Senior High	550	413	137	53	36	17	21	17	4
	Others	93	58	35	25	16	9	4	1	3
Total		11,390	5,885	5,505	951	460	491	728	325	403
The Total Number Includes	Indigenous Employees	79	40	39	8	-	8	6	3	3
	Disabled Employees	108	77	31	4	3	1	4	2	2

Note 1: The job category – others includes executives higher than the rank of vice president, auditors, accountants, information technology personnel, and other employees that are not within the aforesaid categories.




Note 2: "Senior management" refers to Level 1 managers and deputy managers or above; "mid-level management" refers to Level 2 managers and deputy managers; "junior management" refers to Level 3 managers and deputy managers.








Contents
0 Preface
1 Sustainability Management Overview
2 Value Creation
3 Sustainability Governance
Appendix
• Financial Performance
• Customer Satisfaction Table in 2020
• Management of Material Human Rights Issues in 2020
• Relevant Data Statistics of Human Resources
• Environmental Performance
• GRI Content Index
• The United Nations Global Compact Comparison Table
• The Sustainability Accounting Standards Board (SASB) Table
• Independent Limited Assurance Report

Employee Turnover Statistics of CAL Group in 2020

Category	Groups																		
		2018		2019		2020		2018		2019		2020		2018		2019		2020	
		Amount	%	Amount	%	Amount	%	Amount	%	Amount	%	Amount	%	Amount	%	Amount	%	Amount	%
Age	Under 30	298	40.82%	210	30.88%	317	40.75%	97	65.54%	70	64.22%	59	57.84%	24	42.86%	43	53.75%	43	63.24%
	31-50	204	27.95%	220	32.35%	189	24.29%	29	19.59%	27	24.77%	21	20.59%	30	53.57%	28	35.00%	20	29.41%
	Above 51	228	31.23%	250	36.76%	272	34.96%	22	14.86%	12	11.01%	22	21.57%	2	3.57%	9	11.25%	5	7.35%
Gender	Male	345	47.26%	356	52.35%	353	52.35%	91	61.49%	60	55.05%	59	57.84%	25	44.64%	37	46.25%	31	45.59%
	Female	385	52.74%	324	47.65%	425	45.37%	57	38.51%	49	44.95%	43	42.16%	31	55.36%	43	53.75%	37	54.41%
Region	Taiwan	442	60.55%	495	72.79%	501	64.40%	133	89.86%	101	92.66%	91	89.22%	56	100.00%	80	100.00%	68	100.00%
	China	44	6.03%	16	2.35%	22	2.83%	15	10.14%	8	7.34%	11	10.78%	0	0.00%	0	0.00%	0	0.00%
	Asia	163	22.33%	119	17.50%	220	28.28%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	USA	40	5.48%	35	5.15%	21	2.70%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	Europe	27	3.70%	11	1.62%	8	1.03%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	Oceania	14	1.92%	4	0.59%	6	0.77%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Voluntary		469	3.78%	518	4.28%	416	3.65%	-	-	-	-	-	-	-	-	-	-	-	-
Involuntary		261	2.10%	162	1.34%	362	3.18%	-	-	-	-	-	-	-	-	-	-	-	-
Total		730	5.88%	680	5.62%	778	6.83%	148	14.70%	109	10.65%	102	10.73%	56	8.74%	80	11.25%	68	9.34%

Note: Voluntary separation includes resignations, early retirements, and requests to resignation. Involuntary separation includes mandatory retirements and layoffs.

Unpaid Parental Leave of CAL Group in 2020

Unpaid Parental Leave Statistics									
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Numbers of Employees Eligible for Parental Leave in 2020 (A)	595	414	1009	33	32	65	35	27	62
Actual Numbers of Employees Applying for Parental Leave in 2020 (B)	413	15	428	18	0	18	15	0	15
Rate for Employees Applying for Parental Leave in 2020 (B*100 / A)	69.41%	3.62%	42.42%	54.55%	0.00%	27.69%	42.86%	0.00%	24.19%
Numbers of Employees Expecting to Return in 2019 after Parental Leave in 2020 (C)	197	7	204	5	0	5	11	0	11
Numbers of Employees Applying to Return in 2020 (D)	222	8	230	7	0	7	4	0	4
Return Rate in 2020 (D*100 / C)	112.69%	114.29%	112.75%	140.00%	0.00%	140.00%	36.36%	0.00%	36.36%
Total Number of Employees Returning after parental leave in 2019 (E)	214	7	221	15	1	16	3	0	3
Number of Employees Completing One Full Year of Service After Returning from Parental Leave in 2019 (F)	206	7	213	15	0	15	3	0	3
Rate on Return After Parental Leave in 2020 (F*100 / E)	96.26%	100.00%	96.38%	100.00%	0.00%	93.75%	100.00%	0.00%	100.00%

Note: (A): Date of birth from January 1, 2017 to December 31, 2020.



Contents

0 Preface

1 Sustainability Management Overview




2 Value Creation

3 Sustainability Governance

Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report

Training Statistics of CAL Group from 2018 to 2020

Company	Category		2018			2019			2020					
			Training Hours	Amount	Average Hours	Training Hours	Amount	Average Hours	Training Hours	Amount	Average Hours	Total Expenses	Number of Classes Opened	Training Completion Rate
	The Job Category	Business	76,626	3,681	20.82	104,414	4,515	23.13	115,129	2,110	54.56	158,138,192	3,020	99.36%
		Air service	165,560	4,725	35.04	147,744	4,424	33.40	149,128	4,360	34.20			
		Maintenance	41,070	2,632	15.60	38,170	2,513	15.19	52,568	2,256	23.30			
		Others	46,956	2,095	22.41	10,269	677	15.17	31,669	1,381	22.93			
	Gender	Male	138,531	6,622	20.92	128,956	6,122	21.06	162,915	5,240	31.09			
		Female	191,681	6,511	29.44	171,642	6,037	28.43	185,578	4,867	38.13			
	The Job Category	Business	14,208	314	45.25	5,267	362	14.55	8,462	332	26.28	2,389,011	14,392	98.25%
		Air service	21,328	268	79.58	17,716	277	63.96	15,828	267	59.28			
		Maintenance	20,803	157	132.50	19,597	158	124.03	13,970	151	92.52			
		Others	3,936	84	46.86	5,537	121	45.76	1,548	70	22.11			
	Gender	Male	39,899	418	95.45	37,761	471	80.17	27,766	424	65.49			
		Female	20,375	405	50.31	10,356	447	23.17	12,044	386	31.20			
	The Job Category	Business	5,368	284	18.90	8,355	325	25.71	7,299	360	20.27	12,717,168	1,517	99.54%
		Air service	11,661	305	38.23	20,253	323	62.70	19,092	308	61.99			
		Maintenance	549	24	22.88	495	32	15.47	296	27	10.96			
		Others	33	28	1.18	533	31	17.18	365	33	11.06			
	Gender	Male	8,859	277	31.98	16,499	309	53.40	14,884	325	45.80			
		Female	8,752	364	24.04	13,136	402	32.68	12,168	403	30.19			

Note 1: Others include executives higher than the rank of vice president, auditors, accountants, information technology personnel, and other employees that are not within the aforesaid categories. For Tigerair Taiwan, others include the Chief Financial Officer, Chief Operating Officer, Chief Commercial Officer, Chief Executive Officer, and Chairman, as well as the Finance Department, Accounting Department, and Information Department.

Note 2: Training hours exclude those at outstations.

Note 3: Average training hours = Total training hours ÷ total number of employees in the category. For CAL, completion rate of training = average completion rate of training. For Mandarin Airlines and Tigerair Taiwan, completion rate of training = completion rate of training in each unit ÷ number of units.



Contents
0 Preface
1 Sustainability Management Overview
2 Value Creation
3 Sustainability Governance
Appendix
• Financial Performance
• Customer Satisfaction Table in 2020
• Management of Material Human Rights Issues in 2020
• Relevant Data Statistics of Human Resources
• Environmental Performance
• GRI Content Index
• The United Nations Global Compact Comparison Table
• The Sustainability Accounting Standards Board (SASB) Table
• Independent Limited Assurance Report

Comparing the Frequency-Severity Indicator and Occupational Injury Statistics Over the Past 3 Years

Year	Unit	Taoyuan	Engineering & Maintenance Organization	Taipei	Kaohsiung	Taichung	Total
2018	Number of Annual Disabling Injuries	36	9	0	3	0	48
	Absence Days of Annual Disabling Injuries	497	179	0	12	0	688
	FR	2.52	1.67	0	2.44	0	2.23
	SR	34	33	0	9	0	32
	FSI	0.29	0.23	0	0.14	0	0.26
2019	Number of Annual Disabling Injuries	43	12	0	7	0	62
	Absence Days of Annual Disabling Injuries	1,078	282	0	37	0	1,397
	FR	3.12	2.32	0	5.85	0	2.97
	SR	78	53	0	30	0	66
	FSI	0.49	0.35	0	0.41	0	0.44
2020	Number of Annual Disabling Injuries	26	6	1	4	0	37
	Absence Days of Annual Disabling Injuries	614	177	6	15	0	812
	FR	2.05	1.28	1.32	3.65	0	1.93
	SR	48	37	7	13	0	42
	FSI	0.31	0.21	0.09	0.21	0	0.28

Note 1: Calculated at 8 hours per day per person.

Note 2: Disabling injury frequency rate(FR)= (Number of annual disabling injuries ÷ Annual working hours) × 1,000,000  
The number of annual disabling injuries includes the number of annual fatalities, permanent total disabilities, permanent partial disabilities, and temporary total disabilities.  
The calculation is rounded to two decimal places.

Note 3: Disabling injury severity rate(SR)=(Absence days of annual disabling injuries ÷ Annual working hours) × 1,000,000  
The absence days of different types of disabling injuries are calculated based on the online Occupational Hazard System.  
The calculation is rounded to the nearest integer.

Note 4: Frequency-Severity Indicator (FSI)=√((FR×SR) / 1000)  
The calculation is rounded to two decimal places.

Note 5: 2016-2018 averages in the air transport industry published by the Ministry of Labor: FR=4.14, SR=102, and FSI=0.65.

Note 6: Continue to review the FSI to understand the operational performance of each unit's occupational disaster prevention and improve it.

Note 7: TPE has established an occupational safety unit since 2013.

Note 8: This statistic does not include commuter traffic accidents.



Contents

0 Preface

1 Sustainability Management Overview


2 Value Creation



3 Sustainability Governance

Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report

Occupational Hazards Statistics of CAL Group in 2020

Item								
	Male	Female	Total	Taoyuan	Engineering & Maintenance Organization	Taipei	Taichung	Kaohsiung
The Number of Recordable Occupational Injuries	15	22	37	26	6	1	0	4
Disabling Injury Frequency Rate	1.44	2.51	1.93	2.05	1.28	1.32	0	3.65
Disabling Injury Severity Rate	41	43	42	48	37	7	0	13
Incidents Resulting in Work-related Fatalities	0	0	0	0	0	0	0	0
The Rate of Fatalities as a Result of Occupational Injury	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Occupational Disease Rate	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
The Number of High-consequence Occupational Injuries	0	0	0	0	0	0	0	0
The Rate of High-consequence Occupational Injuries	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Absence Rate	0.60%	1.28%	0.92%	0.89%	0.75%	2.14%	0.13%	1.37%
The Total Working Hours	10,392,676	8,763,652	19,158,240	12,633,062	4,672,450	755,240	-	1,095,576

Item						
	Male	Female	Total	Male	Female	Total
The Number of Recordable Occupational Injuries	0	2	2	0	1	1
Disabling Injury Frequency Rate	0.00	2.17	1.15	0.00	1.24	0.69
Disabling Injury Severity Rate	0	55	29	0	2	1
Incidents Resulting in Work-related Fatalities	0	0	0	0	0	0
The Rate of Fatalities as a Result of Occupational Injury	0.00	0.00	0.00	0.00	0.00	0.00
Occupational Disease Rate	0.00	0.00	0.00	0.00	0.00	0.00
The Number of High-consequence Occupational Injuries	0	0	0	0	0	0
The Rate of High-consequence Occupational Injuries	0.00	0.00	0.00	0.00	0.00	0.00
Absence Rate	0.36%	0.65%	0.51%	0.01%	0.02%	0.02%
The Total Working Hours	824,104	920,032	1,744,136	650,000	806,000	1,456,000

Note 1: Disabling injury frequency rate(FR)=(Number of annual disabling injuries ÷ Annual working hours) × 1,000,000  
Note 2: Disabling injury severity rate(SR)=(Absence days of annual disabling injuries ÷ Annual working hours) × 1,000,000  
Note 3: Absence rate=(Absence days ÷ Annual working days) × 100%  
Note 4: Mandarin Airlines/Tigerair Taiwan only have one business location in Taiwan.

Note 5: Disabling Injury Frequency Rate is equivalent to the definition of Recordable Occupational Injuries Rate in the GRI Standards.  
Note 6: High-consequence Occupational Injuries: Occupational injuries that lead to fatalities or that are barely possible difficult to completely recover within six months. Rate of high-consequence occupational injuries (excluding fatalities)=[Number of high-consequence occupational injuries (excluding fatalities) / Number of hours worked] × 1,000,000  
Note 7: The most common type of occupational injuries is falling.





## Environmental Performance

Item		Unit	2017	2018	2019	2020	2020 Compared to 2019	Performance	2020 Objective	Achievement Rate	2021 Objective
Category 1 GHG Emissions	Flight Operations	Tons of CO <sub>2</sub> e	7,150,674	7,229,839	7,059,083	5,787,751	-18.02%	▲	7,161,311	120%	7,053,891
	Ground Operations	Tons of CO <sub>2</sub> e	5,004	3,511	4,981	3,051					
Category 2 GHG Emissions	Ground Operations	Tons of CO <sub>2</sub> e	20,677	19,949	18,169	17,572	-3.29%	▲	17,308	98%	17,545
Category 3 to 6 GHG Emissions (Note 1)	Ground Operations	Tons of CO <sub>2</sub> e	1,627,649	1,644,656	1,607,690	3,109,822	+93.43%	▲	Extend the scope of investigation in accordance with the new version of ISO standards	NA	NA
Aviation Fuel Efficiency	All Aircraft	Ton	2,259,917	2,284,937	2,230,971	1,829,328	-18.00%	▲	Management by aviation fuel efficiency		
	Sustainable Aviation Fuel	Ton	6.37	20.4	0	0	0	—	NA	NA	NA
Aviation Fuel Efficiency	Passenger Aircraft	L / RPK*100	4.2802	4.2187	4.2859	15.2246	+255.23%	▼	4.2216	28%	15%
	Freight Aircraft	L / FRTK	0.2153	0.2142	0.2285	0.2252	-1.43%	▲	0.2551	100%	0.2218
	All Aircraft (Note 2)	Tons / thousand RTK	0.2433	0.2394	0.2459	0.2586	+5.16%	▼	0.2349	NA	0.2547
Energy Consumption	Fossil Fuels	MWh	29,484,167	29,815,419	29,114,586	23,873,099	-18.00%	▲	29,523,064	100%	NA
	Electricity Purchased	MWh	37,344	36,009	34,088	34,523	+1.28%	▼			
	Elevator Power Regeneration	kWh	297	1,061	1,423	1,177	-17.3%	▼	Full operation	100%	Full operation
	Renewable Energy	NA	NA	NA	90	117	+23%	▲	120	97.5%	120
Water Resources	Water Consumption	Thousand tons	141.26	148.22	146.49	126.77	-13.46%	▲	145.993	100%	144.955
	Recycled Water (Note 3)	Thousand tons	1.89	31.94	17.41	8.64	-50.37%	▼	NA	NA	NA
	Recycling Ratio (Note 4)	%	1.34%	21.55%	11.88%	6.8%	-42.54%	▼	NA	NA	NA
	Heavy Metal Wastewater	Ton	8,579	10,014	9,620	6,750	-29.83%	▲	NA	NA	NA
	Organic Wastewater	Ton	14,647	10,443	11,638	12,593	+8.21%	▼	NA	NA	NA
Cabin Waste (Note 7)	Amount Produced (Note 5)	Kg	3,417,870	3,669,703	4,168,857	1,285,318	-69.17%	▲	NA	NA	NA
	Amount Recycled	Kg	1,068,483	995,369	1,116,396	341,366	-69.42%	▼			
	Recycling Ratio	%	31.26%	27.12%	26.78%	26.56%	-0.82%	▼			

## Contents

## 0 Preface

## 1 Sustainability Management Overview

## 2 Value Creation

## 3 Sustainability Governance

## Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report



Contents

0 Preface

1 Sustainability Management Overview

2 Value Creation

3 Sustainability Governance

Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report

Item		Unit	2017	2018	2019	2020	2020 Compared to 2019	Performance	2020 Objective	Achievement Rate	2021 Objective
Ground Waste (Note 6 / Note 7)	General Industrial Waste / Domestic Waste	Kg	456,997	998,518	935,984	647,317	-30.84%	▲	Ground waste totaling: 994,653	100%	Ground waste totaling: 984,504
	Hazardous Industrial Waste	Kg	16,758	14,785	17,717	12,657	-28.56%	▲			
	Cadmium-containing Batteries	Kg	1,782	1,649	1,098	0	-100%	▲			
	Amount Recycled	Kg	NA	465,803	434,648	229,971	-47.09%	▼			
	Recycling Ratio	%	NA	45.01%	45.52%	34.85%	-10.67%	▼			
NOx	Passenger Aircraft	g / RPK	0.0152	0.0150	0.0149	0.0400	+168%	▼	0.01477	37%	0.0394
	Freight Aircraft	g / RTK	0.0294	0.0301	0.0321	0.0317	-1.2%	▲	0.0296	93%	0.0312
Plastic Packaging (Plastic Packaging Related to Passenger / Cargo Transport) (Note 8)	Weight of Plastic Packaging	Tons	356	432	479	353	-26%	▲	422	100%	416
	Percentage of Purchase of Plastic Packaging	%	0.21%	0.15%	0.15%	0.06%	-60%	▲	NA	NA	NA
	Percentage of Recyclable Plastic Packaging	%	47%	42.2%	32.5%	81.3%	150%	▲	40%	100%	57%
	Percentage of Biodegradable Plastic Packaging	%	2.24%	10.27%	21.62%	9.83%	-54.5%	▼	11%	89%	16%

Item	Total Weight of Package (ton)	Percentage of Purchase (Note 8)	Percentage of Recycled Materials and Certified Materials (Note 8)
Wood or Paper Packaging	130	0.04%	61.79%
Metal Packaging	85	0.05%	100%
Glass Packaging	7	0.01%	100%

Note 1: Scope 3 emissions from 2017 to 2019 include: energy-related activities, employee commuting, etc. In 2020, according to the ISO14064-1:2018 standard, expand the calculation category three to six related items. All data have passed external verification.

Note 2: The total aviation fuel consumption of all aircraft fuel efficiency includes training aircraft and maintenance. The fuel consumption of passenger and freight aircraft only includes passenger and freight aircraft fuel.

Note 3: In 2018, water meters were installed at CAL Park. EMO and CAL Park were included in the calculation of the amount of recycled water. In and before 2017, only EMO was included in the calculation of the amount of recycled water

Note 4: Recycling ratio = Total amount of recycled water / Total consumption of water resources.consumption of water resources.

Note 5: The scope of 2017 ground operations data includes EMO and CAL Park. Since 2018, Kaohsiung Branch and VIP rooms of four stations (Taoyuan, Songshan, Kaohsiung, and Tainan) have been included in the scope of ground operations data.

Note 6: As in-flight supplies (e.g., tableware) are required to comply with relevant food sanitation regulations to ensure that they are fireproof and legal, biodegradable plastic packaging has not been used.

Note 7: The percentage of purchase is calculated as follows: Purchase amount / Cost of goods sold.

Note 8: The percentage of recycled materials and certified materials is calculated as follows: Weight of recyclable packaging (including certified materials) / Total weight of packaging. The weight of recyclable packaging refers to the weight of packaging that has been recycled upon CAL's confirmation.

Contents
0 Preface
1 Sustainability Management Overview
2 Value Creation
3 Sustainability Governance
Appendix
<ul style="list-style-type: none"> <li>Financial Performance</li> <li>Customer Satisfaction Table in 2020</li> <li>Management of Material Human Rights Issues in 2020</li> <li>Relevant Data Statistics of Human Resources</li> <li>Environmental Performance</li> <li>GRI Content Index</li> <li>The United Nations Global Compact Comparison Table</li> <li>The Sustainability Accounting Standards Board (SASB) Table</li> <li>Independent Limited Assurance Report</li> </ul>

## GRI Content Index GRI 102-55

GRI Standard	Disclosure		Page Numbe & Response
GRI 101: Foundation			
General Disclosures			
GRI 102: General Disclosures	Organizational Profile		
	102-1	Name of the Organizational	5
	102-2	Activities, brands, products, and services	14
	102-3	Location of headquarters	14
	102-4	Location of operations	14
	102-5	Ownership and legal form	19
	102-6	Markets served	14
	102-7	Scale of the organization	14
	102-8	Information on employees and other workers	64
	102-9	Supply chain	78
	102-10	Significant changes to the organization and its supply chain	19
	102-11	Precautionary principle or approach	118
	102-12	External initiatives	30
	102-13	Membership of associations	30
	Strategy		
	102-14	Statement from senior decision-maker	6
	102-15	Key impacts, risks, and opportunities	118
	Ethics and Integrity		
	102-16	Values, principles, standards, and norms of behavior	117
	Governance		
	102-18	Governance structure	19
	Stakeholder Engagement		
	102-40	List of stakeholder groups	27
	102-41	Collective bargaining agreements	69, 72
	102-42	Identifying and selecting stakeholders	27

Referred to latest version 2020  
(GRI 303 and GRI 403 Referred to latest version 2018, others referred to version 2016)

GRI Standard	Disclosure		Page Number & Response
GRI 102: General Disclosures	102-43	Approach to stakeholder engagement	27
	102-44	Key topics and concerns raised	27, 41, 47
	Reporting Practice		
	102-45	Entities included in the consolidated financial statements	5
	102-46	Defining report content and topic Boundaries	22
	102-47	List of material topics	22
	102-48	Restatements of information	No restatement
	102-49	Changes in reporting	No change
	102-50	Reporting period	5
	102-51	Date of most recent report	5
	102-52	Reporting cycle	5
	102-53	Contact point for questions regarding the report	5
	102-54	Claims of reporting in accordance with the GRI Standards	5
	102-55	GRI content index	136
	102-56	External assurance	5
Material Topics			
Economic			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	22, 41, 60, 76, 83, 107, 117
	103-2	The management approach and its components	41, 60, 76, 83, 107, 117
	103-3	Evaluation of the management approach	41, 60, 76, 83, 107, 117
GRI 201: Economic Performance	201-1	Direct economic value generated and distributed	15, 113
	201-2	Financial implications and other risks and opportunities due to climate change	88
	201-3	Defined benefit plan obligations and other retirement plans	69
	201-4	Financial assistance received from government	No major financial assistance
GRI 202: Market Presence	202-2	Proportion of senior management hired from the local community	64

Contents

0 Preface

1 Sustainability Management Overview

2 Value Creation

3 Sustainability Governance

Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- **GRI Content Index**
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report

GRI Standard	Disclosure		Page Number & Response
GRI 204: Procurement Practices	204-1	Proportion of spending on local suppliers	79
GRI 205: Anticorruption	205-2	Communication and training about anti-corruption policies and procedures	117
	205-3	Confirmed incidents of corruption and actions taken	No such as things happened
GRI 206: Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	54, 56
Environmental			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	22, 76, 83
	103-2	The management approach and its components	76, 83
	103-3	Evaluation of the management approach	76, 83
GRI 301: Materials	301-1	Materials used by weight or volume	94
GRI 302: Energy	302-1	Energy consumption within the organization	99
	302-2	Energy consumption outside of the organization	99
	302-3	Energy intensity	100
	302-4	Reduction of energy consumption	99
	302-5	Reductions in energy requirements of products and services	99
GRI 303: Water and Effluents (2018)	303-1	Water withdrawal by source	95
	303-2	Management of water discharge-related impacts	94
	303-3	Water withdrawal	94
	303-4	Water discharge	96
	303-5	Water consumption	94
GRI 305: Emissions	305-1	Direct (Scope 1) GHG emissions	94
	305-2	Energy indirect (Scope 2) GHG emissions	99
	305-3	Other indirect (Scope 3) GHG emissions	99
	305-4	GHG emissions intensity	100
	305-5	Reduction of GHG emissions	99

GRI Standard	Disclosure		Page Number & Response
GRI 305: Emissions	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	97
GRI 306: Waste	306-2	Waste by type and disposal method	97
	306-3	Significant spills	No significant spills
GRI 307: Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	No such as things happened
GRI 308: Supplier Environmental Assessment	308-2	Negative environmental impacts in the supply chain and actions taken	79
Social			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	22, 41, 60, 76, 107
	103-2	The management approach and its components	41, 60, 76, 107
	103-3	Evaluation of the management approach	41, 60, 76, 107
GRI 401: Employment	401-1	New employee hires and employee turnover	64
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	69
	401-3	Parental leave	69
GRI 402: Labor/Management Relations	402-1	Minimum notice periods regarding operational changes	69
GRI 403: Occupational Health and Safety (2018)	403-1	Occupational health and safety management system	74
	403-2	Hazard identification, risk assessment, and incident investigation	74
	403-9	Work-related injuries	74
	403-10	Work-related ill health	74
GRI 404: Training and Education	404-1	Average hours of training per year per employee	67
	404-2	Programs for upgrading employee skills and transition assistance programs	45, 67
GRI 405: Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	64
	405-2	Ratio of basic salary and remuneration of women to men	69
GRI 406: Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	60





Contents

0 Preface

1 Sustainability Management Overview

2 Value Creation

3 Sustainability Governance

Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- [The United Nations Global Compact Comparison Table](#)
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report

GRI Standard	Disclosure		Page Number & Response
GRI 407: Freedom of Association and Collective Bargaining	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	79
GRI 408: Child Labor	408-1	Operations and suppliers at significant risk for incidents of child labor	No such as things happened
GRI 409: Forced or Compulsory Labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	No such as things happened
GRI 412: Human Rights Assessment	412-1	Operations that have been subject to human rights reviews or impact assessments	60, 127
	412-2	Employee training on human rights policies or procedures	117
	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	No such as things happened
GRI 414: Supplier Social Assessment	414-2	Negative social impacts in the supply chain and actions taken	79
GRI 415: Public Policy	415-1	Political contributions	No such as things happened
GRI 418: Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	54, 56

The United Nations Global Compact Comparison Table

Topic	The Ten Principles of the UN Global Compact	Corresponding Section	Page Number & Response
Human Rights	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	2-2-1 Human Rights Management Framework	60-64
	Principle 2: Make sure that they are not complicit in human rights abuses	3-1-1 Regulatory Compliance 2-3-2 Sustainable Supply Chain Management	117 79
Labor	Principle 3: Businesses should support and respect the protection of internationally proclaimed human rights	2-2-1 Human Rights Management Framework	60-64
	Principle 4: The elimination of all forms of forced and compulsory labor	2-2-1 Human Rights Management Framework	60-64
	Principle 5: The effective abolition of child labor	2-2-1 Human Rights Management Framework	60-64
	Principle 6: The elimination of discrimination in respect of employment and occupation.	2-2-1 Human Rights Management Framework	60-64
Environment	Principle 7: Businesses should support a precautionary approach to environmental challenges	2-4-2 Climate Change Mitigation and Adaptation	89-93
	Principle 8: Undertake initiatives to promote greater environmental responsibility	2-4-1 Governance of Environmental Sustainability	85-89
	Principle 9: Encourage the development and diffusion of environmentally friendly technologies	2-4-3 Achievements in Environmental Sustainability	94-104
Anti-Corruption	Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	3-1-1 Regulatory Compliance	117



Contents

0 Preface

1 Sustainability Management Overview

2 Value Creation

3 Sustainability Governance

Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report

The Sustainability Accounting Standards Board (SASB) Table

Airlines Sustainability Accounting Standard

Topic	Accounting Metric	Unit of Measure	Category	Code	Data	Corresponding Section	Page Number
Greenhouse Gas Emissions	Gross global Scope 1 emissions	Metric tons (t) CO <sub>2</sub> e	Quantitative	TR-AL-110a.1	5,790,802	2-4 Environment	85
	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	NA	Discussion and Analysis	TR-AL-110a.2	NA	2-4 Environment	84-87
	(1) Total fuel consumed (2) Percentage alternative (3) Percentage sustainable	Gigajoules (GJ) Percentage (%)	Quantitative	TR-AL-110a.3	(1) 787.76 (GJ) (2) 0% (3) 0%	2-4 Environment	100
Labor Practices	Percentage of active workforce covered under collective bargaining agreements	Percentage (%)	Quantitative	TR-AL-310a.1	99.43%	2-2-4 Employee Rights	73
	(1) Number of work stoppages (2) Total days idle	Number Days idle	Quantitative	TR-AL-310a.2	(1) 0 (2) 0	2-2-4 Employee Rights	72
Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Reporting currency	Quantitative	TR-AL-520a.1	US\$19.5 million	3-1-1 Regulatory Compliance	117
Accident & Safety Management	Description of implementation and outcomes of a Safety Management System	NA	Discussion and Analysis	TR-AL-540a.1	NA	2-1-1 Flight Safety	42-45
	Number of aviation accidents	Number	Quantitative	TR-AL-540a.2	0	2-1 Trust	41
	Number of governmental enforcement actions of aviation safety regulations	Number	Quantitative	TR-AL-540a.3	3 ( 2 sanctions imposed and 1 sanction pending the result )	Appendix	139
Activity Metrics	Available seat kilometers (ASK)	ASK	Quantitative	TR-AL-000.A	16,657,942,857	1-1-1 Business Overview	15-16
	Passenger load factor	Rate	Quantitative	TR-AL-000.B	56.2%	1-1-1 Business Overview	15-16
	Revenue passenger kilometers (RPK)	RPK	Quantitative	TR-AL-000.C	9,366,100,198	1-1-1 Business Overview	15-16
	Revenue ton kilometers (RTK)	RTK	Quantitative	TR-AL-000.D	6,398,824,588	1-1-1 Business Overview	15-16
	Number of departures	Number	Quantitative	TR-AL-000.E	76,509	1-1-1 Business Overview	15-16
	Average age of fleet	Years	Quantitative	TR-AL-000.F	9.9	1-1-1 Business Overview	14



Contents
0 Preface
1 Sustainability Management Overview
2 Value Creation
3 Sustainability Governance
Appendix
• Financial Performance
• Customer Satisfaction Table in 2020
• Management of Material Human Rights Issues in 2020
• Relevant Data Statistics of Human Resources
• Environmental Performance
• GRI Content Index
• The United Nations Global Compact Comparison Table
• The Sustainability Accounting Standards Board (SASB) Table
• Independent Limited Assurance Report

# Independent Limited Assurance Report



安侯建業聯合會計師事務所

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## Independent Limited Assurance Report

To China Airlines Ltd.:

We were engaged by China Airlines Ltd. (“CAL”) to provide limited assurance over the selected information attached in Appendix I on the Corporate Social Responsibility Report of CAL (‘the Report’ or ‘the Underlying Subject Matter’) f for the year ended December 31, 2020.

### Reporting Criteria of the Underlying Subject Matter

CAL shall prepare the selected information in accordance with the Core Option of Global Reporting Initiative Standards ( “GRI Standards” ) issued by Global Sustainability Standards Board as set forth in Appendix I.

### Management’s Responsibility for the Report

CAL is responsible for determining its objectives with respect to sustainable development performance and reporting, including the identification of stakeholders and material aspects, and using the reporting criteria to fairly prepare and present the information included in the Report. CAL is also responsible for establishing and maintaining internal controls relevant to the preparation and presentation of the selected information that is free from material misstatement, whether due to fraud or error.

### Our Responsibilities

We performed our work in accordance with International Standard on Assurance Engagements (ISAE) 3000: “Assurance Engagement other than Audits or Reviews of Historical Financial Information” issued by the International Auditing and Assurance Standards Board and to issue an independence limited assurance conclusion on whether the selected information is free from material misstatement. The work performed in a limited assurance engagement varies in nature and timing from, and is less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

### Independence, Professional Standards and Quality Control

We have complied with the independence and other ethical requirements of the Code of Professional Ethics for Certified Public Accountant in the Republic of China, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior. In addition, we applied Statements of Auditing Standard No. 46 – “Quality Control for Public Accounting Firms” in the Republic of China. Accordingly, we maintained a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements and professional standards as well as applicable legal and regulatory requirements.



### Summary of Work Performed

Our main work on the selected information included:

- Obtaining and reviewing the report of CAL;
- Inquiring with responsible management level and non-management level personnel to understand the operational processes and information systems used to collect and process the information reported.
- On the basis of the understanding obtained from the above matters, perform analytical procedures on the report and if necessary, select samples to verify the report with supporting documents for acquiring sufficient and appropriate evidence.

The work described above are based on our professional judgment and consideration of the level of assurance and our assessment of the risk of material misstatement of the selected information, whether due to fraud or error. We believe that the work performed and evidence we have obtained are sufficient and appropriate to provide a basis of our conclusion.

### Inherent limitations

The Report for the year ended 2020 includes the disclosures of non-financial information that involved significant judgments, assumptions and interpretations by the management of CAL. Therefore, the different stakeholders may have different interpretations of such information.

### Conclusion

Based on the work we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the selected information has not been properly prepared, in all material respects, in accordance with the Reporting Criteria.

### Other Matters

The management of CAL is responsible for the maintenance of its website, which according to its report, we shall not be responsible for any further changes on the information or its applicable benchmarks, nor be responsible for reconducting any assurance work after the issuance date of the Report.



Taipei, Taiwan (Republic of China)  
June 9, 2021

### Notes to reader

The limited assurance report and the accompanying selected information are the English translation of the Chinese version prepared and used in the Republic of China. If there is any conflict between, or any difference in the interpretation of, the English and Chinese language limited assurance report and the selected information, the Chinese version shall prevail.



Contents

0 Preface

1 Sustainability Management Overview

2 Value Creation

3 Sustainability Governance

Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report

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Appendix 1 : Summary of the Selected Information :			
No.	Corresponding Section	Selected Information	GRI Standards
1	Appendix, Customer Satisfaction Table in 2020 (P.127)	Passenger Satisfaction (%) : 88.6 Freight Customer Satisfaction (%) : 85.5 Maintenance Customer Satisfaction (%) : 85.57 (Note : The full score is 10)	GRI Standards 102-44 Key topics and concerns raised ,customer satisfaction
	2-3-1 Flight Safety ,Flight Crew Management (P.45)	Union Participation Rate of CAL : Number of participants : 9,811 Participation rate : 99.43% Union Participation Rate of Mandarin Airlines : Number of participants : 852 Participation rate : 96.49% The collective bargaining coverage rate of CAL / Mandarin Airlines is equal to the labor union participation rate. To implement safety and health management more efficiently, systematically, and in accordance with both international trends and domestic and foreign standards, CAL has established an independent safety and health management system and enhanced risk controls in line with international standards. On April 20, 2019, CAL obtained ISO9001: 2015 and TOSHMS certifications for our safety and health management system, which adopts the PDCA model. Through the risk management mechanism, risk classification management is carried out according to each type of operation and job category into the following three categories: - Category 1 : Significant occupational risk. For example: flight crew, cabin crew, cargo loading personnel. - Category2 : Moderate occupational risk. For example: engineering personnel, machinery and equipment operators. - Category 3 : Low occupational risk. For example: office administrators. We have completed the set up of safety and health managers and on-the-job training for each unit, including how to conduct workplace hazard identification, risk classification, how to create management plans, and occupational hazard identification process. We also provide guidance to units at all levels on risk assessment as well as prevention and improvement. In addition, according to the five major operational elements of the Occupational Health and Safety management system and its related implementation, we will effectively control the risk of occupational hazards through regular audits to improve the management of occupational disease prevention, enhance the performance of occupational safety and health management, and implement the occupational safety policy to ensure that employees can work in a safe, healthy, and comfortable work environment. A total of 473 safety and health inspections were conducted at each work site, and 116 faults were found, all of which were coordinated with the relevant units for improvement. The internal audit of each unit is performed once a year, and the external audit is entrusted to SGS once a year. In 2020, the disabling injury frequency rate (FR) was 1.93, the disabling injury severity rate (SR) was 42, the frequency-severity indicator (FSI) was 0.26, and the absence rate was 0.92%. According to analysis, most occupational hazard incidents were caused by unsafe employee conduct. However, CAL's PR and SR were lower than the air transport industry average PR (4.14), SR (102), and FSI (0.65) from 2016 to 2018. No student occupational hazard incidents in industry academic collaboration programs or summer internship programs were reported at CAL workplaces, and no occupational hazard incidents occurred to contracted agents in 2020. We will continue to implement the recognition of occupational hazard prevention and related	GRI Standards 404-2 Programs for upgrading employee skills and transition assistance programs
	2-2-3 Employee Rights (P.68)	Strengthen Passenger Transport Revenue Management Skills: Conduct a series of training on revenue management skills for passenger transport staff in line with the renewal of the revenue management system (Amount: TWD 45,000 as training investment) (1) Business Benefits: a. Improve the professional skills and knowledge of passenger and cargo transport marketing personnel. b. Improve the accuracy of passenger transportation resources utilization to increase passenger transportation revenue. (2) Quantitative Impact of Business Benefits: It is estimated that passenger revenues will increase by approximately 2% which is more than expected (Due to the impact of COVID-19, the effectiveness of the investment could not be revealed). (3) Proportion of Employees Participation in the Program: Proportion to total employees : 1.0% Add on Cargo Revenue Related Training: a. Strengthen cargo revenue personnel's related cargo transport professional knowledge b. Increase the number of flight crew members for cargo aircrafts (Amount: TWD 44.37 million in training investment) (1) Business Benefits: Enhance cargo transport effectiveness and fleet capacity to increase cargo aircraft revenue (2) Quantitative Impact of Business Benefits: Cargo aircraft revenue for 2020 increased by TWD 26.79 million compared to 2019. Proportion of Employees Participation in the Program: Proportion to total employees : 1.2% Retiree Portal (Retiree Association) CAL has assisted its retirees and employees in establishing a global retiree association and the CAL Retiree Portal. Every year, the Retiree Association organizes one to two quarterly activities to promote interchange between retirees. CAL also offers grants to the Retiree Association to provide positive assistance and	GRI Standards 404-2 Programs for upgrading employee skills and transition assistance programs
- 2 -			

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No.	Corresponding Section	Selected Information	GRI Standards
2	Appendix, Customer Satisfaction Table in 2020 (P.127)	Passenger Satisfaction (%) : 88.6 Freight Customer Satisfaction (%) : 85.5 Maintenance Customer Satisfaction (%) : 85.57 (Note : The full score is 10)	GRI Standards 102-44 Key topics and concerns raised ,customer satisfaction
	2-2-4 Employee Rights, Labor Unions (P.73)	Union Participation Rate of CAL : Number of participants : 9,811 Participation rate : 99.43% Union Participation Rate of Mandarin Airlines : Number of participants : 852 Participation rate : 96.49% The collective bargaining coverage rate of CAL / Mandarin Airlines is equal to the labor union participation rate. To implement safety and health management more efficiently, systematically, and in accordance with both international trends and domestic and foreign standards, CAL has established an independent safety and health management system and enhanced risk controls in line with international standards. On April 20, 2019, CAL obtained ISO9001: 2015 and TOSHMS certifications for our safety and health management system, which adopts the PDCA model. Through the risk management mechanism, risk classification management is carried out according to each type of operation and job category into the following three categories: - Category 1 : Significant occupational risk. For example: flight crew, cabin crew, cargo loading personnel. - Category2 : Moderate occupational risk. For example: engineering personnel, machinery and equipment operators. - Category 3 : Low occupational risk. For example: office administrators. We have completed the set up of safety and health managers and on-the-job training for each unit, including how to conduct workplace hazard identification, risk classification, how to create management plans, and occupational hazard identification process. We also provide guidance to units at all levels on risk assessment as well as prevention and improvement. In addition, according to the five major operational elements of the Occupational Health and Safety management system and its related implementation, we will effectively control the risk of occupational hazards through regular audits to improve the management of occupational disease prevention, enhance the performance of occupational safety and health management, and implement the occupational safety policy to ensure that employees can work in a safe, healthy, and comfortable work environment. A total of 473 safety and health inspections were conducted at each work site, and 116 faults were found, all of which were coordinated with the relevant units for improvement. The internal audit of each unit is performed once a year, and the external audit is entrusted to SGS once a year. In 2020, the disabling injury frequency rate (FR) was 1.93, the disabling injury severity rate (SR) was 42, the frequency-severity indicator (FSI) was 0.26, and the absence rate was 0.92%. According to analysis, most occupational hazard incidents were caused by unsafe employee conduct. However, CAL's PR and SR were lower than the air transport industry average PR (4.14), SR (102), and FSI (0.65) from 2016 to 2018. No student occupational hazard incidents in industry academic collaboration programs or summer internship programs were reported at CAL workplaces, and no occupational hazard incidents occurred to contracted agents in 2020. We will continue to implement the recognition of occupational hazard prevention and related	GRI Standards 102-41 Collective bargaining agreements
	2-2-5 Healthy and Safe Workplace (P.74-75)	Strengthen Passenger Transport Revenue Management Skills: Conduct a series of training on revenue management skills for passenger transport staff in line with the renewal of the revenue management system (Amount: TWD 45,000 as training investment) (1) Business Benefits: a. Improve the professional skills and knowledge of passenger and cargo transport marketing personnel. b. Improve the accuracy of passenger transportation resources utilization to increase passenger transportation revenue. (2) Quantitative Impact of Business Benefits: It is estimated that passenger revenues will increase by approximately 2% which is more than expected (Due to the impact of COVID-19, the effectiveness of the investment could not be revealed). (3) Proportion of Employees Participation in the Program: Proportion to total employees : 1.0% Add on Cargo Revenue Related Training: a. Strengthen cargo revenue personnel's related cargo transport professional knowledge b. Increase the number of flight crew members for cargo aircrafts (Amount: TWD 44.37 million in training investment) (1) Business Benefits: Enhance cargo transport effectiveness and fleet capacity to increase cargo aircraft revenue (2) Quantitative Impact of Business Benefits: Cargo aircraft revenue for 2020 increased by TWD 26.79 million compared to 2019. Proportion of Employees Participation in the Program: Proportion to total employees : 1.2% Retiree Portal (Retiree Association) CAL has assisted its retirees and employees in establishing a global retiree association and the CAL Retiree Portal. Every year, the Retiree Association organizes one to two quarterly activities to promote interchange between retirees. CAL also offers grants to the Retiree Association to provide positive assistance and	GRI Standards 404-2 Programs for upgrading employee skills and transition assistance programs
- 3 -			

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No.	Corresponding Section	Selected Information	GRI Standards
		education and training.	
	Appendix, Occupational Hazards Statistics of CAL Group in 2020 (P.133)	Occupational Hazards Statistics of CAL Group in 2020 : 1. CAL : A. All Employees : - The Number of Recordable Occupational Injuries : 37 ( Male : 15 ; Female : 22 ) - Disabling Injury Frequency Rate : 1.93 ( Male : 1.44 ; Female : 2.51 ) - Disabling Injury Severity Rate : 42 ( Male : 41 ; Female : 43 ) - Incidents Resulting in Work-related Fatalities : 0 ( Male : 0 ; Female : 0 ) - The Rate of Fatalities as a Result of Occupational Injury : 0.00 ( Male : 0.00 ; Female : 0.00 ) - Occupational Disease Rate : 0.00 ( Male : 0.00 ; Female : 0.00 ) - The Number of High-consequence Occupational Injuries : 0 ( Male : 0 ; Female : 0 ) - Absence Rate : 0.92% ( Male : 0.60% ; Female : 1.28% ) - The Total Working Hours : 19,158,340 ( Male : 10,392,676 ; Female : 8,765,663 ) B. Tayuan : - The Number of Recordable Occupational Injuries : 26 - Disabling Injury Frequency Rate : 2.09 - Disabling Injury Severity Rate : 48 - Incidents Resulting in Work-related Fatalities : 0 - The Rate of Fatalities as a Result of Occupational Injury : 0.00 - Occupational disease rate : 0.00 - The Number of High-consequence Occupational Injuries : 0 - Absence rate : 0.89% The Total Working Hours : 12,030,002 C. Engineering & Maintenance Organization : - The Number of Recordable Occupational Injuries : 6 - Disabling Injury Frequency Rate : 1.28 - Disabling Injury Severity Rate : 37 - Incidents Resulting in Work-related Fatalities : 0 - The Rate of Fatalities as a Result of Occupational Injury : 0.00 - Occupational disease rate : 0.00 - The Number of High-consequence Occupational Injuries : 0 - Absence rate : 0.75% The Total Working Hours : 4,672,450 D. Taipei : - The Number of Recordable Occupational Injuries : 1 - Disabling Injury Frequency Rate : 1.32 - Disabling Injury Severity Rate : 7 - Incidents Resulting in Work-related Fatalities : 0 - The Rate of Fatalities as a Result of Occupational Injury : 0.00	
- 4 -			

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No.	Corresponding Section	Selected Information	GRI Standards
		Occupational disease rate : 0.00 - The Number of High-consequence Occupational Injuries : 0 - The Rate of High-consequence Occupational Injuries : 0.00 Absence rate : 2.14% The Total Working Hours : 755,240	
	E. Taichung :	The Number of Recordable Occupational Injuries : 0 - Disabling Injury Frequency Rate : 0 - Disabling Injury Severity Rate : 0 - Incidents Resulting in Work-related Fatalities : 0 - The Rate of Fatalities as a Result of Occupational Injury : 0.00 Occupational disease rate : 0.00 The Number of High-consequence Occupational Injuries : 0 - The Rate of High-consequence Occupational Injuries : 0.00 Absence rate : 0.13% The Total Working Hours : -	
	F. Kaohsiung :	The Number of Recordable Occupational Injuries : 4 - Disabling Injury Frequency Rate : 3.65 - Disabling Injury Severity Rate : 13 - Incidents Resulting in Work-related Fatalities : 0 - The Rate of Fatalities as a Result of Occupational Injury : 0.00 Occupational disease rate : 0.00 The Number of High-consequence Occupational Injuries : 0 - The Rate of High-consequence Occupational Injuries : 0.00 Absence rate : 1.17% The Total Working Hours : 1,095,576	
	2. Mandarin Airlines :	The Number of Recordable Occupational Injuries : 2 ( Male : 0 ; Female : 2 ) - Disabling Injury Frequency Rate : 1.15 ( Male : 0.00 ; Female : 2.17 ) - Disabling Injury Severity Rate : 29 ( Male : 0 ; Female : 55 ) - Incidents Resulting in Work-related Fatalities : 0 - The Rate of Fatalities as a result of Occupational Injury : 0.00 ( Male : 0.00 ; Female : 0.00 ) Occupational Disease Rate : 0.00 ( Male : 0.00 ; Female : 0.00 ) - The Number of High-consequence Occupational Injuries : 0 ( Male : 0 ; Female : 0 ) - The Rate of High-consequence Occupational Injuries : 0.00 ( Male : 0.00 ; Female : 0.00 ) Absence Rate : 0.51% ( Male : 0.36% ; Female : 0.65% ) The Total Working Hours : 1,744,136 ( Male : 824,104 ; Female : 920,032 )	
	3. Tigerair Taiwan :	The Number of Recordable Occupational Injuries : 1 ( Male : 0 ; Female : 1 ) - Disabling Injury Frequency Rate : 0.69 ( Male : 0.00 ; Female : 1.24 ) - Disabling Injury Severity Rate : 1 ( Male : 0 ; Female : 2 ) - Incidents Resulting in Work-related Fatalities : 0 ( Male : 0 ; Female : 0 )	

- 5 -

KPMG			
No.	Corresponding Section	Selected Information	GRI Standards
5	Sustainable Supply Chain Management (P.80-P.81)	-The Rate of Fatalities as a result of Occupational Injury : 0.00 ( Male : 0.00 ; Female : 0.00 ) -Occupational Disease Rate : 0.00 ( Male : 0.00 ; Female : 0.00 ) -The Number of High-consequence Occupational Injuries : 0 ( Male : 0 ; Female : 0 ) -The Rate of High-consequence Occupational Injuries : 0.00 ( Male : 0.00 ; Female : 0.00 ) -Absence Rate : 0.02% ( Male : 0.01% ; Female : 0.02% ) The Total Working Hours : 1,456,000 ( Male : 650,000 ; Female : 806,000 ) As for the SAQ, CAL conducted the SAQ with 79 suppliers (including 63 critical tier1 suppliers) in 2020, accounting for 68.08% of the total procurement amount of all tier1 suppliers with a response rate of 81.01. The result of the SAQ shows that the average score of the suppliers was 85.59 in 2020. The average scores in the four dimensions were above 84 respectively, showing that most of the suppliers have incorporated the concept of sustainability into these four dimensions. The average score of the environmental dimension was under 80, but CAL has noticed the result and invested more resources in 2019 to enhance its suppliers' environmental performance so it gained a significant growth in 2020. Moreover, CAL achieved the stage target in 2020, attaining 30% of critical tier1 suppliers. 2020 Risk Survey of Supply Chain Sustainability : - Governance : 93.92 - General : 94.91 - Society : 84.66 Overall Performance of Supply Chain Sustainability : 1. In 2020, the score of supply chain sustainability risk assessment was 88.79 points. 2. Governance: The score remained steady compared to last year, averaging over 90 points. Normally, critical suppliers have internal management mechanisms, but CAL will continue to require suppliers to enhance their governance related to ethics and regulatory compliance. 3. Environment: After completing the CAL's education and training courses and receiving the follow-up tracking, the suppliers have gained a better score compared to last year. Moreover, CAL will keep tracking suppliers' performance in the environmental dimension. 4. Society: Although the score of this year still reached 80, it did in comparison with the previous years. It is the dimension that CAL needs to provide guidance and assist suppliers in. 5. General: The score remained steady and last year, placed 2nd among the four dimensions. CAL will continue to request for regular inspections to evaluate suppliers' quality management and information security systems. Improvement Action : CAL will continuously evaluate suppliers with the SAQ to examine their performances in each dimension and will expand the current range of risk assessment surveys in the hope of precisely identifying suppliers with high risks and comply with the current review systems to further understand supplier's problems, thereby helping them improve. In addition, CAL, will help providing the relevant information and education information about sustainable development and current epidemic situations to enhance suppliers' performances in supply chain sustainability. Sustainable Supply Chain Audit : There are 2 overall high-risk suppliers in the 2021 SAQ analysis results, and there are no overall high-risk suppliers in the 2021 SAQ analysis results after	GRI Standards 301-2 Negative environmental impacts in the supply chain and actions taken
	2-3-2 Sustainable Supply Chain Management (P.79-P.80)	the China Airlines follow-up audit. To better control the current conditions of suppliers' sustainable supply chain, CAL has set up different audit plans in different stages for sustainable supply chain management and has completed 30% of the audit target of critical tier1 suppliers in 2020. The audit methods that CAL adopted were conducted on site or through written document and communication reviews based on locations and nature of suppliers and border controls for COVID-19. The audit survey in 2020 showed that suppliers didn't establish an environmental management system (EMS), formulate relevant measures of classification and recycling for recyclable waste to monitor suppliers' environmental performance, provide regular education and training courses on environmental management and regulations, etc. The environmental is what suppliers need to improve in the environmental dimension. After receiving the training, follow-up tracking, and guidance provided by CAL, half of the critical tier1 suppliers have progressed significantly in the environmental dimension. In the future, CAL will redouble its efforts to enhance the environmental dimension and social dimension and will keep tracking suppliers and request them to improve. Except for certain aviation equipment, components, and spare procurement that are subject to international standards, CAL has been dedicated to sourcing from local Taiwanese produce, which can reduce carbon footprints for the local economy. For example, the juice for business class passengers is sourced from local Taiwanese produce, which can reduce carbon footprints for environmental protection. A significant decrease in the local procurement in 2020 compared to 2019 was due to the impact of COVID-19. However, the rate of purchasing products from local suppliers gradually rose to 98.79%, indicating that CAL still used the limited budget to promote local procurement during the epidemic. Amount of Local Procurement : TWD 239.64 Million : 96.43% Number of Local Suppliers : 327 : 98.79% CAL Park : (1) Water Shortage Level : Located in Tayuan City with high water resource risks (2) Water supply unit : Taiwan Water Corporation (3) Water withdrawal : 49 : 1 thousand tons (4) Engineering & Maintenance Organization : (1) Water Shortage Level : Located in Tayuan City with high water resource risks (2) Water supply unit : Taiwan Water Corporation (3) Water withdrawal : 59.78 thousand tons Taipei Branch : (1) Water Shortage Level : Located in Taipei City with low water resource risks (2) Water supply unit : Taiwan Water Corporation (3) Water withdrawal : 5.44 thousand tons Sungshan Branch : (1) Water Shortage Level : Located in Taipei City with low water resource risks (2) Water supply unit : Taiwan Water Corporation (3) Water withdrawal : 12.48 thousand tons The wastewater includes domestic sewage and industrial wastewater. The former is processed by the Taoyuan Airport Sewage Treatment Plant while the latter is processed by the two wastewater treatment plants in the EMO Park due to the nature of the wastewater. The treatment plants process organic and galvanization wastewater (including heavy metals such as	GRI Standards 303-3 Water withdrawal
	2-4-3 Achievements in Environmental Sustainability, Use of Water Resources (P.96)	chromium and cadmium). They are also regularly inspected to ensure that the effluent meets related regulations of the Environmental Protection Administration. CAL Park : (1) Water shortage level : Located in Tayuan City with high water resource risks (2) Wastewater processing unit (level) : Domestic sewage: Taoyuan Airport Sewage Treatment Plant (secondary treatment) (3) Effluent site : Nankan River (River with Category C terrestrial surface water) (4) Effluent standard : pH : 6-9 ; COD : <100 mg/L ; BOD : <30 mg/L ; SS : <30 mg/L (5) Water Discharge : 27.55 thousand tons Engineering & Maintenance Organization : (1) Water shortage level : Located in Tayuan City with high water resource risks (2) Wastewater processing unit (level) : Domestic sewage: Taoyuan Airport Sewage Treatment Plant (secondary treatment) (3) Effluent site : Nankan River (River with Category C terrestrial surface water) (4) Effluent standard : pH : 6-9 ; COD : <100 mg/L ; SS : <30 mg/L ; NH3 : <30 mg/L (5) Water Discharge : Taipei Branch : 3.03 thousand tons ; Sungshan Branch : 7.00 thousand tons CAL : (1) Passenger Aircraft : - SOx Emissions : 30.41 Ton - SOx Emission Efficiency : 0.0133 g /RTK - NOx Emissions : 317.07 Ton - NOx Emission Efficiency : 0.0400 g /RPK (2) Cargo Aircraft : - SOx Emissions : 14.58 Ton - SOx Emission Efficiency : 0.0030 g /RTK - NOx Emissions : 152.04 Ton	GRI Standards 303-3 Water withdrawal
- 6 -			

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No.	Corresponding Section	Selected Information	GRI Standards
6	Sustainable Supply Chain Management (P.79-P.80)	the China Airlines follow-up audit. To better control the current conditions of suppliers' sustainable supply chain, CAL has set up different audit plans in different stages for sustainable supply chain management and has completed 30% of the audit target of critical tier1 suppliers in 2020. The audit methods that CAL adopted were conducted on site or through written document and communication reviews based on locations and nature of suppliers and border controls for COVID-19. The audit survey in 2020 showed that suppliers didn't establish an environmental management system (EMS), formulate relevant measures of classification and recycling for recyclable waste to monitor suppliers' environmental performance, provide regular education and training courses on environmental management and regulations, etc. The environmental is what suppliers need to improve in the environmental dimension. After receiving the training, follow-up tracking, and guidance provided by CAL, half of the critical tier1 suppliers have progressed significantly in the environmental dimension. In the future, CAL will redouble its efforts to enhance the environmental dimension and social dimension and will keep tracking suppliers and request them to improve. Except for certain aviation equipment, components, and spare procurement that are subject to international standards, CAL has been dedicated to sourcing from local Taiwanese produce, which can reduce carbon footprints for the local economy. For example, the juice for business class passengers is sourced from local Taiwanese produce, which can reduce carbon footprints for environmental protection. A significant decrease in the local procurement in 2020 compared to 2019 was due to the impact of COVID-19. However, the rate of purchasing products from local suppliers gradually rose to 98.79%, indicating that CAL still used the limited budget to promote local procurement during the epidemic. Amount of Local Procurement : TWD 239.64 Million : 96.43% Number of Local Suppliers : 327 : 98.79% CAL Park : (1) Water Shortage Level : Located in Tayuan City with high water resource risks (2) Water supply unit : Taiwan Water Corporation (3) Water withdrawal : 49 : 1 thousand tons (4) Engineering & Maintenance Organization : (1) Water Shortage Level : Located in Tayuan City with high water resource risks (2) Water supply unit : Taiwan Water Corporation (3) Water withdrawal : 59.78 thousand tons Taipei Branch : (1) Water Shortage Level : Located in Taipei City with low water resource risks (2) Water supply unit : Taiwan Water Corporation (3) Water withdrawal : 5.44 thousand tons Sungshan Branch : (1) Water Shortage Level : Located in Taipei City with low water resource risks (2) Water supply unit : Taiwan Water Corporation (3) Water withdrawal : 12.48 thousand tons The wastewater includes domestic sewage and industrial wastewater. The former is processed by the Taoyuan Airport Sewage Treatment Plant while the latter is processed by the two wastewater treatment plants in the EMO Park due to the nature of the wastewater. The treatment plants process organic and galvanization wastewater (including heavy metals such as	GRI Standards 303-3 Water withdrawal
	2-3-2 Sustainable Supply Chain Management (P.79-P.80)	chromium and cadmium). They are also regularly inspected to ensure that the effluent meets related regulations of the Environmental Protection Administration. CAL Park : (1) Water shortage level : Located in Tayuan City with high water resource risks (2) Wastewater processing unit (level) : Domestic sewage: Taoyuan Airport Sewage Treatment Plant (secondary treatment) (3) Effluent site : Nankan River (River with Category C terrestrial surface water) (4) Effluent standard : pH : 6-9 ; COD : <100 mg/L ; BOD : <30 mg/L ; SS : <30 mg/L (5) Water Discharge : Domestic : 10.32 thousand tons ; Industrial : 93.43 thousand tons Engineering & Maintenance Organization : (1) Water shortage level : Located in Taipei City with low water resource risks (2) Wastewater processing unit (level) : Daba Sewage Treatment Plant (secondary treatment) (3) Effluent site : Tamshui River (River with Category D terrestrial surface water) (4) Effluent standard : pH : 6-9 ; COD : <100 mg/L ; SS : <30 mg/L ; NH3 : <30 mg/L (5) Water Discharge : Taipei Branch : 3.03 thousand tons ; Sungshan Branch : 7.00 thousand tons CAL : (1) Passenger Aircraft : - SOx Emissions : 30.41 Ton - SOx Emission Efficiency : 0.0133 g /RTK - NOx Emissions : 317.07 Ton - NOx Emission Efficiency : 0.0400 g /RPK (2) Cargo Aircraft : - SOx Emissions : 14.58 Ton - SOx Emission Efficiency : 0.0030 g /RTK - NOx Emissions : 152.04 Ton	GRI Standards 303-3 Water withdrawal
	2-4-3 Achievements in Environmental Sustainability, Air Pollution (P.97)	chromium and cadmium). They are also regularly inspected to ensure that the effluent meets related regulations of the Environmental Protection Administration. CAL Park : (1) Water shortage level : Located in Tayuan City with high water resource risks (2) Wastewater processing unit (level) : Domestic sewage: Taoyuan Airport Sewage Treatment Plant (secondary treatment) (3) Effluent site : Nankan River (River with Category C terrestrial surface water) (4) Effluent standard : pH : 6-9 ; COD : <100 mg/L ; BOD : <30 mg/L ; SS : <30 mg/L (5) Water Discharge : Domestic : 10.32 thousand tons ; Industrial : 93.43 thousand tons Engineering & Maintenance Organization : (1) Water shortage level : Located in Taipei City with low water resource risks (2) Wastewater processing unit (level) : Daba Sewage Treatment Plant (secondary treatment) (3) Effluent site : Tamshui River (River with Category D terrestrial surface water) (4) Effluent standard : pH : 6-9 ; COD : <100 mg/L ; SS : <30 mg/L ; NH3 : <30 mg/L (5) Water Discharge : Taipei Branch : 3.03 thousand tons ; Sungshan Branch : 7.00 thousand tons CAL : (1) Passenger Aircraft : - SOx Emissions : 30.41 Ton - SOx Emission Efficiency : 0.0133 g /RTK - NOx Emissions : 317.07 Ton - NOx Emission Efficiency : 0.0400 g /RPK (2) Cargo Aircraft : - SOx Emissions : 14.58 Ton - SOx Emission Efficiency : 0.0030 g /RTK - NOx Emissions : 152.04 Ton	GRI Standards 303-4 Water discharge
- 7 -			

KPMG			
No.	Corresponding Section	Selected Information	GRI Standards
9	2-4-3 Achievements in Environmental Sustainability, Air Pollution (P.97)	chromium and cadmium). They are also regularly inspected to ensure that the effluent meets related regulations of the Environmental Protection Administration. CAL Park : (1) Water shortage level : Located in Tayuan City with high water resource risks (2) Wastewater processing unit (level) : Domestic sewage: Taoyuan Airport Sewage Treatment Plant (secondary treatment) (3) Effluent site : Nankan River (River with Category C terrestrial surface water) (4) Effluent standard : pH : 6-9 ; COD : <100 mg/L ; BOD : <30 mg/L ; SS : <30 mg/L (5) Water Discharge : Domestic : 10.32 thousand tons ; Industrial : 93.43 thousand tons Engineering & Maintenance Organization : (1) Water shortage level : Located in Taipei City with low water resource risks (2) Wastewater processing unit (level) : Daba Sewage Treatment Plant (secondary treatment) (3) Effluent site : Tamshui River (River with Category D terrestrial surface water) (4) Effluent standard : pH : 6-9 ; COD : <100 mg/L ; SS : <30 mg/L ; NH3 : <30 mg/L (5) Water Discharge : Taipei Branch : 3.03 thousand tons ; Sungshan Branch : 7.00 thousand tons CAL : (1) Passenger Aircraft : - SOx Emissions : 30.41 Ton - SOx Emission Efficiency : 0.0133 g /RTK - NOx Emissions : 317.07 Ton - NOx Emission Efficiency : 0.0400 g /RPK (2) Cargo Aircraft : - SOx Emissions : 14.58 Ton - SOx Emission Efficiency : 0.0030 g /RTK - NOx Emissions : 152.04 Ton	GRI Standards 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions
- 8 -			

KPMG			
No.	Corresponding Section	Selected Information	GRI Standards
10	2-4-3 Achievements in Environmental Sustainability, Waste Management (P.98)	- NOx Emission Efficiency : 0.0117 g /RTK 2. Mandarin Airlines : (1) Passenger Aircraft : - SOx Emissions : 25.24 Ton - SOx Emission Efficiency : 0.5066 g /RTK - NOx Emissions : 263.10 Ton - NOx Emission Efficiency : 0.5128 g /RPK 3. Tigerair Taiwan : (1) Passenger Aircraft : - SOx Emissions : 2.89 Ton - SOx Emission Efficiency : 0.0486 g /RTK - NOx Emissions : 30.09 Ton - NOx Emission Efficiency : 0.0454 g /RPK Waste Information in 2020 : (1) General Domestic Waste : • Incineration (power generation) : 113,196 kg • Incineration (without power generation) : 219,381 kg (2) Recycling : 189,000 kg (3) Kitchen Waste / Waste Materials : • Compost / bog raising : 282,627 kg • Incineration (power generation) requested by quarantine regulation : 243,052 kg (4) Hazardous Industrial Waste : • Curing Burial / Chemical Treatment : 12,657 kg (5) Non-hazardous Industrial Waste : • Recycling and reuse : 37,650 kg • Recycling : 84,770 kg (6) Total : 1,945,293 kg All methods of disposal consist of appointing a qualified third-party company to remove the waste for off-site disposal. CAL shapes its corporate culture and value through the formulation of internal regulations, trends and prevention of Corporate Corruption with a 90% completion rate and the Employee Code of Conduct. A three-year awareness program to train employees in 2017 to make sustainability an integral part of CAL's corporate culture. Therefore, the CAL Code of Conduct was established, leading to relevant education and training. Training provided in 2020 to 211 employees who had not completed the requirement and 115 new employees. The total completion rate was 100%. In addition, CAL sent a letter to all affiliated enterprises to require that the affiliated enterprises provide such code of conduct training as well as corporate sustainability training to raise CSR awareness. A total of 5,140 trainees	GRI Standards 306-2 Waste by type and disposal method
	5.1.1 Regulatory Compliance (P.117)	5.1.1 Regulatory Compliance (P.117)	GRI Standards 205-2 Communication and training about anti-corruption policies and procedures
- 9 -			





Contents

0 Preface

1 Sustainability Management Overview

2 Value Creation

3 Sustainability Governance

Appendix

- Financial Performance
- Customer Satisfaction Table in 2020
- Management of Material Human Rights Issues in 2020
- Relevant Data Statistics of Human Resources
- Environmental Performance
- GRI Content Index
- The United Nations Global Compact Comparison Table
- The Sustainability Accounting Standards Board (SASB) Table
- Independent Limited Assurance Report

KPMG			
No.	Corresponding Section	Selected Information	GRI Standards
		completed the training. Given suppliers are also important to CAL's success, CAL requires that its suppliers enter into and comply with the Supplier Code of Conduct (including compliance and anticorruption principles).	

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