

# 2-5

## Society

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### HIGHLIGHTS



#### Over 2,200 cases of medical supplies Over 1,200 passengers

Participated in international relief efforts in 2020, and organized charter transport for medical supplies. A total of 10 flights carried 2,278 cases of supplies weighing a total of 73,343kg. Helped transporting expats in regions more affected by the coronavirus back to Taiwan. A total of 9 charter flights benefited 1,224 people.



#### Over 3,400 students

From 2014 to now, CAL's Love All Around team has visited more than 15 cities and counties, 27 villages and towns, and 56 elementary schools as well as social welfare organizations in Taiwan to help 3,447 students.



#### Over 7.16 million in charity contributions

Invested TWD 7,162,191 in charity activities throughout 2020.



#### 550 senior citizens

Provided care for 550 disadvantaged senior citizens at four events throughout 2020.



#### 45,000 students

Sponsored book programs for 102 schools throughout Taiwan to help approximately 45,000 students.



#### 4<sup>th</sup> Time in TCSA Social Inclusion Award

Awarded in TCSA Social Inclusion Award for four consecutive years.



#### 5<sup>th</sup> Time Reader's Digest Trusted Brand

Tigerair Taiwan, China Airlines Group's subsidiary, won a Platinum Award in the low-cost carrier category from the Reader's Digest Trusted Brand for five consecutive years. Tigerair Taiwan received recognition as one of the iconic happy enterprises for office workers in the online vote organized by 1111 Job Bank.



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Management Approach GRI 103-1, 103-2, 103-3

➤ Importance of Material Issues

No support from the society, no CAL. What makes CAL successful is the support of the society. Upholding the core philosophy of “taking from society and giving back to society,” CAL continues to contribute to society in the hope of creating love while fulfilling its corporate responsibility in Taiwan.

➤ Commitment and Long-term Goals

- **Commitment**  
CAL continues to fulfill our responsibility as a corporate citizen by investing resources in social welfare to mitigate social issues and improve society.
- **Long-term Goals**



2023

1. Planning long-term charity projects
2. Regularly participate in charity activity that improves the international visibility of Taiwan

2025

1. Developing opportunities for students to receive international education
2. Promoting economic growth and employment assistance in underdeveloped areas / developing countries and improving social well-being

2030

1. Improving the quality of education in underdeveloped areas / developing countries
2. Enhancing the benefits of sponsorships regarding improving society

➤ Unit in Charge

Corporate Sustainability Committee — Society Task Force

➤ Management Mechanisms

- The meeting of Corporate Sustainability Committee, at least twice a year
- The Society Task Force reports to Corporate Sustainability Committee, every quarter

➤ Grievance Mechanism

- **Investor Relations and Media Contacts** — Investors Service Website
- **Charitable Activities: Corporate Communications Office** — E-mail: [tpcpp@china-airlines.com](mailto:tpcpp@china-airlines.com)



Stakeholder Contact



Investors Service Website

➤ Objectives and Plans

Direction	KPI	2020			2021 Objectives
		Objectives	Performance	Achievement (Note 4)	
Enhance the overall quality of national education	Organizing long-term education charity projects	Organizing at least one long-term education charity project	Not implemented (Note 1)	No	Organizing at least one education project related to the aviation industry
	Number of discounted tickets bought by domestic and international students	Continuing to publicize student flight ticket and increasing opportunities for international education	34 domestic and international students (Note 2)	No	
Raise the Taiwan's visibility in the world	Increase the number of sponsoring international activities	Using CAL resources to promote local brands, and increasing international visibility of both local brands and CAL	Sponsored 9 international Activities (including 81 flight tickets)	100%	Participating in at least one charity activity that improves the international visibility of Taiwan
Empower the disadvantaged to gain equal social opportunities	Increased level of sponsorship in charity events	Increasing the proportion of charity event sponsorships to 20% to empower the disadvantaged to gain equal social opportunities	38% (Note 3)	100%	Organizing at least one long-term public welfare charity project

Note 1: The COVID-19 pandemic this year affected the overall aviation market. Due to operational and epidemic prevention considerations, this project could not be implemented. In response to international support initiatives for the global pandemic, CAL supported the central government and used its core resources to provide multiple flights for the transportation medical supplies and charter flights for the repatriation of citizens living in regions more affected by the coronavirus.

Note 2: According to statistics on the Company website, the sales of student tickets in 2020 decreased significantly from the previous year due to the impact of the epidemic on the global market and adjustments in operation strategies.

Note 3: In 2020, CAL sponsored 16 projects, of which 6 projects were charity events, accounting for 38% of overall sponsorships.

Note 4: Achievement refers to the performance fulfillment percentage.



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2-5-1 Social Sustainability Strategy

The global aviation industry was devastated by the COVID-19 pandemic in 2020. To support the central government's guidelines for rigorous disease prevention measures and reducing activities that involve clustering of people, CAL upheld its commitment for sustainable development of the company and implements SDG 3, SDG 4, and SDG 8 of the United Nations Sustainable Development Goals with its three major sustainability strategies including "enhancing the internationalization of local education", "increasing the international visibility of local brands", and "empowering the disadvantaged to gain equal social opportunities" to give back to the society and support sustainability together.

CAL Social Sustainability Strategy



2-5-2 Enhancing the Internationalization of Local Education

Theme	Item	2020 Performance	
		Number of Participants / Beneficiaries	Amount Invested (TWD)
Education	Educational exchange activity, company visits, volunteer teaching program, knowledge-sharing platform at elementary schools, junior cabin crew camp, flight camp	46,017	851,139
Environmental Sustainability	Coastal cleanup	350	133,100
	Corporate animal adoption plan	-	13,800

Note: The above items and results are not limited to Mandarin Airlines and Tigerair Taiwan.

Education

CAL Group is committed to long-term improvement of domestic education and development in Taiwan. We use real actions to ensure substantial improvements in children's education. We uphold the spirit of supporting education for all and use the unique resources of the aviation industry to welcome

company visits by colleges and universities each year. We have organized volunteer lectures to support diverse learning for students since 2010. We have provided opportunities for learning professional knowledge and real-life skills in long-term partnerships with domestic universities to enhance industry-academic cooperation since 2013. In addition, we also actively promoted environmental protection awareness with the aim of achieving positive sustainable development for the society.

Company Visits

CAL welcomes company visits of related departments in colleges and universities each year and assigns dedicated personnel to introduce the corporate culture, cabin crew training facilities, emergency escape training facilities, and flight training facilities. We use real exchange to broaden students' perspectives of the aviation industry. CAL organized 9 company visits by colleges and universities in 2020 which benefited 320 students.



College and university students attended an introductory course to cabin crew emergency escape training



Group photograph of college and university students after a company visit

Volunteer Teaching

Since its establishment in 2011, the "China Airlines Volunteers Club" provides lectures at regular intervals at schools near the Company each year. It uses real actions and demonstrations to communicate core aviation knowledge of the Company and encourages students to cultivate an international vision and a habit for acquiring knowledge, thereby increasing their opportunities for diverse growth. In 2020, 8 lectures in schools such as Xihai Elementary School, Zhuwei Elementary School, Shanfeng Elementary School, and Kuolin Elementary School in Dayuan District were held. In total, there were 50 participating volunteers and 24 hours of service, benefiting 604 students.



Enthusiastic interactions between CAL volunteers and students during a lecture



Group photo of happy CAL volunteers and students after a lecture





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#### Knowledge-Sharing Platform at Elementary Schools

Since 2014, CAL has been working with the Global Views Educational Foundation to collaborate on the "Common Knowledge Platform Public Welfare Project" sponsorship plan and to donate subscriptions to the "Global Kids Junior Monthly" and "Global Kids Monthly" to students in various elementary schools in Taoyuan City, Taitung County, Nantou County, and Hualien County for the purpose of providing students with additional access to knowledge and help improve the overall quality of education in Taiwan. In 2020, 102 schools and about 44,472 students benefited.

Note: Calculation of beneficiary students = Average students per elementary school from Statistic of Ministry of Education (Taiwan) x Schools donated by CAL.

#### Junior Cabin Crew Dream Take Flight

In the post-pandemic era, CAL uses the unique resources of the aviation industry to host the "Junior Cabin Crew Dream Take Flight" event and provide people with a unique travel experience. The event was attended by more than one hundred adults and children and allowed children to experience working as cabin crew and learn basic aviation knowledge from professional cabin crew training instructors. CAL also organized the "Micro Going Abroad" flight experience for people to observe real-life cabin crew operations up close. All attendees learned a lot from the experience. A total of 2 sessions were organized in 2020 which benefited 239 parents and children.

#### Flight Camp

Mandarin Airlines continued to organize the Mandarin Airlines Flight Camp with Apex Flight Academy to help young students in Taiwan pursue and fulfill their dreams of flight.



The Mandarin Airlines Flight Camp promotes cabin crew knowledge in Taiwan



Junior Cabin Crew learn how to greet guests at the gate



Attendees try their hands at in-flight broadcast



The Mandarin Airlines Flight Camp promotes cabin crew knowledge in Taiwan

#### Encourage People to Support the Government in Disease Prevention Tasks

Mandarin Airlines and Taipei Airport jointly invited renowned cellist Cheng-Chieh Chang to Songshan Airport to play Bach's Suite No. 1 in G Major on a Rugeri cello in an empty waiting room. Bach brought warmth back to the airport and music brought people together. The travelers will return after the epidemic draws to a close.



Renowned cellist Cheng-Chieh Chang played at Songshan Airport



Mandarin Airlines encourages people to adhere to disease prevention requirements, travel safe, and live normal lives

#### Environmental Education

CAL Group is committed to both corporate social responsibility and sustainability. We actively pursue the improvement and protection of the Earth's environment and bear the responsibility for promoting environmental awareness to achieve sustainable environmental protection goals.

#### Coastal Cleanup

"Coastal cleanup" is one of CAL's key social responsibility projects each year. We supported the "Taoyuan Love Coastal Cleanup" event organized by Taoyuan City Government and assembled 350 employees and relatives from all units to clean up Guanyin Beach. The purpose of the activity was to reduce the possibility of harming marine life. We cleared approximately 2,082kg of waste in this activity including 318kg of waste fishing nets. The recovered waste fishing nets can be recycled for use which extends the life cycle of the fishing nets and supports the creation of a circular economy. Each participant used real actions to protect the Earth, contribute to environmental protection, and clean up the beach in Taoyuan.



CAL supports the International Coastal Cleanup day



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Animal Conservation

Mandarin Airlines has worked with Taipei Zoo on the "Kinmen Blue-Tailed Bee-Eater Abandoned Eggs Incubation and Research Project" for six consecutive years and supported the transportation of abandoned eggs found in Kinmen to the Zoo for incubation. The "Summer Fairies," i.e., the blue-tailed bee-eaters, have been successfully hatched each year. Among the 62 abandoned eggs collected in 2020, 24 hatchlings were born through artificial means. The project has made contributions to wildlife conservation and greatly strengthened the confidence of the team. Since 2015, Tigerair Taiwan and Taipei Zoo have worked together to promote the corporate animal adoption program. Under this program, in addition to tigers, Tigerair Taiwan has adopted leopard cats and Formosan clouded leopards from 2017 to 2021 to support animal conservation through concrete action.



Blue-tailed bee-eater hatchling  
Source: Taipei Zoo



Corporate animal adoption plan

2-5-3 Increasing the International Visibility of Local Brands

Theme	Item	2020 Performance	
		Number of Participants / Beneficiaries	Amount Invested / Flights
Humanitarian Relief	Charter flights for transporting medical supplies to Europe / Northeast Asia / Southeast Asia, charter flights for the repatriation of citizens in Wuhan / Diamond Princess in Japan / Shanghai, etc.	2,278 Cases 1,224 People	19 Flights
Athletic Sponsorships	2020 Formosa Dreamers, 2020 Standard Chartered Taipei Charity Marathon, baseball players Wei-Yin Chen / Wei-Chung Wang, Rising Star RG, etc.	29,589 People	TWD 2,293,000

Note: The above items and results are not limited to Mandarin Airlines and Tigerair Taiwan.

Humanitarian Relief

The “National Team of the Sky” flying on for you — Bringing expats home on charters and transporting medical relief

The impact of the COVID-19 pandemic in 2020 was felt across the globe. To support international relief measures, CAL organized its aviation resources and supported the central government's policies by transporting numerous medical supplies to countries across the world in Europe, Northeast Asia, and Southeast Asia on charter flights with a total of 10 flights carried 2,278 cases of supplies weighing a total of 73,343kg. In addition, CAL also took on missions of the state and helped arrange charter flights for transporting expats in regions more affected by the coronavirus back to Taiwan. They included charter flights for Wuhan and Diamond Princess in Japan, and semi-charter flights for Shanghai with a total of 9 flights which benefited 1,224 people. CAL actively contributed to global disease prevention and disease control and greatly improved Taiwan's international visibility.



Wuhan charter flight carried expats home for quarantine  
Source: MNA



Charter flight carried citizens onboard the Diamond Princess home from Japan  
Source: MNA

Sports Activity

CAL has always supported the national team and has always supported local sports development with the aim of cultivating rising stars for the glory of the nation. We organized charity basketball camps and charity baseball camps this year and invited the Formosa Dreamers, top professional baseball player in Japan Wei-Yin Chen, and Chinese Professional Baseball League star Wei-Chung Wang to teach young players together and share their experience. We also encourage them to pursue their dreams with courage and prepare themselves for their rise in the future.

Sponsorship	Item / Player
Sporting Events	2020 Standard Chartered Taipei Charity Marathon
Athletes / Team	2020 Formosa Dreamers, baseball players Wei-Chung Wang / Wei-Yin Chen, Rising Star RG, etc.

Note: The above items and results are not limited to Mandarin Airlines and Tigerair Taiwan.

COVID-19  
Special Column





Players of Formosa Dreamers provide instructions for practice



Group photo of star baseball players Wei-Yin Chen, Wei-Chung Wang, and children of the Little League team

2-5-4 Empowering the Disadvantaged to Gain Equal Social Opportunities

Theme	Item	2020 Performance	
		Number of Beneficiaries	Amount Invested (TWD)
Caring for the Disadvantaged	Disadvantaged students, senior and members of the general public	241,679	476,594
	Pingtung Startup Happiness Bus 2.0	7,500	2,000,000

Note: The above items and results are not limited to Mandarin Airlines and Tigerair Taiwan.

Caring for the Disadvantaged

The epidemic this year has exerted more significant impact on disadvantaged groups. To reduce inequality in society, CAL continued to participate in social welfare initiatives for disadvantaged groups despite unprecedented difficulties in business operations. We seek to fulfill our responsibilities as corporate citizens, use real actions to help disadvantaged groups in society improve their quality of life, and focus on fulfilling our commitment to achieve equality and social welfare.

Disadvantaged Students and Communities

"Love All Around Team" is a spontaneous CAL volunteers group. On their days off, volunteers visit remote rural schools across Taiwan to teach students about aviation and balance the urban-rural education gap. Since 2014, they have visited 56 elementary and junior high schools and social welfare organizations in 15 cities / counties and 27 townships across Taiwan, providing care for 3,447 students. In addition, another volunteer team ventures to remote rural schools for close interactions

with children. They were invited to the "Meet the Future" event organized by Shan-Shuei Primary and Junior High School, the first alternative education experimental school in Taichung. They designed delightful activities to teach children professional knowledge of aviation and increase their interest for learning. The activity benefited 382 children. In 2020, the cabin crew held a total of 4 fundraising activities to provide in-flight amenities to disadvantaged groups that needed assistance, benefiting a total of 240,158 people.



The Love All Around team has happy interactions with children in the Down Syndrome Foundation



The remote rural area team was invited to the "Meet the Future" event organized by Shan-Shuei Primary and Junior High School

Support Tribal Culture on the International Stage

On the occasion of the completion of the Matalim Tribal Art Wall in Hualien, Mandarin Airlines placed the art wall on the cover of the in-flight magazine and wrote an article to commemorate the event to support charity and indigenous tribal culture on the international stage. The new Matalim Tribal Art Wall was created by renowned painter Yosifu Kacaw and a group of indigenous artists with mosaic tiles and broken glass. It has become a new highlight in the Huadong Valley and is expected to attract international tourists and create a new industry for the tribe.



The Matalim Tribal Art Wall has become a new highlight in the Huadong Valley and is expected to attract tourists





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Puzangalan Children's Choir is composed of a group of Paiwan children from elementary school to senior high school. They have been invited to perform in numerous large-scale domestic and foreign music festivals and are known as the "Most Beautiful Voice in Taiwan". Tigerair Taiwan organized a single-trip charity flight from Kaohsiung to Songshan on July 29, 2020 to help children of the choir attend a music festival event. It organized a flash mob performance at the waiting room in Taipei Songshan Airport on the same day. Tigerair Taiwan also invited Puzangalan Children to select suitable songs from their original music and asked them to complete recordings. When new airplanes are introduced in the future, the media system equipped on the new airplanes can play the music when passengers aboard the airplane. The music will be a pleasant surprise for wishing passengers well on their journey and can help more domestic and foreign visitors learn more about the beautiful voices from Taiwan.

Tigerair Taiwan has spared no effort in the participation and support of group activities of indigenous peoples for years. In 2020, it sponsored the "Change Starts with Me" anti-bullying campus promotion activities organized by the Taiwan Indigenous Culture Promotion Association in Nansheng Elementary School and Hsinyi Elementary School in Changhua County as well as Chung-Cheng Elementary School and Chung Kong Primary School in Taichung City. Tigerair Taiwan used short plays to help students understand different types of campus bullying so that they can use the most appropriate method to respond to bullying, help themselves or others, and reduce the occurrence of bullying on campus.



Flash mob performance given by Puzangalan Children's Choir and Tigerair mascot in the waiting room of Taipei Songshan Airport



The short play allows students to view bullying from the perspective of a bystander and help them understand the hardships of different roles and the need for help in bullying incidents

Taking care of persons in a vegetative state is a long and arduous journey. The Genesis Social Welfare Foundation has supported the operations of more than 10 homes that house persons in a vegetative state from poor families. The impact of the epidemic in 2020 has created deficits for many homes and affected their in-residence services. To help the Genesis Social Welfare Foundation sell Fire-fighting and Safety Charity Fair passes, Tigerair Taiwan sponsored tickets to increase participation in the event.



Tigerair Taiwan works with the Genesis Social Welfare Foundation to promote the Love for Persons in Vegetative State Charity Fair

Tigerair Taiwan invited the cellist Cheng-Chieh Chang to perform for its 6th anniversary charity activity "Around the World with Music" and invited disadvantaged groups to attend. We created a magnificent feast for the ears of the audience with the music. Tigerair Taiwan and Cheng-Chieh Chang jointly donated TWD 100,000 to Taoyuan City Government and Tigerair Taiwan Chairman Han-Ming Chen also donated TWD 100,000 in his own name with the aim of encouraging others to support the initiative and helping more disadvantaged associations receive care and happiness.



Tigerair Taiwan and Cheng-Chieh Chang jointly donated TWD 100,000 to Taoyuan City Government

Senior Citizens

CAL has established long-standing relations with the Huashan Social Welfare Foundation and regularly provides care to disadvantaged elderly people living in Taoyuan on the three Chinese festivals. The Foundation organized three charity activities this year including the "Love the Elderly by Exercising on Dragon Boat Festival", "Love the Elderly by Lighting up Mid-Autumn Festival", and "Joy with Grandparents and Grandchildren". It consolidates the resources of the society to jointly help the elderly who suffer from disability, dementia, or loss of support. It also organized the "2020 Warm Dinner Together" with Taoyuan Fishermen's Association and invited children from Muhsiang Home and White Home as well as elderly fishermen to gather for a traditional meal before Chinese New Year. A total of 550 elderly were provided with care.



CAL volunteers visit elderly living alone and presented care packages



CAL volunteers present elderly fishermen with souvenirs after the traditional meal

Pingtung Startup Happiness Bus 2.0

The Ministry of Transportation and Communications (MOTC) activated relief measures for aviation industry in response to the global COVID-19 pandemic. To meet the requirements in the Guidelines for Relief Loans of the Small & Medium Enterprise Credit Guarantee Fund, CAL provided corporate sponsorship for the "Pingtung Startup Happiness Bus 2.0 Integrated Service Pilot Program". The program was created to provide



CAL representatives attended the Happiness Bus 2.0 inauguration press conference  
Source: News media



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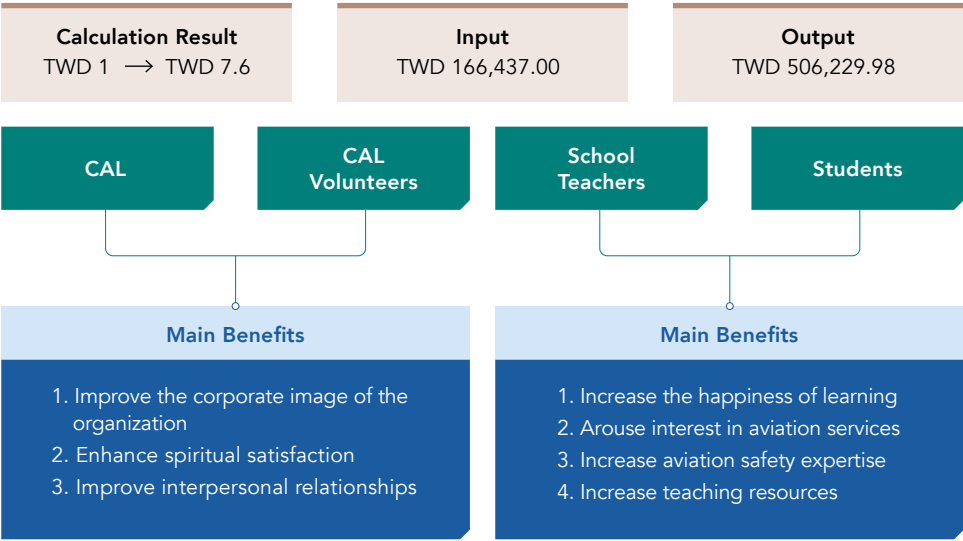
resources to remote rural areas and disadvantages people and jointly support the improvement of transportation quality in Pingtung while improving social welfare for local residents. Approximately 7,500 people benefited from the program.

2-5-5 Creating a Sustainable Society GRI 201-1

2020 has been a very difficult year for the aviation industry as many countries intensified disease prevention measures. Numerous flights were suspended and revenues drastically declined. CAL remains committed to social welfare and provides support by transporting relief materials and arranging charter flights for transporting expats in regions more affected by the coronavirus back to Taiwan. We work hard to achieve positive circular goals for social and corporate development.

Social Investment Evaluation

Since 2015, CAL has adopted the London Benchmarking Group (LBG) model to analyze the effectiveness of social investment and quantify the influences of various resources invested in society and the business itself. CAL adopted the Social Return on Investment (SROI) model in 2019 to analyze the benefits of individual charity programs. CAL took the 2020 CAL volunteer teaching activity as the target for calculation. According to the SROI evaluation method, the calculation result of this activity is 7.6, which means that for every TWD 1 invested, TWD 7.6 of social benefit can be generated.



For the contribution to social investments, CAL donated TWD 7,162,191 in 2020. Commercial initiatives, charitable events and community investments represented 46%, 30%, and 24% of our total social investment, respectively. Social investments could be categorized into materials, money, volunteers, and management overhead, which represented 41%, 39%, 5% and 15%, respectively. For more information, refer to the table below.

Types of Social Investment

Item	Amount (TWD)			2020	
	2018	2019	2020	Content	Percentage
Commercial Initiatives	29,560,138	15,384,554	3,272,694	<ul style="list-style-type: none"><li>Supported public forums and cultural events</li><li>Sponsored Taiwanese athletes in international events</li></ul>	46%
Charitable Events	4,964,813	728,867	2,134,300	<ul style="list-style-type: none"><li>Provided domestic and international disaster relief</li><li>Sponsored educational events</li></ul>	30%
Community Investments	1,379,995	5,955,017	1,755,197	<ul style="list-style-type: none"><li>Organized supportive events for the disadvantaged</li><li>Taught English at elementary schools</li><li>Coastal cleanup</li></ul>	24%

Input of Social Investment

Item	Amount (TWD)			2020	
	2018	2019	2020	Content	Percentage
Material Donations	18,684,751	10,328,290	2,949,694	Donation of flight tickets and in-flight products	41%
Monetary Donations	16,265,200	7,746,631	2,757,300	Cash input for each event	39%
Employee Volunteers	478,800	960,132	384,476	Volunteers for park tours, teaching, and coastal cleanup	5%
Management Overhead	476,195	3,033,385	1,070,721	Overhead for various activities	15%

Effectiveness of Social Investmen

Item	2018	2019	2020
Amount of Social Investments (TWD)	114,870,682	60,502,597	22,188,592
Number of Beneficiaries	45,598	162,933	355,459
Volume of Media Exposure / Number of Facebook Fans	192 / 927,693	196 / 1,019,990	118 / 1,054,515
Number of Flight Tickets Sponsored	381	333	81





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Environmental / Social Effectiveness		
Item	Content / Reach	Amount (TWD)
Other Donations for Art and Charitable Events	2020 Taiwan Lantern Festival, 2020 World Down Syndrome Day Festival, Fulong International Sand Sculpture Art Festival, Huashan Social Welfare Foundation, Make-A-Wish Foundation, etc.	1,113,994
Pingtung Startup Happiness Bus 2.0 Integrated Serviced Pilot Program	Approximately 7,500 beneficiaries	2,000,000
Reunion Event	Approximately 300 beneficiaries	178,612 (Note 1)
Guanyin Beach Coastal Clean Activity	Approximately 350 participants	133,100 (Note 2)
Aviation Knowledge Teaching	1,226 elementary school students	1,287,300 (Note 3)
Knowledge-Sharing Platform Project, Global Kids Junior Monthly, with Global Views	Approximately 44,472 elementary school students	662,400 (Note 4)
CAL Headquarters Visits	320 participants	135,000 (Note 5)
Benefits to Business Operations		
Indicator	Content / Reach	Amount (TWD)
Media Exposure	Media reports: 118 Number of Facebook fans: 1,054,515	11,800,000 (Note 6)
Number of Flight Tickets Sponsored	81	2,126,194
Revenue from Flight Tickets Sponsored	Flight tickets sponsored at a discount	2,373,333 (Note 7)
Revenue from Students Flight Tickets	34	376,639

The effectiveness of social involvement is calculated as follows:

Note 1: Meals, and transportation, and miscellaneous fees (TWD 169,000) + personnel cost (18 volunteers x TWD 178 (average hourly wage) x 3 hours) = TWD 9,612.

Note 2: Meals, events, transportation, and miscellaneous fees (TWD 40,000) + personnel cost (350 volunteers x TWD 178 (average hourly wage) x 2 hours) = TWD 93,100.

Note 3: Tuition: TWD 350 / lesson (3 hours) per student x 1,226 students = TWD 1,287,300.

Note 4: 184 magazines / month subscribed to x TWD 300 x 12 months = TWD 662,400.

Note 5: 9 visiting fee x TWD 15,000 (basic fee per regular visit) = TWD 135,000.

Note 6: The benefits from media exposure cannot be estimated and are thus calculated by ad placement: TWD 100,000 / ad x 118 ads = TWD 11,800,000.

Note 7: Total amount of flight tickets (TWD 3,188,333) - discount (TWD 815,000) = TWD 2,373,333 (revenue).

Note 8: As the aforementioned effectiveness of social involvement is hard to quantify, the environmental / social effectiveness is presented by cost.

Future Plans

1. Enhancing the Overall Quality of National Education

To support the disease prevention policies for countering COVID-19, CAL has suspended the charitable education training projects this year and directed resources to international relief services. CAL will continue to make good use of its resources in the aviation industry to promote the China Airlines brand in order to expand participation and increase sponsorship. We encourage colleges and universities to apply for company visits and we use hands-on practical experience to increase young students' interest in future careers and cultivate talents in the aviation industry. We plan to expand the scale of volunteer education programs, adjust course contents with flexibility, and provide support in the form of companionship to skills training with the aim of improving the quality of education for children in remote rural areas and giving birth to more seeds of hope.

2. Increasing Taiwan's International Visibility

In 2020, CAL remained committed to promoting the national image and supported 9 international exchange activities in response to international relief initiatives. CAL shall continue to participate in regular charity activities that bolster Taiwan's international visibility and use resources of the Company and advantages of the aviation industry to work with related organizations / companies in Taiwan. We shall jointly promote regional economic development, actively support tourism in Taiwan, and help increase the international visibility of local brands. We shall also support the government's transportation projects in response to international developments to promote a positive image of the country across the globe.

3. Helping the Disadvantaged Overcome Difficulties

In 2020, CAL sponsored 16 projects, of which 6 projects were charity events, for an achievement rate of 100%. We support the equality of opportunities provided for disadvantaged groups. CAL will plan long-term charity projects and use the unique advantages of the industry to provide groups in remote rural areas and disadvantaged groups in Taiwan with flight experience or charity company visit activities. We shall assign dedicated personnel to share their experience in professional aviation training and basic knowledge to improve social welfare for disadvantaged groups. We shall also regularly review the implementation results and adjust project contents with flexibility to create a more equal society.