

Preface

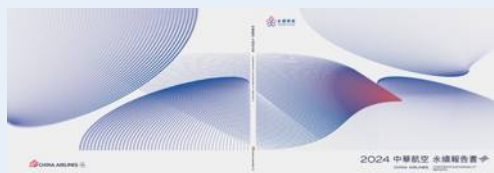
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About the Report

GRI 2-1-2-2-2-3-
2-4-2-5-2-14

China Airlines Co., Ltd. (hereafter referred to as CAL) has consistently dedicated itself to promoting sustainability in the areas of Environment, Social, and Corporate Governance (hereafter referred to as ESG), and its sustainability performance continues to receive external recognition. To maintain effective and open communication with stakeholders, CAL regularly publishes sustainability reports in both Chinese and English, and discloses relevant information on its corporate sustainability website, also addresses the sustainability concerns of its eight key stakeholders through specific sustainability policies and action plans. In response to international initiatives, CAL became the first Taiwanese transportation service provider to be certified by the Science Based Targets initiative (SBTi) in 2024. In recent years, we have actively pursued a fleet renewal program, accelerating the introduction of new-generation, eco-friendly, and energy-efficient aircraft to enhance overall operational efficiency. Additionally, China Airlines achieved a milestone as the first national airline to conduct passenger flights using Sustainable Aviation Fuel (SAF) and introduced a corporate SAF procurement collaboration for carbon reduction. In 2024, the airline further collaborated with supply chain partners and corporate clients to promote the use of SAF in passenger and cargo flights, supporting Taiwan's aviation industry's energy transition and low-carbon transport development. In terms of biodiversity, CAL continues to support natural carbon sink initiatives and national sustainable forestry projects. The airline also sponsored project partners to attend side events of the 16th Conference of the Parties to the United Nations Convention on Biological Diversity, promoting Taiwan's Satoyama Initiative achievements, and continues to progress towards the 2050 net-zero target.

Cover Story



Inspired by the Formosan Blue Magpie, a bird endemic to Taiwan, the design draws from its steadfast and direct flight posture as well as its graceful and agile presence.

Merging these qualities with futuristic, technology-inspired lines, it reflects China Airlines' forward-looking vision and spirit of innovation in the global aviation market. The extended lines symbolize an international perspective that connects the world—where flying is not just about movement, but also about exploring new possibilities and opening new pathways to the future. This conveys the airline's image of steady progress, distinctive elegance, and bold ambition.

Reporting Principles & Standard Disclosures

This report is prepared in accordance with the Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies, following the 2021 edition of the Global Reporting Initiative (GRI) Standards issued by the Global Sustainability Standards Board. It also references the Integrated Reporting Framework (IR Framework) of the International Financial Reporting Standards Foundation (IFRS Foundation). Additionally, it incorporates sustainability indicators from the Sustainability Accounting Standards Board (SASB) of the IFRS Foundation, the Task Force on Climate-related Financial Disclosures (TCFD), the Taskforce on Nature-related Financial Disclosures (TNFD), and the United Nations Global Compact. For detailed information, please refer to the ESG data and appendices of the report, including the [GRI Standards Content Index](#), [SASB Index](#), [TCFD Index](#), [Climate-related Information Index for Listed Companies](#), [TNFD Index](#), and [UN Global Compact Index](#).

Basis of Report and Guidelines

GRI Standards of the Global Sustainability Standards Board
IFRS Foundation International Integrated Reporting Framework
Sustainability metrics of the Sustainability Accounting Standards Board (SASB) by the IFRS Foundation
Task Force on Climate-related Financial Disclosures (TCFD)
United Nations Global Compact
United Nations Sustainable Development Goals (SDGs)
Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies
Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies
Corporate Governance 3.0
Sustainable Development Guidemap for TWSE and TPEX Listed Companies
Sustainable Development Action Plans for TWSE and TPEX Listed Companies
Taskforce on Nature-related Financial Disclosures (TNFD)

Note: The contents of the report follow the 8 major reporting principles of the GRI Standards: Accuracy, balance, clarity, comparability, integrity, sustainability, timeliness, and verifiability.

Report Period & Boundary

Report Period

CAL discloses information from January 1, 2024 to December 31, 2024 in accordance with the GRI Standards. The reporting period of this report aligns with the financial statements; however some material information is subject to extended disclosure at May 30, 2025.

Boundary of Data Content

The financial data in this report aligns with the boundary of CAL's consolidated financial statements. The disclosure boundary for sustainability-related indicators is primarily based on industry relevance and financial materiality, focusing on CAL. Some indicators extend to subsidiaries Mandarin Airlines (hereafter referred to as AE) and Tigerair Taiwan (hereafter referred to as IT), which will be specifically noted in the report. Future operational changes of the organization such as mergers, acquisitions, and disposals, as well as non-controlling minority interests, will be considered if necessary, using a consistent method for information disclosure. There are no significant changes in the boundary and topics of major themes from the previous year. Any restated disclosure information is explained in the notes of each chapter. Updates on the adoption progress of IFRS sustainability disclosure standards are also included in line with the FSC's roadmap.

Note 1: China Airlines, Mandarin Airlines, and Tigerair Taiwan account for 96% of consolidated revenue.

Note 2: Tigerair Taiwan has been officially listed on the stock market since 2023 and has begun separately compiling a Tigerair Taiwan Sustainability Report. (Source: [Tigerair Taiwan website](#))

Guarantee of Truthful Reporting

Internal Audit

The data and information in this report are provided by responsible units across the company, and are compiled and reviewed in accordance with the Corporate Sustainability Governance Procedures. After being incorporated into the internal control system and reviewed by the Executive Secretary Group of the Corporate Sustainability Committee (Sustainable Development Center of the Corporate Development Office), the report (including materiality analysis) is submitted to the Sustainability & Risk Management Committee and the Board of Directors for approval and issuance.

External Assurance

The Report has been verified by KPMG Taiwan in accordance with the GRI standards and the limited assurance of ISAE 3000. The truthfulness of the Report is guaranteed.

[Please refer to ESG Data and Appendix](#) for the Independent Limited Assurance Report.

Data Quality Management

Financial data in the Report and data relating to ISO quality, information security, privacy information, environmental and energy management, greenhouse gas emissions, and occupational safety and health have been certified or verified by independent third parties.

Item	External Verification Agency
Sustainability Report (ISAE 3000)	KPMG
Financial Data	Deloitte Taiwan
ISO 9001 Quality Management System	DNV GL
ISO 27001 Information Security Management System	SGS
ISO 27701 Privacy Information Management System	SGS
ISO 14001 Environmental Management System	DNV GL
ISO 50001 Energy Management System	DNV GL
ISO 14064-1 Greenhouse Gas Emissions	DNV GL
ISO 45001 Occupational Health and Safety Management System	SGS
TOSHMS Taiwan Occupational Safety and Health Management System	SGS

Verification
Message



Publication History

This Report is published in both Chinese and English every year and available on the CAL's corporate sustainability website. The dates of release are as follows:

First edition release date	August 2014	Current edition release date	August 2025
Previous edition release date	June 2024	Next edition release date	August 2026

Note: CAL notifies GRI of the use of its Standards and the statement of use after the release of the Report each year by sending an email to reportregistration@globalreporting.org

Feedback

If you have any suggestions or questions about this report, please contact:

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Corporate Sustainability
Website



Stakeholder
Communication
Channels Website

Letter from Management

GRI 2-22



Leading the Industry in Adhering to International Standards

In 2024, CAL continued to actively progress towards its 2050 net-zero goal, becoming a pioneer in promoting Sustainable Aviation Fuels (SAF) in the industry. On April 23, 2025, CAL actively responded to a Civil Aeronautics Administration initiative, implementing a trial program for SAF usage at Taiwan airports. As a pioneer in sustainable practices in the Taiwanese aviation industry, CAL has been leading the way since 2017. In that year, we became the first to introduce SAF to new aircraft operations. In 2023, CAL successfully carried out the first commercial flight with SAF in the Taiwanese aviation industry through the SkyTeam Aviation Challenge. Building on the achievements of the previous two challenges and CAL's commitment to sustainability, in 2024, practical actions were taken, including the use of sustainable aviation fuel, promotion of a value chain circular economy cooperation plan, implementation of airborne and ground carbon reduction operations, and execution of carbon offsetting. These initiatives demonstrate CAL's dedication and innovation in the field of sustainable development. Furthermore, a sustainable fuel customer cooperation plan for cargo transportation was launched, inviting upstream and downstream partners and customers to participate. This collaborative effort aims to advance Taiwan's aviation industry towards energy transition and low-carbon transportation development. This pioneering commercial operation model in the Taiwanese aviation industry allows corporate customers to join hands with CAL in using sustainable aviation fuel, not only directly reducing carbon emissions from flight transportation but also effectively decreasing the carbon footprint of customers' air travel and cargo delivery. This enables CAL to share carbon reduction benefits with customers, promoting sustainable cooperation within the supply chain and value chain.

China Airlines has also actively responded to international carbon reduction initiatives. In June 2024, we became the first transport service provider in Taiwan to have our carbon reduction targets officially approved through the Science Based Targets initiative (SBTi), and we continued to support the national natural carbon sink initiative and sustainable forestry projects, implementing the International Satoyama Initiative. Furthermore, we actively supported Taiwan's participation in the 16th Conference of the Parties to the United Nations Convention on Biological Diversity, promoting the achievements of Taiwan's Satoyama Initiative and witnessing a new milestone in the co-prosperity of international indigenous rights and biodiversity conservation.



Implementing Corporate ESG and Sustainable Development

CAL is a pioneer in the international aviation industry for sustainability, continuously surpassing its own sustainability performance and achievements. It maintains a robust corporate environmental and energy risk management mechanism, leading the way by releasing an independent report on the Task Force on Climate-Related Financial Disclosures (TCFD) and integrating the TNFD framework, along with commitments to corporate forest and biodiversity conservation. To advance towards the goal of "Net Zero Carbon Emissions by 2050," CAL has set short, medium, and long-term carbon reduction targets for the transportation industry in Taiwan and proposed a comprehensive pathway to achieve net zero emissions by 2050, actively implementing carbon reduction operations in the air and on the ground. CAL continues to deepen its international cooperation with the IAGOS-PGGM Pacific Greenhouse Gas Monitoring program. As a global leader in conducting cross-Pacific regional climate observations, the airline combines collected data to contribute to international climate change research, strengthen its collaboration with international air route management, and enhance climate resilience.

At the same time, CAL adheres to the sustainable development philosophy of "giving back to society and creating social value" by continuously promoting a variety of social welfare and environmental conservation programs. These initiatives include support for disadvantaged seniors and children, collaboration between domestic industries and academia, volunteer teaching, public sports camps, beach clean-ups, tree planting, and the adoption of conservation species such as the pangolin at the Taipei City Zoo. Additionally, the company supports the Satoyama Initiative to promote the preservation of indigenous tribal culture and economic development, thereby actively fulfilling its corporate social responsibility.

CAL is committed to creating a comprehensive and happy enterprise, with talent development being one of our key objectives. The company provides holistic care and concern for employees, focusing on education, training, and development, promoting employee benefits, enhancing communication, and ensuring a healthy and safe workplace to foster a happy working environment. At the same time, to strengthen the competitiveness of talent in Taiwanese society, we continue to be part of "TALENT, in Taiwan: Sustainable Action Alliance for Taiwanese Talent," adhering to the principles of DEI to emphasize gender equality in the workplace. We have also introduced female pants uniforms, balanced employees' family lives, and increased the proportion of female supervisors within the company, all while cultivating diverse aviation

professionals through a comprehensive training system and structure. The relevant executive performance has continuously won the "Happy Enterprise Gold Award" recognition and has also held onto the honor of "Asia's Best Corporate Employer Award" for consecutive years.

China Airlines has continued to cultivate sustainability efforts, receiving recognition from various domestic and international parties. In 2024, it achieved second place among 61 evaluated airlines globally in the DJSI rankings. It also ranked among the top 5% of the global aviation industry in the S&P Global Sustainability Yearbook assessment. China Airlines became the first airline in Taiwan to receive a "twA-" rating from Taiwan Ratings. Additionally, it has been included in the Taiwan Sustainability Index for six consecutive years and selected as a component stock of the FTSE4Good Index Series for nine consecutive years. It has won the Taiwan Corporate Sustainability Award for 11 consecutive years, with its sustainability report category receiving the highest honor of Best Report of the Year in the Service Industry for three consecutive years. CAL has taken concrete actions such as establishing a Corporate Sustainability Committee ahead of its industry peers, linking ESG sustainability governance overseen by the Board of Directors, implementing a systematic framework for environmental/energy risk management, promoting the enhancement of ISO operating systems, and obtaining third-party certifications. These efforts have positioned CAL as a leader in driving ESG sustainable development in the Taiwanese aviation industry. It was selected from over 30 participating companies as the inaugural recipient of the Ministry of Transportation's ESG Transport Sustainability Gold Award, the sole airline to receive this recognition.



China Airlines Quality Starts from the Heart - Embracing a Brand New Future

In response to the rapidly changing global aviation operating environment and the increasing emphasis on sustainability by stakeholders, we have updated and released our core values of "Believe we can always do better," our mission of "Create more wonderful moments through flying," our vision of "Leading Asia-Pacific, Flying Worldwide," and our service declaration of "China Airlines Quality Starts from the Heart." We are committed to the highest standards of flight safety and sustainability, continuously introducing new-generation energy-efficient fleets, expanding our global route network, and deepening our alliance partnerships to enhance market competitiveness and operational resilience. We will accelerate digital transformation; strengthen information security governance and personal data protection; enhance the passenger flight experience with technology, humanity, and culture; refine and diversify passenger and cargo transportation services; and actively seize global high-value business opportunities. We will continue to uphold the core principles and policies of ESG sustainable development, properly address and respond to stakeholders' expectations, expand and deepen the ESG sustainable governance of the Group, implement climate governance and net-zero carbon goals, increase the use of SAF, collaborate with supply chain partners to promote value chain sustainable transformation, and comprehensively enhance ESG performance.

We believe that only through prudent management, innovation, embracing the Earth, and caring for society can we create more operational revenue and ESG sustainable development dividends, to create and pass on a happy and sustainable living environment for our generation and the next.



Chairman

S. H. Kuo



President

Hein Chen

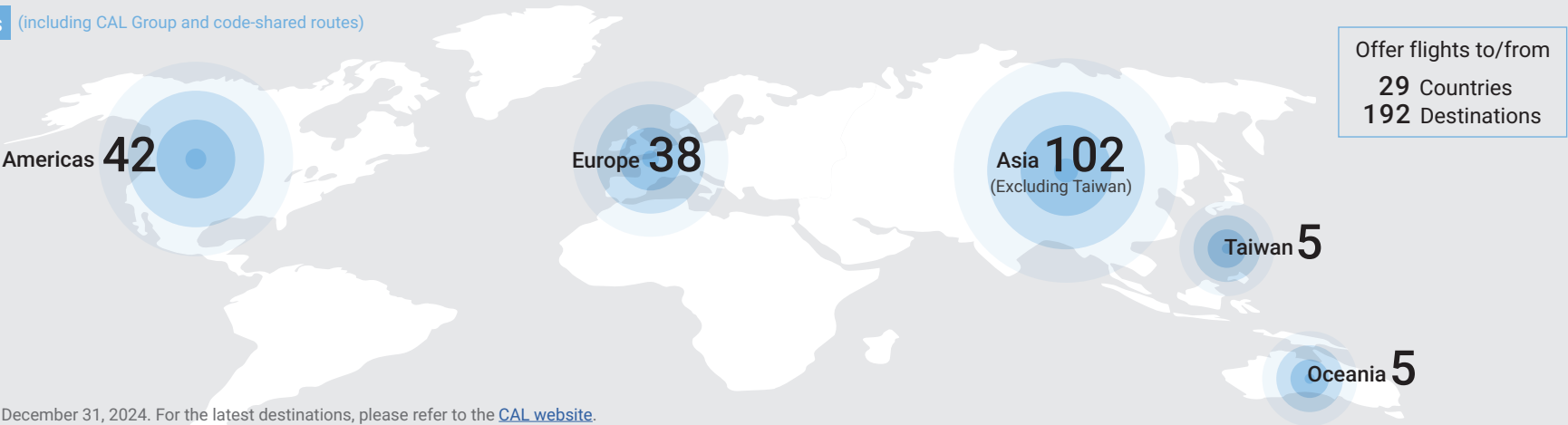
Business Overview

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CAL (2610) is the largest airline in Taiwan. Based in Taiwan Taoyuan International Airport, CAL mainly provides international passenger and freight air transport services. CAL has two subsidiary companies: Mandarin Airlines (serving domestic and regional markets) and Tigerair Taiwan (offering a low-cost business model). With three airline companies for market segmentation, shared resources, and mutual support, CAL provides a variety of options for customers. For more information on the business development of the fleet and route network, refer to Business Overview in CAL's Annual Report. In 2024, China Airlines and Mandarin Airlines jointly operated flights to 29 countries/regions with other operators, serving 192 destinations, while Tigerair Taiwan served 28 destinations across 41 routes. In 2024, the global aviation industry continued to seek steady growth amidst the complex and ever-changing international

landscape. While there were signs of a gradual economic recovery worldwide, multiple challenges persisted. Geopolitical conflicts continued to escalate, exacerbating regional instability and impacting route adjustments and additional costs. Although inflationary pressures eased slightly, energy prices remained a key factor affecting airlines' operational costs. Insufficient resilience in supply chains and ongoing labor shortages also remained potential operational risks. In such a complex environment, CAL remains committed to enhancing operational efficiency and striving to achieve a robust financial performance. CAL Group achieved a pre-tax net profit of TWD 19.276 billion, with a post-tax net profit attributable to the parent company of TWD 14.383 billion. [see 3.2 for details on CAL Group's operational achievements](#)

Destinations (including CAL Group and code-shared routes)



Note: Statistics as of December 31, 2024. For the latest destinations, please refer to the [CAL website](#).

China Airlines	Mandarin Airlines	Tigerair Taiwan
Capital TWD 60.5 billion	Capital TWD 4 billion	Capital TWD 4.59 billion
Employees 11,518	Employees 954	Employees 828
Headquarters No.1, Hangzhan S. Rd., Dayuan Dist., Taoyuan City	Headquarters No.3, Alley 123, Ln. 405, Dunhua N. Rd., Songshan Dist., Taipei City	Headquarters No.3, Alley 123, Ln. 405, Dunhua N. Rd., Songshan Dist., Taipei City
Fleet Size & Average Age 83 aircraft 9.6 years passenger planes 10 / 9.3years cargo planes 17 / 10.7years	Fleet Size & Average Age 12 aircraft / 5 years	Fleet Size & Average Age 15 aircraft / 6.7 years

Note: As of April 30, 2025. For the latest operating fleet size and age, please refer to the [CAL website](#).

Passenger Load Factor (China Airlines Group)



2024 ESG Performance and Recognition



9th time selected for FTSE4Good Index Series

Selected in the FTSE4Good Index Series for nine consecutive years



3rd time selected for the MSCI Index

Has been selected as a constituent stock of the MSCI Global Standard Indexes since 2022



6th time in GCSA Award

CAL won the Sustainability Reporting Award for the sixth time and won Gold Class in 2024



6th time selected for FTSE4Good TIP Taiwan ESG Index

Selected in the FTSE4Good TIP Taiwan ESG Index for the sixth time



11th time receiving Taiwan Corporate Sustainability Award

Eleven-time winner of the Taiwan Corporate Sustainability Award; Best Annual Report (Service Industry) for 3 consecutive years



8th time in the Sustainability Yearbook

Ranked 2nd in ESG among global airlines in 2024 and is the only Taiwanese airline selected 8 times for the Sustainability Yearbook; named top 5% airline in 2025



twA- long-term credit rating upgraded by Taiwan Ratings

Long-term credit rating upgraded to twA- by Taiwan Ratings (Oct 2024); short-term rating twA-2 with stable outlook

Governance



Top 21%-35% of TWSE/TPEX listed companies

Selected in the top 21%-35% of the excellent corporation award in the 10th Corporate Governance Review



8th time selected for Taiwan EMP 99 Index and Taiwan HC100 Index

Selected in the Taiwan Employment Creation 99 Index and the Taiwan High Compensation 100 Index for eight consecutive years



100% signing rate for the Supplier Code of Conduct

The signing rate of the key first-tier suppliers for the Code of Conduct has reached 100%



Signed the IATA Safety Leadership Charter

CAL signed the Safety Leadership Charter and filmed a "Safety Talk" featuring senior executives to demonstrate our commitment to promoting a positive safety culture, and enhancing employee awareness through top management's safety commitment and actions



Continuing to Obtain IOSA safety certification

CAL has upheld its commitment to flight safety by obtaining the IOSA (IATA Operational Safety Audit) certification in 2005 and undergoing re-certification audits every two years in accordance with IATA regulations. In 2024, CAL successfully met the IOSA standards for the consecutive 12th time, and the next certification is scheduled for 2026

Governance



Hosted Geopolitical Conflict Aviation Security Risk Seminar in 2024

The seminar is held to strengthen aviation security personnel's awareness of risks from geopolitical conflicts and new security threats, equipping them to remain vigilant toward people, events, and objects. It was attended by 120 participants from the Ministry of Transportation, Air Force Command, government agencies, domestic airlines, and related enterprises



Co-organized 2024 International Aviation Safety Management Summit

CAL specially invited Japan Airlines to share insights on the JL516 Haneda Airport runway collision incident, providing a detailed understanding of the cabin crew's response measures and the emergency evacuation situation for passengers at that time. Participating entities include the World Flight Safety Foundation, Airbus, Boeing, Japan Airlines, and senior managers from major national airlines. Through extensive discussions and exchanges during the conference, the aim is to consolidate a shared commitment to enhancing safety



Digital transformation and service optimization towards sustainable excellence

The Cabin Crew Division actively promotes digital operations and the application of AI technology to enhance service efficiency and implement sustainable development
In 2024,

1. We continued to optimize the use of the iPad mini in cabin service and the Business Class ordering system, thereby reducing paper usage and enhancing operational efficiency
2. To support the introduction of new aircraft, we have implemented next-generation training equipment to enhance crew response capabilities and ensure flight safety.
3. Through the "Memory & Moment" service retraining and regular communication mechanism, we aim to deepen our brand image and improve customer satisfaction

4. We promote fair assessment and management optimization, establish a self-disciplined and trusting team culture, and focus on employees' physical and mental well-being. Fully initiate the optimization and renovation project to create an improved work environment, fostering a happy workplace atmosphere, and continuously enhancing service quality and corporate competitiveness

Environmental



First Transportation Company in Taiwan to Pass SBTi Validation

In June 2024, CAL became the first transportation service provider in Taiwan to officially pass the review of the Science Based Targets initiative (SBTi), setting a 1.5°C-aligned emissions reduction pathway. This target aligns with the global climate goals under the UN Paris Agreement and demonstrates CAL's commitment to science-based climate action and the transition to net-zero emissions



CDP SER A List Recognition

CAL has responded to the CDP climate change questionnaire for 12 consecutive years since 2012. After receiving a Leadership-level A-rating for five straight years, CAL was named to the CDP SER A-List in 2024 for its active efforts in climate action and supply/value chain management



11th TCSA Climate Leadership Award

CAL has received the Climate Leadership Award for 11 consecutive years since 2014, an unrivaled feat in Taiwan's transportation service industry



Collaborating with partners to create carbon reduction value with SAF

First in Taiwan's aviation industry to introduce a SAF procurement model with traceable, verifiable carbon reduction reports. Leading collaboration with passenger and cargo partners to reduce aviation emissions and customers' travel and shipping carbon footprints, advancing the industry's energy transition



Action to Support Reforestation Initiatives

Hosted the "Exploration of the Mountains' Beauty" Event, bringing corporate resources to Indigenous tribal communities, with the aim of setting an example for others and inviting business partners to join in experiencing eco-friendly journeys together



Conducting cabin waste investigation to support Circular Economy

CAL fosters ongoing communication among cabin service, air quality, and ground handling teams to optimize operations and promote recyclable materials re-entering the circular economy

Social



Over 62.38 million in charity activities

CAL invested TWD62,384,660 in charity activities in 2024



Over 1.46 million beneficiaries

In 2024, the total number of beneficiaries from business activities, charitable events, and community investments reached 1,460,687



Nearly 3,000 rural students benefited

In 2024, the CAL Volunteers Club, along with rural community organizations and the Love Walking Club, voluntarily traveled to remote areas to impart aviation knowledge, benefiting a total of nearly 3,000 students



420 senior citizens

Provided care for 420 disadvantaged senior citizens at three events in 2024



Employee training investment of 433 million

Actively conducting management and various professional training, with a total investment of approximately 433 million



Employment of 101 staff members with disabilities

CAL takes great pride in being the sole recipient of the Golden Exhibition Award in the aviation industry for employing 101 staff members with disabilities



99.14% union participation

99.14% of employees participate in the corporate union



Awarded the HR Asia Best Companies to Work for In Asia

CAL received the prestigious award of HR Asia Best Companies to Work for In Asia in 2024



Continuous Support for "TALENT in Taiwan"

On February 29, 2024, CAL reaffirmed its support for "TALENT in Taiwan," partnering with Commonwealth Learning and others to promote sustainable talent development

2024 Award Records

FEBRUARY 2024.02

- Ranked among the top 5% of the global airline industry in the S&P Global 2024 Sustainability Yearbook.

JULY

2024.07

- Selected in the Taiwan Employment Creation 99 Index for eight consecutive years.



- Received the "HR Asia Best Companies to Work for In Asia" award for two consecutive years.



- The "China Airlines 2023 Sustainable Flight Challenge" video won the Sustainable Microfilm Silver Award at the Golden Eagle Awards.

JUNE

2024.06

- Selected in the Taiwan High Compensation 100 Index for eighth consecutive year.
- Ranked in the Taiwan Sustainability Index six times.
- Selected in the FTSE4Good Index for nine consecutive years.

SEPTEMBER

2024.09

- The Taiwan Ratings long-term credit rating of CAL was upgraded to "twA-".

NOVEMBER

2024.11



- Received Taiwan Contact Center Development Association Excellence in Customer Service Award: Best AI System Application Team.



- Awarded "Global Five-Star Airline" for nine consecutive years by the Airline Passenger Experience Association (APEX), along with the "Best Food & Beverage Award" and the "Best Wi-Fi Award."



- Honored at the "2024 17th Taiwan Corporate Sustainability Award," winning five major awards in the 11th consecutive winning year, including three consecutive years receiving the "Best Annual Report in the Service Industry," "the" Top 100 Sustainable Exemplary Enterprise Award in Taiwan," individual sustainability performance awards in the "Climate Leadership Award" and the "Social Inclusion Leadership Award," as well as the "Gold Award for Sustainability Reporting" global corporate sustainability award.

DECEMBER

2024.12



- Awarded the Gold Prize in the inaugural "ESG Transportation Sustainability Award", becoming the sole recipient in the aviation industry.



- Rated the "Best Airline in North Asia" by the renowned American travel magazine Global Traveler in their 21st annual reader survey.