



01 Sustainability Management

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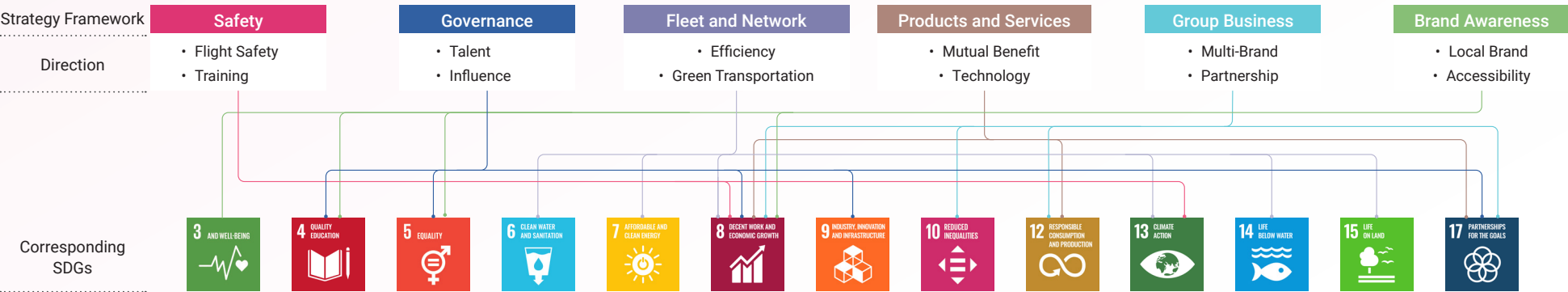
1.1 Sustainability Vision and Strategies

1.1.1 CAL's Sustainability Vision

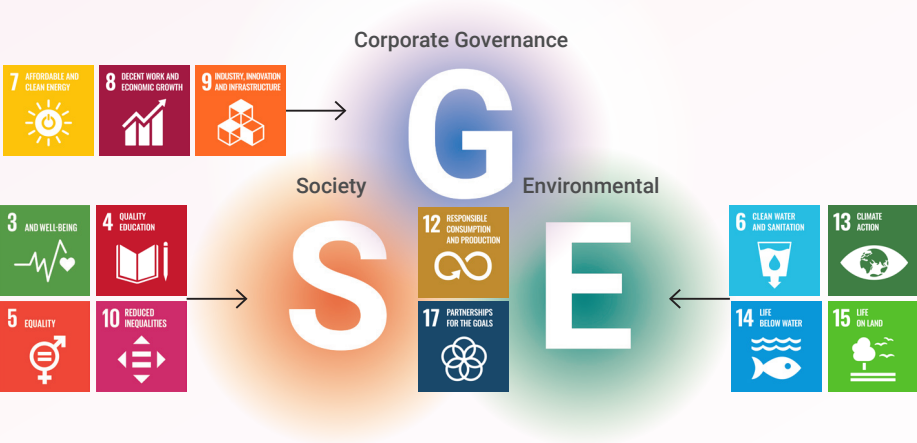
In response to changes in market and operational demands, CAL continuously reviews its strategic indicators. After analyzing the internal and external competitive environment, CAL reassessed its medium- and long-term strategic development and revised its vision, mission, and values in 2024. CAL upholds the value of "believing we can always do better," with the mission of "creating more wonderful moments through flying," to achieve the vision of "leading Asia-Pacific, flying worldwide." CAL supports the 17 Sustainable Development Goals (SDGs) announced by the United Nations in 2016 and follows the SDG Compass and related sustainability reports of the International Civil Aviation Organization (ICAO), the Air Transportation Action Group (ATAG), and the international transportation industry. We now focus on 13 SDGs that form the basis of CAL's sustainability efforts for achieving sustainability and creating value for stakeholders.

1.1.2 Sustainability Strategy

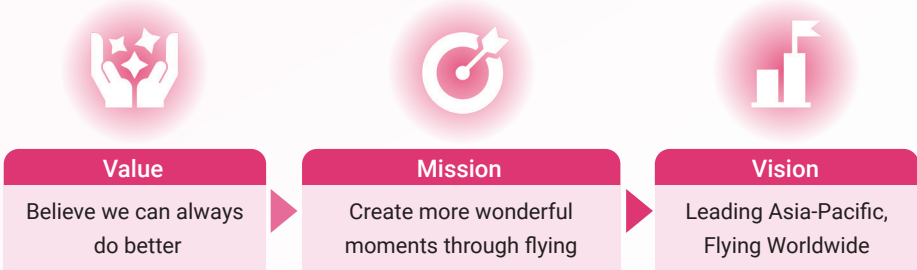
China Airlines is committed to the mission of "creating more wonderful moments through flying," and is advancing towards the vision of "Leading Asia-Pacific, Flying Worldwide." We adopted "Safety" and "Governance" as the basis for sustainable development and incorporated our main strategies of "Fleet and Network", "Products and Services", and "Group Business" to continue to enhance CAL's "Brand Awareness" in the minds of customers. We continue to implement a range of action initiatives to demonstrate our sustainable development performance, with key highlights including "Smart Resilience: building a resilient foundation to address public health challenges and extreme climate risks in the environmental dimension", "Localized Global Operations: showcasing Taiwan's local culture to enhance international visibility in the social dimension", and "Youth Innovation: embracing a youthful mindset to connect with and lead the next generation of innovation in the governance dimension". CAL's six strategic strategies correspond to the United Nations Sustainable Development Goals (SDGs) and establish a comprehensive sustainable development strategy framework. In 2025, the direction and goals of the sustainable development strategy were continuously reviewed, and medium- to long-term goals were adjusted on a rolling basis. The sustainable strategy of CAL is executed by the Corporate Sustainability Committee led by the President and supervised by the Board-level Corporate Sustainability and Risk Management Committees and the highest governance body, the Board of Directors.



13 Sustainable Development Goals Focused from CAL



China Airlines Sustainability Strategy



1.2 Sustainability Management Structure

GRI 2-9, 2-12, 2-13, 2-14, 2-16, 2-18

1.2.1 Corporate Sustainability Committee

In 2014, CAL established the "Corporate Sustainability Committee" to oversee and manage the Company's operational impacts on the economy, environment, and People (including human rights), as well as the corresponding response measures. In 2024, the Corporate Development Office established the Sustainability Development Center, which serves as the executive secretariat of the Corporate Sustainability Committee, and a Chief Sustainability Officer was appointed to support and advance sustainability-related initiatives. To address the trends in corporate sustainability development and governance needs, a board-level functional committee, the "Sustainability & Risk Management Committee," was established in 2025 to strengthen the board's oversight and guidance on ESG-related issues. In 2025, the Corporate Sustainability Committee convened three times. The meetings were chaired by CAL's President, with the Chairman attending as an advisor. The committee led six core value working groups and the risk management team to formulate sustainability strategies and development goals in accordance with CAL's Sustainability Practice Guidelines, thereby advancing corporate sustainability. The outcomes of corporate sustainability governance and external reporting information (Note 1) were submitted biannually by the Chief Sustainability Officer to the Sustainability and Risk Committee and the Board of Directors. Additionally, starting in 2025, the Chief Sustainability Officer provided quarterly reports on the implementation progress of the International Financial Reporting Standards—Sustainability Disclosure Standards (IFRS S1/S2) to the Sustainability & Risk Management Committee and the Board.

As the highest governance body of the Company, the Board of Directors supervises and identifies CAL's impact on the economy, environment, and people (including human rights). It also established internal control and audit for due diligence of ESG information. The Board of Directors delegates senior management to engage in consultations with identified impacts and stakeholders through diverse communication channels and platforms.

Refer to 1.4.1 Stakeholder Engagement

In 2025, the Board held 10 meetings to oversee CAL's due diligence and response measures regarding key significant events (Note 2), financial status, internal audit operations, safety management, operational risk management, information security and personal data risk, greenhouse gas inventory and verification, climate governance reporting, human rights risks, information and communication security, and Board performance outcomes, including the results of stakeholder engagement. CAL also established the performance evaluation procedures for the Board of Directors' supervision of the Company's impact on the economy, environment, and people (including human rights). It convenes at least two meetings of the Remuneration Committee each year to regularly review the overall compensation and benefits policies of senior executives.

Refer to 3.1 Governance Framework

Note 1: The ESG sustainability performance report for 2025 was approved by the Sustainability & Risk Management Committee and the Board of Directors on March 11, 2026. The disclosure content of the 2025 Sustainability Report was submitted to the Sustainability and Risk Committee on August 5, 2026, and approved by the Board of Directors on August 7, 2026.

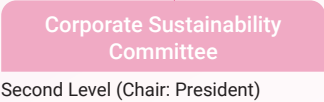
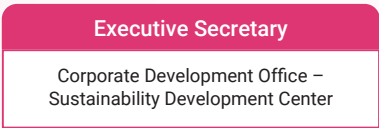
Note 2: Key material events include those confirmed through the grievance mechanism and communication channels with stakeholders. Depending on their nature, all verified significant events are communicated and reported at the Board of Directors meetings. In 2025, the Board of Directors made a total of 68 important resolutions. For detailed information, please refer to the [Annual Report](#), pages 95–98.



Sustainable Development Best Practice Principles

Corporate Sustainability Committee Organization

Highest Level (Chairman, Directors)

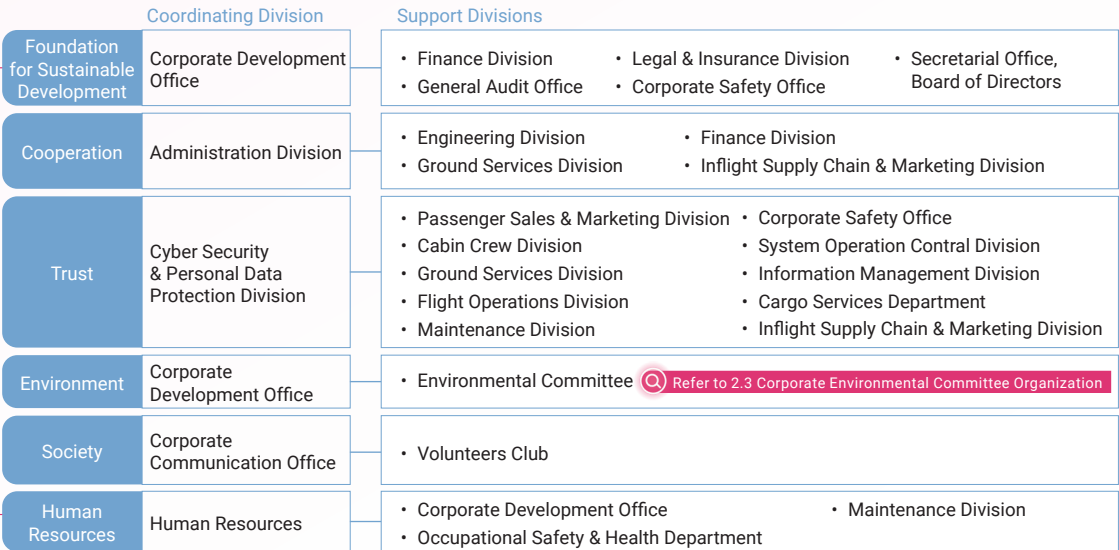


Twice / Year — Report the progress and performance to the Sustainability & Risk Management Committee and Board of Directors
(Sustainability & Risk Management Committee, a functional Committee of the Board, resolves on the risk and opportunities related to sustainability)

At Least Twice / Year — Convene the meeting.

Once / Quarter — Report the progress of each task force.

Management in Charge (Senior Vice Presidents)



Refer to 2.3 Corporate Environmental Committee Organization

1.3.1 Business Model and Value Creation

Capitals Input (Unit: TWD million)

Category	Item	Cost (TWD million)
Intellectual	Product R&D Funding	787
	cabin design fees	445.29
	A350 cabin reconfiguration design fees	15.54
	A330 Hardware Costs	38.05
	A321neo equipment costs	442.44
Human Capital	Investment in Process Improvement or System Development	206.8
	Patent Investment Costs	0.05
	Research and Development Workforce	
	Training Funds	2.07
	Employee Recruitment / Hiring Costs	3.49
Social and Relationship	Employee Benefits Expenditure	241.13
	Employee Training Investment Costs	456.05
	Investment in Mid- to Senior-Level Management Development	5.77
	Charitable activity expense	14.05
	Community activity expense	4.08
Financial Capital	Brand management expense	84.23
	Customer service management cost	1,020.25
	Industry-academia partnership cost	11.70
	Supplier ESG management expense	0.81
	Capital	60,853.73
Manufactured	Annual Depreciation/Amortization Expense	25,446.56
	Annual Expenditure on Aircraft Maintenance and Procurement	8,123.07
	Annual Infrastructure Construction or Maintenance Costs	18,115.31
	Annual Environmental Expenditure	129.26
	Solar Photovoltaic Investment	29.22
Natural	Sustainable Alternative Fuel	643.94

Leading Asia-Pacific, Flying Worldwide

ESG Pillars:

- 1. Stakeholder**: Stakeholder Engagement and Communication
- 2. Material Issue**: Materiality Assessment and Management
- 3. Airline Related Business**: Airline Related Business
- 4. Sustainable Development**: Sustainable Development
- 5. Safety**: Safety and Security
- 6. Brand Awareness**: Brand Awareness and Reputation
- 7. Governance**: Governance and Ethics
- 8. Fleet and Network**: Fleet and Network
- 9. Product and Services**: Product and Services
- 10. Air Transportation Business**: Air Transportation Business
- 11. Airline Related Business**: Airline Related Business
- 12. Sustainable Development**: Sustainable Development
- 13. Safety**: Safety and Security
- 14. Brand Awareness**: Brand Awareness and Reputation
- 15. Governance**: Governance and Ethics
- 16. Fleet and Network**: Fleet and Network
- 17. Product and Services**: Product and Services

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Value Creation				
Item	Output		Outcome	Relevant Report Sections
 Financial Capital	Operating revenue	178,953,945,000	Operating revenue increased by 2% compared to 2024, while traditional financial performance (EBITDA) remained unchanged from 2024.	3.2 Operational Achievements (P.143)
	Number of New Fleet Aircraft	- One 777F Cargo Aircraft - Seven A321neo aircraft (four owned and three leased, of which two leased aircraft have not yet completed the five-stage inspection and did not operate flight missions in 2025)	- Between 2014 and 2016, we introduced ten 777-300ER passenger aircraft, achieving significant fuel savings. The 777F cargo aircraft, developed in collaboration with Boeing, is part of the same series and is equipped with GE90 engines, identical to those on the passenger aircraft. This will aid in optimizing engine management and reducing maintenance costs. After completing the differential training, flight crew members can perform flight duties, enhancing the flexibility of crew resource management. - The A321neo is a new narrow-body aircraft with advantages in fuel consumption, unit cost, range, payload, and noise reduction. Its fuel-efficient design helps reduce carbon emissions and promotes environmental friendliness, enhancing our company's operational efficiency and overall competitiveness on regional routes.	
 Manufactured	Passenger Capacity of the New Fleet	Seat capacity increased by 900 seats.	The A321neo features a newly designed cabin with diverse and innovative hardware and software, highlighting China Airlines' unique brand and competitive product advantages.	3.2 Operational Achievements (P.143) 2.1 Trust (P.41)
	Aircraft Maintenance Performance Indicators	Actual on-time delivery rate for high-level maintenance: 100%	Achieved the target for on-time delivery rate of advanced maintenance (100%).	
	Number of incidents resulting in fatalities or total aircraft loss	0	0	
	Number of Destinations (Including New Additions)	72 Passenger Destinations 33 Cargo Destinations (Including Destinations Served by Passenger Aircraft and Dedicated Freighters)	- Added one new passenger service destination, PHX, in 2025. - Added one new cargo destination, YYZ, in 2025.	
	New Flight Destinations	- Added one new passenger service destination, PHX, in 2025. - Added one new cargo destination, YYZ, in 2025.	- Added one new passenger service destination, PHX, in 2025. - Added one new cargo destination, YYZ, in 2025.	
	Global Passenger/Freight Transport Volume (RPK/FRTK)	- RPK: 37,336,000,000 - FRTK: 5,673,947,899	- RPK increased by 0.2% compared with 2024 (37,267,000,000). - Cargo transport volume reached 5,674 million ton-kilometers in 2025, an increase of 7.35% compared to 5,285 million ton-kilometers in 2024.	
 Intellectual	Number of Newly Launched Products or Services	- One 777F Cargo Aircraft - Seven A321neo aircraft (four owned and three leased, of which two leased aircraft have not yet completed the five-stage inspection and did not operate flight missions in 2025)	Fuel Conservation and Noise Reduction	2.1 Trust (P.41) 2.4 Human Resources (P.105)
	Research and Development Achievements	0	NIL	
	Cost savings (such as labor and materials)	99 items	Labor savings of 61 person-months per year	
	Number of Patents	1	1	
	Number of R&D personnel trained	1,058	Enhance IT skills to support the development or updates of various information systems within the company for 99 recent projects.	
	Revenue/Passenger Numbers Generated by Newly Launched Products or Services	I. 787 New Aircraft Project - In accordance with Boeing's planned schedule, the 787-9 seats and related equipment entered the testing and certification phase, and First Article Inspection (FAI) acceptance meetings for the finished equipment were progressively completed. Commercial service is planned to commence in 2026. - The 787-10 completed the scheduled In-Flight Technical Coordination Meeting (ITCM) and Preliminary Design Review (PDR) on time. II. A350 Reconfiguration Project - In accordance with Airbus's scheduled timeline, CAL has completed the definition of standard equipment specifications and held the Preliminary Design Review (PDR) for seats and other equipment. The Cabin Equipment Critical Design Review (CDR) is planned for 2026, after which the project will proceed to the testing and certification phase. III. A330-300 Wireless IFE - Completed the software and hardware certification and installation of the portable onboard wireless streaming video equipment.	I. 787 New Aircraft Project - Completed technical meetings and specification definitions for 16 787-9 and 8 787-10 aircraft. II. A350 Cabin Reconfiguration Project - Completed technical meetings and the definition of specifications for 15 aircraft, comprising 14 company-owned aircraft and 1 leased aircraft. III. A330-300 Wireless IFE - Equipment hardware and software certification and installation activities for all 13 aircraft in the fleet were completed.	

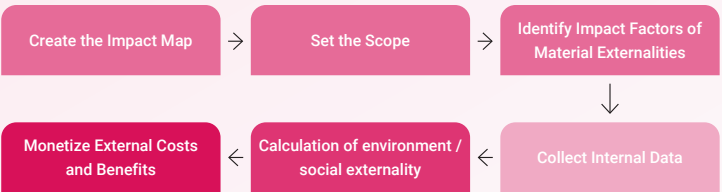
Value Creation				
Item	Output		Outcome	Relevant Report Sections
 Intellectual	Revenue/Passenger Numbers Generated by Newly Launched Products or Services	IV.A321neo New Aircraft Project - Added three A321neo leased aircraft. In accordance with Airbus's planned schedule, CAL completed the definition of standard equipment specifications and held the In-Flight Technical Coordination Meeting (ITCM) for cabin equipment such as seats. The Cabin Equipment Design Review (CDR) meeting is scheduled to be held this year (2026). - In-house Aircraft Cabin Inspections for Passenger Pick-up V.New Aircraft Projects: 777-9 and A350-1000 - In coordination with Boeing and Airbus scheduling, CAL completed the project kickoff meeting and selected a cabin design consultant. The plan for 2026 includes advancing cabin design work and holding the In-Flight Cabin Equipment Technical Meeting (ITCM).	IV.A321neo - Completed the definition of standard equipment specifications for three newly added leased aircraft. - Completed the reception and cabin inspection of 4 self-owned aircraft. V.New Aircraft Projects: 777-9 and A350-1000 - Completed the kickoff meetings for 15 Boeing 777-9 and 15 Airbus A350-1000 aircraft, and proceeded with the related specifications definition and cabin design.	2.1 Trust (P.41) 2.4 Human Resources (P.105)
 Human Capital	Number of New Employees of the Year	645	Continue to attract diverse talent to enhance the company's operational capacity.	2.4 Human Resources (P.105)
	Employee Retention Rate	The employee retention rate for new hires/recruits in 2025 was 89.15%. The employee retention rate at CAL before 2025 was 94.46%.	Compared to 2024, the employee retention rate increased by approximately 2% in 2025.	
	Employee Turnover Rate	4.41%	The turnover rate decreased by approximately 0.85% compared to 2024.	
	Total Training Hours for Employees	427,669 hours	Facilitate educational training to support operational needs.	
	Training Hours for Mid- to Senior-Level Management	13,087 hours	Conduct job-related training and provide additional development resources to enhance management skills and build consensus.	
 Natural	Electricity Consumption	31,679,000 kWh	2,193 kWh	2.3 Environment (P.78)
	Carbon Emissions	8,074,239 tons	Carbon emissions reduction: 49,780 tons	
	Waste Volume	4,854,521 kilograms	Waste reduction: 11,498 kg	
	Water Consumption	105.90 tons	N/A	
	Number of Green Buildings	2	Replacement of the system resulted in the loss of regenerative power information.	
	Percentage of Green Buildings in Total Construction	66.67%	66.67%	
	Solar Photovoltaic Investment (Increase)	Electricity generated: 369,000 kWh	Electricity savings: 369,000 kWh	
	Sustainable Alternative Fuel (Increase)	10264.70 tons	Carbon emissions reduction: 27,605.18 tCO2e	
 Social and Relationship	Number of Public Welfare Activities	10	CAL, with social contribution as its core value, leverages its own capabilities and aviation expertise to engage in long-term public welfare initiatives. During this year's major traditional festivals, CAL continued to care for local elderly in Taoyuan experiencing the "three losses" (disability, lack of support, and dementia) by delivering care packages to convey holiday blessings and warmth. At the same time, CAL utilized its transportation capacity to assist in the transfer and support of disaster relief supplies. In addition, to deepen sustainable development and expand public welfare impact, CAL has continuously allocated resources to multiple disadvantaged groups, foundations, and rural students, ensuring that support initiatives are sustained and achieve long-term benefits. This demonstrates the company's commitment to corporate responsibility and promotes social well-being.	2.1 Trust (P.41) 2.2 Cooperation (P.68) 2.4 Human Resources (P.105) 2.5 Society (P.126)
	Number of Beneficiaries	263,284		
	Community activity number	18		
	Number of Community Participants	28,006		

Value Creation				
Item	Output		Outcome	Relevant Report Sections
 Social and Relationship	Number of External Sponsorships	45	As a member of the international community, CAL has long been committed to public welfare and humanitarian efforts, viewing corporate responsibility as a core mission. In 2025, CAL continued to participate in multinational rescue and relief efforts, leveraging its aviation expertise to support disaster relief operations for the March 28 Myanmar earthquake. CAL provided free transportation services for relief supplies to the Myanmar-Thailand region. At the same time, CAL collaborated with Médecins Sans Frontières and the 3rd Love Without Limits Medical Charity Event, actively engaging in international medical and rescue initiatives. These efforts demonstrate the company's commitment to humanitarian values and its dedication to amplifying social impact through concrete actions. In addition, CAL has long been committed to promoting tourism in Taiwan, supporting arts and culture development, and backing various athletes in international competitions, thereby helping to enhance Taiwan's brand image and expand its visibility on the global stage.	2.1 Trust (P.41) 2.2 Cooperation (P.68) 2.4 Human Resources (P.105) 2.5 Society (P.126)
	Number of Brand Promotion and Advertising Projects	4	Sustainable Environmental Practices: The 2026 calendar production fully implemented environmental protection measures and obtained FSC certification for the first time, with both paper materials and printing inks certified by FSC. The 2025 ITF exhibition lighted signage and inflatable balloons continued the previous year's designs, ensuring visual consistency and resource reuse, thereby embodying the spirit of sustainability. The Public Relations Department discloses ESG awards and actual initiatives through its own platforms and the annual PR report, strengthening CAL's brand positioning in sustainable development.	
	Brand Promotion Project Results	101,000,000	Phoenix City Launch Integrated Marketing: In response to the launch of direct flights to Phoenix (PHX), CAL began rolling out two phases of print advertisements and the promotional video "The Trailblazer" starting in July. The media coverage includes outdoor media in the Taipei Metro, Taoyuan Metro, Taiwan High-Speed Rail, Xinyi, and Hsinchu commercial districts, as well as television news channels, taxi media, digital networks, and print media. Overall media reach totaled 460 million impressions, successfully driving an average load factor of nearly 80% after the commencement of operations. 2025 ITF Taipei International Travel Fair: After eight months of preparation and cross-departmental coordination, the exhibition featured aerial suspended scenery combined with LINE digital stamp collection technology interaction, showcasing an innovative brand image and winning the event's "Best Exhibition Award." The total attendance over four days reached 365,000 visitors. CAL's booth participation hit a recent high, distributing 22,000 challenge gifts and gaining 9,493 new LINE official friends. A total of 28,802 tickets were issued both online and at the physical travel exhibition, representing a 71.98% increase compared to last year, effectively boosting sales momentum. Zootopia 2 Special Livery Project: Completed the installation of aircraft decal materials and related coordination. In October, launched the print drafts "Aircraft Painting Edition" and "Phoenix City Edition," as well as the video "Takeoff Edition." Starting in November, outdoor advertisements were placed at Shin Kong Mitsukoshi A8, reaching over 4.25 million impressions. Additionally, a documentary video was produced, supporting the visual production for a private film screening event and promotional materials for various departments, sustaining public engagement. Promotion of the 2026 Desk Calendar: On October 28, a press release was issued, resulting in 20 reports by online media; the calendar promotional video received over 28,000 social media exposures and was integrated with a check-in activity at the ITF Travel Fair to enhance engagement and brand visibility.	
	Customer Satisfaction Results	Passenger Net Promoter Score (NPS): 73.3	According to the passenger satisfaction survey results from January to December 2025, the Net Promoter Score (NPS) reached 73.3, exceeding the target of 69 and improving from 72.5 in 2024. This demonstrates passengers' strong recognition of CAL's overall service quality. Looking ahead to 2026, CAL will continue to use the passenger satisfaction questionnaire as an important management tool for service improvement, and has completed the optimization of the questionnaire's overall framework to more accurately collect passengers' service experiences as a basis for strengthening subsequent service improvement. Additionally, the NPS target will be increased from 69 in 2025 to 70.5, as part of ongoing efforts to meet passenger expectations and to deliver a flight experience with greater competitiveness.	
	Number of Customer Complaints	23,675	In 2025, CAL carried a total of 11,746,082 passengers, an increase of 281,660 passengers or 2.46% compared to 11,464,422 passengers in 2024. The number of customer complaints in 2025 was 23,675, rising by 2,905 cases or 13.99% from 20,770 cases in 2024.	
	Cargo Satisfaction Results	89.1	In 2025, CAL carried a total of 11,746,082 passengers, an increase of 281,660 passengers or 2.46% compared to 11,464,422 passengers in 2024. The number of customer complaints in 2025 was 23,675, rising by 2,905 cases or 13.99% from 20,770 cases in 2024.	
	Number of Cargo Complaints	0	All destinations continue to provide customers with relevant cargo services and are committed to further improving service quality.	
	Number of Partners	20	Continuing to Develop National Aviation Talent	
	Number of Collaborative Projects	5	Continuing to Develop National Aviation Talent	
	Number of Industry-Academia Collaborations	40	Continuing to Develop National Aviation Talent	
	Number of sustainable supply chain risk assessments conducted in the reporting year	121	The number of sustainable supply chain risk assessments in 2025 increased by approximately 109% compared to 2024. Scores across all four dimensions and the overall average also improved compared to last year. Among them, the average scores in the environment and society dimensions each increased by more than 5 points, and the average score for each dimension exceeded 90 points.	
	Number of sustainable supply chain audits conducted in the reporting year	79	The number of sustainable supply chain audits increased by approximately 14% in 2025 compared to 2024.	

1.3.2 True Value of China Airlines

In order to embrace mutual prosperity along with our stakeholders and endeavor to create sustainable value for all stakeholders, CAL based on China Airlines’ economic, environmental, and social reporting boundaries has integrated six forms of capital (financial, natural, manufactured, intellectual, human, and social relationship) to its corporate vision and strategy, introducing the concepts of true value to monetize the environmental and of social externality’s costs and benefits. This true value is viewed as an important reference point for corporate sustainability, and it helps all stakeholders understand the Company’s sustainability performance.

Procedures for Assessing True Value



True Value

The assessment results indicate that in 2025, CAL’s traditional financial performance (EBITA) increased slightly from 2024, reaching TWD 42.99 billion. The true value generated by CAL across economic, environmental, and social dimensions amounted to approximately TWD 59.33 billion in 2025, representing an increase of approximately TWD 16.35 billion over traditional financial performance (EBITA) and TWD 4.55 billion more than the true value generated in 2024.

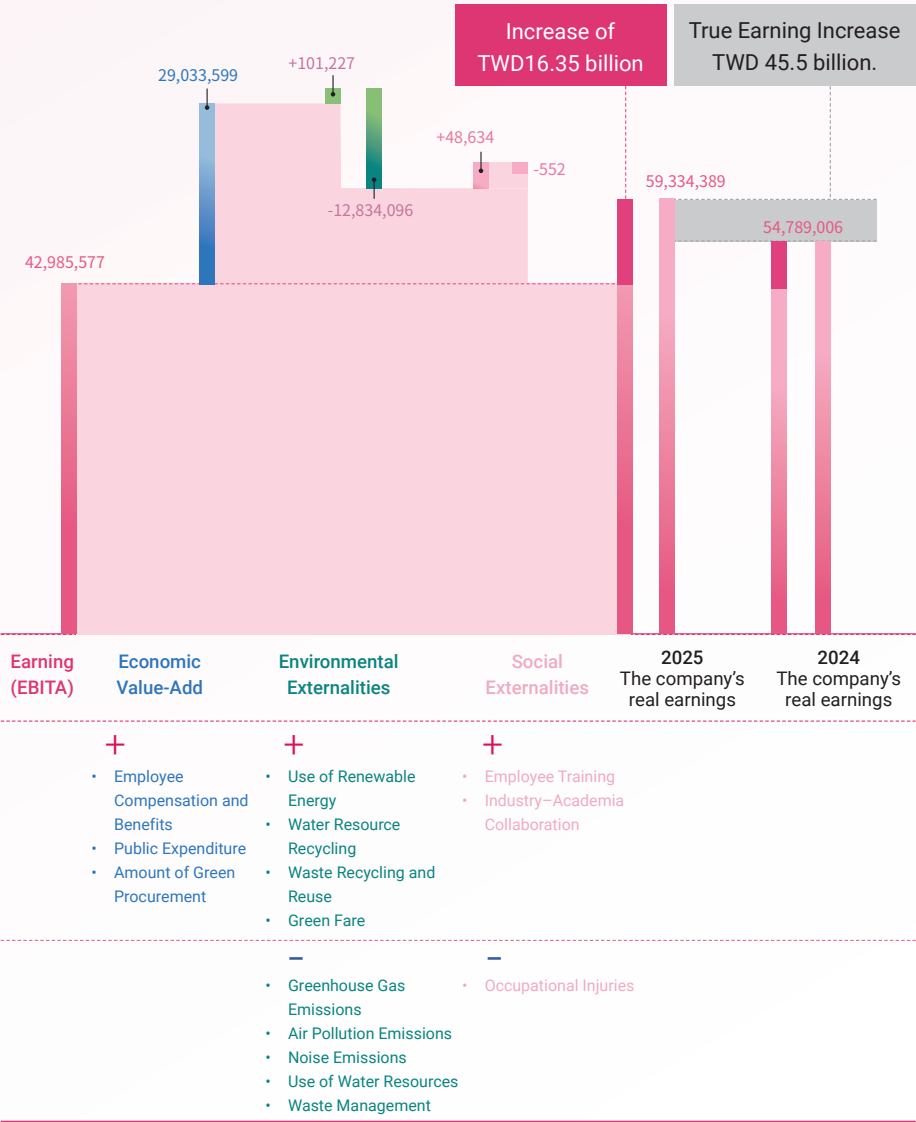
Notably, the positive environmental impacts of “renewable energy usage” and “waste recycling and reuse” increased significantly in 2025 compared to 2024, rising by 99.54% and 14.33%, respectively. In addition, due to the operational characteristics of the aviation industry, “greenhouse gas emissions” and “noise pollution” continued to be the primary sources of negative impacts. These negative impacts decreased by 1.47% and 22.85%, respectively, compared to 2024.

The results demonstrate CAL’s active investment in environmental sustainability initiatives such as “fleet modernization,” renewable energy use, and waste recycling and reuse. In response to the negative impact of greenhouse gas emissions, CAL has continued to allocate resources toward fleet renewal and has further strengthened fuel-efficiency enhancement measures through its dedicated Aircraft Fuel Efficiency Management Team to reduce greenhouse gas emission impacts.

Overall, of the true value generated by CAL in 2025, environmental external costs amounted to approximately TWD 12.73 billion, while positive impacts from economic value added and positive social externalities generated approximately TWD 29.08 billion in benefits.

True Value of China Airlines

(Unit: TWD thousand)



1.4 Stakeholder Communication and Materiality Analysis

GRI 2-26, 2-29

1.4.1 Stakeholder Engagement

China Airlines' eight primary stakeholders include employees (including other workers), customers, investors, government, partners (suppliers and contractors), society, media, and associations (including aviation organizations). When evaluating stakeholder concerns, we also consider a broad range of stakeholders such as business partners, non-governmental organizations (NGOs, associations), and disadvantaged groups. In addition to using materiality analysis questionnaires to understand stakeholder concerns regarding sustainability topics, we have established dedicated stakeholder sections on the China Airlines website tailored to the attributes and needs of each stakeholder group. These sections provide open communication channels and platforms. Stakeholders can express suggestions or concerns regarding China Airlines' business policies and practices through these individual communication channels and platforms to convey their needs and expectations. Furthermore, China Airlines reports to the Board of Directors at least once a year on the status, frequency, and actual content of stakeholder communications. The results of stakeholder communication and discussions for 2025 were reported to the Board on March 11, 2026.)



Stakeholder Contact

Communication frequency icon diagram



Employees

We view our employees as our most valuable assets. CAL has improved and optimized working conditions and the working environment to establish a safe and growing work place. CAL is dedicated to maintaining harmonious labor-management relations through unimpeded communication channels, thus creating a win-win situation

Material Issues	Key Points
- G Governance and Business Integrity - G Customer Satisfaction - G Information Security - S Flight Safety Management - S Occupational Safety and Health	- Recruitment and Retention - Employee development, rights and interests, healthy and safe workplace
Corresponding Chapter	Communication Channels and Frequency
2.4 Human Resources	4-6/365 Labor-management meetings - China Airlines newsletter
2.3 Environment	- Labor Unions - China Airlines Retirees Portal - Employee suggestion boxes - Meetings of the Occupational Safety and Health Committee - Employee feedback website

Communication Results

- Employee Engagement: The most recent employee engagement survey was conducted in December 2024, yielding a score of 7.9 out of 10. This score is higher than that of the previous survey conducted in 2022. (CAL generally conducts this survey every two to three years.)
- Attracting, Cultivating, and Retaining Talent: CAL invests generously in employee training and development. In 2025, training expenditures reached approximately TWD 456 million, continuously fostering professional and managerial talent.
- Labor Relations and Communication: In addition to clearly defined policies prohibiting discrimination, the company has established various communication channels and grievance procedures, with grievance handling statistics also publicly disclosed. In 2025, six labor-management meetings were held at the headquarters, and the process was peaceful without any deterioration.
- Information Security and Privacy Management Employee Training: CAL is committed to conveying the importance of information security and personal data protection, as well as the related codes of conduct, to all employees through multiple training sessions held annually. In 2025, a total of 10,950 participants attended privacy management education and training sessions.

Highlights of Communication Results

- On January 15, 2025, CAL and the China Airlines Employees Union signed their seventh collective agreement, reaching consensus on 79 articles with a term of three years. Both parties continue to enhance existing labor conditions and benefits, building on a solid foundation to maintain good labor relations. In this negotiation, both labor and management demonstrated utmost goodwill, working together to care for all employees. Additionally, CAL and the Taoyuan Union of Pilots signed a collective agreement on December 29, 2021. In principle, the group agreement is renegotiated every three years. Due to the continuation of a collective bargaining agreement before labor and management renew the contract, the stipulations concerning working conditions in the collective agreement remain applicable in accordance with the law during the transition period.
- CAL has established the Occupational Safety and Health Committee in accordance with laws. It convenes a meeting every three months to review and coordinate occupational safety and health issues. The discussions are compiled into meeting minutes which are announced on the Intranet.
- Awarded Asia's Best Employer: CAL's related efforts were recognized with the "HR Asia Best Companies to Work for in Asia" award in 2025, marking the third consecutive year receiving this honor.

Customers

Customers are our main source of revenue. CAL listens to customers and protects their rights and interests in order to meet customers' expectations

Material Issues	Key Points
- G Governance and Business Integrity - G Customer Satisfaction - G Information Security - S Flight Safety Management - S Privacy Management	- Customer Relations Management - Protecting customers' rights and interests: privacy, food safety, and in-flight drinking water quality - Providing an information integration platform for flight changes during the pandemic - Increase of green consumption awareness - Demand increase on green transport
Corresponding Chapter	Communication Channels and Frequency
2.1 Trust	- Customer satisfaction survey - CAL's website, CSR website, Facebook / Instagram, e-mail, text messages, and In-flight entertainment
2.3 Environment	- Global business meetings - Customer-service hotline - Taiwan business meetings - Discussions with travel agencies - Corporate customer visits

Communication Results

- Overall Passenger Net Promoter Score (NPS): 73.3
- Cargo Satisfaction Score: 89.1 Points
- Maintenance Division satisfaction rate was 8.45 (score out of 10)
- Sustainable-themed Boarding Videos: A Selection of 23 Films
- The official website of China Airlines states in its "Privacy Protection Policy" that personal data is collected, processed, and utilized in a reasonable and secure manner for authorized purposes.

Highlights of Communication Results

- CAL, with a focus on enhancing the passenger experience, continuously optimizes its website and booking functions. By integrating and streamlining system architecture, passengers can complete all travel-related services in one place on the official website, thereby strengthening the overall quality of the digital platform services. At the same time, CAL utilizes social media platforms such as Facebook, Instagram, and Line to communicate with fans and consumers, enhancing overall customer satisfaction.
- CAL promoted and broadcasted a boarding video under the idea of "Beauty of Taiwan, Sustainable China Airlines, We are all here." Inviting passengers to embark on CAL's flights together, the video showcases the beauty of Taiwan from high above and proclaims to the world that environmental conservation is our responsibility.

Investors

Regardless of amount, all investors are contributors to CAL. CAL treats all investors equally, and makes the information available to each investor as consistent as possible

Material Issues

- G Governance and Business Integrity
- G Information Security
- G Customer Satisfaction
- S Flight Safety Management

Key Points

- Operational results
- Risk management model
- Flight safety and passenger transport

Corresponding Chapter

- 3.1 Governance Framework
- 2.1 Trust
- 2.3 Environment

Communication Channels and Frequency

- 365 Shareholders' Meeting
- 365 Road shows
- Shareholders hotline / mailbox
- N Interviews

Communication Results

- Continue to announce and respond with operation-related results according to laws, regulations, and investors' demand
- To identify the related risks in processing of personal data, the Company has established standard operation procedures for the classification of personal data files and implements regular review as the basis for planning the risk management mechanisms.

Highlights of Communication Results

- The shareholders' meeting was held on May 28, 2025. During the meeting, shareholders raised questions regarding the financial report and aircraft acquisition evaluation. All inquiries were addressed and answered either directly by the Chairman or by designated personnel. For details, please refer to the minutes of the [2025 Annual Shareholders' Meeting](#).
- In 2025, CAL was invited to participate in four institutional investor conferences organized by securities firms on March 12, June 5, August 26, and November 12. During these sessions, CAL presented an overview of its overall operations, management plans, and outlook. For details, please refer to the presentations from the [2025 investor conferences](#).
- The company has demonstrated stable operational performance post-pandemic. Given the continued strong demand for passenger services and the growth in the air cargo market driven by global e-commerce and electronic product demand, it is expected to sustain overall operational cash flow and enhance the company's profitability. In October 2024, Taiwan Ratings Corp. announced an upgrade of CAL's long-term credit rating to "twA-" and maintained the short-term credit rating at "twA-2," with a "stable" outlook.
- Integrate the TCFD and TNFD frameworks to disclose natural and climate change management information in the sustainability report, and independently publish the TCFD report.

Government

The aviation industry is a regulated franchise sector. The China Aviation Development Foundation, a nonprofit foundation supervised by the Ministry of Transportation and Communications, is the largest shareholder of CAL and exerts influence over the Company's management.

Material Issues

- G Governance and Business Integrity
- G Fleet Development and Innovation
- G Information Security
- S Flight Safety Management

Key Points

- Communication and implementation of relevant laws and regulations
- Supporting campaigns for business development, establishment, and research activities in civil aviation
- Sharing of important industry information

Corresponding Chapter

- 3.1 Governance Framework
- 2.1 Trust
- 2.3 Environment

Communication Channels and Frequency

- N Missives
- N Participation in public hearings, seminars, and negotiation forums
- N Visits
- N Organization of or participation in business seminars and audits
- N Participation in projects
- N Participation in initiatives
- N Audits

Communication Results

- Selected as one of the top 21%-35% excellent companies in the 10th Corporate Governance Evaluation for listed companies.
- CAL was selected for the Taiwan High Compensation 100 Index and the Taiwan Employment Creation 99 Index
- Discussed flight safety issues and exchanged information in through seminars to improve flight safety
- Initiate the greenhouse gas inventory and verification guidance operation for subsidiary companies in the consolidated financial statements

Highlights of Communication Results

- At the "2025 International Summit on Aviation Safety Management" organized by the Civil Aviation Administration, CAL presented a special report on the "Impact of GNSS Interference on Flight Operations." CAL shared operational practices and risk management experiences, engaged in exchanges with international aviation authorities and industry stakeholders, and continued to deepen research and international cooperation on flight safety. These efforts aim to strengthen operational resilience, promote a culture of aviation safety, and actively ensure passenger safety and the company's sustainable development.
- To strengthen and consolidate the perspectives and awareness of aviation security personnel in response to the highly uncertain and diverse threats in the future aviation security environment, and to continuously enhance aviation security awareness by drawing on relevant experiences to truly implement the spirit of "Security for All," CAL hosted the 2025 Aviation Security Conference, hosted by the Civil Aviation Administration. Approximately 140 participants from the Civil Aviation Administration, Aviation Police Bureau, Taoyuan Airport Corporation, domestic airlines, and related enterprises attended the event.
- Participated in six sessions of the Civil Aviation Administration's Global Market-Based Measure (GMBM) Working Group meetings, the Ministry of Transportation's flagship decarbonization action plan social communication meetings, and Sustainable Aviation Fuel (SAF) consultation meetings.

Partners (Suppliers and Contractors)

Service provided by suppliers and contractors is one of the key factors for CAL to provide services that satisfy customers

Material Issues		Key Points
G Governance and Business Integrity	G Customer Satisfaction G Information Security	S Flight Safety Management S Privacy Management • Sustainable Supply Chain Management
Corresponding Chapter	Communication Channels and Frequency	
2.1 Trust 2.2 Cooperation 2.3 Environment	N TEL N email	N Coordination meetings N Business visits 1 182 Site inspections
Communication Results		
- Supplier Code of Conduct Signing Rate of Critical Tier-1 Suppliers 100% - The amount of green procurement in 2025 increased by 62% compared to 2024. - In 2025, the Group Sustainability Governance Communication Meeting and the Group Environmental Management Communication Meeting were convened.		

Highlights of Communication Results

- In November 2025, a supplier conference was held with 23 suppliers in attendance, totaling 30 participants. The conference covered international sustainability trends, emphasizing the importance and urgency of environmental sustainability and the circular economy. It aimed to deepen suppliers' understanding of carbon reduction and biodiversity protection. Additionally, the conference shared how the aviation industry is responding to sustainable development, explored domestic and international sustainability governance and disclosure trends, and discussed topics such as CAL's sustainable operations and development, as well as the application of carbon reduction and sustainable aviation fuel (SAF). We distributed the briefing materials of the event in Chinese and English to tier-1 suppliers in Taiwan and overseas who could not attend the meeting so that all suppliers can gain a better understanding of CAL's sustainability philosophy
- Since 2018, China Airlines (CAL) has convened annual group management meetings and value chain sustainability communication sessions with its group partners.

Society

Social support is the key to our success. As an economic entity in society, CAL continuously contributes to the economy while fulfilling our corporate social responsibilities

Material Issues		Key Points
G Governance and Business Integrity G Customer Satisfaction G Information Security	S Flight Safety Management S Privacy Management S Green Services and Sustainable Catering	• Support for social development • Assumption of social responsibility • Create a sustainable society
Corresponding Chapter	Communication Channels and Frequency	
2.1 Trust 2.3 Environment	2.4 Human Resources 2.5 Society	N Charity events N Community activities R/ News releases D Online mailbox
Communication Results		
- In 2025, CAL's charitable and public welfare initiatives benefited a total of 1,950,189 individuals. - CAL prioritizes environmental protection as a key aspect of its corporate operations. In 2025, no major environmental pollution incidents occurred. The company continuously promoted energy conservation, carbon reduction, and environmental management measures, effectively implementing the concept of environmental sustainability and related policies.		

Highlights of Communication Results

- As a member of the international community, CAL has long been committed to public welfare and humanitarian efforts, viewing corporate responsibility as a core mission. In 2025, CAL continued to participate in multinational rescue and relief efforts, leveraging its aviation expertise to support disaster relief operations for the March 28 Myanmar earthquake. CAL provided free transportation services for relief supplies to the Myanmar-Thailand region. At the same time, CAL collaborated with Médecins Sans Frontières and the 3rd Love Without Limits Medical Charity Event, actively engaging in international medical and rescue initiatives. These efforts demonstrate the company's commitment to humanitarian values and its dedication to amplifying social impact through concrete actions.
- In addition, CAL has long been committed to promoting tourism in Taiwan, supporting arts and culture development, and backing various athletes in international competitions, thereby helping to enhance Taiwan's brand image and expand its visibility on the global stage. In 2025, CAL held three Charity Sport Camps, integrating sports activities with social welfare to encourage children to bravely pursue their dreams and take flight.

Media

Media reports and comments on CAL affect CAL's reputation and image

Material Issues		Key Points
G Fleet Development and Innovation	S Flight Safety Management	• Collection of issues of stakeholders' concern and promotion of transparent communication
Corresponding Chapter	Communication Channels and Frequency	
2.1 Trust 2.3 Environment 2.4 Human Resource	N News releases N Press Conference	N Interviews N Proactive Communication of Industry Information
Communication Results		
Released 150 announcements (including press releases, statements, revenue reports, and news announcements) in 2025		
Highlights of Communication Results		
CAL has long been committed to ESG sustainable development and continuously discloses its sustainability achievements proactively. These efforts include annual events supporting disadvantaged groups, employee beach cleanups, and charity sports camps. CAL also participates in the SkyTeam Sustainable Flight Challenge and once again hosted a marathon event in 2025. For different types of activities, CAL plans corresponding press releases, media interviews, and feature reports to strengthen its positive corporate image in sustainable development. In 2025, CAL held a total of 25 press conferences and media interview events, as well as 10 feature interviews.		

Associations (including Aviation Organizations)

CAL participates in association, international organization, and aviation alliance meetings and seminars, to exchange opinions and get an early grasp on changes to aviation-related laws and regulations, thus ensuring compliance of our business activities

Material Issues	Key Points
G Sustainable Supply Chain Management G Information Security S Flight Safety Management S Privacy Management	- Collection of trends at home and abroad and promotion of business operations - Coordination of business relationships and promotion of mutual benefits - Improvement of flight safety through discussions on safety issues, information exchange, and sharing security management experience

Corresponding Chapter		Communication Channels and Frequency	
2.1 Trust	M R R	Participation in project meetings	R Organizing or participating in summits, executive
2.3 Environment		Participation in work seminars	summits, committees, and coordination meetings
		Telephone, e-mail, and exchange	R Participation in government-convened meetings
		platforms	
Communication Results			
In 2025, we actively participated in over 46 meetings of domestic and international organizations and aviation alliances such as TAA, ICAO, IATA, SkyTeam, and AAPA. We engaged in in-depth discussions on the management, response strategies, and actions regarding environmental sustainability issues within the industry, actively seeking consensus and feasible solutions.			
Highlights of Communication Results			
- China Airlines expressed support for SkyTeam's sustainability initiatives and participated in the Airline Challenge (TAC) program competition, winning the "Best Forward-looking Strategy Award" in 2025. - CAL regularly participates in IATA environmental sustainability policy communication meetings. Through the AAPA Environmental Committee (EC), CAL advocates for and promotes aviation sustainability. Additionally, CAL engages in over 20 discussions and exchanges on topics such as SAF, sustainable cabins, carbon footprint calculators, and illegal wildlife trafficking, through domestic and international organizations as well as airline alliances. - Actively participated in over 10 sessions of communication and exchange on sustainability issues with airline alliances such as SkyTeam, including pre-meetings for the Aviation Challenge and Sustainable Development Goals (SDG) consultation meetings, to learn and deepen environmental sustainability management strategies and measures. - CAL participates in the IATA CO₂ Connect flight carbon footprint data sharing program, aiming to understand the improvement and development trends of international carbon footprint calculation tools. Through data and practical experience exchange, we are committed to contributing to the sustainable development of the global airline industry. - As SkyTeam increasingly emphasizes sustainability issues, we actively participate in discussions on sustainability, aligning with the specific United Nations Sustainable Development Goals (UNSDG) set by SkyTeam. We provide timely recommendations at high-level meetings such as the Executive Board and project groups like the Sustainability Advisory Group.			

1.4.2 Participation in External Advocacy Organizations

GRI 2-28

Based on a position of political neutrality and to avoid lobbying expenditures or donations to other tax-exempt organizations that could harm the company's reputation and pose corruption risks, CAL has never engaged in political lobbying expenditures or provided political contributions. CAL's policy considerations for participating in organizational initiatives and paying membership fees focus primarily on international environmental initiative organizations and nonprofit organizations within the international aviation industry that influence public policy. Through participation in these initiatives and organizations, CAL aims to promote industry exchange and development to achieve contributions and benefits. Therefore, CAL actively participates in various initiatives and organizations related to aviation industry operations and development, corporate sustainability, environmental, and other professional fields. In 2025, approximately TWD 48.53 million was invested in organizational initiative activities (TWD 45.11 million, about 92.96%, in aviation industry operations and development; the remaining TWD 3.41 million, about 7.04%, in corporate sustainability, environmental, and other professional fields). Detailed participation expenses are provided in the ESG data and Appendix - Organizational Initiative Policy Donations and Other Expenditures.

Memberships

Airline Development

International Air Transport Association (IATA)



CSR Work Group, Carbon Offsetting and Reduction Scheme for International Aviation Work Group (CORSIA), Air Freight Carbon Footprint Work Group; observer of the Industry Affairs Advisory Council (IAAC)

CAL's Role and Participation

CAL kept in close touch with IATA headquarters and IATA North Asia and participated in meetings, industry committees and task forces (Member of the SEAC Operations Advisory Committee), and served as a member of Sustainability and Environment Advisory Council. It was also involved in environmental discussions relevant to international civil aviation, and supports research and studies of related environmental subjects.

Contributions and Benefits in 2025

- CAL helped the Executive Committee under IATA plan, supervised and implemented the policies and strategies for environmental management and sustainable development of the global aviation industry to ensure that related carbon reduction targets meet the global carbon reduction targets set in the Paris Agreement of the UN.
- Monitoring developments in sustainable aviation fuel to provide reference for government policy-making, continuously promoting industry training operations, and joining the IATA SAF Matchmaker platform to obtain supplier and pricing information related to the industry.
- In 2025, CAL continued to participate in the IATA Carbon Footprint Data Sharing Program, contributing substantively to the environmental sustainability of the global aviation industry through the sharing of industry-wide data and exchange of practical experiences.
- CAL participated in the IATA 25BY2025 program to periodically monitor aviation industry professionals, improve the gender balance, and enhance gender equality in the industry.

Association of Asia Pacific Airlines (AAPA)



Founding Member

CAL's Role and Participation

- The Company is a founding member of AAPA, exerting every effort to facilitate the cohesion of operators in the Asia-Pacific region and dedicating ourselves to advocating for the development of aviation industry players in the Asia-Pacific region.
- CAL also actively participates in Environmental Working Group (EWG) meetings.

Contributions and Benefits in 2025

- In 2025, AAPA continued to focus on environmental issues, gathering member airlines' carbon reduction initiatives and experiences, and held in-person and virtual meetings to learn from the practices of other member airlines.
- In response to the Paris Agreement initiative and committed to achieving the AAPA member airlines' joint goal of reaching a 5% SAF usage rate by 2030, we call on governments in the Asia-Pacific region, fuel producers, regional airports, and other related industry organizations to collaborate. This collaboration aims to accelerate the global supply chain's ability to provide sufficient SAF to meet the aviation industry's needs and to continue efforts to reduce carbon emissions in the aviation sector.
- The AAPA continues to focus on sustainability issues in the aviation industry and regularly holds virtual and in-person meetings to gather information on the sustainable development strategies and regulatory changes of member airlines and various countries. It provides recommendations on policy and technology aspects as a reference for the future sustainable development strategy of our company.

SkyTeam

Alliance Board and Executive Board Member



CAL's Role and Participation

CAL became the fifteenth member of SkyTeam on September 28, 2011, and was the first airline in Taiwan that joined SkyTeam. To optimize services and markets in the aviation industry, CAL attends working meetings at all levels, as well as annual meetings held by the Executive Board and the Alliance Board on a regular basis.

Contributions and Benefits in 2025

- SkyTeam helps CAL consolidate and strengthen our global flight network and cooperation with other member airlines enables CAL to connect Taiwan and major destinations around the world.
- Participated in the 2025 Aviation Challenge (TAC) to enhance the airline's international visibility.
- Actively participating in alliance Sustainable Development Goals (SDGs) communication meetings, seeking consensus and feasible environmental sustainability strategies and initiatives, and ensuring alignment with the goals of the Paris Agreement.

Taipei Airlines Association (Taipei Airlines Association, TAA)

Director



CAL's Role and Participation

TAA was established in March 1990, and our company was one of the founding member airlines. We serve in an advisory and coordinating capacity, acting as a bridge of communication between the government and the industry. Participating in the annual Member Representative Assembly (once a year) and board meetings, CAL regularly communicates and implements government directives and participates in various government meetings to actively advocate for the interests of the aviation industry.

Contributions and Benefits in 2025

- In coordination with various central agencies to combat human trafficking, CAL arranges training courses for relevant staff members to recognize and report human trafficking cases. Additionally, at airport operations, flexible reminders are provided to foreign travelers to fill out contact information at the counter desks upon arrival at the originating station, facilitating subsequent emergency contact and support operations.
- In light of global warming and extreme climate changes, there is an increasing trend in the risk of bird strikes on aircraft performing flight missions at our country's airports. TAA has therefore assisted in sending a letter to the Civil Aviation Administration and Taoyuan Airport Corporation, reflecting the risk situation of bird strike incidents at relevant domestic airports and providing recommendations to effectively improve flight safety management.

Flight Safety Foundation-Taiwan (FSFT)

Managing Director, Director



CAL's Role and Participation

CAL serves as the managing director and the conveners of director, to participate in governance decision-making, establish government-industry-university-institute cooperation mechanism to promote international regulations studying, strategic research and engagement related to international aviation safety.

Contributions and Benefits in 2025

- CAL is responsible for the promotion and establishment of mechanisms for collecting and studying laws and regulations, educational promotion related to international aviation safety and environmental sustainability, and to give advice on amendments or countermeasures for improving national legislation and aviation industry competitiveness.

Corporate Sustainability

Association of Atmosphere Protection in Taiwan (AAPT)

Executive Director



CAL's Role and Participation

CAL participates in the decision-making of organizational management, and promote the strategic engagement of the government-industry-university-institute in response to the issues of global atmospheric protection and climate change.

Contributions and Benefits in 2025

- CAL helped facilitate the communication between the industry, the government, and the academia about policies, laws, academic research, technology research and development, counseling, and services pertaining to atmosphere protection and climate in Taiwan.

Taiwan Center for Corporate Sustainability (TCCS)

Advisory Director



CAL's Role and Participation

CAL acted as one of the advisory directors to participate in the training and operation of the Center for Corporate Sustainability. CAL served as the lecturer to communicate the Company's actions for sustainability from time to time based on the themes of the Center's meetings. CAL participated in a series of training courses on corporate sustainable competitiveness and seminars on the corporate sustainability report and related issues organized by the Center for Corporate Sustainability to improve its knowledge of industrial practice and latest trends.

Contributions and Benefits in 2025

- CAL, serving as a board member of the Advisory Council—the highest decision-making body of the Taiwan Corporate Sustainability Research and Training Center—prioritizes staying informed on the development trends of sustainability regulations, policy analysis, technical specifications, and standards formulation. Through this platform, CAL also advocates for the industry.

Demonstration Alliance for Circular Light Oil from Waste Plastic Packaging

Member

CAL's Role and Participation

Participated in alliance activities by providing enterprises or related companies with information on waste plastics suitable for conversion into jet fuel, promoting the development of the SAF production industry chain and related technologies from waste plastics, and establishing a domestic low-carbon circular polyolefin raw material supply chain.

Contributions and Benefits in 2025

- On October 31, 2025, CAL participated in an alliance exchange meeting, engaging with six other industry players and the Industrial Technology Research Institute to discuss technological and market developments related to the conversion of waste plastics into recyclable light oil.
- Through cross-industry collaboration, the aviation sector can transform existing waste into reusable circular materials, thereby achieving resource recycling and carbon reduction goals, while working together with industry partners to promote sustainable development.

Environmental Protection Administration Net-Zero Green Lifestyle Partnership

Vice Chair and Advisory Group Member

CAL's Role and Participation

The "Net-Zero Net-Zero Green Lifestyle Partnership" is one of the 12 key strategies for Taiwan to achieve its 2050 net-zero emissions target. China Airlines has been invited to serve as a Vice Chair and a member of the Advisory Group, assisting the Ministry of Environment in connecting industries across sectors to promote green lifestyle concepts in various aspects of daily life and to build a net-zero sustainable lifestyle.

Contributions and Benefits in 2025

- Invited by the Ministry of Environment to deliver a keynote speech at the Alliance's inauguration.
- Invited to participate in the "2025 Information Month x Taiwan EdTech Expo," sharing experience in carbon reduction for business travel and serving as a keynote speaker.

External Advocacy and Evaluation Support

2017-2025

Buckingham Palace Declaration

At the 73rd IATA Annual General Meeting in June 2017, CAL signed the Buckingham Palace Declaration against illegal wildlife trafficking. CAL has worked with 79 other airlines to stamp out the transport of illegal wildlife in conformity with the UN's SDGs.



Buckingham Palace Declaration

2016-2025

S&P Global Corporate Sustainability Assessment (CSA)

China Airlines supports S&P Global in promoting global sustainable development information disclosure. Since 2015, it has proactively completed the CSA questionnaire, disclosing management objectives, strategies, and practices in the environmental, social, and economic/governance dimensions. In 2025, CAL achieved the highest global score in the CSA and was honored in 2026 with a Top 1% ranking in the Sustainability Yearbook for the aviation industry.



2012-2025

Pacific Greenhouse Gases Measurement (PGGM)

Since 2012, the Company has participated in the PGGM by installing the In-service Aircraft for a Global Observing System (IAGOS) Package-1 in its aircraft cabins to collect trans-Pacific high-altitude gas data for global warming and climate studies conducted by science agencies around the world. To strengthen greenhouse gas monitoring operations and collect more data on the types of high-altitude air and changes for global atmospheric and greenhouse gas research, CAL commenced collaboration with National Central University, In-service Aircraft for a Global Observing System (IAGOS) of the EU, and Japan Aerospace Exploration Agency (JAXA) to install Package-2, the add-on components for Package-1 in 2023. It will monitor changes in the concentration of NO_x, CO₂, and CH₄. CAL became the second airline company in the world and the first airline company in Asia to be fitted with laser sensors for precision detection of CO₂ and CH₄. The project also promoted collaboration in scientific research between Taiwan, Japan, and the EU. By the end of December 2025, CAL assisted in collecting high-altitude atmospheric data from a total of 23,167 flights.

2012-2025

Carbon Disclosure Project (CDP)

CAL supports CDP in promoting the global environmental disclosure system to enhance the management of issues related to carbon, water, and forests worldwide. CAL is Taiwan's first service provider to independently review greenhouse gas emissions generated from its operations and respond to the CDP questionnaire. Since 2012, CAL has conducted greenhouse gas inventory training and surveys of greenhouse gas emissions for its affiliates on a regular basis and disclosed its climate governance, strategies, management of risks and opportunities, indicators and targets, greenhouse gas emissions, and reduction management and performance. CAL has been recognized as a benchmark enterprise. In the future, CAL will continue to review and improve carbon management strategies through participation in the CDP. For seven consecutive years, CAL has been rated at the Leadership level in the Supplier Engagement Assessment (SEA) by the CDP organization.



2022-2025

Science-Based Targets Initiative (SBTi)

China Airlines actively responded to international carbon reduction initiatives by being the first to sign the Science Based Targets initiative (SBTi) in 2022. The company continuously refines its carbon reduction targets according to the guidelines. In June 2024, China Airlines became the first transportation service provider in Taiwan to officially pass the SBTi organizational review. It was also recognized for aligning with the science-based pathway of limiting global average temperature rise to 1.5°C, as outlined in the United Nations Framework Convention on Climate Change - Paris Agreement. This demonstrates that China Airlines' carbon reduction goals are in line with international sustainability trends, establishing it as a leader in the domestic industry.

2008-2025

Earth Hour

CAL has supported the event since 2008 by working with the Group's partners, providing support through concrete actions, and urging the public to take notice of the impact of global warming and climate change through media outlets.

2018-2025

Task Force on Climate-related Financial Disclosures (TCFD) / Task Force on Nature-Related Financial Disclosures (TNFD)

CAL became Taiwan's first airline to publicly sign and adopt the Task Force on Climate-Related Financial Disclosures (TCFD) in 2018. CAL works actively to make TCFD part of the company's management system. In 2019, we assisted in completing the translation of the TCFD guidelines into Traditional Chinese and participated in several industry-government-academia promotional activities. Since 2021, we have annually published an independent Task Force on Climate-Related Financial Disclosures report showcasing the results of internal management through press releases and social media channels. In 2024, we further followed the Task Force on Nature-Related Financial Disclosures (TNFD) to integrate the TCFD operational mechanism, enhancing the management of nature and climate issues. In response to Taiwan's financial regulatory requirements and international sustainability disclosure trends, CAL launched the "IFRS Sustainability Disclosure Standards Implementation Project (IFRS S1/S2)" in 2025. Given the high consistency and continuity between the climate-related information disclosed under TCFD and the requirements of IFRS S2, CAL uses the TCFD management and disclosure framework as a key basis for aligning with the IFRS S2 climate.

TCFD/TNFD Report



Assessment of Climate-Related Lobbying Activities and Industry Association Participation

CAL actively participates in public affairs activities. In accordance with the "Procedures for Participation in Domestic and International Tourism Organizations" established by the Public Affairs Department under the Social Value Group of the Corporate Sustainability Committee, and the "Operational Guidelines for Participation in International Advocacy Organizations" set by the ESG Task Force of the Corporate Development Office under the Sustainable Development Basic Group, CAL evaluates and reviews all public affairs. Participation decisions are based on whether involvement will benefit ESG promotion, corporate policies, or operational objectives. All engagement in relevant industry policy formulation and membership in industry associations are conducted in compliance with these procedures. To fulfill corporate social responsibility and promote industry development, CAL has actively participated in climate-related communication meetings organized by the Taiwan government and industry associations. From 2018 to 2019, CAL hosted SAF industry-academia-government seminars and forums, inviting the Taiwan government and industry stakeholders to enhance domestic awareness of SAF issues. Since 2022, CAL has proactively developed SAF advocacy materials and, in collaboration with the Taipei Airlines Association, directly lobbied the Taiwan government on climate-related activities, facilitating the formation of a domestic SAF supply chain. CAL supported the Civil Aviation Administration's SAF pilot program held on April 23, 2025. In response, CAL not only participated in the practical application of SAF but also collaborated with domestic and international oil companies and supply chain enterprises. Together with CPC Corp., CAL added 40% internationally certified SAF, leading all domestic airlines in SAF volume added for the pilot program. This demonstrates CAL's strong commitment to the development of SAF in Taiwan and marks a milestone in SAF supply at Taiwan airports.

In addition, CAL actively engages with industry stakeholders through events and close communication to address public issues. In 2025, CAL attended the 38th Environmental Working Group (EWG) meeting of the AAPA, where it submitted SAF-related recommendations to international organizations. In December 2025, CAL participated in the AAPA SAF policy advocacy. CAL has established a review and supervision mechanism for its annual participation in public associations and activities, regularly assessing whether the values of the organizations align with the company's goals and policies. Regarding climate change measures, CAL complies with the Paris Agreement and expects the industry associations it participates in to do the same, ensuring that its involvement in climate-related public affairs aligns with sustainable development policies, environmental and energy policies, and the Paris Agreement. In 2025, CAL continued to evaluate its participation in climate-related lobbying activities and external organizations—including IATA, AAPA, SkyTeam, TAA, FSFT, AAPT, and TCCS—to confirm that their policies and operations comply with the global carbon reduction targets of the Paris Agreement. In 2025, CAL also joined the Demonstration Alliance for Circular Light Oil from Waste Plastic Packaging. This initiative aligns with national policies and industry benchmarks and supports the circular economy trend. The technology is expected to promote the application and development of WPPPO (waste plastic pyrolysis oil) in the SAF industry. CAL has conducted lobbying efforts at relevant seminars, leveraging industry associations and alliance platforms to advocate that the Taiwan government relax cross-ministerial regulations to enhance resource circularity. CAL will continue to collaborate with relevant organizations to help limit global warming to below 1.5~2 degrees Celsius.

In 2025, CAL participated in industry associations related to aviation industry development and corporate sustainability. The climate-related associations adhered to the annual assessments and analysis results of the Paris Agreement as follows:

Organization Name	Analysis Results			Compliance Status (Are the objectives aligned?)
	Publicly supports the Paris Agreement.	Unpublicized support for the Paris Agreement but declared alignment with the 2050 net-zero carbon emissions target.	No actions supporting the Paris Agreement were found.	
International Air Transport Association (IATA)	●			●
Association of Asia Pacific Airlines (AAPA)	●			●
SkyTeam	●			●
Taipei Airlines Association (TAA)		●		●
Flight Safety Foundation-Taiwan (FSFT)		●		●
Association of Atmosphere Protection in Taiwan (TAAP)	●			●
Taiwan Center for Corporate Sustainability (TCCS)	●			●
Demonstration Alliance for Circular Light Oil from Waste Plastic Packaging	●			●
Net-Zero Net-Zero Green Lifestyle Partnership	●			●

1.4.3 Materiality Analysis

GRI 3-1, 3-2, 3-3

CAL identified eight stakeholders in accordance with the five major principles defined in the AA1000 Stakeholder Engagement Standard (SES), and followed the Reporting principles of GRI Standards (accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness and verifiability) to evaluate the significance of material issues every year in terms of their impact on the economy, environment, and other social challenges. They are used as the basis for planning the sustainable development strategies to identify material issues of stakeholders' primary concern. Different channels of communication are also established to respond to stakeholders' needs and expectations.



Corporate Sustainability Website

Step 1: Analyze the Organization

We analyzed the main activities of CAL and the airline industry, business relationships in the value chain, and risks and challenges of the industry in terms of the external legal environment, economy, environment, and human rights. We also identified stakeholders related to CAL's sustainability issues and referenced material issues related to the sustainability evaluations and standards of the aviation industry to measure CAL's potential impact on the economy, environment, and people.

Step2: Identify Actual and Potential Impact

CAL analyzed the organization and consulted experts to identify 17 sustainability issues related to CAL (divided into 34 sustainability topics with positive/negative impact). The members of the task forces of CAL's Corporate Sustainability Committee and unit managers discuss the opinions and feedback of eight major stakeholders and identified the level of impact of CAL on the economy, environment, people, and company operations in each sustainability issue. They also identified business relationships with negative/positive impact and actual and potential impact to effectively manage the impact of material issues.

Step 3: Evaluate the Significance of Impact

After establishing sustainability issues, the Company conducted an internal identification of material issues and survey. In terms of external entities, CAL consulted key partners at its annual supplier conference and conducted a survey to effectively incorporate internal and external perspectives. We organized a survey on our sustainability website to collect feedback and assess the impact on the economy, environment, people (including human rights) and company operations. We evaluate positive and negative impacts through different approaches based on their actual and potential as well as positive and negative impact and probability of occurrence. In the process, we also used the principle of double materiality to assess the scale and severity of an individual impact of on each part of the value chain. We also assessed the financial impact on CAL based on whether the impact was actual or potential. After scoring, we analyzed and compiled a list of material, minor, and ongoing issues of concern.

- Negative impact: Evaluate impact based on the severity and probability of occurrence and consider the negative impact of human rights violations
- Positive impact: Evaluate impact based on the scale and scope of the impact and the probability of occurrence

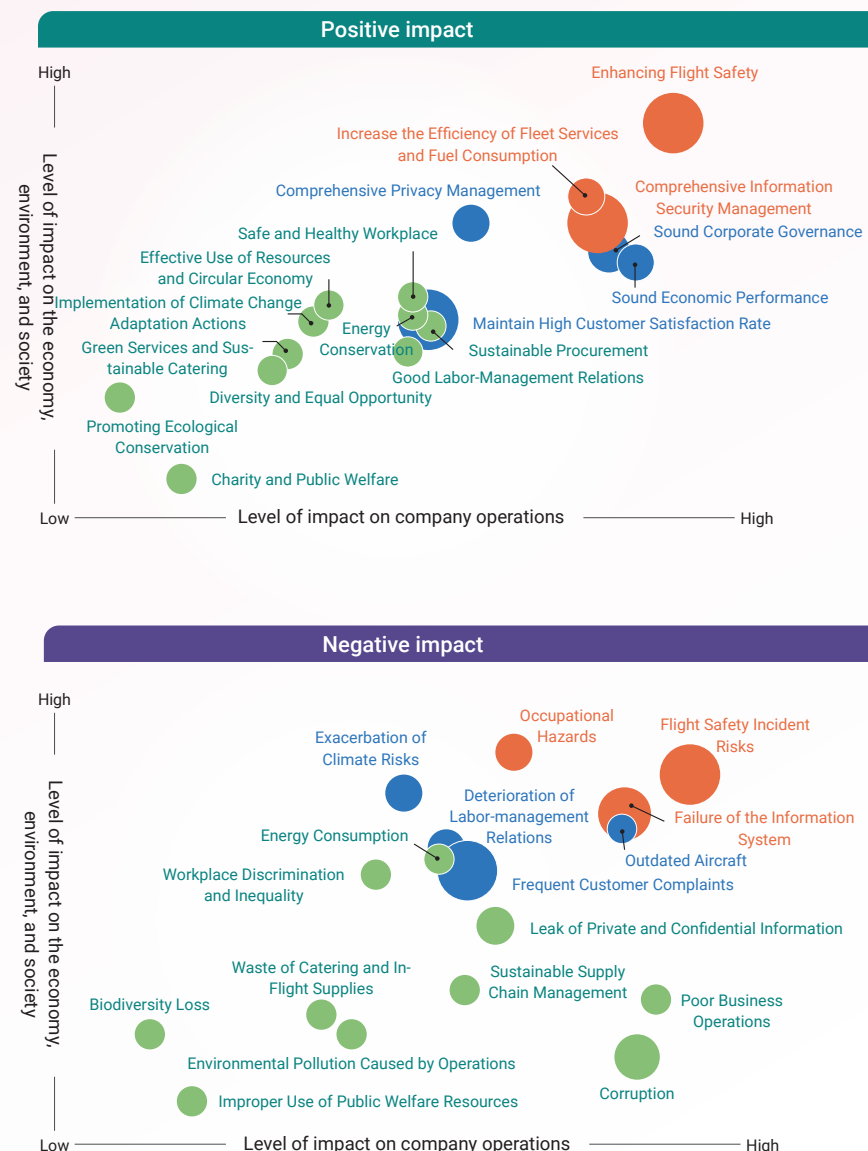
Step 4: Set Priorities for the most Significant Impact

Through the representatives of each subcommittee of the Corporate Sustainability Committee, supervisors, and stakeholders, a total of 409 valid questionnaires were collected to assess the impact level of sustainability issues. These assessments were subsequently approved by the respective department heads. In alignment with sustainability assessments and standards relevant to the aviation industry, CAL engaged experts to comprehensively identify three significant positive and three significant negative material topics. The materiality analysis matrix for 2025 was developed and submitted to the Corporate Sustainability Committee for resolution, and subsequently submitted to and approved by the Board of Directors. This report details the management policies for each material topic in its respective chapters and discloses responses to stakeholder concerns on material issues through CAL's Corporate Sustainability website.

Note : Based on the GRI Material Topics 2021 Reporting Principles, CAL has identified and ranked material topics through stakeholder perspectives and a double materiality assessment across three dimensions. These include the X-axis, which represents the impact on company operations (encompassing both negative impacts and positive influences), the Y-axis, which represents the impact on the economy, environment, and society, and the size of the circle on the Z-axis, which indicates the level of concern from eight key stakeholders. CAL has categorized the topics based on impact assessment into 3 major positive impact topics, 4 secondary topics, and 10 topics for ongoing attention; 3 major negative impact topics, 4 secondary topics, and 10 topics for ongoing attention, totaling 34 sustainability topics. Major topics are highlighted in red in the Major Impact Analysis Matrix.

2025 Material Topics Matrix Analysis

- Material
- Secondary
- Ongoing Attention
- Bubble Size Level of stakeholder concern



Importance of and Changes in Material Topics for 2025

● Material
 ● Secondary
 ● Ongoing Attention
 + Positive
 - Negative
 ↗ Increasing
 ↘ Declining
 ≈ Maintaining
 ☆ Newly Added

	Sustain- ability Issue No.	Sustainability Issues for 2025	Issues of Con- cern to Human Rights at CAL	Positive / Negative Impact of Sustainability Issues	Significance of Impact	Sustainability Issue Classifi- cation	Correspondence Regarding Changes in Material Topics in 2024
Economy	1	Governance and Business Integrity	✓	+ Sound Corporate Governance	A robust corporate governance framework and sound ethical corporate management are fundamental to corporate sustainability. We must strengthen corporate governance, implement ethical corporate management, protect the company's reputation and positive image, and gain the trust of investors and customers.	●	↘
			✓	- Corruption	Corruption and unethical business practices or advertising may result in loss of assets or damage to the Company's reputation or affect upstream and downstream suppliers or shareholders' equity	●	≈
	2	Financial Perfor- mance		+ Sound Economic Performance	The purpose of companies is to continuously improve business performance, increase profitability, and support capital market operations to contribute to the local, national, and global economies	●	≈
				- Poor Business Operations	Poor business operations will affect the Company's smooth operations and even cause losses to investors	●	≈
	3	Fleet Develop- ment and Innovation		+ Increase the Efficiency of Fleet Services and Fuel Consumption (Note 1)	We can help reduce greenhouse gas emissions by launching new aircrafts and new services, improving fleet efficiency, and retiring older aircrafts that consume large quantities of energy	●	↗
				- Outdated Aircraft	The inability to provide innovative services with new aircraft models would reduce CAL's competitiveness, subsequently affecting revenue performance. This may also impact flight safety and hinder the achievement of greenhouse gas reduction targets.	●	↘
	4	Customer Satis- faction		+ Maintain High Customer Satisfaction Rate	Use comprehensive customer relationship management to optimize and improve the customer experience and increase customer retention and loyalty	●	↗
				- Frequent Customer Complaints	Failure to meet customer expectations has led to complaints and even consumer disputes, negatively impacting CAL's corporate image and subsequently affecting revenue performance.	●	≈
	5	Sustainable Supply Chain Management	✓	+ Sustainable Procurement	By implementing a fair and equitable selection procedures, we consider factors such as quality, delivery time, local raw material priority sourcing, and the ESG performance of suppliers to create positive feedback in the overall value chain	●	≈
			✓	- Sustainable Supply Chain Management	When the Company selects suppliers, it must avoid environmental and human impacts caused by their activities, such as environmental pollution, child labor, forced labor, occupational accidents, and labor relations	●	≈
	6	Information Security		+ Comprehensive Information Security Manage- men (Note 2)	Implement robust information security management to ensure the company complies with government information security regulations, avoiding penalties from security incidents. Simultaneously, ensure the protection of trade secrets to safeguard the rights and interests of the company and its shareholders.	●	↗
				- Failure of the Information System (Note 3)	An inadequately equipped information security system may cause the entire system to crash or be vulnerable to attacks by hackers, which may result in the leak of information and interrupt all business operations	●	↗
Environment	7	Climate Change Mitigation and Adaptation		+ Implementation of Climate Change Adaptation Actions	CAL has identified climate change-related risks within the company and proposed specific adaptation measures to successfully mitigate the impacts of climate risks.	●	≈
				- Exacerbation of Climate Risks	Failure to effectively control greenhouse gas emissions will exacerbate global climate change and increase climate risks, resulting in a deterioration of the business environment for the aviation industry	●	↗
	8	Energy Manage- ment		+ Energy Conservation	The aviation industry consumes a vast quantity of fuel in its operations and it uses electricity in its ground operations. Energy management can help companies to effectively monitor the current state of energy use and adopt energy conservation measures	●	≈
				- Energy Consumption	A lack of proactive energy usage transition planning for flight and ground operations would lead to a continuous increase in energy consumption, hindering the achievement of net-zero targets. This situation would adversely affect the sustainability and operational competitiveness of the enterprise and have further negative impacts on the environment.	●	≈
	9	Environmental Operational Efficiency and Resource Man- agement		+ Effective Use of Resources and Circular Economy	If a lifecycle model is adopted to effectively manage water and waste resources, it would help reduce environmental risks and increase the benefits for the ecology in the Company's operations	●	≈
				- Environmental Pollution Caused by Operations	Enterprises need to effectively manage various environmental indicators such as sewage, waste (general, hazardous, food waste), packaging materials, chemicals, and toxins, as well as noise, air pollution (nitrogen oxides, sulfur oxides), etc., to reduce environmental risks and prevent pollution of the environment and surrounding residents.	●	≈
	10	Green Services and Sustainable Catering	✓	+ Green Services and Sustainable Catering	Promote green consumption, implement green and local procurement, introduce innovative ideas to optimize services and operations to reduce the amount of product and food waste and its associated disposal costs, and remain committed to increasing the environmental friendliness of services	●	≈
			✓	- Waste of Catering and In-Flight Supplies	Being unable to effectively promote green consumption and resource recycling, would lead to unnecessary waste of in-flight catering and various supplies. This would result in additional handling costs and potentially increased waste generation.	●	≈
	11	Biodiversity		+ Promoting Ecological Conservation	CAL accurately identifies the potential impact of its operations on the natural environment and actively engages in various ecological conservation activities to enhance its sustainability influence and corporate image.	●	≈
				- Biodiversity Loss	If company operations impact biodiversity, such as through overexploitation of resources or improper resource utilization, and if there are no appropriate management measures in place, it can have adverse effects on natural ecosystems.	●	≈

	Sustain-ability Issue No.	Sustainability Issues for 2025	Issues of Con-cern to Human Rights at CAL	Positive / Negative Impact of Sustainability Issues	Significance of Impact	Sustainability Issue Classifi-cation	Correspondence Regarding Changes in Material Topics in 2024
People	12	Flight Safety Management	✓	✚ Enhancing Flight Safety	With the aspiration to become one of the safest airlines, CAL continuously conducts safety assessments and personnel training to ensure the flight safety of our customers and crew.	●	≈
			✓	✚ Flight Safety Incident Risks ^(Note 4)	The highest level of achievement in the aviation industry is having zero flight safety accidents. Any severe flight safety accident can cause tremendous losses in human life and properties as well as customer trust	●	↗
	13	Attracting, Cultivating, and Retaining Diverse Talent	✓	✚ Diversity and Equal Opportunity	CAL establishes a sound training system and structure to attract and train aviation professionals; we value the development of employee competency in order to promote sustainable employment	●	≈
			✓	✚ Workplace Discrimination and Inequality	Create an equal, diverse, and inclusive workplace environment, including equal pay for men and women, and a friendly work environment for minorities or disadvantaged groups	●	≈
	14	Labor Relations and Communi-cation	✓	✚ Good Labor-Management Relations	There is an effective communication mechanism between labor and management at CAL, enhancing interaction and reducing conflicts, which effectively increases employees' identification with and trust in the company.	●	≈
			✓	✚ Deterioration of Labor-management Relations	If the Company cannot effectively communicate with employees and learn about their opinions, it will be difficult to maintain harmonious labor management relations and provide a secure work environment for employees	●	≈
	15	Occupational Safety and Health	✓	✚ Safe and Healthy Workplace	Creating a healthy work environment, CAL continues to promote employee health programs to assist employees in managing their health, ensuring their physical and mental well-being.	●	↘
			✓	✚ Occupational Hazards	Due to poor workplace environments and labor conditions, occurrences of occupational accidents or hazards to employee health may arise, potentially affecting service quality over time.	●	≈
	16	Privacy Manage-ment	✓	✚ Comprehensive Privacy Management	CAL has established a comprehensive personal data management mechanism to prevent the risk of customer or employee data leaks and misuse. This not only helps us avoid penalties but also increases customer trust.	●	↘
			✓	✚ Leak of Private and Confidential Information	If the Company fails to protect the personal information of employees and consumers and protect customer privacy, the security of personal information will be at risk and customer privacy will be infringed	●	↘
	17	Social Feedback and Engagement		✚ Charity and Public Welfare	The Company uses its professional capabilities and devote themselves to social welfare and social responsibility to win the support of the society	●	≈
				✚ Improper Use of Public Welfare Resources	The company has not established a comprehensive mechanism for selecting charitable organizations, leading to the allocation of resources to inappropriate or negatively perceived charities, which has resulted in a poor public perception of our corporate social responsibility.	●	≈

Note 1: This issue was identified through CAL's internal survey as having a high impact on external economic, environmental, and social factors. Considering that CAL continues to plan the introduction of new aircraft fleets, it is recommended to include this as a major topic for 2025.

Note 2: This issue is one of the key concerns of stakeholders, with six categories of stakeholders ranking it among their top 30% of concerns. Additionally, information security is one of the significantly changing topic groups in S&P Global CSA for 2025. Therefore, it is recommended to include this as a major theme in 2025.

Note 3: This issue is one of the key concerns of stakeholders, with six categories of stakeholders ranking it among their top 30% of concerns. Additionally, information security is one of the significantly changing topic groups in S&P Global CSA for 2025. Therefore, it is recommended to include this as a major theme in 2025.

Note 4: This issue is one of the key concerns of stakeholders. A total of seven categories of stakeholders have listed it among their top 30% of concerns. Therefore, it is recommended to include it as a major theme in 2025.

Sustainability Issues Corresponded to GRI Standards

	Sustainability Issue	Sustainability Topic	Corresponding to GRI Topic-Specific Standards	Initiatives and Organi-zations	Position of the Sustainability Issue on the Value Chain			Management Strategies (Corresponding Chapters and Page Number)
					Upstream (e.g., Suppliers and Contractors)	CAL Internal	Downstream (e.g., Custom-ers and Travel Agencies)	
Economy	Governance and Business Integrity	✚ Sound Corporate Governance	- GRI 2-9 Governance structure and composition - GRI 2-10 Nomination and selection of the highest governance body - GRI 2-11 Chair of the highest governance body - GRI 2-15 Conflicts of interest	- GRI 2-17 Collective knowledge of the highest governance body - GRI 2-19 Remuneration policies - GRI 2-20 Process to determine remuneration	TAA, TCCS, United Nations Global Compact (UNGC)	●		3.1 Governance Framework 3.4 Regulatory Compliance ESG Data and Appendix - GRI Content Index
		✚ Corruption	- GRI 2-23 Policy commitments - GRI 2-24 Embedding policy commitments - GRI 2-25 Processes to remediate negative impacts - GRI 2-27 Compliance with laws and regulations	- GRI 412-2 Employee training on human rights policies or procedures - GRI 205-2 Communication and training about anti-corruption policies and procedures - GRI 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	TAA, TCCS, United Nations Global Compact (UNGC)	●	●	3.4 Regulatory Compliance 2.4.1 Human Rights Due Diligence

	Sustainability Issue	Sustainability Topic	Corresponding to GRI Topic-Specific Standards	Initiatives and Organizations	Position of the Sustainability Issue on the Value Chain			Management Strategies (Corresponding Chapters and Page Number)
					Upstream (e.g., Suppliers and Contractors)	CAL Internal	Downstream (e.g., Customers and Travel Agencies)	
Economy	Financial Performance	+ Sound Economic Performance	• GRI 201-1 Direct economic value generated and distributed			●		3.2 Operational Achievements
		– Poor Business Operations				●		ESG Data and Appendix - Financial Performance Presentation
	Fleet Development and Innovation	+ Increase the Efficiency of Fleet Services and Fuel Consumption	• GRI 2 General Disclosures 2021 • 2-1 Organizational details 2-6 Activities, value chain and other business relationships	IATA, SkyTeam, AAPA	●	●		Preface, Business Overview
		– Outdated Aircraft			●	●	●	2.1 Trust
	Customer Satisfaction	+ Maintain High Customer Satisfaction Rate				●	●	2.1.4 Customer Relations Management
		– Frequent Customer Complaints			●	●	●	
Environment	Sustainable Supply Chain Management	+ Sustainable Procurement	• 2-6 Activities, value chain and other business relationships • GRI 204-1 Proportion of spending on local suppliers	United Nations Global Compact (UNGC)	●	●		2.2 Cooperation
		– Sustainable Supply Chain Management	• GRI 308-2 Negative environmental impacts in the supply chain and actions taken • GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk GRI 414-2 Negative social impacts in the supply chain and actions taken		●	●		
	Information Security	+ Comprehensive Information Security Management			●	●	●	2.1.5 Information Security Management
		– Failure of the Information System			●	●	●	
	Climate Change Mitigation and Adaptation	+ Implementation of Climate Change Adaptation Actions	• GRI 305-1 Direct (Scope 1) GHG emissions • GRI 305-2 Energy indirect (Scope 2) GHG emissions • GRI 305-3 Other indirect (Scope 3) GHG emissions	Pacific Greenhouse Gases Measurement (PGGM), Task Force on Climate Related Financial Disclosures (TCFD), Earth Hour, Carbon Disclosure Project (CDP), IATA, AAPA, AAP	●	●	●	2.3 Environment
		– Exacerbation of Climate Risks			●	●	●	ESG Data and Appendix - Environmental Performance
Environment	Energy Management	+ Energy Conservation	• GRI 302-1 Energy consumption within the organization • GRI 302-2 Energy consumption outside of the organization	GRI 302-4 Reduction of energy consumption • GRI 302-5 Reductions in energy requirements of products and services	●	●		2.3 Environment
		– Energy Consumption	• GRI 302-3 Energy intensity		●	●		ESG Data and Appendix - Environmental Performance
	Environmental Operational Efficiency and Resource Management	+ Effective Use of Resources and Circular Economy	• GRI 303-1 Interactions with water as a shared resource • GRI 303-2 Management of water discharge-related impacts • GRI 303-3 Water withdrawal • GRI 303-4 Water discharge • GRI 303-5 Water consumption	ITRI Waste Plastic Conversion to Circular Light Oil Alliance	●	●		2.3 Environment
		– Environmental Pollution Caused by Operations		Buckingham Palace Declaration	●	●		ESG Data and Appendix - Environmental Performance

	Sustainability Issue	Sustainability Topic	Corresponding to GRI Topic-Specific Standards	Initiatives and Organizations	Position of the Sustainability Issue on the Value Chain			Management Strategies (Corresponding Chapters and Page Number)
					Upstream (e.g., Suppliers and Contractors)	CAL Internal	Downstream (e.g., Customers and Travel Agencies)	
Environment	Green Services and Sustainable Catering	+ Green Services and Sustainable Catering		United Nations Global Compact (UNGC)	●	●	●	2.3 Environment ESG Data and Appendix - Environmental Performance
		- Waste of Catering and In-Flight Supplies			●	●	●	
	Biodiversity	+ Promoting Ecological Conservation	- GRI 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas - GRI 304-2 Significant impacts of activities, products and services on biodiversity - GRI 304-3 Habitats protected or restored - GRI 304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Buckingham Palace Declaration	●	●	●	2.3 Environment ESG Data and Appendix - TNFD Table
		- Biodiversity Loss			●	●	●	
Population	Flight Safety Management	+ Enhancing Flight Safety - Flight Safety Incident Risks	GRI 404: Training and Education	FSFT	●	●	●	2.1 Trust
	Attracting, Cultivating, and Retaining Diverse Talent	+ Diversity and Equal Opportunity	- GRI 404-1 Average hours of training per year per employee - GRI 2-7: Employees GRI 2-8 Workers who are not employees	United Nations Global Compact (UNGC)		●		2.4 Human Resources ESG Data and Appendix - Talent Value Data
		- Workplace Discrimination and Inequality	GRI 405-1 Diversity of governance bodies and employees			●		
	Labor Relations and Communication	+ Good Labor-Management Relations	- GRI 201-3 Defined benefit plan obligations and other retirement plans - GRI 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	United Nations Global Compact (UNGC)		●		2.4 Human Resources ESG Data and Appendix - Talent Value Data
		- Deterioration of Labor-management Relations	- GRI 401-3 Parental leave - GRI 402-1 Minimum notice periods regarding operational changes - GRI 405-2 Ratio of basic salary and remuneration of women to men - GRI 2-23 Policy commitments - GRI 2-25 Processes to remediate negative impacts - GRI 406-1 Incidents of discrimination and corrective actions taken - GRI 412-1 Operations that have been subject to human rights reviews or impact			●	●	
	Occupational Safety and Health	+ Safe and Healthy Workplace	- GRI 403-1 Occupational health and safety management system - GRI 403-2 Hazard identification, risk assessment, and incident investigation - GRI 403-3 Occupational health services	United Nations Global Compact (UNGC)	●	●		2.4 Human Resources ESG Data and Appendix - Talent Value Data
		- Occupational Hazards	- GRI 403-4 Worker participation, consultation, and communication on occupational health and safety - GRI 403-5 Worker training on occupational health and safety - GRI 403-6 Promotion of worker health - GRI 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships - GRI 403-8 Workers covered by an occupational health and safety management system - GRI 403-9 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism - GRI 403-10 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities		●	●		
	Privacy Management	+ Comprehensive Privacy Management - Leak of Private and Confidential Information	GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	United Nations Global Compact (UNGC)	●	●	●	2.1.6 Privacy Management
	Social Feedback and Engagement	+ Charity and Public Welfare - Improper Use of Public Welfare Resources				●	●	2.5 Society

Note: The sustainability topics impact assessments cover all CAL internal, upstream and downstream operation activities of the value chain, with a coverage rate of 100%.

1.5 Achieving Sustainable Development Goals

Sustainable Development Goals for Six Value Task Forces

★ Goal Exceeded ① Goal Attained ✕ Goal Not Attained

Task Force Corresponding SDGs	2025 Objectives	Progress	Key Results and Performance	Short-term Targets (2027)	Medium-term Targets (2030)	Long-term Targets (2040)
Foundation for Sustainable Development G Governance and Business Integrity G Financial Performance G Fleet Development and Innovation  	Regularly reporting progress on ESG tasks to the Corporate Sustainability Committee and holding at least two ESG training sessions for affiliates	①	1. The SDG sustainability goals and action plans of each working group are re-viewed on a rolling annual basis. Each working group reports its implementation progress quarterly, and the Corporate Sustainability Committee reviews the groups' execution status quarterly. 2. To implement employee ESG awareness education and training, in addition to including it as a mandatory online course for all new hires each year, CAL conducted the "ESG Sustainable Development and Environmental Awareness Training" e-Learning program for all employees in 2025. A total of 11,763 employees completed the training. 3. Since 2018, CAL has cumulatively provided four company-wide e-Learning training sessions on "Sustainable Development Awareness Education" for its affiliated companies through 2025. 4. On November 25, 2025, CAL held a sustainability seminar featuring director Shu Meng-lan, who filmed the climate change and ecological documentary "Guardians of the Planet." The seminar, titled "From the News Desk to Guardians of the Planet," was attended by over 100 employees and group affiliates. Through the seminar and visual presentations, the impact of global warming on the natural environment and human life was conveyed.	Regularly reporting progress on ESG tasks to the Corporate Sustainability Committee and holding at least four ESG training sessions for affiliates	Disclosing sustainable development of airline transport affiliates	Continuously cooperating with regulatory authorities and international trends to comprehensively disclose the boundaries of the group
	Supporting industry partners in developing sustainable capacity	①	1. In response to the IFRS Greenhouse Gas Inventory Standards, CAL conducted an introductory seminar on the Greenhouse Gas Protocol in December 2025 to enhance group awareness and establish greenhouse gas inventory capabilities. 2. Supporting international sustainability initiatives to leverage industry influence, CAL joined the Ministry of Economic Affairs' National Applied Research Laboratories technology team alliance, "Converting Waste Plastics into Circular Light Oil," in December 2025. This initiative advocates for the establishment of a domestic low-carbon circular polyolefin raw material supply chain.	Support international sustainability initiatives to enhance industry influence by participating in one initiative or public associations	Support international sustainability initiatives to enhance industry influence by participating in two initiatives or public associations	Support international sustainability initiatives to enhance industry influence by participating in five initiatives or public associations
Trust G Customer Satisfaction G Information Security S Flight Safety Management S Privacy Management      	Receiving ISO27701 Privacy Information Management certification in the collection, processing, and use of personal data in the Passenger Service Management Procedure (including Taiwan and EU head-quarters)	①	1. The personal data management system is established in accordance with the law and follows the ISO international standards framework, supported by tier-1, tier-2, and tier-3 documents for implementation. The "Plan-Do-Check-Act (PDCA)" concept is employed to ensure effective control and management 2. Continuously conduct personal data inventories and carry out annual first-level self-inspections within each unit to promptly identify errors and implement improvements. 3. In accordance with functional requirements, CAL regularly conducts comprehensive personal data protection training for all employees. This training includes personal data regulations and management guidelines, information security and personal data incident case studies, and personal data protection training for new employees. Additionally, CAL publishes a quarterly electronic newsletter on information security and personal data awareness. 4. Establishing internal personal data audit standard operating procedures, planning the annual audit plan for the following year in the fourth quarter of each year, and reviewing the annual audit results at the "Information Security and Personal Information" 5. Conduct drills for information security and personal data response exercises in accordance with established procedures. These drills aim to improve the effectiveness of incident reporting mechanisms and operational procedures by providing practical exercises in reporting and response processes 6. The passenger service department, ground service department, and branch offices (Taipei, Kaohsiung, and European stations) have all obtained ISO 27701 certification for their passenger airline reservation, ticketing, and marketing business processes.	To protect passenger personal data security, CAL has expanded the scope of personal data collection, processing, and utilization verification within the "Passenger Service Management Procedure" and continues to maintain ISO 27701 Privacy Information Management certification.	Continuously maintain the validity of the ISO 27701 Privacy Information Management certification.	• Continuously maintain the validity of the ISO 27701 Privacy Information Management certification. • In compliance with regulations, international trends, and the company's operational status, CAL continuously adjusts its personal data management system on a rolling basis to reduce the risk of personal data leakage.

Task Force Corresponding SDGs	2025 Objectives	Progress	Key Results and Performance	Short-term Targets (2027)	Medium-term Targets (2030)	Long-term Targets (2040)
Trust  Customer Satisfaction  Information Security  Flight Safety Management  Privacy Management      	Increasing the cargo service customer satisfaction to 89 points	✓	In 2025, the cargo customer satisfaction score was 89.1.	Customer Satisfaction of Cargo Transport		
	Publishing the results of flight operations studies to improve the technical capacity of the aviation industry	✓	1.Hosted the 2025 Aviation Security Seminar 2.Co-organizing the "2025 International Aviation Management Summit": CAL presented a special report on the impact of GNSS interference on flight operations, sharing practical experience in operations and risk management. CAL also engaged in exchanges with international aviation authorities and industry stakeholders. Through continued advancement in flight safety research and international collaboration, CAL aims to strengthen operational resilience, reinforce a safety culture, and actively promote passenger safety and the company's sustainable development. 3.Domestic Aviation Safety Seminars: "Ground Safety Management Seminar" and "Affiliated Companies and Agents Security Meeting."	Public Disclosure or Exchange of Aviation Research Results to Enhance the Technological Capabilities of the Aviation Industry	Developing innovation plans with other airlines to drive innovation momentum	Expanding collaborative research projects with do-mestic and international transportation peers and manufacturers/ suppliers to enhance environmental performance
	Continuing to pass IOSA certification standards and improve the safety management system	✓	1.After successfully obtaining the 12th IOSA recertification audit in 2025, CAL is required to undergo recertification every two years. CAL is currently actively preparing for the new, more rigorous Risk-based IOSA certification method introduced by IATA, scheduled for 2026, to continuously meet the highest international safety standards. 2.To strengthen the safety awareness of all employees and enhance the recognition of CAL's safety culture, as well as to promote the company's safety policies, safety objectives, and safety performance indicators, CAL completed training courses in Safety Risk Management (SRM), safety incident investigation, and safety champions in 2025, with a total of 264 participants completing the training. 3.In 2025, to deepen supervisors' understanding of the Safety Management System (SMS), enhance familiarity with the company-wide safety reporting system, and improve knowledge of anonymous report handling and the application of a just culture, CAL conducted advanced online SMS training for frontline supervisors in domestic operational units. Through continuous training, CAL aims to further advance safety management.	Continuing to pass IOSA certification standards and improve the safety management system (SMS)	Continuing to pass IOSA certification standards and improve the company safety culture	In consideration of safety regulations and international requirements, we continue to pass rigorous safety certification standards
	1.Promoting a smart airport: Establish a smart airport at Terminal 3 of Taiwan Taoyuan International Airport and increase customer satisfaction with digital and innovative technology application 2.High-speed ICT network: Set up a dedicated optical fiber and terminal system network to increase data and audio connection performance and increase operating efficiency	✓	1. Promoting Smart Airports: (1) Apple AirTag Baggage Tracking Application: Passengers who used AirTag were able to query the accessory's location through Apple's "Find My" feature. By integrating with existing airline baggage systems and, via the website or at service counters, sharing passengers' AirTag information with airlines, the system helped to locate lost or delayed baggage. Went live in April 2025. (2) AI Customer Service Upgrade: The upgraded online customer service system incorporates a generative AI platform that utilizes semantic analysis and logical reasoning technologies. This advancement overcomes the limitations of traditional keyword matching, enabling a deeper understanding of passengers' diverse and complex inquiries, and providing responses and recommendations that better meet their needs. The system went live in May 2025. (3) Tibi Ground Service Assistant: The generative AI platform (Dago), trained using operational manuals, ground service regulations, and the new membership system Q&A, employs a team+ service channel interface to provide a conversational AI assistant. This tool supports the Ground Services Department and ground staff across branches in real-time queries regarding operational regulations and passenger inquiries, reducing search and communication costs while enhancing frontline service quality and operational efficiency. It was launched in August 2025. (4) Transparent Display Bidirectional Translation System:Implemented AI real-time voice translation equipment, integrating generative artificial intelligence and speech recognition technologies to enhance cross-language communication efficiency and improve passenger service quality. Work commenced in May 2025 and was completed in December 2025.	1.Information Security and AI Trends: Information security remains a top priority. In response to the rise of AI technologies, particularly agentic AI, CAL will strengthen defenses against AI-related attacks and continue to invest in information security protection. 2.AI Implementation and Application: Continuing with the 3E process (Explore, Empower, Enrich), CAL will integrate generative AI and predictive AI, and promote on-premises AI deployment to enhance the adoption of AI applications across the enterprise.	1. Promoting smart tourism: Achieving horizontal and vertical integration of tourism-related industries to provide a one-stop smart travel eco-system.	Promote smart airports: Expand the application of new technologies and passenger-sharing platforms to more overseas operating terminals, and actively collaborate with airports, suppliers, or other innovative technology companies.

Task Force Corresponding SDGs	2025 Objectives	Progress	Key Results and Performance	Short-term Targets (2027)	Medium-term Targets (2030)	Long-term Targets (2040)
Trust  Customer Satisfaction  Information Security  Flight Safety Management  Privacy Management     	3. Continuous improvement of disaster recovery plans: Provide on-site redundancy with sufficient hardware and software capacity to respond to anomalies in the core database system and ensure high availability of the database system		(5) AI Interactive Virtual Humans: Generative AI was used to create virtual customer service representatives Aria and Miles, who debuted at the ITF Taipei International Travel Fair. Through a large transparent screen, visitors were able to interact with the virtual representatives for real-time responses and photo opportunities. The exhibition was completed in December 2025 at the Taipei and Kaohsiung travel fairs. Subsequent plans include installation to provide services in the VIP lounges. (6) Smartphone Baggage Check-in Service: The Airport Authority Hong Kong (AAHK) requires airlines operating more than five flights daily at Hong Kong International Airport to comply with the implementation deadline for the Flight Token Journey and to cooperate with the related policies of the Authority. Completed in September 2025. (7) VIP Lounge Digitalization: After passengers log into the member area, they can use the lounge services to send lounge invitations, reserve shower rooms, check the crowd density of each lounge, and order food via table-side QR code scanning. Completed in November 2025. (8) Airport Notice Electronic Version Design: In response to the policy prohibiting passengers from using power banks on board, CAL designed an A4 vertical notice and a horizontal layout for the Flight Information Display System according to the requirements of the Ground Services Department, and provided a power bank prohibition symbol. Deployed in March 2025. 2. High-Speed Information and Communication Network: (1) Continuing to upgrade domestic backbone network equipment to meet the future high-speed connectivity requirements of servers. (2) In 2025, CAL replaced a total of 12 high-speed network switches for the headquarters' external internet connection, upgrading to a 10G bandwidth network to support the new email system and various Microsoft services. 3. Continuous Improvement of the Disaster Recovery Plan: CAL continues to expand the application scope of the cloud disaster recovery system, optimize automated processes to shorten recovery time, and regularly conduct disaster recovery drills to verify the effectiveness of the plan. Completed in December 2025.	3. Mobile Applications and Edge Computing: Emphasizing edge computing in mobile device applications, CAL will introduce AI components into mobile devices in the future to reduce reliance on the cloud and enhance real-time responsiveness. 4. Virtual Employees and Digitally Empowered Employees: CAL implements virtual employee applications through various internal AI assistants and actively promotes the use of M365 tools and Copilot applications. By continuously offering related training courses, CAL supports employees in their digital transformation. 5. External AI Services: Passenger services have already implemented AI customer service and will further establish dynamic services related to transactions. AI agent services such as "reservation and ticketing" and "itinerary management" are expected to launch in 2027. In cargo, the "cargo status tracking" services will be launched first, and functionality will then be gradually developed with "text-based booking" as the target.	2. Evaluate the adoption and applications of new technologies and continuously optimize and expand the disaster recovery capacity	

Task Force Corresponding SDGs	2025 Objectives	Progress	Key Results and Performance	Short-term Targets (2027)	Medium-term Targets (2030)	Long-term Targets (2040)
Human Resources  Attracting, Cultivating, and Retaining Diverse Talent  Labor Relations and Communication  Occupational Safety and Health    	Organizing four expert seminars that provide an opportunity for internal crossdisciplinary networking		In 2025, CAL held four aviation expert sharing sessions covering topics such as passenger transport, maintenance, sales promotion, and public relations event management, with a total participation of 502 attendees.	Between 2026 and 2027, six internal aviation knowledge-sharing sessions were conducted, with a total participation of 600 attendees.	Between 2026 and 2030, CAL will conduct a total of 15 internal aviation knowledge-sharing sessions, with cumulative participation reaching 1,800 attendees.	From 2031 to 2040, CAL will conduct a total of 30 internal aviation knowledge-sharing sessions, with cumulative participation reaching 3,600 attendees.
	Optimizing CAL's aviation management talent training mechanisms		Optimizing talent pools for different levels of management (including a master talent pool, management training courses, and advanced management courses) and related training mechanisms to develop talent for the company over the long term and lay the foundation for passing on knowledge and experience	The number of aviation management talents trained reached 50 in 2026–2027.	The cumulative number of CAL's aviation management talent training reaching 150 individuals by 2030.	The cumulative number of CAL's aviation management talent training reaching 400 individuals by 2040.
	Percentage of female managers reaching 26%		The proportion of female executives at CAL has gradually increased to 30.76% as of 2025.	Percentage of female executives reaching		
Cooperation  Sustainable Supply Chain Management  	1.Sustainability Risk Assessment Survey (SAQ): 100% of critical Tier-1 suppliers and 20% of all Tier-1 suppliers.		1.Sustainability Risk Assessment Survey (SAQ) Risk Assessment Coverage: 100% of critical Tier-1 suppliers, 55% of all Tier-1 suppliers.	- SAQ for critical Tier-1 suppliers has achieved a risk assessment ratio of 100%. All Tier-1 suppliers have reached 25%. - Before making a purchase, the purchasing unit should establish a selection plan that takes into account the specific case. The plan should include ESG-related issues as at least 5% of the evaluation criteria. - Both new and existing suppliers shall be obligated to comply with the commitments of the "Forest and Biodiversity Conservation Commitment".	- The coverage rate of all critical Tier-1 suppliers reached 100%, with 40% of Tier-1 suppliers undergoing risk assessments. Additionally, 30% of critical non-Tier-1 suppliers were subject to risk assessments. - Include at least 5% ESG performance in procurement evaluation criteria for 40% of purchasing units. 40% of suppliers signing contracts should be obligated to comply with the commitments of the "Forest and Biodiversity Conservation Commitment".	- Perform 100% SAQ risk assessment for both Tier-1 suppliers and critical non-Tier-1 suppliers. - Include at least 5% ESG performance in procurement evaluation criteria for 100% of purchasing units. 100% of suppliers signing contracts should be obligated to comply with the commitments of the "Forest and Biodiversity Conservation Commitment".
	2.Purchasing units shall include ESG performance as 5% of the procurement evaluation criteria: evaluation plans shall be determined based on individual cases. 3.Percentage of suppliers signing the "Commitment to Forest and Biodiversity Conservation Compliance": upon contracting new suppliers and renewing contracts with existing suppliers.		2.Purchasing units shall include ESG performance as 5% of the procurement evaluation criteria: evaluation plans shall be determined based on individual cases. 3.Achieve 100% compliance during the signing of new supplier contracts and the renewal of existing supplier contracts.			

Task Force Corresponding SDGs	2025 Objectives	Progress	Key Results and Performance	Short-term Targets (2027)	Medium-term Targets (2030)	Long-term Targets (2040)
Cooperation   Sustainable Supply Chain Management	1. Establish a roster of critical non-Tier-1 suppliers. 2. Supplier Audit Coverage: 100% of critical Tier-1 suppliers and high-risk suppliers 3. Develop a comprehensive supply chain improvement measures and capacity building programs, aiming to implement 50% of improvement measures and 50% of capacity building programs.	✓	1. Completed the establishment of a supplier list for critical non-Tier-1 suppliers accounting for 5%. 2. Review coverage rate for critical Tier-1 suppliers and high-risk suppliers: 100% 3. Develop a comprehensive supply chain improvement measures and capacity building programs, aiming to implement 50% of improvement measures and 50% of capacity building programs.	- Optimize the risk anagement for sus-tainable supply chain, assess 100% of critical Tier-1 suppliers and high-risk suppliers, and create a list of critical non-Tier-1 suppliers. - Develop a comprehensive supply chain improvement measures and capacity building programs, aiming to implement 50% of improvement measures and 50% of capacity building programs.	- Continuously optimize risk management measures for sustainable supply chain policies, completing audits of 100% of critical Tier-1 suppliers and high-risk suppliers, as well as audits of 30% of critical non-Tier-1 suppliers. - Develop a comprehensive supply chain improvement measures and capacity building plan, aiming to implement 100% of improvement measures and 100% of capacity building measures.	- Assess 100% of both Tier-1 and critical non-Tier-1 suppliers. 100% implementation of improvement measures for high-risk suppliers to ensure regulatory compliance.
Environment       Climate Change Mitigation and Adaptation Energy Management Environmental Operational Efficiency and Resource Management Green Services and Sustainable Catering Biodiversity	Improving annual aviation fuel efficiency by 1.5% (flight operations) Used SAF : 0.5%	✓	Maintain leading position among Asia Pacific airlines with fuel efficiency at 0.2292 tons per 1,000 RTK. Implemented 11 SAF improvement plans. Achieved the 0.5% SAF usage target.	Aviation fuel efficiency improves by 1.5% annually, maintaining zero carbon growth since 2020, with a target of achieving net zero carbon emissions by 2050 (Flight Operations) Used SAF 0.5% 5% 40%		
	Reducing carbon emissions in ground operations by 5% compared to 2023	✗	Carbon emissions from ground operations increased by 3% compared to 2023. Implemented 89 environment and energy improvement plans	Reduction in ground operations' carbon emissions compared to 2023: 10% 15% 60% Renewable energy installation capacity has reached contracted capacity: -- 10% 15%		
	Reducing general waste (non-recyclable) by 7% compared with 2018	★	Decreased output in 2025 by 32% compared to 2018 Enhancing resource recycling through Management by Walking Around	Reducing general waste (non recyclable) compared with 2018 10% 12% 15%		
	Increasing indus-trial waste recy-cling ratio to 45%	✗	Industrial waste recycling ratio reached 35.8% in 2025 Renovate the temporary storage area for construction waste and optimize its layout.	Industrial waste recycling ratio 47% 50% 58%		
	Reducing water consumption from ground operations by 7% compared to 2018	★	Reduced water consumption from ground operations in 2025 by 28.55% compared to 2018 Review and optimize the irrigation process and timing.	Reduced water consumption from ground operations compared to 2018 8% 10% 12%		
	Reducing paper consumption by 30% compared to 2018	★	Reduced paper consumption in 2025 by 55.2% compared to 2018 Continuously promote the digitization of cabin service and air quality operation processes.	Reducing paper consumption compared to 2018 40% 50% 52%		

Task Force Corresponding SDGs	2025 Objectives	Progress	Key Results and Performance	Short-term Targets (2027)	Medium-term Targets (2030)	Long-term Targets (2040)
Environment Climate Change Mitigation and Adaptation Energy Management Environmental Operational Efficiency and Resource Management Green Services and Sustainable Catering Biodiversity	Embargoing transport of en-dangered species and prohibiting use of illegal spe-cies as food in-gredients		1.CAL did not transport illegal wild animals and plants 2.We expanded our collaboration with the Forestry and Nature Conservation Agen-cy, commissioning the local Saisiyat tribe to assist with reforestation and nurturing efforts. We increased the adoption area by 3.5 hectares in 2025, and continue to support the maintenance of the sustainable tourism hotspot: the Jialishan Trail.	Embargoing transport of endangered species and prohibiting use of illegal species as food ingredients		
	Reducing total in-flight waste by 33% compared to 2018.		Total in-flight waste in 2025 increased by 7.8% compared to 2018. Note: The original per capita in-flight meal waste target has been consolidated into the total in-flight waste target.	Since 2023, we at CAL have participated in and implemented a total of biodiversity conservation activities or initiatives.	3	4
					10%	25%
					50%	
Society Social Feedback and Engagement 3 AND WELL-BEING 4 EDUCATION 8 DECENT WORK AND ECONOMIC GROWTH	Supporting inter-national initia-tives and organiz-ing at least one long-term charity project		In 2025, CAL continued to focus on international humanitarian issues in response to global developments, engaging in annual cooperative sponsorship with the international relief organization Médecins Sans Frontières, as well as providing long-term sponsorship for the "Love Without Limits Medical Charity Event" event. By investing corporate resources to fulfill social responsibility, CAL collaborates with society to promote sustainable values of co-creation, shared prosperity, and mutual well-being.	Supporting interna-tional initiatives and organizing at least one long-term charity pro-ject	Supporting international initia-tives and organizing at least one long-term charity project	Establishing long-term cooperation with interna-tional relief organizations to organize at least one long-term charity project
	Organize at least one educational event in rural areas to promote international educational opportunities for young students.		1.Volunteer Teaching Activities: In 2025, CAL continued to send volunteers to four elementary schools near corporate locations and three rural elementary schools (Note 1) to deliver core aviation knowledge, thereby enhancing the quality of education in Taiwan. 2.Charity Sport Camps: CAL organized a charity basketball camp in Taoyuan in collaboration with the P.League+ Taoyuan Pilots; a charity baseball camp in Hsinchu with players Cheng Tsung-che and Chen Po-yu; and a charity table tennis camp in Changhua with table tennis legend Chuang Chih-yuan. These three charity sports camps were all inspired by the personal experiences shared by star athletes, encouraging young players to bravely pursue their dreams.	Organize at least two educational events in rural areas to promote international educa-tional opportunities for young students.	Integrate central and local re-sources to host at least one rural education event, ensuring equal access to education for all.	Partner with international education organizations to coordinate a minimum of one rural education event, thereby improving the quality of national educa-tion.
	Organize an event aimed at promoting economic growth and providing employment assistance in rural areas, thereby enhancing social wellbeing.		In 2025, CAL specially selected locally produced plums from Xinyi Township, Nantou, Taiwan, to brew plum wine. The gift sets also feature carefully chosen Dong Ding Oolong tea from Lugu, Nantou, and Oriental Beauty tea from Taoyuan, Hsinchu, and Miaoli, fully supporting local Taiwanese small-scale farmers. Additionally, CAL has maintained a long-term partnership with The Wonderful Food to offer Taiwanese snacks in the onboard Sky Lounge. This collaboration continuously promotes local agricultural products, increases the income of farmers and producers, aims to support the development of local agriculture, and brings regional specialty products to an altitude of over 10,000 feet. CAL continues to collaborate with the Huashan Social Welfare Foundation to provide locally produced agricultural care gifts to three disadvantaged elderly groups (disabled, dependent, and dementia patients) in Taoyuan. This mutually beneficial approach aims to fulfill the commitment to equitable social welfare.	Organize an event aimed at promoting economic growth and providing employ-ment assistance in rural areas, thereby enhancing social well-being.	Boost the efficacy of sponsorship, sponsoring an event aimed at promoting regional economic growth and providing employ-ment assistance in rural areas, thereby enhancing social wellbe-ing.	Organize projects to sup-port economic development in underdeveloped regions or developing countries, enhancing em-ployment opportunities in those areas

Note: The importance of material issues to CAL may correspond to more than one task force; table lists only most relevant task force.