

### **Contents**

### Preface

### 1 Sustainability Management

### 2 Value Creation

- 2-1 Trust
- 2-2 Cooperation
- 2-3 Environment
- 2-4 Human Resources
- 2-5 Society

### **3 Corporate Governance**

## **ESG Data and Appendix**

# HIGHLIGHT

### **Reborn Life Vests**

In 2022, CAL launched its "China Airlines Eco Travel Pack" made from recycled aircraft life vests on the sustainable demonstrative flight. It received widespread acclaim and attention, with stocks quickly selling out upon release. In 2023, CAL introduced a new product line, the "China Airlines Sustainable Life Vest Bags," featuring three limited-edition styles: the Pineapple Bag, the Mailman Bag, and the Everyday Long

Bag. These bags utilize recycled life vests, repurposing them into practical and daily bags. Each bag is unique due to the varying cutting positions of the life vests, showcasing distinctive patterns. With meticulous stitching, vibrant and iconic visual aesthetics, ample capacity, and clever layered design, these bags are not only eye-catching but also functionally waterproof and sustainable, embodying both fashion and practicality while promoting the concept of sustainable recycling.



Mandarin Airlines also collaborated in synchrony with the retirement of the ERJ fleet. In 2022, the discarded life vests were repurposed as materials for eco-friendly production. They were transformed into fashionable eco-conscious items such as

bags and three-fold bags, receiving a warn from consumers. In 2023, Mandarin Airlines the second generation of eco-fashion ac including coin purses, reusable cup holder. recycled products. These offerings aimed to more aviation enthusiasts to join the su environmental movement.



The popular eco-friendly recycled fashion items 
The essential coin purse has also come in an eco-Featuring the strap for inflating the life vests, these be environmentally conscious at all times. bags provide an enhanced aesthetic, enriching the overall sustainability lifestyle experience.



received an upgrade with the launch of the second-friendly and sustainable design, making recycled life generation version by Mandarin Airlines in 2023. vest products more practical and reminds travelers to

### **Green Services and Communication**

The support and encouragement of passengers serve as the driving force for CAL to advance towards its environmental sustainability goals. CAL offers diverse eco-friendly services and invites passengers to join with us. Through various channels and formats, CAL communicates environmental knowledge, corporate environmental initiatives, and outcomes to different audiences, fostering an internal culture of environmental conservation and shaping an eco-friendly brand. Additionally, each year, through prize-winning quiz activity, CAL conducts surveys to assess employee satisfaction with environmental information dissemination and gathers suggestions for improvement. In 2023, a total of 2,809 employees participated, with an overall satisfaction rate of 95.7%.

### **Green Services**



Phase of Journey	Outcomes
Ground Operations	Promoted digital boarding procedures and digital corporate memberships, using 100% FSC-certified paper for printing boarding passes.
	<ol><li>Adopted digital operations for the menu services in the VIP lounge in Taoyuan Airport and implemented contactless services.</li></ol>
	3. Provided and promoted the voluntary "ECO Travel" Carbon Offsetting Program to passengers / shippers of China Airlines / Mandarin Airlines / Tigerair Taiwan.
	<ol> <li>Added the warning of the embargo on transport of endangered species on the company website / airport check-in counter and invite passengers to join the global fight against illegal wildlife trade.</li> </ol>
	<ol><li>Mandarin Airlines received the carbon label and carbon reduction label from Taiwan EPA and joined the "ECO Points (Green Points)" campaign for fare discounts.</li></ol>
Takeoff / Landing Process	<ol> <li>Continued the practice of closing windows during summer to lower the temperature of the cabin and thus reduce the cost of the use of the auxiliary power unit (APU) and airport energy use.</li> </ol>
	2. Implementing green flight operations, such as conducting continuous descent operations (CDO) when conditions permit, to achieve fuel efficiency targets.
During Flights	<ol> <li>In-flight catering services consistently prioritizes the use of locally sourced seasonal ingredients, aiming to achieve a zero carbon footprint targets, and prohibits the use of endangered species as food.</li> </ol>
	<ol> <li>Promoted electronic services and online pre-selection meal services for the main dishes of in-flight meals, and the pre-selection rate increased to 22.86% in 2023.</li> </ol>
	<ol><li>To support sustainable development and digitalization trends, we launched the Dynasty Sky Reading to reduce the weight of aircraft and reduce fuel consumption.</li></ol>
	<ol> <li>Adopt paperless and digital operating procedures for in-flight services, eco-friendly service items, and promote e-commerce (eMall) and green consumption.</li> </ol>
	<ol><li>Implement and expand the participation in the Pacific Greenhouse Gases Measurement Program (PGGM) initiative.</li></ol>
	Gradually expand the service items in "The Sustainable Flight Challenge"     Grefer to the Sustainable Flight Challenge page
	The distribution of the control of t