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Management of Material Human Rights Issues in 2022 (GRI 412-1)

The mitigation and remedial measures in the table below shall apply to all locations of operations of CAL across the globe based on local conditions.

Node of Value Chain		Human Rights Issues	Mitigation Measures (Prevention)	Remedial Measures (Response)
Upstream	Supply Chain Partners	Right to Privacy	Formulated the "Personal Information Entrustment Management Procedure" to regulate the matters requiring attention and rights and responsibilities for product / service providers (suppliers) entrusted to handle personal information. The Privacy Protection Policy and Statement on CAL's official website also specify that when CAL provides the involved party's personal information for the third party to use, the third party is requested to comply with the relevant policies, rules, and regulations	CAL has established a sustainable supply chain management mechanism, and the high-risk sustainability issues of supply chain partners are audited, guided, and improved through review
		Protection of Labor Conditions	<ul style="list-style-type: none"> • Established the China Airlines Policy Statement on Sustainable Supply Chain Management and the China Airlines Supplier Code of Conduct, requiring all suppliers to implement management in accordance with the information security, labor human rights, and labor conditions, as well as the occupational safety spirit as stipulated • Kept abreast of the current status of critical suppliers management through the periodic supply chain sustainability risk survey 	
		Forced Labor	<ul style="list-style-type: none"> • Established the China Airlines Policy Statement on Sustainable Supply Chain Management and the China Airlines Supplier Code of Conduct, requiring all suppliers to eliminate forced labor and protect the freedom of labor as stipulated • Kept abreast of the current status of critical suppliers management through the periodic supply chain sustainability risk survey 	
Midstream	CAL's Operations	Right to Privacy	<ul style="list-style-type: none"> • Formulated a standard operating procedure in accordance with CAL's "Personal Information Management System" for collecting, handling and, using personal information to ensure regulatory compliance 	Formulated a standard operating procedure in accordance with CAL's "Personal Information Management System" for collecting, handling and, using personal information to ensure regulatory compliance
		Protection of Labor Conditions	<ul style="list-style-type: none"> • Held regular labor-management meetings at the headquarters and each unit to negotiate labor conditions and welfare with employee representatives • Formed the Occupational Safety and Health Committee, Labor Pension Reserve Supervisory Committee, and Employee Welfare Committee to protect employees' labor rights and improve the work environment • CAL signed three-year collective bargaining agreements with the corporate union and Taoyuan Union of Pilots at the end of 2021 to protect employee rights and interests • The manpower-lean policies were implemented to address COVID-19 and to balance business operation and employees' labor conditions 	<ul style="list-style-type: none"> • Established diversified response and grievance channels for employees to report grievances in accordance with the employee complaint procedures. The Company shall process and respond to ensure that any harm to employees' labor rights are adequately addressed.
		Forced Labor	<ul style="list-style-type: none"> • Stated that forced labor is prohibited in the human rights policy and established the methods for employees to perform duties in the Human Resource Manual and the Working Rules to ensure compliance with the Human Rights Policy • Cabin crew scheduling assignments are based on standards superior to regulations, and provided with fatigue management mechanisms, a system to review and adjust shift schedules and achieve even distribution of flight assignments as much as possible, and regular meetings for review and improvements • Reserve passenger seats or crew bunks on specific flights to allow the crew rest on board and relieve work fatigue whenever necessary • Use the scheduling or attendance system to monitor employees' daily work hours to ensure compliance with regulations • Organize compliance training on human resource regulations for managers to ensure that they are familiar with requirements in related government regulations and company rules • All overtime work must be approved by the employee and the supervisor and no employee shall be forced to do overtime work • Organize surveys on employees' willingness to be assigned overseas or to affiliates and no employee who is unwilling to be assigned overseas or to affiliates will be forced to do so 	<ul style="list-style-type: none"> • Operated various committees with employees' participation to discuss labor conditions, work environment, and workplace safety and to ensure improvements as well as remedial and preventive measures against violations of rights and interests • CAL has always been committed to upholding human rights and protecting employees' rights and benefits. We provide employees with special leave and benefits superior to requirements in the Labor Standards Act • There were no penalties from labor inspections or any forced or compulsory labor in 2022
Downstream	Customers	Right to Privacy	CAL has always been committed to protecting customers' personal information and privacy in accordance with the Personal Data Protection Act of the R.O.C, the General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA). CAL collects, processes, and uses personal information in a reasonable and safe manner based on the specific purposes authorized by customers, ensuring that the customer can exercise their rights to inquiries, amendment, removal, restriction of personal data use, and withdrawal of consent under the Personal Data Protection Act	CAL has formulated the online form of "Inquiry and Application for Personal Data Rights" and set the DPO mailbox for customers to consult and apply for personal data rights; we also respond to customers within the period specified in the Personal Data Protection Act
		Protection of Labor Conditions	Not applicable	Not applicable
		Forced Labor	Not applicable	Not applicable