

# 1-4 Stakeholder Communication and Materiality Analysis

## Contents

### Preface

### 1 Sustainability Management

1-1 Sustainability Vision and Strategies

1-2 Sustainability Management Structure

1-3 CAL's Sustainability Value

1-4 Stakeholder Communication and Materiality Analysis

1-5 Achieving Sustainable Development Goals

### 2 Value Creation

### 3 Corporate Governance

### ESG Data and Appendix

## 1-4-1 Stakeholder Engagement (GRI 2-26, 2-29)

CAL identified eight major stakeholders including Employees, customers, investors, government, partners (suppliers and contractors), community, media and associations (including aviation organizations). We include a diverse range of stakeholders such as business partners, non-government organization (NGOs and trade organizations), and disadvantaged groups when we evaluate the materials topics of concern to stakeholders. To understand our stakeholders' needs and expectations, we have established relevant, unimpeded communication channels and platforms based on stakeholders' attributes and needs. We also report to the Board of Directors in the first quarter of each year, to disclose details of communications with stakeholders, including key points and frequency of communication.

|                              |                          |                        |
|------------------------------|--------------------------|------------------------|
| On demand                    | Daily                    | Yearly                 |
| Monthly                      | Four to six times a year | Once every year        |
| As needed every month        | Quarterly                | Twice every year       |
| At least once every 6 months | As needed                | Once every three years |
| Regularly                    |                          |                        |

## 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 workplace. CAL is dedicated to maintaining harmonious labor-management relations through unimpeded communication channels, thus creating a win-win situation

### Material Issues

#### Customer Satisfaction

Positive impact topic: Maintain high customer satisfaction rate

#### Occupational Safety and Health

Negative impact topic: Occupational injuries

#### Attracting, Cultivating, and Retaining Talent

Positive impact topic: Employee Training and Hiring

Negative impact topic: Workplace discrimination and inequality

#### Labor Relations and Communication

Negative impact topic: Deterioration of labor-management relations

### Communication Channels and Frequency

- 1. Labor-management meetings
- 2. Labor Unions
- 3. Employee suggestion boxes
- 4. Employee feedback website
- 5. China Airlines newsletter
- 6. China Airlines Retirees Portal
- 7. Meetings of the Occupational Safety and Health Committee

### Corresponding Chapter Section

2-4 Human Resources | 2-3 Environment

### Key Points of Communication

- Recruitment and Retention
- Employee development, rights and interests, healthy and safe workplace

### Communication Results

#### Customer Satisfaction

The employee engagement survey was conducted in December 2022 and the score was 7.8 (score out of 10), which was higher than the score in the previous survey

#### Occupational Safety and Health

Reduced the Frequency-Severity Indicator (FSI) from 0.14 to 0.10, a decrease of 28.57%

The operations of the Head Office in Taoyuan passed the regular re-inspections for ISO 45001:2018, CNS45001:2018, and TOSHMS in 2022

#### Attracting, Cultivating, and Retaining Talent

The Company spares no expenses in employee training and development and invested approximately TWD 230 million in employee training in 2022

#### Labor Relations and Communication

In addition to prohibiting discrimination in its policies and setting up diverse communication methods, the Company also established regulations for registering complaints. The Company also discloses the statistics of processed complaints. The Company convened 6 labor-management meetings in 2022. The process were smooth and harmonious and there was no deterioration of relations

### Highlights of Communication Results

On December 16, 2021, CAL and the China Airlines Employees Union signed a collective bargaining agreement which was the 6th agreement. They reached a consensus with 79 items and the agreement shall be valid for 3 years. Both parties shall maintain the existing labor conditions and benefits and will not be affected by the pandemic. They shall continue positive labor relations on the existing foundations. Both parties demonstrated their good will in the negotiations and worked together to take care of all employees. After CAL concluded negotiations with the Pilots Union, they signed a collective bargaining agreement on December 29, 2021. 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