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Ahead of other domestic airlines, CAL has set up a variety of communication platforms for different groups of customers, including Customer Service on Facebook and bulletin board on the Instagram and WeChat, to collect problems which passengers encounter during their journeys and provide the updated information. By responding to customers' needs with empathy and sincerity, we endeavor to improve their travel experience. In terms of the operation and maintenance of the official accounts on social media, CAL uses suitable online language in line with contemporary issues to engage fans. We also held online activities with fans from time to time to expand CAL's online sales channels. We support green energy initiatives for sustainability with the aim of taking real actions instead of adopting slogans to encourage other companies to fulfill their responsibilities for sustainable development.

Communication Channels

1. **Service Hotline**

2. **Regular Mail**

3. **Facebook Page:** CAL has created a fan page on Facebook to understand customers' needs and problems instantly and improve service quality accordingly. It is expected to increase adhesion among members and fans and develop new customers.

4. **Customer Service E-mail:** Instead of calling, customers can simply send e-mails to change reservations or confirm their itineraries.

5. **Customer Feedback — Online Feedback System**

6. **Online Customer Satisfaction Survey**

To provide passengers with a brand-new experience for purchasing tickets online, CAL focused on optimizing flight operation information on the official website and providing more diverse electronic payment methods and the updated travel service information. We aim to create new opportunities for online marketing in the post-pandemic era and the ratio of sales on the official website increased to 27.81% in 2022. We will continue to develop the official website to better meet the needs of passengers and win the hearts of consumers.

Social Media Post for Promoting "Earth Hour"

2-1-5 Information Security Management (GRI 418-1)

Information Security Framework

CAL implemented organizational adjustments in March 2022 to ensure that the Company's information security management operations meet international information security standards and domestic information security regulations. CAL established a dedicated unit for information security management and incorporated information security management into the "Information Security and Personal Data Management Division". The Data Protection Officer (DPO) and the Chief Information Security Officer (CISO) jointly lead the dedicated personal data and information security team. The CISO's duties are thus independent from the information management unit to ensure the independence of information security management. In addition, the Company periodically organizes the information security and personal data review meeting every year on a regular basis to verify the continuous and effective implementation of the information security and personal data management system. The CISO and DPO also report information security and personal data protection matters to the Board of Directors each year. Among the current board members, Independent Director Chin-Yung Huang has extensive experience in management and information. He implements timely monitoring of information operations from an independent and objective perspective.

Information Security and Personal Data Management Framework

The Board of Directors Risk Management Committee — Reports Every Year

Data Protection Officer / Chief Information Security Officer

President — Supervision and Management / Regular Reports

Information Security and Personal Data Protection Division

Management Review Meeting is Convened Every Year

Information Security and Personal Data Protection Committee — Daily Management