2024

Sustainability Report

EVA AIR
A STAR ALLIANCE MEMBER



2024 EVA Air SustainabilityReport

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About This Report

Since the founding of EVA Airways Corporation (below, "EVA Air"), we have steadfastly upheld flight safety and service quality, while also implementing sustainable environmental, social, and governance (ESG) business practices. Our efforts have won great praise, both at home and abroad. Additionally, EVA Air regularly reviews the correlation between domestic and international trends in corporate sustainable development and our core business, as well as the impact of our business operations on our stakeholders. Therefore, we have stipulated our Corporate Sustainability Policy, system, management guidelines and implementation plan. We at EVA Air work to strengthen interaction with our stakeholders, and to achieve what stakeholders hope for from EVA Air in terms of flight safety, service, ESG management, the economy, and other topics in sustainability. In pursuit of these goals, EVA Air has published sustainability reports for 12 years now. In reports such as this one, we disclose our sustainable development strategy, our action plans, what we' ve achieved, and our vision for the future.

Report Management GRI 2-5、GRI 2-14

Bringing This Report Together

This report uses information provided by all of EVA Air's departments. Each unit confirms that the accuracy and completeness of the information here will meet stakeholders'expectations. The Corporate Sustainability Committee's executive secretary, the Corporate Sustainability Development Division, then does overall planning, management, and collation of the Sustainability Report.

Internal Review and Approval

EVA Air has formulated our Operating Procedures for the Preparation and Verification of Sustainability Reports, and we have integrated these procedures into our internal controls. The assembled Sustainability Report is submitted to the president, who reviews it in his role as chair of the Corporate Sustainability Committee. Once the president has approved the report, it and a materiality analysis are submitted to the Sustainability Committee, and to the Board of Directors for approval. After the Board of Directors approved the report, it will be published.

External Review and Audit

The disclosed content is reported in accordance with GRI Standards 2021 and SASB Standards, and has been verified by Bureau Veritas Certification (Taiwan) Co., Ltd. in line with the requirements of the AA1000AS v3 Type 2 at a high level of assurance. The independent assurance statement is attached at the end of this report. In the interest of greater report reliability, we present here the standards followed, and verifying organizations for the data presented, in this report:

Sustainability	AA1000 Assurance Standard (AA1000AS v3) Type 2	Bureau Veritas Certification (Taiwan) Co., Ltd.
Financial	Regulations Governing Financial Statement Audit and Attestation Engagements of Certified Public Accountants and Standards	KPMG
Environment	ISO 14001, ISO 14064-1, ISO 50001	Bureau Veritas Certification (Taiwan) Co., Ltd.
Social	ISO 45001	Bureau Veritas Certification (Taiwan) Co., Ltd.
Governance	ISO 9001	Bureau Veritas Certification (Taiwan) Co., Ltd.
	ISO 27001	British Standard Institution

Boundaries and Data GRI 2-2、GRI 2-4、GRI 3-2

The boundaries for financial data in this report are consistent with EVA Air's consolidated financial statements; the sustainability disclosure primarily pertains to EVA Air, covering 93% of the consolidated operating revenue. In addition, our subsidiary , Evergreen Aviation Technologies Corporation, issues the Sustainability Report independently. This year's organization scale, structure, ownership, supply chain, and topic boundaries have not changed significantly from the previous year. Details for disclosed information restatements are provided in each respective chapter for clarification. For material topics,"Business Integrity and Ethics"was added and"Work Safety and Health" was removed this year.

Publication GRI 2-3

EVA Air publishes the Sustainability Report every year, and provides a downloadable electronic version from the EVA Air ESG website. The reporting period of this report is identical to that of the financial report, covering the 2024 (January 1 to December 31) period for EVA Air. This report covers EVA Air's actions and results in terms of governance, flight safety, service, the economy, the environment, society, supply chain management, and other aspects. However, a portion of material events reporting continues through to March 31, 2025. Any inconsistencies will be specifically explained in this or a future report. This report is approved by the Sustainability Committee and the Board of Directors, and it is published in August 2025. The next report will be published in August, 2026.

ESG

Contact Information GRI 2-1、GRI 2-3

If you have any feedback, advice or suggestions regarding this report or the sustainable development of EVA Air, please feel free to contact us.

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A Message from the Executives GRI 2-22

Ever since the Company was founded, we at EVA Air have embraced the principles of Challenge, Innovation and Teamwork. We are dedicated to ensuring the safest, most comfortable, highest quality flight experience for passengers. Despite major challenges such as the financial crisis and the COVID-19 pandemic facing us over the past three decades, we continue to make steady progress. Facing challenges has strengthened our resilience and operating efficiency, helping us maintain steady growth in a shifting environment.

In 2024, our experience permitted us to swiftly modify our strategies to deal with two major challenges: Route adjustments due to geopolitical tensions; and tax pressures and supply chain shortages due to ongoing trade conflicts between the US and China. EVA Air's ability to flexibly demonstrates how resilient and competitive we are. With our employees' hard work, EVA Air achieved a consolidated revenue of NT$221.009 billion in 2024. As we strive for steady growth, we are fully aware that sustainability is the key to long-term viability. Our core operations reflect ESG principles, and we strive for sustainability assessments that measure our corporate performance against international benchmarks. In 2024, we were honored to be selected as a constituent stock in the Dow Jones Best-in-Class Emerging Markets Index; to be listed among 61 global airline companies in the 2024 S&P Global Corporate Sustainability Assessment; and to be included in both the FTSE4Good Index Series and the FTSE4Good TIP Taiwan ESG Index. In the Global Corporate Sustainability Awards (GCSA) and Taiwan Corporate Sustainability Awards (TCSA) organized by the Taiwan Institute for Sustainable Energy, EVA Air was awarded the great honor of a Top 10 Sustainable Companies Award, and seven other major awards, including a Corporate Sustainability Report Award. These awards are not merely recognition of our efforts, but momentum to propel us forward.

The essence of our operations lies in Safety, Service, and Sustainability. We do our part for the environment by taking real action. Through social inclusion and sound governance, we bring the ESG spirit to life. In terms of the environment, EVA Air proactively responds to the global call for net-zero carbon emissions by setting phased targets and committing to achieving net-zero carbon emissions by 2050 as a long-term goal. The company has established a carbon reduction pathway and successfully passed the Science Based Targets initiative (SBTi) review in July 2024. In addition, EVA Air has been replacing aging aircraft with advanced models such as the Boeing 787 and Airbus A350-1000. We also continue to carefully evaluate how to adopt sustainable aviation fuel (SAF), collaborating with both domestic and international fuel providers to optimize deployment. Since 2023, EVA Air has used SAF on select flights; and in 2025, we began using SAF for standard flight operations at major global hubs. This marks a major step toward the low-carbon future for aviation. Looking to social responsibility, we focus on positive connections with the broader society by cultivating diversity, equality, and inclusion in the workplace, and by investing in nurturing sustainable talent. The aviation industry's first Corporate Sustainability Manager Certification Training Program – which we jointly launched with the Taiwan Institute for Sustainable Energy in 2024 – is intended to enhance participants' sustainability awareness. Through this 80-hour course, makes sustainability not just a concept, but a part of every employee's daily practice. And looking to corporate governance, we prioritize ethics in business practices, strengthen the Board's functions, optimize governance frameworks and risk management mechanisms, and improve information transparency and decision-making efficiency. We firmly believe that sound governance is the cornerstone of sustainable development, and the key to building stakeholder trust. And in addition to our sustainability efforts, we put great emphasis on passengers' travel experiences. Our 787 aircraft now feature the new 4th-generation premium economy seats, as well as a larger, quieter cabin environment with smart entertainment systems to enhance in-flight comfort. Not only does this reflect our strong commitment to service, but it also highlights EVA Air's ongoing effort to prioritize passenger needs and the pursuit of innovative services.

Looking ahead, EVA Air will put our ever-stronger resolve into action. Through forward-looking ways of thinking, we will continue strengthening our core competitiveness and seeking cross-industry partnerships to face whatever challenges the external environment may bring. Through enhanced communication with stakeholders, we will continue devoting energy to a corporate culture of resilience and accountability. As we create value and chart the path toward change, we will lead the airline industry by example.

EVA Air
Chairman
Steve Lin

林寶水

EVA Air
President
Clay Sun

孫嘉明



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Highlights

Innovative Advancement in Flight Fuel Efficiency: Biomimetic Film Aids Carbon Reduction





AeroSHARK is a biomimetic film jointly developed by Lufthansa Technik and German chemical industry leader BASF. When applied to the exterior surface of cargo aircraft, this film optimizes airflow, reduces drag, and enhances flight performance, thereby contributing to fuel savings and carbon emission reduction.EVA Air is the first airline in Asia to adopt this technology. Inspired by the microscopic riblet structure of shark skin, AeroSHARK features self-cleaning properties and features low adhesion and drag reduction capabilities, effectively improving the aerodynamic efficiency of the treated aircraft surfaces. Additionally, the material is highly durable, capable of withstanding extreme temperature fluctuations, pressure differentials, and high-altitude ultraviolet radiation. Its transparency ensures no visual alteration to the aircraft's appearance, while achieving approximately 1% fuel consumption reduction.

In pursuit of the goal of net-zero carbon emissions by 2050, EVA Air is actively seeking innovative approaches to minimize its carbon footprint. Currently, AeroSHARK is being trialed on a 777F cargo aircraft to enhance fuel efficiency, with plans to extend this technology across the entire 777F fleet. Based on the operational data from EVA Air’s nine 777F cargo aircraft, it is estimated that the application of AeroSHARK could save at least 2,500 tons of aviation fuel annually and reduce carbon emissions by over 7,800 tons.

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Highlights Promoting sustainability and cultivating talent





EVA Air places great importance on promoting sustainability and developing sustainable talent. At the 2024 SDG Asia exhibition, EVA Air was the sole airline exhibitor, showcasing its flight fuel efficiency strategies and eco-friendly in-flight amenities to convey the company's sustainability vision and net-zero action plan. In addition to multimedia presentations highlighting our ESG initiatives, we also provided static displays introducing the aviation industry's net-zero carbon emission targets, sustainable aviation fuels, and detailed information on fuel consumption per seat and flight distance across various aircraft models. We also demonstrated in-flight amenities such as wheat straw toothbrushes, label-free Evian mineral water, and blankets made from recycled plastic bottles, to help members of the public have fun while learning how much work EVA Air has devoted to environmental protection.

Beyond actively advocating sustainability to the public, EVA Air is committed to cultivating internal sustainability talent. In collaboration with the Taiwan Institute for Sustainable Energy, we launched the EVA Air Corporate Sustainability Manager Certification Training Program, becoming the first airline in Taiwan to offer such a program. Employees from our subsidiary, Evergreen Aviation Technologies Corporation, were also invited to participate in the program. All participants successfully completed the 10-week, 80-hour program and passed the certification exam. This program has significantly enhanced their awareness of sustainability-related issues. In the future, they will apply the knowledge in their respective roles and help move EVA Air' s ESG vision forward.

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Sustainability Performance and Honor

Sustainability

- **Selected as a constituent stock of the Dow Jones Best-in-Class Emerging Markets Index in 2024**

  EVA Air continued to participate in the S&P Global Corporate Sustainability Assessment, and was selected as a constituent stock of the Dow Jones Best-in-Class Emerging Markets Index in 2024. We were also awarded a Top 1% S&P Global ESG Scores rating by the Sustainability Yearbook 2025.

- **Selected as a constituent of the FTSE4Good TIP Taiwan ESG Index and the 2024 FTSE4Good Index Series; received a AAA rating in the MSCI ESG Ratings for the aviation industry**

  EVA Air was selected as a constituent of the FTSE4Good TIP Taiwan ESG Index and FTSE4Good Index Series in 2024 , with environmental, social, and governance performance exceeding the industry average. In the same year, we also received a AAA rating in the MSCI ESG Ratings for the aviation industry.

- **Awarded the 2024 Global Corporate Sustainability Award (GCSA)**

  EVA Air received Bronze Class by Sustainability Reporting Award.

- **Awarded the highest honor - Taiwan Top 10 Sustainability Exemplary Enterprise Award and other six awards**

  EVA Air received the Taiwan Top 10 Sustainability Exemplary Enterprise Award, the highest honor for sustainable performance, and was recognized by the Sustainability Report Award for the tenth time. Notably, the company also secured four awards in Single Performance Category, namely The Innovative Growth Leadership Award, the Sustainable Supply Chain Leadership Award, the Climate Leadership Award and the Social Inclusion Leadership Award.

- **Listed as a top 100 corporation in CommonWealth Magazine' s Excellence in Corporate Social Responsibility Awards**

  Through our participation in CommonWealth Magazine' s Excellence in Corporate Social Responsibility assessment, we were listed as one of the top 100 corporations, ranking 9th in the Large Service Industry Category.



Environment

- **CDP questionnaire – B-level rating**

  EVA Air improved climate change management, continued to respond to the Carbon Disclosure Project (CDP) questionnaire, and received a B-level rating for six consecutive years.

- **Science Based Targets Initiative (SBTi)**

  EVA Air commits to reducing well-to-wake scope 1 and 3 jet fuel GHG emissions 40% per revenue ton kilometer (RTK) by 2031 from a 2019 base year, and received official approval from the Science Based Targets initiative (SBTi) in July 2024.

- **Promote EVA Sustainable Vision-Green Supply Chain Program**

  The program emphasizes four main areas: Green Energy Savings, Green Energy Usage, the Green Circular Economy, and Green Transportation. We collaborate with our suppliers to improve service process and products. The inaugural phase of the initiative achieved a carbon reduction of 14,367 tCO_2e (tons of carbon dioxide equivalent).

- **Introduction of Sustainable Aviation Fuels**

  Beginning in April 2024, daily flights from Paris, France to Taoyuan, Taiwan began utilizing sustainable aviation fuel (SAF). In addition, on December 16th of the same year, one flight from Incheon, South Korea to Taoyuan, Taiwan also began using SAF. Over the course of the year, EVA Air used a total of 76,136 US gallons of SAF, approximately 0.01% of our annual aviation fuel consumption—marking the highest annual SAF usage in the company' s history.

- **Honorable Mention in the 2024 Airport Partner Sustainability Action Competition corporate category**

  EVA Air joined in the energy conservation and carbon reduction competition organized by Taoyuan International Airport Corporation Ltd., and received an Honorable Mention in the corporate category. EVA Air was the only airline to win an award in this competition.

- **"Keep Our Creeks Clean " Nankan Creek cleanup activity**

  EVA Air collaborated with the Society of Wilderness to organize a Nankan Creek cleanup activity in May 2024. This is another example of us using practical action to safeguard the local environment. A total 56kg of trash was removed during the event.

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Society

- **Invested TWD 275 million in supporting social welfare projects**
  In 2024, we continued to invest cash, materials, volunteers, airfare vouchers and other resources into four major areas of the public good: safety foundation, tourism innovation, sports & arts, and social welfare.
- **Combining the core values of aviation to organize visits for students from rural areas and professional groups**
  Through visits and field learning, disadvantaged students from rural areas and professional groups had a better understanding about the knowledge and operation of aviation. In 2024, a total of 1,076 people participated in the visits.
- **Completed 77,505 employee trainings**
  We invested labor and material resources to create training courses aimed at flight crew, cabin crew, and ground staff, based on talent development plan and aviation laws.
- **Held 29 communication meetings with unions**
  We held regular communication meetings with unions, where we listened and responded to union concerns. Through this, we helped achieve win-wins for labor rights and corporate operations.
- **EVA ESG Voluntary Team assisted in 6 charitable activities**
  Since its establishment a year ago, the EVA ESG Voluntary Team has provided assistance in 6 charitable activities, with 143 participants contributing 882 hours of volunteer time.

Governance

- **Posted record-high revenues**
  Through our nimble passenger and cargo operations strategies, we achieved 2024 annual revenue of TWD 221 billion.
- **Corporate Governance**
  Ranked within the range of 6% to 20% among all listed companies in the 11th Corporate Governance Evaluation of Listed Companies.
- **Recognized with international awards**
  EVA Air earned recognition in the form of many international awards in 2024, including
  Top 7 of AirlineRatings.com World' s Safest 25 Airlines
  Top 9 of Condé Nast Traveler 2024 Reader' s Choice Awards The Best International Airlines
  Top 10 of Travel + Leisure magazine World' s Best International Airlines
  Top 8 of SKYTRAX World' s Top 10 Airlines
  Top 3 of SKYTRAX World' s Best Premium Economy Class Airlines.



For more highlights of our sustainability performance, please see the first page of each section of this report.

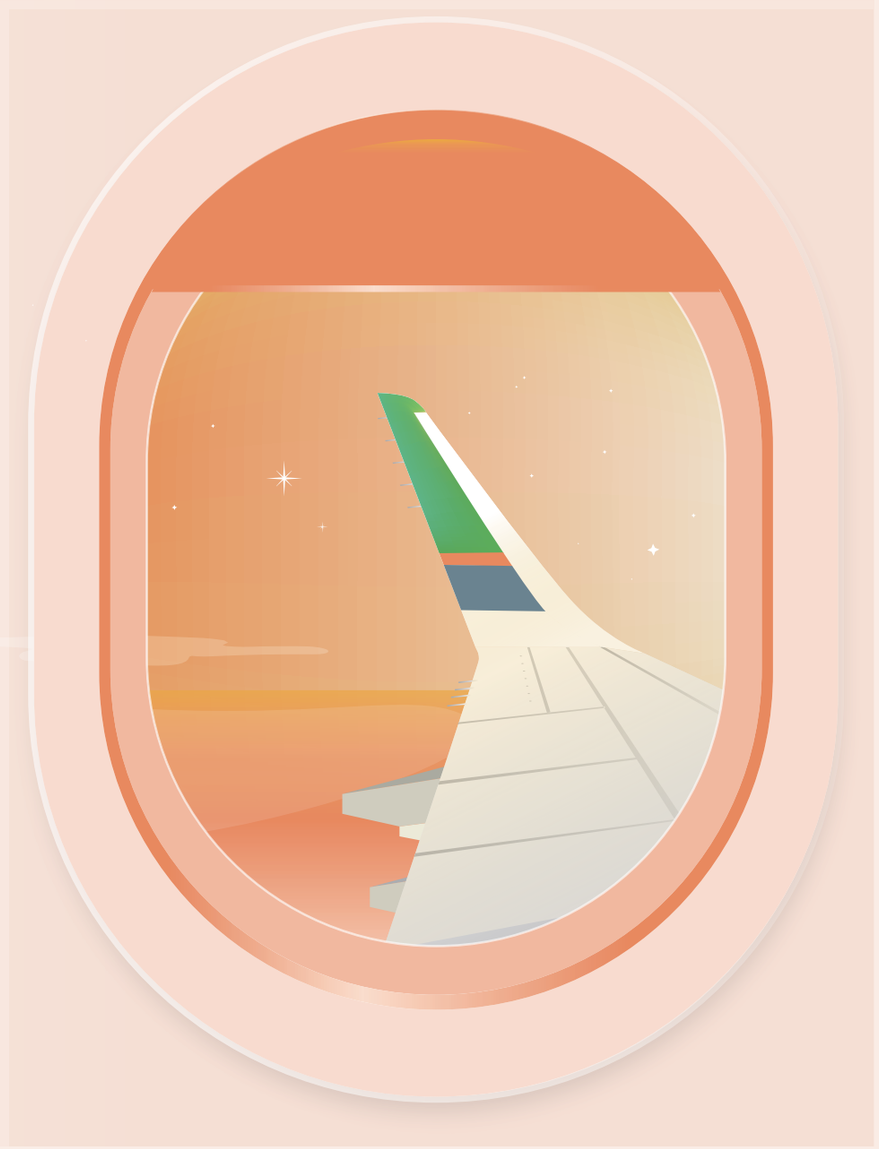
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1-1 About EVA Air

Global Routes and Locations GRI 2-6

EVA Air began flying on July 1, 1991. Since then, we've built up a fleet of over 80 aircraft serving over 60 cities throughout Asia, Australia, Europe, and the Americas. EVA Air operates 84–87 flights to eight destinations in the Americas and 32 flights to six destinations in Europe each week. This makes us the Taiwanese carrier with the most flights to the Americas and Europe, not only in terms of destinations we serve, but also in terms of flight frequency. Our 400+ flights each week throughout the Asia-Pacific region seamlessly connect passengers across oceans, and further strengthen Taiwan's position as a global transport hub. Through strategic alliances with other world-leading airlines, EVA Air has created a passenger and cargo network that serves the entire globe. And through it all, EVA Air has maintained our commitment to rigorous safety management and outstanding service quality, with Safety, Service, and Sustainability as our core values.

In 2024, EVA Air launched a new route from Kaohsiung to Hong Kong, resumed services to Matsuyama, Japan, and reinstated midday flights to Sapporo. We also increased frequencies on routes from Taoyuan to Seattle and to popular destinations in Japan and South Korea, and expanded services from Kaohsiung to Fukuoka, Seoul, and Macau. In addition, we actively strengthened our cargo flight network to North America to enhance overall fleet efficiency. With passenger capacity steadily recovering and strong market momentum continuing, both passenger numbers and revenue reached new record highs. On the cargo side, easing global inflation, along with growing demand for e-commerce and high-tech products, boosted spending momentum. As a result, both freight rates and volumes recorded double-digit growth. Total annual revenue reached NT$206.6 billion, representing a 10% year-on-year increase.

EVA Air's subsidiaries engage in a variety of aviation-related businesses, providing a full range of services to the aviation industry. EVA Air's subsidiaries are as follows:

U.S.A.
EVA Flight Training Academy

Indonesia
PT Perdana Andalan Air Service

Samoa
Sky Castle Investment Ltd.



Taiwan
Evergreen Aviation Technologies Corp.
Evergreen Airline Services Corp.
Evergreen Air Cargo Services Corp.
Evergreen Sky Catering Corp.
Everfamily International Foods Corp.
Hsiang-Li Investment Corp.

Macau
Evergreen Airways Service (Macau) Ltd.

Global Networks

Brand Strategy and Value

Since the launch of its maiden flights, EVA Air has been actively committed to flight safety and service, with the ultimate goal of becoming a globally influential and iconic airline. In order to operate and improve our sustainable actions, we designed a "brand sustainability" questionnaire, aimed at three major aspects - flight safety, innovative services, and reducing environmental impact to understand customers' perceptions of EVA Air's brand. Because we wanted to expand the scope of the survey, the questionnaires were designed to be conducted online, and the distribution targets were corporate customers, such as high-tech industries, public institutions and private companies and individual customers. In 2025, over 2,400 valid questionnaires were collected. The results indicate that customers'brand perception reached 84% for flight safety, 78% for innovative services, and 76% for reducing environmental impact. The results of the questionnaire analysis will be used as a reference for the company's operations, brand and services, allowing EVA to continue to move forward in the direction of building a sustainable brand.

Global Aviation Trends

According to the December 2024 analysis by the International Air Transport Association (IATA), the industry is expected to carry approximately 4.89 billion passengers in 2024, and that some 5.22 billion people are expected to travel in 2025. Passenger revenues are expected to reach US$678 billion in 2024 and US$705 billion in 2025. The load factor is expected to further increase to 83.4% in 2025, better than in 2024 (83.0%) and 2019 (82.6%). In addition, cargo revenues are expected to grow from US$149 billion in 2024 to US$157 billion in 2025, at cargo load factors of 69.6% in 2024 and 69.9% in 2025. IATA Director General Willie Walsh has expressed optimism, as the aviation industry is projected to welcome over 5 billion travelers in 2025 for the first time. This will mean a record-high US$1 trillion in revenue, which combined with connected industries implies a total output of US$4.1 trillion, or 3.9% of global GDP. Growth in the aviation industry is backed by projected reduced fuel prices, enhanced fuel efficiency, and the reinstatement of industry staff. However, capacity growth has continued to be hindered by supply chain challenges and heightened costs for flight leasing, purchasing, and maintenance. Geopolitical hot-spots and Trump administration policies create additional future challenges.

EVA Air 2024 Passenger Load Factor (%)



Short-haul flights Long-haul flights

- Definition of short-haul flights
  Flight time is less than 3 hours.
- Definition of long-haul flights
  Flight time is more than 3 hours.

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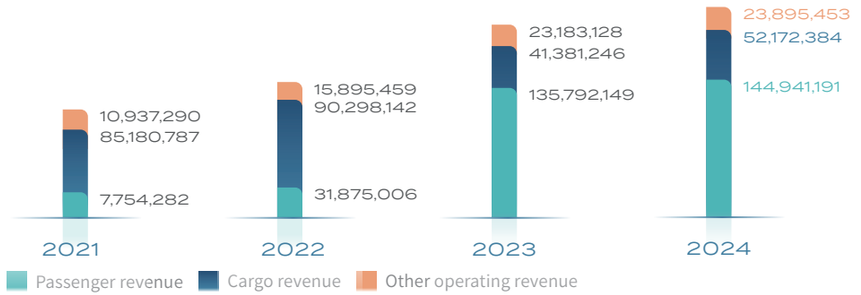
1-2 Financial Performance

Consolidated Financials GRI 201-1

In 2024, the passenger capacity has recovered while market momentum remains robust. Total annual consolidated operating revenue was NT$221.01 billion, for net profit after tax was NT$30.42 billion. This continued to mark historic highs. Please refer to chapter 5 of the 2024 EVA Air Annual Report for details of the financial conditions and performance.

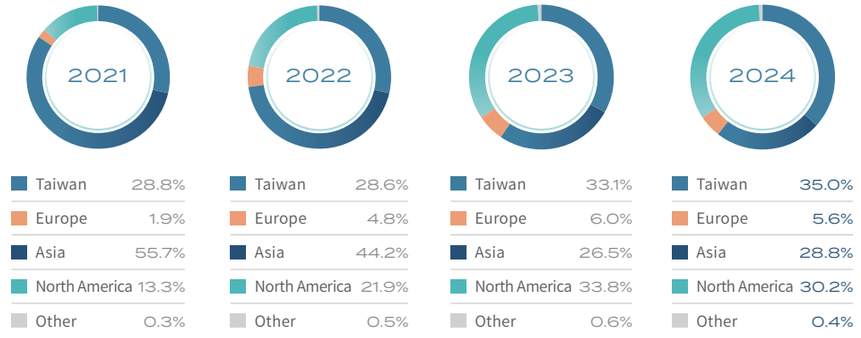
Ratios of Consolidated Operating Revenue

Unit: NTD thousands



Percentage of Operating Revenues for Various Regions

Unit: NTD thousands



Business Performance over the Years	2024	2023	2022	2021
The Company's income tax expense (benefit)	6,817,309	4,892,666	1,204,098	1,090,423
The Company's total assets	331,489,132	305,611,637	294,048,935	298,218,611
The Company's amount of capital (including Advanced receipts for share capital)	54,004,443	54,004,443	53,601,889	51,865,699
Average revenue of employees	18,121	17,114	12,262	9,011
Employee salaries and welfares	28,588,237	23,945,408	16,971,135	15,077,377
The Company's total revenue	206,562,483	187,812,709	127,142,232	95,331,905
Consolidated total revenue	221,009,028	200,356,523	138,068,607	103,872,359
Consolidated net profit (loss) before tax	38,388,189	28,839,755	9,468,566	7,802,489
Total market value	239,509,706	169,843,974	150,889,319	144,964,628
The Company's operating costs and expenses	172,377,766	162,163,360	118,995,323	85,736,234
The Company's retained earnings	57,765,901	37,590,051	20,610,902	14,503,880
The Company's gross salaries	21,595,060	17,904,495	13,256,585	11,970,138
Total pension	772,512	698,945	689,778	688,038
Dividends paid	9,720,800	4,290,310	3,163,333	0
Interest paid	2,775,208	2,655,330	2,854,101	3,047,362
The Company's gross profit margin (%)	23.21	20.18	13.39	18.56
The Company's return on assets (%)	9.97	8.06	3.36	3.21
The Company's return on equity (%)	25.20	22.16	8.17	8.45
The Company's debt ratio (%)	62.83	64.99	70.09	71.28

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1-3 Fleet Planning

Fleet

As of the end of 2024, EVA Air operated a fleet of 84 aircraft, including 75 passenger aircraft and 9 freighters. We plan to introduce 14 Boeing 787 Dreamliners from 2025 to 2029, leading our 787 fleet to reach a total of 30 aircraft. The fleet includes 13 long-haul Boeing 787-9, primarily deployed on European and North American routes. Beginning in 2025, we plan to offer three cabin classes services – Royal Laurel, Premium Economy, and Economy – to better match operational needs and increase competitiveness. We also have 17 Boeing 787-10 with higher passenger capacity, which will maintain our Royal Laurel and Economy classes and will mostly operate on routes within the Asia and Pacific regions. The 787 brings a 20–25% reduction in fuel usage and carbon emissions over traditional passenger aircraft. This fuel-efficient model will increase operating efficiency and enhance overall operations network.

Also, EVA Air has finalized a firm order with Airbus for the purchase of next-generation aircraft to replace aging aircraft. We plan to introduce 18 Airbus A350-1000s wide-body aircraft from 2027 to 2030, and have a purchase option for an additional six more of that model. From 2029 to 2032, we plan to deliver 15 Airbus A321neo narrow-body aircraft. The new generation aircraft will increase our total passenger seat capacity, while also increasing fuel efficiency over 15% as compared to EVA Air's current levels. By introducing more fuel-efficient and modern aircraft, EVA Air will continue to optimize our fleet composition, which also bring significant reductions in fuel consumption and carbon emissions, and enhance overall operating efficiency while offering our passenger sustainable and comfortable in-flight experience.

Fleet

	2021	2022	2023	2024
Number of Aircraft	90	86	88	84
Average aircraft age (yrs)	6.99	8.06	8.43	8.74

Note: Updated as of December 31st, 2024.

Improve load factor

Based on the supply and demand of passenger and cargo market and future forecasted trends, we evaluate merging or canceling flights with low passenger and cargo load factors to maximize route profitability. Moreover, we continue to improve the flight load factor by strategies such as expanding flight networks, enhancing airport and in-flight automated services, maintaining corporate client relationships, launching mileage promotion, and deepening interline cooperation. Furthermore, the swift expansion of global e-commerce demand is fueling the need for air cargo. At the same time, we play an active role to provide cold chain and temperature control services, as well as handling urgent orders for sea-to-air transfers to diversify the sources of air cargo and increase the cargo load factor. In 2024, EVA Air's passenger load factor was 82.57%, while the cargo load factor was 71.59%.



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1-4 International Engagement

International Engagement GRI 2-28

International Air Transport Association — Member

- IATA is an association that coordinates and manages civil airline activities and issues such as flight operation, air cargo, safety, service and environmental protection.
- Joining IATA will help EVA Air keep abreast of the latest developments in the global airline industry, aviation law and regulations.

Chinese Society of Civil Aviation — Member of Board

- Conduct civil aviation academic activities; promote civil aviation knowledge and integrate with modern technology to strengthen civil aviation technologies and exchanges of experience.
- Communicate and coordinate aviation issues in the industry, government and academia.

Flight SafetyFoundation — Benefactor Member

- FSF holds various kinds of flight safety seminars and releases the latest flight safety information.
- Actively participated in international advisory committees and the ICARUS Think Tank Committee to jointly establish methods for improving aviation safety and assist with drafting the agenda for the International Air Safety Summit.

Association of Asia Pacific Airlines — Member

- AAPA is a regional international organization composed of airlines in the Asia-Pacific region. The organization consists of various working committees- Security, Aviation Policy, Airline Services and Technical Committees, as well as different project teams. AAPA aims to advocate for the aviation industry in the Asia-Pacific region and influence the industry globally by coordinating stakeholders and governments.
- Joining AAPA will help EVA Air keep abreast of the latest developments in the Asia -Pacific region, the global airline industry and aviation law and regulations.

Taipei Airlines Association — Member

- The TAA is committed to coordinating matters among stakeholders and speaking out for the common interests of the industry. It serves as a bridge the government and the local civil aviation, and is entrusted by the government to provide relevant services. The TAA also funds the operation of the Airport Coordination Taipei.
- Participating in the TAA allows EVA Air to discuss and communicate with other industry stakeholders on relevant issues and voice out demands or suggestions to the government.

Flight Safety Foundation - Taiwan — Directors of the Board

- Planned and promoted Taiwan's civil aviation safety. Provide various aviation, security and ground handling safety-related courses and publish semi-annual flight safety magazines.
- Collected international aviation safety information, provided education and training to airline industry, and coordinated the revision of relevant unit regulations or strategy formulation to improve the safety and security of domestic civil and military aviation.

Star Alliance — Member

- Star Alliance is the largest global airline alliance. Through member collaboration and co-ordination, as well as sharing facilities, analyzing flight schedules and introducing innovative technology, Star Alliance member carriers strive for smooth and seamless passenger experience.
- Joining Star Alliance strengthens the cooperation between EVA Air and member airlines through system co-development and joint-sourcing. It also enables the expansion of network services, cooperation of frequent flyer reward programs between member airlines, and provision of innovative products.

Taiwan Center for Corporate Sustainability — Member of Board

- Established by the Taiwan Institute for Sustainable Energy, the Center is a non-governmental organization oriented towards public welfare. It is a resource exchange platform for sharing corporate sustainability related resources.
- As one of the board directors, EVA Air actively participates in the board activities; we exchange and share industry experience through this platform and keep up with the sustainability trend.

CommonWealth Sustainability Association — Member

- The CommonWealth Sustainability Association (CWS) uses its resources to identify trends and issues, as well as the analytical skills in investigation and research, to create a comprehensive platform for corporate communication, sharing and learning, helping companies to grasp trends and promote ESG.
- For the four dimensions of corporate governance, corporate commitment, social participation, and environmental sustainability, CWS holds empowerment workshops, benchmarking company visits and sustainability forums every year.

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Lobbying and Participation in Trade Associations on Climate Alignment

As we face the challenges brought on by climate change, EVA Air has formulated our Governance Framework of Public Affairs Engagement Initiatives, as well as our Environmental & Energy Policy. We have also committed to the Net Zero by 2050 goal. By formulating pathways to Net Zero, implementing mitigation and adaptation action plans, and joining climate-related trade associations, we hope to create positive change for global society as a whole. We at EVA Air have also created review and oversight mechanisms for our participation in trade associations. These mechanisms cover all EVA Air global operations sites, in order to ensure that our climate-related participation in public affairs complies with our sustainable development policies and Environmental & Energy Policy, and aligned with the Paris Agreement. We also aim to create common perspectives between the work of trade associations, the core business we focus on, climate change governance, and topics in sustainability. Our management and oversight mechanisms are as follows:

1.Management mechanisms and organizations of lobbying and participation in trade associations

EVA Air does not provide political donations. Instead, our engagement with common policy is mainly conducted through our participation in trade associations. Our lobbying efforts are required to comply with all local lobbying laws; and any lobbying we do must first be evaluated by the responsible department, then submitted to the Chairman and the President for approval.

2.Screening climate-related trade associations

We identify which associations make it one of their core mission to associate to the Paris Agreement and other climate change actions, or which do climate change related education, advocacy, lobbying, etc. We then consider these associations to be climate-related associations, and include them with our assessment scope.

3.Reviewing and monitoring whether their work aligned with the Paris Agreement

(1) Assessing the public stance of the trade associations with regard to climate change. This includes whether they have made public statements, done public education, advocacy, lobbying, etc. that align with the goals of the Paris Agreement. Examples include action to keep the Earth's temperature below a 2° or 1.5° C increase, aiming for Net Zero by 2050, energy-saving and carbon-reduction, etc.

(2) For associations that aligned with the Paris Agreement, we will then support and continue to participate in them; for those that don't, we take further response measures.

(3) For monitored trade associations, the Corporate Sustainability Committee does annual assessments and monitoring.

4.Response for associations whose goals are not aligned with EVA Air's climate change policies and the Paris Agreement

(1) If a trade association's goals and policies are not aligned with ours, we will communicate with them, trying to the greatest extent possible to make said association's goals align. If we are unable to reach alignment within two years, EVA Air will leave the associations.

(2) If a trade association's policies and goals are largely not aligned with those of EVA Air, we will part ways with said association.

2024 Climate Change Lobbying Assessment Results

In 2024, EVA Air had no climate-related direct lobbying. The associations we participated in were in fields such as aviation personnel development, workplace sexual equality, flight safety & risk management, and sustainable development. After screening, there were five trade associations related to climate change.

Our assessment results are as follows:

	Alignment with goals or not
International Air Transport Association (IATA)	At the 77th Annual General Meeting, the IATA's airline members committed to realizing Net Zero Emissions by 2050; reaching the Paris Agreement's 1.5°C goals; and supporting the International Civil Aviation Organization (ICAO)' s Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA). To achieve these goals, the IATA urges governments to adopt the ICAO's Long-Term Global Aspirational Goal (LTAG) for global aviation, establish policies for SAF production optimization, promote carbon reduction reporting programs, and more.
Association of Asia Pacific Airlines (AAPA)	In terms of sustainability issues, the AAPA aims for an EU-like model of facilitating experience-and knowledge-sharing between airlines throughout the Asia-Pacific region. The AAPA has formulated strategies aimed at integrating innovative technologies, improving operations, and enhancing infrastructure, with a primary focus on boosting biofuel production to support airline members in achieving Net Zero Emissions by 2050.
Taipei Airlines Association (TAA)	At a member meeting in October, 2022, the TAA passed a resolution on sustainable aviation fuels (SAFs). The resolution marked SAFs as a critical element of reaching the aviation industry' s Net Zero goals. In Taiwan, the powers that be have yet to put in place the technical and regulatory systems needed for SAFs; potential proposals are ongoing, and at appropriate times, will be made to the government.
Taiwan Center for Corporate Sustainability (TCCS)	Supports the Paris Agreement; established the Taiwan Alliance for Net Zero Emission; continues advocacy for Net Zero and related activities.
CommonWealth Sustainability Association	Agrees with the Net Zero goals; held an Enterprise 1.5°C Forum; additional advocacy for sustainability and Net Zero emissions.

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Highlights

Corporate Governance Evaluation

The Company was ranked in the range of 6% to 20% of all listed companies of the 11th Corporate Governance Evaluation, which illustrated the Company had good performance during operation.

Retained Position on the Sustainability and High Compensation Top 100 Indexes

Again selected in 2024 as a constituent of the FTSE4Good TIP Taiwan ESG Index and the TWSE RAFI® Taiwan High Compensation 100 Index.



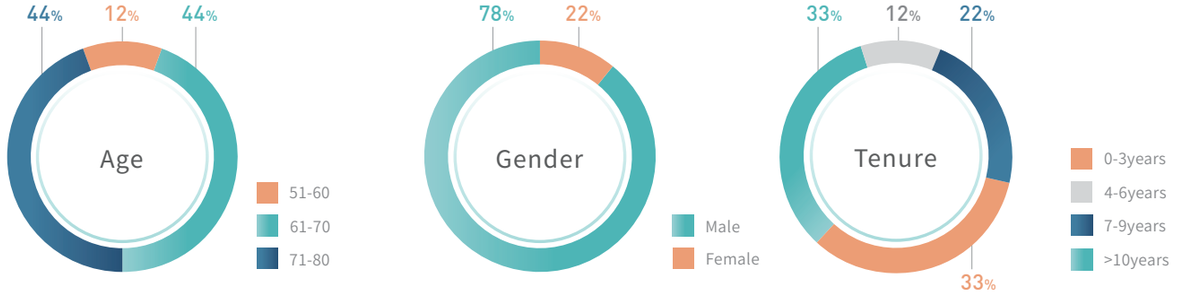
2-1 Ethical Management

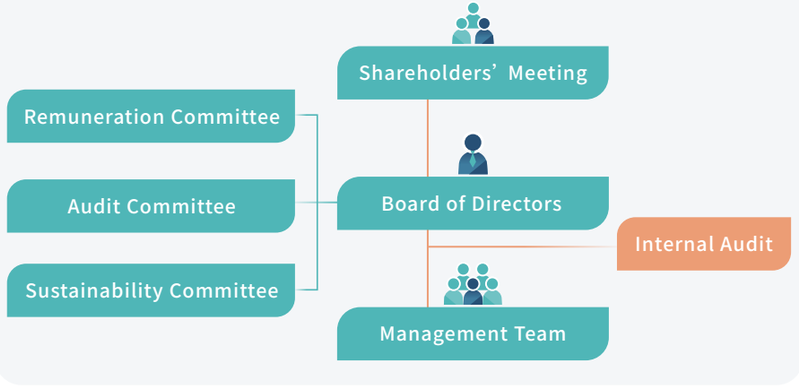
EVA Air upholds the principle of ethical management, a sound corporate governance structure, rigorous internal control system, and excellent risk management. While strengthening the company's operating performance, EVA Air also protects the interests of shareholders and other stakeholders.

2-1-1 Corporate Governance

Corporate Governance Framework GRI 2-9、GRI 405-1

The Directors of EVA Air were elected via the Shareholders'Meeting in accordance with candidate nomination system adopted in the Company's Articles of Incorporation. The Board of Directors consists of nine Directors with three independent directors (one of them shall be an Independent Director Undertaking Public Welfare). The term of office of one Director is three years. As of April 30, 2025, the average continuous term of all Directors is 7 years, and there are two female directors, accounting for 22.22% of the total board members.





Articles of Incorporation
Regulations for Electing Directors
Rules of Procedure for Board of Directors Meetings

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Structure and Operation of the Board of Directors GRI 2-11、GRI 2-15、GRI 2-16

The Chairman of EVA Air, whose main duty is to supervise the management level to ensure that the business operation conforms to the business philosophy of EVA Air. The President, whose main duty is to lead the management team to ensure that the business is fully implemented under the instructions of the Board of Directors. To ensure that the responsibilities of the two do not contradict with each other, the Chairman of EVA Air does not hold the concurrent post of President.

A Board of Directors Meeting is convened at least once a quarter; however, in case of emergency, the meetings may be convened at any time. The Board of Directors shall execute its duties in accordance with the Company Act, the Securities and Exchange Act, the Articles of Incorporation, and other relevant laws and regulations, and are also responsible for making resolutions concerning the Company's business. To avoid the occurrence of conflicts of interest, the board meetings shall be carried out in accordance with the "Corporate Governance Best Practice Principles" and "Rules of Procedure for Board of Directors Meetings". If a director or a juristic person that the director represents has a personal interest in a meeting agenda item, said director shall state the material aspects of the interested party relationship at the meeting. If such interest may prejudice the interests of EVA Air, said director may not participate in the discussion and voting on that proposal and shall recuse him/herself during the discussion and voting on said item. Such a director shall also not act as another director's proxy to exercise voting rights on that matter.

The independent directors of the Company, according to Article 24 of "Corporate Governance Best-Practice Principles.", shall not hold office concurrently as a director (including independent director) of more than five listed companies, and also shall not concurrently serve as an independent director of more than four public companies. For the detailed information of each director's other positions, please refer to P.11-13 of the 2024 Annual Report (English version).

In 2024, the "Mailbox for Ethics Consultation and Violations Reporting" and the "Mailbox for CSR" received no cases of misconduct. The implementation of related integrity management operations and communication with stakeholders have been reported to the Board of Directors by the responsible units.

Remuneration for Directors and Managers GRI 2-19、GRI 2-20

The remuneration of each EVA Air's Board member has been resolved by the Remuneration Committee to ensure that it is reasonably connected with each board member's performance.

According to the Articles of Incorporation and the "Payment Regulation of Directors" of the Company, if the Company makes profit in a fiscal year, the Company shall set aside no more than 2% of the profit for directors'remuneration; and shall distribute the remuneration based on the individual director's level of participation in and the value of contribution to the Company's operations. In addition, EVA Air may pay reasonable compensation to the directors based on the level of the individual director's participation in and contribution value to the Company's operations as well as taking into account of normal standard in the same industry. Meanwhile, no external compensation consultants were involved in the determination of such remuneration. The director's level of participation in and the value of contribution to the Company's operations mentioned above shall be determined based on his/her personal performance and the evaluation results of the performance of the Board of Directors (including board attendance and training status, the level of participation in the operations of the Company, the interaction status with the management team, sustainable development promotion, corporate governance implementation, etc.).

In addition, in order to implement corporate governance, in accordance with the Company's "Stock Ownership Guidelines for Managers who hold Director Positions", the managers who hold director positions shall hold at least 100,000 shares of the Company so that their interests are connected with the Company's long-term operating performance and the shareholders' interests.

Article 26 of the Articles of Incorporation of the Company stipulates that if the Company makes profit in a fiscal year, the Company shall set aside no less than 1% of the profit for employees' compensation. Managerial remuneration is handled in accordance with the "Payment Regulation of Managers" of the Company. Managerial remuneration includes fixed remuneration and variable remuneration. Fixed remuneration includes salary and allowances. The job title is determined according to the Company's organizational structure, business activity and nature of work, and the fixed remuneration standard for each position is formulated taking internal and external factors into account as well; Variable remuneration includes year-end bonus and employees'compensation. The manager's year-end bonus is determined based on the performance. The evaluation items include the work performance, leadership and control, adaptability, creativity, knowledge and experience, planning skills and cost concepts, etc. Year-end bonuses for senior executives are determined based not only on business performance, but also on ESG criteria such as risk prevention, environmental sustainability (including climate considerations), and operational performance. The bonus amount is determined after being reviewed by the Remuneration Committee of the Company and submitted to the Board of Directors for approval.

In addition, regarding the remuneration paid to directors and managers, the Company has not established a claw back mechanism. For further details on remuneration, please refer to the Charter of Remuneration Committee.

Diversification of Directors GRI 2-17

The members of the board each bring expertise from a distinct professional field, such as transportation management, finance and accounting, information and technology, environmental protection, risk management, and law, and the composition of the board shall be determined by taking diversity into consideration, such as gender, age, nationality, race, and culture. Independent directors possess a certain level of understanding in risk management due to their knowledge and experience. Their extensive expertise allows them to provide professional opinions and adopt a multi-dimensional thinking approach, which assists the Board of Directors in making decisions that are most advantageous for the operations. The convener of EVA Air's Audit Committee, Mr. Hsu, Shun-Hsiung, who holds the CPA qualifications in both Taiwan and China, served as the Chairman of the 1st and 2nd term of Association of Certified Fraud Examiners, and also has the professional qualifications of Certified Fraud Examiner. His expertise and relevant experience bring significant benefit to the implementation and improvement of the Company's risk management. Every year the Company holds training sessions for the Board depending on the industrial characteristics and the needs of each board member, and also provides directors with information of training courses and forums organized by the competent authority and training institutions. Every director of the Company actively participates in internal and external training courses,

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covering topics such as risk management, corporate governance, corporate sustainability, information security, and integrity management. In 2024, each director completed the required training according to the "Directions for the Implementation of Continuing Education for Directors of TWSE Listed and TPEx Listed Companies", with an average training duration of approximately 7.89 hours. For the detailed information of each director's training situation, please refer to the Corporate Governance section on EVA Air's website.

For information of the diversity status on the Company's board members, please refer to the Implementation of the diversity policy on board members of the Corporate Governance section on EVA Air's website.

Nomination and Election of Directors GRI 2-10

According to the Company's Articles of Incorporation, EVA Air elects 9 directors (including 3 independent directors) for a term of 3 years. The election process follows the candidate nomination system as stipulated in Article 192-1 of the Company Act and the provisions of the Company's Articles of Incorporation. Shareholders holding more than 1% of the total issued shares of the Company may submit a written list of director candidates to the Company during the nomination period. The shareholders shall select directors from the list of candidates announced by the Company. According to Article 20 of EVA Air's Corporate Governance Best Practice Principles, members of the Board of Directors are selected based on diversity, independence, professional competence and other relevant factors.

Please refer to the Corporate Governance section on EVA Air's website for information on the appointment of the current Board of Directors for the term from May 24, 2023, to May 23, 2026.

Performance Evaluation of the Board of Directors GRI 2-18

To enhance the functions of the Company's Board of Directors in accordance with the "Regulations Governing Board Performance Evaluations" formulated by the Board of Directors, the Board of Directors shall carry out an internal board performance evaluation at least once a year. The evaluation indexes include the level of participation in company operations, improvement of the Board of Directors' decision-making quality, composition and structure of the Board of Directors, director appointment and continuing education, internal controls, and implementation and promotion of sustainable practices (ESG). In addition, an external board performance evaluation may be conducted every three years. In 2024, self-evaluation of performance of the Board, self-evaluation of performance of Board Members, self-evaluation of performance of the functional committees (Remuneration Committee, Audit Committee, and Sustainability Committee) were conducted. The results of these self-evaluation are as follows. The recommended improvement plans are all categorized as ongoing efforts to strengthen corporate governance and further details can be found in the Corporate Governance section on EVA Air's website.

	Self-evaluation of Performance of the Board	Self-evaluation of Performance of Board Members	Self-evaluation of Performance of the Remuneration Committee	Self-evaluation of Performance of the Audit Committee	Self-evaluation of Performance of the Sustainability Committee
Overall Average Score (5 points for full marks)	4.98	4.97	5	4.97	4.98
Results	Excellent	Excellent	Excellent	Excellent	Excellent

Note: More than 4.5 points: Excellent; more than 3.5 points and less than 4.5 points: Good; more than 2.5 points and less than 3.5 points: Acceptable; less than 2.5 points: Improvement Needed.

Functional Committees of the Board of Directors

In order to enhance supervision and strengthen management, EVA Air set up the functional committees such as Remuneration Committee, Audit Committee and Sustainability Committee under the Board of Directors. For the detailed information of duty and the state of operations of each functional committee, please refer to the Corporate Governance section on EVA Air's website.

Remuneration Committee

The Committee, which consists of entire independent directors, assists in formulating and periodically reviewing the performance evaluation and remuneration policies, systems, standards and structures for the directors and managers, and also periodically evaluates and determines the remuneration of the directors and managers. Two meetings were convened in the year 2024, and the average attendance rate of all Remuneration Committee members is 100%.

Audit Committee

EVA Air established the Audit Committee on June 26, 2017, which consists of entirely independent directors, with at least one with accounting or finance expertise. The Committee helps to supervise the fair presentation of the Company' s financial reports; appointment of accountants, as well as the independence and performance of the accountants; the effective implementation of the Company' s internal control system; and risk management related to all these tasks. Six meetings were convened in the year 2024, and the average attendance rate of all Audit Committee members is 88.89%.

Sustainability Committee

To fulfill our corporate social responsibility and achieve sustainable business goals, EVA Air established the Sustainability Committee on December 23, 2022. The committee is composed of five members and the majority of its members are independent directors. The committee is responsible for reviewing and approving corporate sustainability (including risk management) policies, strategies, goals, or management principles. It also reviews the annual sustainability work plan, oversees its implementation, monitors progress, and assesses outcomes. The committee plays a vital role in implementing the Company' s corporate governance system to align with the principles of sustainable business practices. Two meetings were convened in the year 2024, and the average attendance rate of all Sustainability Committee members is 100%.

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Internal Control

EVA Air has formulated the EVA Air EVA Air Internal Control System and the EVA Air Internal Audit Implementation Rules as the basis for implementing internal audits, in line operating patterns in the airline industry and in accordance with the Regulations Governing Establishment of Internal Control Systems by Public Companies promulgated by the Financial Supervisory Commission (FSC). In December 2024, the EVA Air Internal Control System and the EVA Air Internal Audit Implementation Rules were amended to include a new "Sustainability Information Management" chapter. We have also incorporated "Sustainable Development Roadmap for TWSE-listed/TPEx-listed Companies Progress Tracking" and "Sustainability Information Management" into the 2025 Audit Plan as audit items.

The Auditing Div. of EVA Air is an independent unit affiliated with the Board of Directors. There is one Audit Supervisor and eight full-time auditors. The auditors are all the senior members of various units of the Company. Besides having applicable qualifications as required by the FSC, the auditors continuously take professional courses every year related to internal audit. The Auditing Div. is responsible for the inspection and evaluation of the Company's internal control, and assists the Board of Directors and managers in checking and reviewing the internal control system of the Company.

The Auditing Div. draws up the annual audit plan in accordance with the risk assessment results every year, submits it to the Board of Directors for approval, checks and evaluates the implementation of internal control, and provides timely suggestions for improvement to ensure the sustained and effective implementation of the internal control system. In addition, the Auditing Div. verifies self-assessment reports of various units and subsidiaries of the Company in accordance with the regulations each year, and provides the verified reports together with the aforementioned internal audit results and improvement condition to the Board of Directors and General Manager as the basis for their assessment of the effectiveness of the overall internal control system and issuance of the statement on internal control system.

9 items	Supervision and Management Audits of Subsidiaries
4 items	Audits of Lending of Capital, Endorsements and Guarantees
15 items	Audits of Various Cycles in the Internal Control System
12 items	Audits of Stock Services
12 items	Audits of Management Control
12 items	Audits of Derivative Transactions

2-1-2 Compliance with Laws and Regulations

GRI 2-23、GRI 206-1

Regulatory Compliance Framework

Our routes span the globe, so EVA Air takes initiative to ensure that all our operations and procedures comply with national and international law. By doing this, we provide our passengers with safer journeys and superb service. Regulations here include areas such as Corporate Governance, Securities Law, Insider Trading, Financial Reporting, Anti-corruption, Antitrust (Fair Competition), the Civil Aviation Act, Intellectual Property Protection, Personal Data Protection, Labor, Occupational Safety and Health, Anti-discrimination, Anti-harassment, and Environmental Protection. Each responsible department pays close attention to all domestic and foreign policies, as well as laws that may have a significant operational or financial impact on the Company, then updates the Company's internal standards in accordance with the latest laws, organizes occasional educational training sessions, and ensures regulatory compliance with the laws by adopting internal control systems.

Regulatory Compliance Achievements

There were no violations of any securities laws pertaining to listed companies, environmental protection, personal data protection, antitrust, product, or service reported for EVA Air in 2024, and neither any material regulatory violations (where a fine exceeds NT$1 million), including non-monetary sanctions. For detailed information on different aspects of regulatory compliance, please refer to 3-1 Passenger Transportation Services on page 43, 4-2 Flight Safety on page 57, 4-3 Information Security and Privacy Protection on page 65, 6-1 Sustainable Environmental Management and Actions on page 102, 6-2 Into the Great Green Yonder on page 111, and Ethical Corporate Management on page 96–101 and Labor Relations on page 144–152 of the 2024 Annual Report.

2-1-3 Code of Conduct

EVA Air Code of Conduct GRI 2-23、GRI 2-24

Since its establishment, EVA Air has upheld the corporate spirit of "challenge, innovation, and teamwork", and has taken "safety, service, and sustainability" as its core values. In order to implement ethical management, sustainable operation and fulfill corporate responsibility, EVA Air follows concerning regulations to formulate "Codes of Ethical Conduct", "Ethical Corporate Management Best Practice Principles", "Procedures for Ethical Management and Guidelines for Conduct", "EVA Antitrust Policy and Guidelines", "Information Security Policy", "Corporate Sustainability Best Practice Principles", "Supplier Code of Conduct", etc. Besides, EVA Air refers to UN Global Compact, ILO, OECD, SA8000, ISO 26000, GRI and UN Guiding Principles on Business and Human Rights to formulate the "EVA Air Code of Conduct" as the highest guideline for conduct and ethics in the daily tasks of business ethics, environment, human rights/labor, safety and health and so on. The Code is applicable to the Company, its subsidiaries and its suppliers.

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Business Ethics

- Anti-corruption
- Conflict of interest
- Fair competition
- Insider trading/ Anti-money laundering
- Information confidentiality
- Personal data protection
- Charitable or political contributions

Environment

- Permits and compliance
- Energy and greenhouse gas
- Waste
- Dangerous and hazardous substances
- Noise pollution

Human/Labor Rights

- Freedom of choice in employment
- Freedom of association
- Working hours/Wage
- Humane treatment
- Prohibition of discrimination
- Prohibition of child labor

Safety and Health

- Occupational safety
- Emergency response
- Occupational injuries and occupational diseases
- Occupational hygiene
- Health check
- Mechanical equipment protection
- Health and safety training and education

Management System

- Management mechanism
- Reporting
- Acceptance, investigation and protection measures in reporting

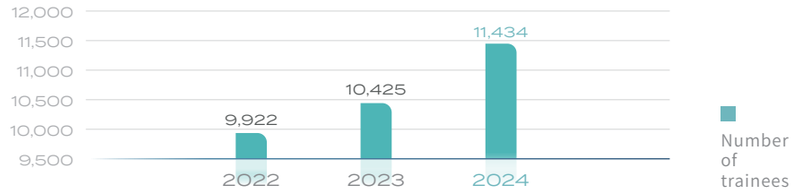
EVA Air Code of Conduct

Code of Conduct Course Series GRI 205-2

The Code of Conduct and related regulations has been disclosed on the company's internal and external websites for interested parties and employees to consult at any time. The company also regularly arranges employees to participate in the code of conduct training, and signs at the end of the training to ensure that all employees fully understand the code of conduct and agree to abide by it. The current employee signing rate is 100%. From 2022 to 2024, the annual completion rate of EVA Air Code of Conduct and series of courses is 100%.

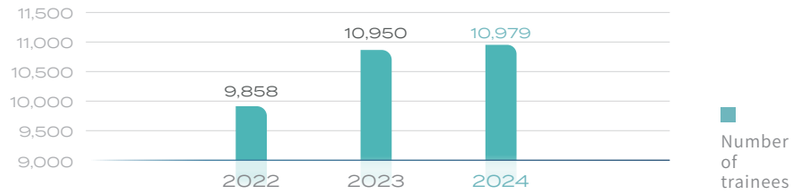
Anti-corruption and Integrity Management Training
(Training Hours: 0.5 hour/person)

Coverage 100(%)



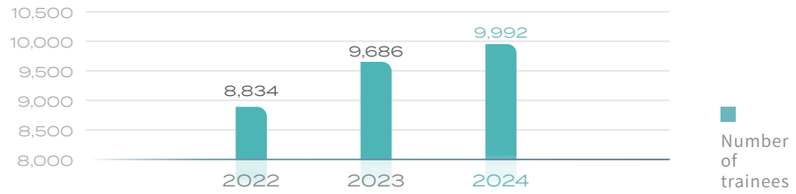
Information Security Training
(Training Hours: 2 hour/person)

Coverage 100(%)



Occupational Safety and Health Training
(Training Hours: 1 hour/person)

Coverage 100(%)



Note: The above coverage rate is the same as completion rate, and the formula is as follows:

- Anti-corruption and Integrity Management Training, Information Security Training: Number of trainees/ Number of permanent employees. The base date for counting is the day of training, covering employees in all regions and all categories.
- Occupational Safety and Health Training: Number of trainees/Number of permanent employees in the Taiwan. The base date for counting is the day of training. Foreign cabin crew members not in the Taiwan region have been included in the training program since 2023. As a result of changes in statistical scope, the number of trainees participating in the Occupational Safety and Health Training Program was adjusted, making it 582 higher than the previously reported figure for 2023.

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EVA Air has established a “Ethical Corporate Management Best Practice Principles” and “Codes of Ethical Conduct,” both of which require all board members to uphold the principle of integrity. The Company also arranges relevant training courses on business integrity for directors. For detailed information on directors’participation in such training, please refer to the Corporate Governance section on EVA Air website or Market Observation Post System (Mandarin version). In view of the fact that subsidiaries and suppliers are important operating partners of EVA Air, the Company has signed with subsidiaries and suppliers to require them to implement relevant codes of conduct and conduct training in order to further instill EVA Air’s requirements. The current signing rate and training completion rate for subsidiaries and suppliers are 100%.

Code of Conduct Case Statistics

GRI 2-25、GRI 2-26、GRI 205-1、GRI 205-3

To implement anti-corruption, prevent and avoid any unethical, dishonest, or violations of the "EVA Air Code of Conduct" and related regulations, the Company has established an assessment mechanism for business activities with a higher risk of dishonest behavior within our operating scope. In 2024, the supply chain action team of Corporate Sustainability Committee,(Corporate Planning Div., General Affairs Dept., Digital And Information Planning Dept., Operation Management Dept., Information Technology Service Div., Cabin Service Div., Engineering & Maintenance Div.), passenger and cargo business and management divisions(Passenger Business Div., Passenger Management Div., Cargo Div.)conducted self-assessments of integrity behavior within their business operations. The completion rate of the self-assessments reached 100%, with all results in full compliance with applicable regulations. Moreover, EVA Air has set up reporting, enquiry and communication channels on the Company's internal and external websites, and encourages internal and external personnel to report guideline or regulatory violations or provide relevant suggestions to EVA Air at any time.

	Mailbox for Ethics Consultation and Violations Reporting	Mailbox for CSR	Sexual Harassment Complaint Channel
E-mail and Phone Number	evapsn@evaair.com	csr@evaair.com	• 134@evaair.com • Ground staff hotline 03-351-5113 • Flight crew hotline 03-351-5916; 03-351-5886 • Cabin crew hotline 03-351-8805; 03-351-8806
Responsible Div./Dept.	Human Resources Div.	Corporate Sustainability Development Div.	Occupational Safety & Health Div. Human Resources Div. Flight Crew Management Div. Cabin Crew Management Div.

After accepting the case, the responsible unit of each mailbox or hotline will instruct the responsible unit to handle or investigate according to the nature and content of the case. The Company promises to keep the identity of the informant and the content of the report confidential, and promises to protect the informant from improper treatment due to the report. If, after investigation, it is found that there is a case of non-compliance with the Code of Conduct, including the failure of persons with supervisory responsibility to report wrongful conduct, the Company shall implement disciplinary actions in accordance with the labor contract, internal disciplinary regulations and procedures, including dismissal. From 2022 to 2024, there were 6 cases of violation of the Code of Conduct.

Code of Conduct Case Statistics	2024		2023		2022	
	Number of Cases Accepted	Number of Cases Closed	Number of Cases Accepted	Number of Cases Closed	Number of Cases Accepted	Number of Cases Closed
Corruption/ Bribery	0	0	0	0	0	0
Discrimination	0	0	0	0	0	0
Sexual harassment	2	2	2	2	2	2
Privacy protection	0	0	0	0	0	0
Conflict of interest	0	0	0	0	0	0
Fair trade	0	0	0	0	0	0
Money Laundering/ Insider Trading	0	0	0	0	0	0
Other	0	0	0	0	0	0
Total Number of Violations	**2**	**2**	**2**	**2**	**2**	**2**

Note 1: There were no corruption/bribery-related incidents in 2024; therefore, no government penalties were imposed.
Note 2: Case handling results and mitigation measures in 2024: Based on the severity of the cases, disciplinary actions such as verbal warnings and job reassignments were imposed on the individuals involved. Additionally, the individuals were required to attend gender equality training courses, emphasizing the importance of respecting gender equality and reiterating the Company's zero-tolerance policy. For details of case handling situations and mitigation measures, please refer to the Labor Rights section on page 93 of this report.

2-2 Sustainable Management

Safety, Service, and Sustainability are the operational core value of EVA Air. Building upon this operational core, we integrate the United Nations Sustainable Development Goals (SDGs) and the three ESG dimensions (Environmental, Social, and Governance) to plan short-, medium-, and long-term sustainable development strategies for 0-3 years, 3-5 years, and 5-10 years, respectively. The short-term strategy is to share experiences with our subsidiaries and value chain. We incorporate all stakeholders to work hand in hand in the promotion of the systematic sustainability action plans. EVA Air will continue to work hard to achieve the goal of becoming an iconic and sustainable airline with global influence and to fulfill our responsibility toward sustainable future.

2-2-1 Sustainability Management Structure

Organization of Sustainable Development Governance

GRI 2-12、GRI 2-13

Realizing the importance of corporate sustainability development, in 2014, EVA Air established the “Corporate Sustainability Committee (CSC).” To strengthen the supervisory and advisory functions of corporate sustainability management, the Board

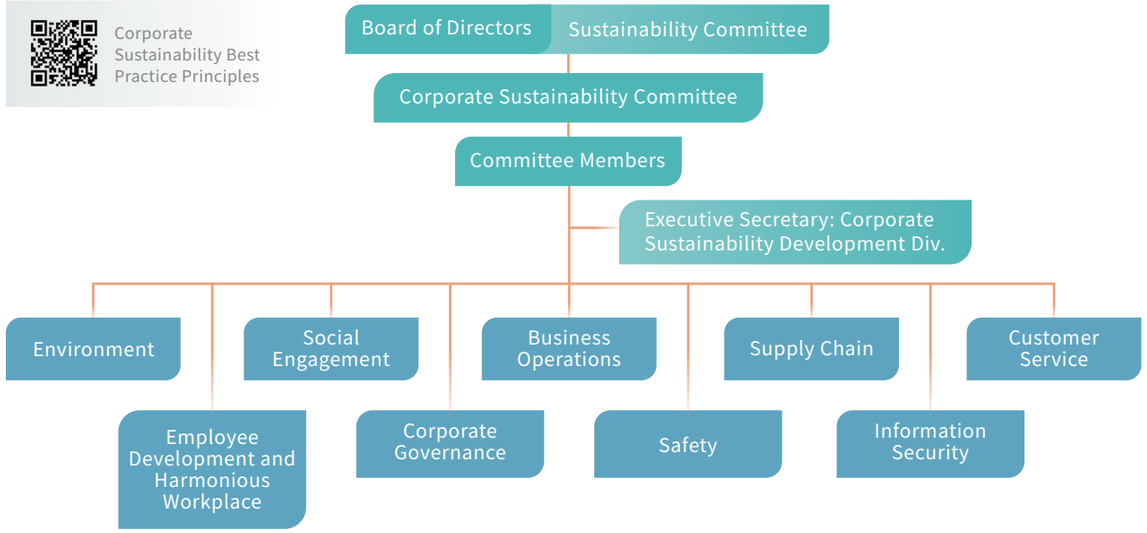
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of Directors decided to establish the Sustainability Committee under its jurisdiction in 2022, with the CSC serving as the executing unit for promoting sustainable development and governance within the Company. The President serves as the Chairperson of the CSC; the Vice President of the Corporate Sustainability Development Div., Chia-wen Liu, is the Chief Sustainability Officer (CSO) and is responsible for EVA Air's ESG and sustainability related issues; and the heads of various departments and divisions serve as committee members. To strengthen the promotion of ESG, our Company has adopted the guidance of "Action oriented, performance targeted, and sustainability focused." We adjusted the organizational structure of our CSC, dividing the Committee into nine subcommittees. The CSC meeting is held once every quarter. Each subcommittee conducts comprehensive discussions on all aspects of sustainability, and is responsible for the proposal and implementation of corporate sustainability policies, goals, strategies, relevant management guidelines and specific promotion plans. A variety of topics are passed on to each responsible team, which communicates with the stakeholders, and sets annual goals for the improvement projects. The specific implementation results of each improvement plan are tracked by the CSC, and execution effectiveness is reported to the Sustainability Committee. At least twice a year, the Committee reports to the Sustainability Committee and Board of Directors on performance achievement.

Organizational Chart of EVA Corporate Sustainability Committee

Corporate Sustainability Best Practice Principles



2-2-2 Sustainability Management Policy and Strategy

Corporate Sustainability Policy

In order to fulfill corporate sustainable development and actively practice its sustainable development, the Board of Directors passed the "Corporate Sustainability Best Practice Principles" and the "Corporate Sustainability Policy" declaring EVA's expectations and commitment to ESG and sustainability related topics. To further keep abreast of the trends, we invite external experts to hold corporate sustainability education and training in an effort to improve the employees'awareness of sustainable development. We also extend our CSR philosophy to the subsidiaries and suppliers through the influence of EVA Air.

Business Integrity: Protect shareholders' rights and interests
Create maximum benefits for investors with professional operation, good faith and risk management.

Fair Trade: Say NO to corruption and bribery
Promote ethical education, abide by the laws and refuse bribery, corruption and illegal trading.

Care and Dedication: Promote social welfare
Help the disadvantaged, sponsor public welfare activities and actively contribute to society.

Energy Saving and Carbon Reduction: Protect our Mother Earth
Implement the environmental sustainability development policy in conjunction with environmental regulations to maintain a green earth.

Mutual Benefits: Grow with our partners
Properly manage suppliers, and jointly comply with the environmental, safety and health regulations to create a sustainable business environment.

Harmonious Teamwork: Look after employees' welfare
Care for employees' living, assist their career development, protect their rights and interests, and establish a friendly and fair working environment.

Service Innovation: Exceed customers' expectations
Offer innovative services, enhance brand value and touch customers' hearts with the "attentive, sincere, enthusiastic" service spirit.

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Sustainable Development Strategies and Blueprint

EVA Air's sustainable development strategy centers on our operational core value "safety, service and sustainability", and is linked to the economic, social and environmental aspects (ESG) of sustainable development. We have designed our six sustainability strategies to target the 13 SDGs. We aim to ensure safer flights, more sustainable environmental measures, better customer service, and a friendlier workplace environment; and we work together with our stakeholders to create the service environment needed for sustainable aviation. EVA Air encourages our partners to work with us to create sustainable aviation services and realize the dream of becoming a globally influential and iconic airline.

Sustainability

Sustainable Strategies	Value Creation
Happy Workplace	Talent Development and Cultivation, Labor Relations and Human Rights Protection, Staff Health and Safety
Net Zero Leadership	Net Zero Targets and Blueprints, Climate Change Governance, Green Operations
Social Inclusion & Community Engagement	Care for Disadvantaged in Remote and Isolated Areas, Devoted in Safety Education, Sports, Arts and Tourism, Social Responsibility



Safety

Sustainable Strategies	Value Creation
Effective Safety Management	Flight Safety Management, Talent Development and Cultivation, Technology Application and System R&D, Safety Culture Shaping
Corporate Resilience	Corporate Governance and Business Integrity, Enterprise Risk Management, Cyber Security, Supply Chain Management

Service

Sustainable Strategies	Value Creation
Service Innovation	Customer Relationship Management, Innovative Digital Services

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2-3 Materiality Analysis

2-3-1 Identification of Material Topics GRI 2-14、GRI 3-1、GRI 3-2

EVA Air follows the latest GRI Standards, international sustainability trends, and the development of benchmark airlines in collecting professional insights from the 9 action teams of the Corporate Sustainability Committee regarding the positive and negative impacts of sustainability topics on the economy, environment, and people (including human rights). We also consider the levels of concern from 7 categories of external stakeholders on sustainability topics. Additionally, we adopt the double materiality principle proposed by the European Union, considering the significant financial and non-financial impacts of sustainability topics on both “EVA Air” and the “external aspects (economy, environment, and people)”. Through identification and assessment, we have prioritized 12 material topics for EVA Air in 2024. Going forward, EVA Air will conduct this process annually, aligning with the principles of sustainability context, materiality, completeness, and stakeholder inclusiveness. These material topics will be integrated into EVA's Enterprise Risk Management (ERM) to effectively and accurately manage corporate risks and sustainability strategies.

Process for Identifying Material Topics

01 Identification

7 Categories of Stakeholders

Based on the AA 1000 SES:2015 (AccountAbility 1000 Stakeholder Engagement Standard:2015), seven main categories of stakeholders (customers, employees, government/NGOs, travel agencies, media reporters/external consultants/scholars and experts, shareholders/investors, and suppliers) were defined using five principles (dependency, responsibility, influence, diverse perspectives, and tension).

18 Sustainability Topics

Referencing the United Nations Sustainable Development Goals (SDGs), United Nations Global Compact (UNGC), Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), Task Force on Climate-Related Financial Disclosures (TCFD), TNFD (Task Force on Nature-Related Financial Disclosures), S&P Global Corporate Sustainability Assessment (CSA), Carbon Disclosure Project (CDP), and other international sustainability standards, as well as sustainability reports and industry-focused topics, the following 18 sustainability topics have been identified.

Environmental Aspects	Social Aspects	Governance Aspects	Product and Service Aspects
• Climate Change Adaptation and Mitigation • Green • Operations Management Biodiversity	• Labor Relations and Human Rights Protection • Occupational Safety and Health Management • Workplace Diversity and Inclusion • Talent Development and Cultivation • Recruitment and Retention • Community Engagement and Social Welfare	• Business Integrity and Ethics • Sustainable Supply Chain Management • Personal Information Protection and Cyber Security • Risk and Opportunity • Management Operational Performance	• Customer Relationship and Service Innovation • Flight Safety • In-flight Catering Management • Fleet Planning

511 Questionnaires on Stakeholder Concern

The 7 categories of stakeholders were asked to rate their level of concern regarding the identified topics on a scale of 1-5. These quantified ratings serve as a basis for understanding the level of stakeholder concern for each category. A total of 511 questionnaires were collected, including 168 from employees, 148 from travel agencies, 101 from suppliers, 38 from customers, 29 from shareholders and investors, 16 from media reporters/external consultants/scholars and experts, and 11 from government agencies and NGOs. Based on our analysis of stakeholder concern, 15 sustainability issues were selected for inclusion in the impact assessment.



government agencies and NGOs	11	shareholders and investors	29
employees	168	media reporters/external consultants/scholars and experts	16
suppliers	101	customers	38
travel agencies	148		

02 Assessment

81 Questionnaires on Sustainability Impact and 60 Questionnaires on Financial Impact

The Corporate Sustainability Committee' s nine action teams provided quantitative scores based on the incidence of positive and negative impacts for each sustainability issue; on impact levels in the areas of the economy , environment, and people (including human rights); and on EVA Air. The scores were then used to estimate each sustainability issue' s level of impact on sustainability and finances. We collected 81 valid questionnaires on sustainability impacts and 60 on financial impacts.

03 Ranking

12 Material Topics

We cross-referenced the positive and negative sustainability impacts with financial impacts. Based on this analysis, 12 sustainable topics were identified and ranked according to their scores.

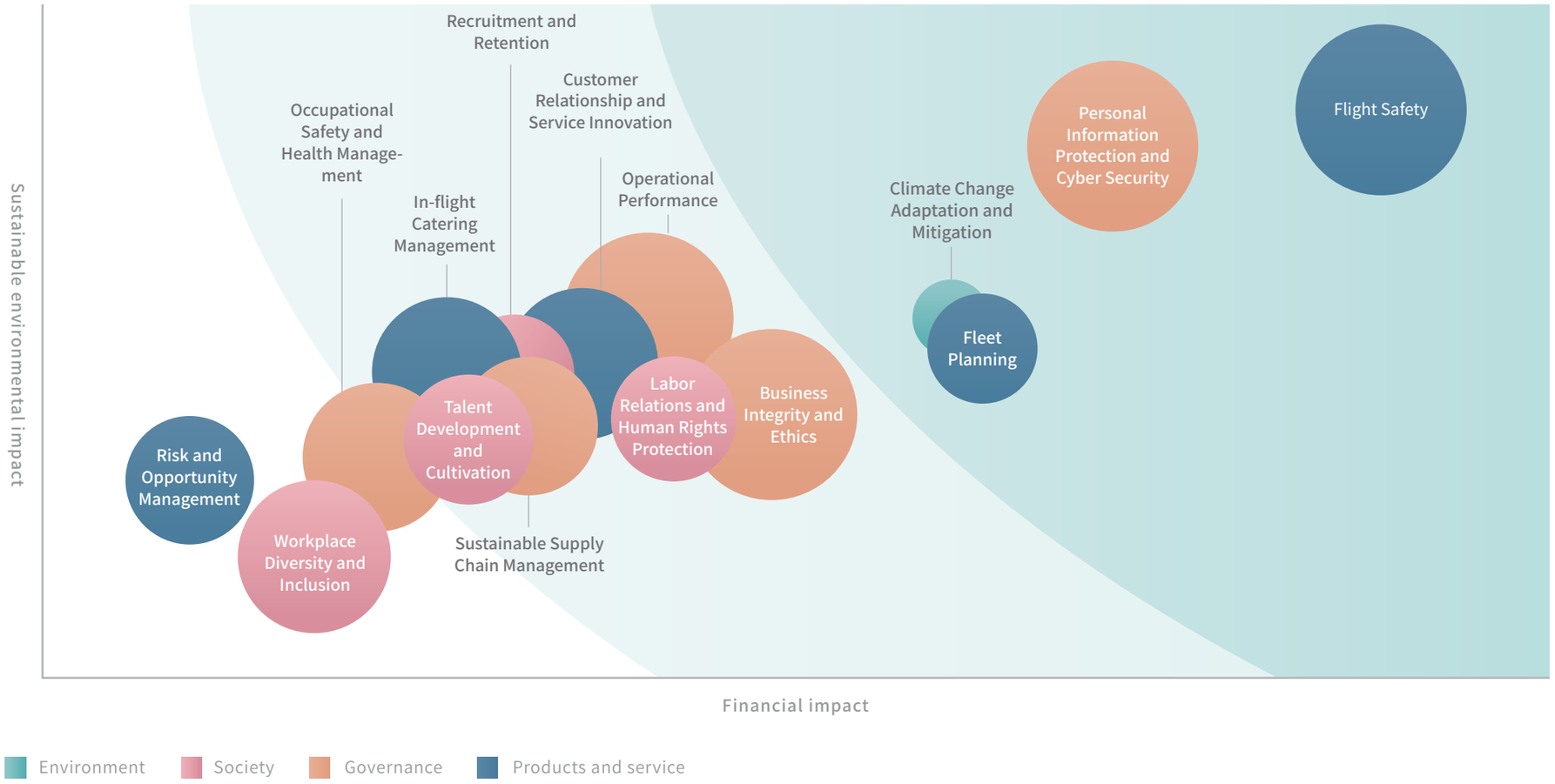
04 Review

The results of the material topics have been reviewed and approved by the highest sustainability governance body of the Company, the Board of Directors. Management approaches have been established for each material topic, and regular reviews are conducted to assess the progress and achievement of action plans and goals.

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2024 EVA Air Materiality Topics



Note: The bubble size represents the level of stakeholder concern.

We conducted a materiality analysis on 15 topics, then ranked the resulting sustainability and financial impact data. This then resulted in 12 topics of material concern for EVA Air in 2024. Topics are arranged by impact on sustainability and finances in the figure above, with level of stakeholder concern indicated by bubble size. Material topics include Flight Safety; Personal Information Protection and Cyber Security; Climate Change Adaptation and Mitigation; Fleet Planning; Operational Performance; Business Integrity and Ethics;

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Customer Relationship and Service Innovation; Labor Relations and Human Rights Protection; In-flight Catering Management; Recruitment and Retention; Sustainable Supply Chain Management; Talent Development and Cultivation. Of the 12 material topics, Flight Safety, Personal Information Protection and Cyber Security, Climate Change Adaptation and Mitigation, and Fleet Planning were the four issues with the highest impact scores.

List of 2024 Materiality Topics and Description of Changes

Material Topics Ranking	Material Topics	Material Topics Aspects	Ranking changes
1	Flight Safety	Product and Service	maintain
2	Personal Information Protection and Cyber Security	Governance	Rise
3	Climate Change Adaptation and Mitigation	Environmental	Rise
4	Fleet Planning	Product and Service	maintain
5	Operational Performance	Governance	Decrease
6	Business Integrity and Ethics	Governance	Addition
7	Customer Relationship and Service Innovation	Product and Service	Decrease
8	Labor Relations and Human Rights Protection	Social	Decrease
9	In-flight Catering Management	Product and Service	Rise
10	Recruitment and Retention	Social	Decrease
11	Sustainable Supply Chain Management	Governance	Rise
12	Talent Development and Cultivation	Social	Decrease

maintain Rise Decrease Addition

Note1: As a result of the impact assessment, “Business Integrity and Ethics” was included as a material topic for the year.

Note2: Occupational Safety and Health Management was identified as material topics for 2023. The topic was removed based on the results of the 2024 Questionnaire on Sustainability and Financial Impact. However, the action plans and performance are described in chapter 5 of the ESG Report to show EVA Air’s care and management for all sustainability topics.

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2-3-2 Management of Material Topics GRI 3-3

Personal Information Protection and Cyber Security

Corresponding Chapters | 4-3 Information Security and Privacy Protection

Impact

Long-term commitment to establishing information security systems and adhering to privacy protection laws and regulations to meet the legal requirements of transactions with passengers, peers, and cross-industry cooperation can enhance the competitiveness of the Company in terms of corporate sustainability and investment value. Information security incidents or personal data breaches may result in operational disruptions, privacy violations, and regulatory penalties, which may lead to damage to customer privacy and the Company' s reputation of trust.

Policies and Commitments

- Considering business development, the Company formulated the "Information Security Policy", all personnel of the company, business related suppliers with its employees, temporary employees, etc., to comply with this policy and related management mechanisms, regulations, and procedures.
- The information security and privacy protection policies were disclosed on the Company' s official website, allowing data subjects to understand the various protective measures throughout the lifecycle of personal information and the ways in which their rights can be exercised, demonstrating the commitment to maintaining information security and protecting personal information.

Actions Taken

- To ensure independent oversight and counterbalance of information security governance, the "Information Security and Privacy Management Division" was established to be responsible for the management and oversight of information security and personal data protection. The "Information Security and Privacy Protection Committee" was set up to balance risk control and business development.
- Improve procedures for information security incident response and business continuity management, regularly evaluate their appropriateness through drills, and implement continuous improvement using the PDCA cycle.
- An information security incident reporting mailbox was established to encourage internal personnel to provide feedback on any violations of guidelines or regulations, or to make relevant suggestions.
- Continuously conduct social engineering drills and corrective measures for phishing attacks, and organize awareness workshops based on analytical insights from the drills.
- By implementing ISO 27001, we established a robust Information Security Management System (ISMS) that includes information security indicators, internal and external audits, risk assessments, monitoring, and incident reporting mechanisms. These measures enable us to identify and address risks effectively. Training and awareness campaigns are conducted to enhance information security awareness and ensure the implementation of security measures. The effectiveness of the ISMS operation is audited and ensured by an independent certification body every six months.
- Establish internal procedures in compliance with all applicable laws, regulations, and personal data protection requirements for stakeholders; conduct training & awareness-raising courses and talks; perform personal data identification and inventory, as well as privacy impact assessments. We have plans to adopt the international ISO 27701 Privacy Information Management System (PIMS) standard, and plan to obtain certification in 2025.

Short-term Goals

Target Reached In Progress

- In 2024, perform inventory of information assets and optimize risk assessment mechanisms.
- In 2024, establish personal data regulation tracking and compliance discrepancy management.
- In 2025, complete the transition and re-certification of the Information Security Management System to ISO 27001:2022.
- In 2025, complete the implementation and certification of ISO 27701:2019 Privacy Information Management System.

Medium-term Goals

- Complete the enhancement of endpoint security controls.
- All personal data-related operations are fully compliant with ISO 27001 and ISO 27701.
- Complete the implementation of data governance and establish data leak prevention mechanisms.

Long-term Goals

- Implement information security policies and privacy protection measures to ensure the security of customer privacy and strive to prevent data breaches.

Evaluation Mechanism

- Track and analyze the KPIs of information security for performance review on a monthly basis.
- Convene the "Information Security and Privacy Protection Committee" meeting semi-annually to conduct ISMS management reviews and track performance.
- Track and review ISO 27001 Information Security Management System semi-annually to maintain the validity of the certificate.

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Operational Performance

Corresponding Chapters | 1-1 About EVA Air , 1-2 Financial Performance

Impact

The strong growth in demand for aviation services has provided favorable conditions for the industry' s growth. Good operational performance promotes market stability and creates more job opportunities. However, our business environment remains challenging, as inflation continues to dampen economic growth, transport capacity recovery in the industry increases competition, and manufacturer supply chain shortages delay deliveries of new aircraft and affect the company's revenue. These factors could lead to market volatility or a downturn.

Policies and Commitments

EVA Air actively develops potential passenger/cargo destinations to increase our global network density, while optimizing our in-flight products and refining cabin management to enhance operational efficiency. Additionally, we stay abreast of financial and tax-related laws, and seek to maximize the benefits of our employees, shareholders, and creditors.

Actions Taken

- Expand our passenger/cargo fleet to meet market demand.
- Consolidate our high-value business traveler base and integrate global corporate membership programs.
- Provide customized cargo/charter flight services to meet market demand, expand our market share, and increase revenues.
- Plan ahead to obtain funding source in accordance with the Company' s future capital needs.

Short-term Goals

Target Reached In Progress

- Develop one flight destination and reinstate one destination; flexibly deploy our fleet to increase market share, maximize benefits from network connectivity, and meet changes in passenger and cargo market demand.
- Repaint three aircraft with special livery to generate buzz and enhance market competitiveness.

Medium-term Goals

- Flexibly deploy passenger/cargo aircraft to optimize our transport network, balance revenues from passenger and cargo flights, and further enhance operational performance.
- Starting in 2025, 14 Boeing 787 passenger aircraft to be delivered, and three Boeing 777-300ER passenger aircraft to be converted to freighters.

Long-term Goals

- Comprehend market demand dynamics, and develop potential routes to strengthen market competitiveness.
- We will introduce eighteen A350-1000 wide-body aircraft from 2027 to 2030, with an option to purchase an additional six aircraft; and introduce fifteen A321neo narrow-body aircraft from 2029 to 2032 to replace aging aircraft.

Evaluation Mechanism

2024 Budget implementation

Consolidated operating revenue

Estimated NT$ 210.15 billion

Actual NT$ 221.01 billion

Achievement rate 105%

*of which NT$ 144.94 billion was from passenger transportation, NT$ 52.17 billion was from cargo transportation, and NT$ 23.9 billion was from other revenue sources

Expected net profit before taxes

Estimated NT$ 21.72 billion

Actual NT$ 38.39 billion

Achievement rate 177%

Net profit attributable to the parent company was NT$ 29.01 billion.

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Business Integrity and Ethics

Corresponding Chapters | 2-1 Ethical Management

Impact

Implementing business integrity and ethics ensures that the behavior of the Company' s employees complies with business ethics and societal expectations, stabilizes market order, and safeguards the rights and interests of stakeholders. If incidents that violate business integrity and ethics occur, it can damage the Company's image, disrupt the market, harm consumer rights, and even lead to legal action.

Policies and Commitments

Formulate the "Codes of Ethical Conduct", "Ethical Corporate Management Best Practice Principles", "Procedures for Ethical Management and Guidelines for Conduct", "Antitrust Policy and Guidelines", "Information Security Policy", "Corporate Sustainability Best Practice Principles", and "Code of Conduct" to enforce business integrity and risk management, safeguarding the rights and interests of stakeholders.

Actions Taken

- Conduct director continuing education courses, internal board performance evaluations, and employee training courses on business integrity.
- Establish reporting, consultation, and communication channels to encourage internal and external individuals to report any violations of guidelines or regulations, and provide suggestions at any time.

Short-term Goals

Target Reached In Progress

- Conduct director continuing education courses twice a year, with 3 hours of training for each session.
- Perform internal board performance evaluations once a year.
- Execute employee training courses on business integrity once a year.
- Handle reported cases appropriately and report significant findings to the Board of Directors or relevant committees according to procedures.

Medium-term Goals

- Continuously conduct director continuing education courses and employee training courses on business integrity, and handle the reported, consultation, and communication cases as necessary.
- Conduct external board performance evaluations.

Long-term Goals

- Implement business integrity and risk management, enhance corporate governance standards, and safeguard the rights and interests of investors and stakeholders.

Evaluation Mechanism

Achievement rate 100%

Conduct director continuing education courses twice a year, with a duration of 3 hours each

Achievement rate 100%

Perform internal board performance evaluations once a year

Achievement rate 100%

Conduct employee training courses on business integrity once a year

No cases of integrity violations were reported in 2024, which has been reported to the Board of Directors.

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Supply Chain Management

Corresponding Chapters | 4-4 Sustainable Supply Chain Management

Impact

Implementing sustainable supply chain management ensures the security of raw material supply and enhances the overall sustainability performance of the supply chain. Additionally, environmental protection is a significant concern for the public. Strengthening green practices within the supply chain can drive positive industry cycles, effectively establishing a positive brand image for the Company, improving competitiveness, and ensuring long-term profitability. However, inadequate supply chain management will cause detrimental impacts on the environment and society, such as environmental damage and human rights violations; it may also increase the risk of supply chain disruption and further affect customer rights and impact business operations.

Policies and Commitments

- Formulate the "EVA Air Supply Chain Sustainable Development Policy" and "EVA Air Supplier Code of Conduct".
- Implement sustainable procurement policies and management.

Actions Taken

- Regularly distribute Sustainability Assessment Questionnaire and conduct audits and guidance for high-risk and critical suppliers.
- Organize supplier conference to communicate EVA Air's sustainability goals and annual requirements for suppliers. We also invite high-performing suppliers to share their carbon reduction achievements and speakers to share expertise on sustainability topics.
- Provide education and training for procurement personnel to deepen their understanding of auditing techniques and sustainable supply chains.
- Implement the EVA Sustainable Vision- Green Supply Chain Program, which focuses on the themes of "Green Energy Savings, Green Circular Economy, Green Energy Usage and Green Transportation" to encourage suppliers to practice carbon reduction plans, jointly creating a sustainable future.

Short-term Goals

Target Reached | In Progress

- Supplier Code of Conduct (SCoC) communication rate: 100% for tier 1 suppliers, 100% for critical suppliers.
- 100% response rate for Sustainability Assessment Questionnaire (SAQ) from tier 1 suppliers.
- Conduct one supplier education training and one supplier conference annually.

Medium-term Goals

- Implement the Green Supply Chain Program and propose at least 50 proposals.

Long-term Goals

- Reduce carbon emissions by 15% for critical suppliers by 2030

Evaluation Mechanism

- Conduct internal surveys annually to collect data from each procurement unit on Tier 1 suppliers' SCoC communication coverage, SAQ response rate, and completion rate of supplier education and training.
- Track the status of the supply chain through supplier conference every year.
- Review participation and proposal submissions for the Green Supply Chain Program initiative annually.

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Talent Development and Cultivation

Corresponding Chapters | 5-2 Talent Development and Cultivation

Impact

Effective talent development and training enhances employees' professional capabilities and career prospects, and this in turn strengthens EVA Air's competitiveness and society as a whole. If human resources were not efficiently used, this could affect the Company's competitiveness and our development of professional expertise and overall sustainability.

Policies and Commitments

Various communication channels and an Employee Assistance Program (EAP) are provided to allow employees to express their thoughts while maintaining privacy. We encourage employees to suggest innovations and perform at their best, which promotes personal and professional growth.

Actions Taken

- Implement internal rotation and promotion plans to broader career development for employees.
- Various courses and lectures are planned from the perspective of promotion, advocacy, education and training to help employees understand the benefits of the Employee Assistance Program (EAP) and the related practices.
- Hold gender equality courses to enhance employees' awareness of diverse groups and strengthen collaboration among employees.

Short-term Goals

Target Reached In Progress

- The target for female senior executives in 2024 is to reach 24%.
- Promote reserve talent deployment and cross-functional training.
- Hold at least one lecture for EAP team training or course related to gender equality every year.

Medium-term Goals

- The target for female senior executives in 2025 is to reach 25%.
- Establish mechanisms for nurturing key talents and developing succession plans.
- Internal training programs based on job attributes are conducted in different turns by seeded speakers.

Long-term Goals

- Continuously review the talent pool and cultivation plans in a rolling manner.
- All employees complete the training on topics related to gender equality and possess adequate awareness.

Evaluation Mechanism

- Conduct annual performance evaluations twice a year and consider personnel promotions based on business recommendations, enabling individuals to effectively utilize their strengths and achieve optimal job placement.
- Review personnel training records to assess their training status.

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Recruitment and Retention

Corresponding Chapters | 5-1 Talent Attraction and Retention

Impact

In response to a worldwide labor shortage and fierce competition in the industry, EVA Air offers good benefits and a sound promotion system. This helps us attract talents and reduce turnover. We strive to improve employee benefits, which enhances employee satisfaction, and in turn, prevents service quality declining and cost of recruiting and training that would arise from labor shortages.

Policies and Commitments

By maintaining a balance between recruitment cost and employee quality, enhancing employee satisfaction and improving employees' professional skills, and team diversity, EVA Air can ensure stable business operations and sustainable development.

Actions Taken

- Recruitment is conducted annually based on operational conditions and manpower needs, providing equal employment opportunities.
- Competitive salary and benefits packages, diversified development opportunities, and a sound promotion system are introduced to retain talents.
- By expanding recruitment channels, optimizing recruitment processes and exploiting technology, EVA Air can boost recruitment efficiency.
- With employees' feedback from Organizational Climate Survey, EVA Air can make a workplace better.

Evaluation Mechanism

Determine whether all vacancies are filled; record recruitment period starting from the beginning to the final hiring stage; regularly compare historical data to ensure shorter timelines.

Short-term Goals

Target Reached | In Progress

- Achieve an employee participation rate of at least 60% in Organizational Climate Survey.
- Achieve a turnover rate of less than 6%.

Medium-term Goals

- Achieve an employee participation rate of at least 60% and an average employee engagement rate of 70% in Organizational Climate Survey.
- Achieve a turnover rate of less than 5.5%.

Long-term Goals

- Achieve an employee participation rate of at least 60% and an average employee engagement rate of 70% in Organizational Climate Survey.
- Achieve a turnover rate of less than 5%.



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Labor Relations and Human Rights Protection

Corresponding Chapters | 5-3 Labor Relations and Human Rights Protection

Impact

Harmonious labor relations can enhance employee/management interaction, reduce conflict, and help to enhance employees' identification and satisfaction with the company. If communication does not occur between capital and labor, this may result in employee turnover and labor disputes, which is not conducive to stable business operations and might even impact the company's image. Valuing human rights, and prohibiting any infringement on or violation of human rights, are seen as core values for an enterprise's sustainable development. If there were forced labor, child labor, or other violations of human rights laws, the company might be subject to government penalties, or get a negative reputation and lose customers, none of which would be conducive to sustainable operations.

Policies and Commitments

- The Company has established multiple communication channels to interact with multiple unions and employees, to maintain harmonious labor relations and promote employee identification with the company.
- EVA Air holds internal meetings on a monthly basis to communicate our future development, business strategies, and other important information. This helps employees to understand our operational status and provide timely feedback, thus fostering a sense of cohesive engagement. Before making operational changes that could impact employees' interests, we provide prior notice to employees as required by local labor laws; and we implement procedures in line with legal standards.
- Formulate a Human Rights Policy Statement; create an environment founded on human rights protections, respect, and fair compensation; prohibit all violations of human rights; follow all local labor and human rights standards.

Actions Taken

- Hold periodic communication meetings with multiple unions.
- Establish employee response, communication, and grievance channels.
- Formulate the "Human Rights Policy Statement", conduct educational training sessions and regularly conduct human rights due diligence.

Evaluation Mechanism

- Hold at least one communication meeting per month with multiple unions.
- Establish channels for employee communication and complaints; review opinions submitted by employees on a monthly basis.
- Ensure that the "Human Rights Policy Statement" is formulated and conduct human rights due diligence.

Short-term Goals

Target Reached | In Progress

- Hold at least one communication meeting per month with multiple unions.
- Continue to review feedback from all departments and employees; develop follow-up measures when necessary.
- Formulate the "Human Rights Policy Statement", conduct human rights due diligence annually.

Medium-term Goals

- Conduct periodic communication meetings with multiple unions; seek consensus on issues and suggestions raised by the unions.
- Continue to review feedback from all departments and employees; develop follow-up measures when necessary.
- Periodically conduct human rights due diligence and hold trainings on human rights issues.

Long-term Goals

- Reaching a consensus and signing collective agreements/agreements to maintain a harmonious labor-management relationship.
- Help employees to understand the Company's operational status, thus enhancing employee engagement, identification, and cohesion.
- Refer to international human rights norms and trends, human rights due diligence results, etc. in reviewing and revising human rights policies/systems/procedures on a rolling basis; aim to eliminate human rights violations and effectively protect human rights.

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In-flight Catering Management

Corresponding Chapters | 3-2 In-flight Catering Services

Impact

We strictly adhere to international health standards and rigorously supervise the process of ingredient selection, distribution, storage, and preparation in airline catering. We also have stringent control processes in place to ensure the safety and hygiene of our in-flight meals. By doing so, we take responsibility for the passengers' meal safety, hygiene, and quality, and provide innovative meal services, which contribute to improving customer satisfaction and the Company' s revenue. Failure to properly manage in-flight meal safety could potentially harm passenger health, raise food safety concerns, and consequently affect the Company's reputation and customer base. It may also lead to penalties for non-compliance with relevant health and safety regulations.

Policies and Commitments

Food safety has no limits, only room for improvement. Only by ensuring food safety can we give our passengers peace of mind. In compliance with the International Flight Services Association (IFSA) regulations, we are committed to making every flight a safe and secure journey for our passengers.

Actions Taken

- Regularly participate in the Service Quality Committee meetings to review the status of in-flight catering service and customer feedback, identify operational issues, and formulate corresponding measures.
- Perform monthly verification of meals at each station to ensure strict control of meal quality.
- Conduct annual global airline catering food safety and hygiene audits to oversee meal preparation environment and food safety management.

Short-term Goals

Target Reached In Progress

- Business class meal defect-free rate target: 99.992%
- Premium economy and economy class meal defect-free rate target: 99.997%
- Airline catering hygiene inspection rate target: 100%

Medium-term Goals

- Business class meal defect-free rate target: 99.992%
- Premium economy and economy class meal defect-free rate target: 99.997%
- Airline catering hygiene inspection rate target: 100%

Long-term Goals

- The defect-free rate target for each year is determined based on the average defect-free rate of the previous three years. If the target is not met, a preventive plan should be submitted to ensure sound preventive measures and corrective actions.
- Airline catering hygiene inspection rate target: 100%

Evaluation Mechanism

- Review the defect-free rate of meals on a quarterly basis, taking into account the meal irregularity cases reported by passengers, and conduct appropriate quality statistics for meals.
- Conduct annual hygiene audits of the catering facilities throughout the year, based on the hygiene evaluation criteria established by the International Flight Services Association (IFSA).

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Fleet Planning

Corresponding Chapters | 1-3 Fleet Planning

Impact

Planning the composition of our fleet effectively can assist the Company to quickly adjust the configuration of passenger and cargo aircraft. This will maintain the Company' s competitiveness, reduce energy consumption, keep resource consumption as low as possible, and minimize negative impacts on the environment. However, if fleet composition planning fall short of desired outcomes, this may result in improper allocation of company resources, reduced fuel efficiency, and adverse effects on operational performance.

Policies and Commitments

In response to market changes and operational requirements, the Company continues to introduce next-generation passenger aircraft and replace old ones. The newly introduced aircraft models have shown approximately15–20% improvement in fuel efficiency compared to the phased-out models.

Actions Taken

In addition to the expanding fleet size of 787 passenger aircraft, the Company has finalised a firm order with Airbus in 2023 for the purchase of 33 new passenger aircraft. 18 Airbus A350-1000 (wide-body) aircraft will be delivered between 2027 and 2030 and option to purchase 6 more A350-1000. The Company will also be introducing 15 Airbus A321neo (narrow-body) aircraft between 2029 and 2032.

Short-term Goals

Target Reached | In Progress

- In 2025, to reach a total 21 next-generation passenger aircraft: 8 Boeing 787-9 and 13 Boeing 787-10.

Medium-term Goals

- In 2028, to reach a total 34 next-generation passenger aircraft: 13 Boeing 787-9;13 Boeing 787-10;and 8 Airbus A350-1000.

Long-term Goals

- In 2032, to reach a total 63 next-generation passenger aircraft: 13 Boeing 787-9; 17 Boeing 787-10; 18 Airbus A350-1000; and 15 Airbus A321neo.

Evaluation Mechanism

- Delivery schedule of new aircraft

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Customer Relationship and Service Innovation

Corresponding Chapters | 3-1 Passenger Transportation Services

Impact

We will continue to create new service models and products to meet the increasing demand for technology-driven services and enhance customer satisfaction, while achieving international recognition and elevating brand value. However, with the rising consumer awareness and extensive use of social media, there is an increased possibility of consumer disputes and even legal actions, which could potentially lead to increased losses and reputational risks for the Company.

Policies and Commitments

Adhering to the "EVA Air Service Commitment" as the service policy, we will implement EVA Air's "Service Declaration 2.0."

Actions Taken

- Adhere to relevant civil aviation consumer regulations and provide diverse customer communication channels to promptly and appropriately handle customer complaints, thus regaining passenger trust.
- Through systematic operations, carefully manage customer feedback, identify root causes, and implement corrective measures.
- Conduct regular service quality meetings to review service performance, customer feedback, and track customer satisfaction, ensuring the provision of services that meet customer needs.
- Strive for international accolades, enhance international visibility and competitiveness, thereby increasing customer loyalty and boosting revenue.

Short-term Goals

Target Reached In Progress

- NPS≧69.00

Medium-term Goals

- NPS≧70.00

Long-term Goals

- NPS≧70.00

Evaluation Mechanism

- Conduct service quality management meetings regularly to review operational performance and track customer satisfaction, in line with service quality objectives.
- Set annual quality objectives and standards for customer complaint rates and defect-free rates.
- Perform regular audit to ensure the implementation of relevant processes.

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Flight Safety

Corresponding Chapters | 4-2 Flight Safety

Impact

EVA Air aspires to become one of the world's safest airlines. Maintaining flight safety is our core value and commitment to our customers. It helps us establish a sustainable airline brand image and enhance customer loyalty. With the rapid increase in passengers and flight frequencies, any safety incidents resulting in aircraft damage or personnel injuries would impact our operations and potentially lead to fines. As the frequency of such incidents increases, it can erode consumer confidence in our brand and result in loss of customers.

Policies and Commitments

- Policy: We aim to assure your safety whenever you are airborne. We never compromise safety in the air or on the ground.
- Commitment: Regularly examine the effectiveness of various operations, and establish a positive safety culture.

Actions Taken

- Execute annual safety internal audit.
- Strengthen various operations of safety risk management.
- Integrate safety databases, use big data analysis and import AI technology.

Short-term Goals

Target Reached | In Progress

- Number of significant accident = 0

Medium-term Goals

- Number of significant accident = 0

Long-term Goals

- "Zero accidents" is the ultimate safety goal that EVA Air has consistently maintained since its establishment.

Evaluation Mechanism

- The SMS Action Team, based on the Company's safety goals and the "State Safety Programme (SSP)", establishes the Safety Performance Indicators (SPI) and Safety Performance Targets (SPT) taking into account the Company's operational situation. They are responsible for regularly monitoring the implementation effectiveness.
- In the first quarter of each year, the previous year's SPI/SPT performance and revision proposals are presented during the Safety Promotion Committee (SPC) meeting. If the annual SPT is not achieved, the Action Team must submit improvement measures.

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Climate Change Adaptation and Mitigation

Corresponding Chapters | 6-1 Sustainable Environmental Management and Actions、6-2 Into the Great Green Yonder 、6-3 Environmentally Sustainable Operations

Impact

Conducting early assessment and taking relevant carbon reduction actions in response to climate change can help increase the operational resilience of the Company in the face of climate risks and minimize negative environmental impacts. Failure to implement climate adaptation and mitigation measures may result in prolonged operational disruptions, increased personnel and financial losses caused by climate-related events. It could also exacerbate global warming due to increased carbon emissions and lead to additional operational costs associated with purchasing carbon credit under various carbon regulatory frameworks.

Policies and Commitments

Long-term references have been made to the carbon reduction strategies and goals of the International Air Transport Association (IATA) to promote aircraft decarbonization measures. In November 2021, the Company made a formal commitment to achieve net-zero carbon emissions by 2050 and initiated the preliminary planning of short, medium, and long-term decarbonization strategies. In June 2022, the Company officially signed up to join the Science Based Targets initiative (SBTi) and was officially certified in June 2024. We set a 2031 target to reduce Scope 1 and Scope 3 carbon emissions intensity from aviation fuel by 40% as compared to 2019. We will continue tracking carbon reduction progress to achieve this target.

Actions Taken

- Conduct annual greenhouse gas inventories according to ISO 14064 since 2016.
- Implement the Task Force on Climate-related Financial Disclosures (TCFD) to manage climate change-related risks and opportunities.
- Implement fuel-saving measures for aircraft and continuously optimize fuel efficiency for flight operations.
- Promote Sustainable Aviation Fuel (SAF) and the use of renewable energy sources, working towards achieving net-zero carbon emissions by 2050.

Evaluation Mechanism

The Environmental Committee oversees the establishment of environmental protection and energy management goals and targets, as well as the implementation of management plans. They also conduct quarterly performance management to ensure progress and compliance.

Short-term Goals

Target Reached | Missed Target

- Conduct greenhouse gas inventories for subsidiaries and obtain verification from external organizations, as required by the Financial Supervisory Commission (FSC).
- In 2024, reduce non-renewable energy consumption of operating sites in Taiwan by 6% compared to 2018.
- Fuel efficiency improvement targets for 2024:
  Passenger transport: 4.111 L/100RPK
  Cargo transport: 0.095 L/FTK
- In 2024, use sustainable aviation fuel in two flights and reach 10,000 US gallons in annual fuel consumption.
- In 2024, submit reduction targets to the Science Based Targets initiative (SBTi).
- Reach a renewable energy (green electricity) consumption of 650,000 kWh at Taiwan operational sites by 2024.
- Achieve a CDP (Carbon Disclosure Project) rating of B or higher annually.
- Attain annual fuel savings of 13,500 tons from flight operations.

Medium-term Goals

- In 2025, achieve a 0.5% usage of sustainable aviation fuel.
- In 2025, reduce non-renewable energy consumption of operating sites in Taiwan by 7% compared to 2018.
- In 2025, achieve a 10% usage of renewable energy of operating sites in Taiwan.

Long-term Goals

- Achieve net-zero carbon emissions by 2050.
- In 2031, achieve a 40% reduction in Scope 1 and Scope 3 carbon emissions intensity from aviation fuel as compared to 2019.
- In 2035, achieve a 50% usage of renewable energy of operating sites in Taiwan.

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2-3-3 Stakeholder Engagement and Communication

GRI 2-12、GRI 2-29

Based on the AA 1000 SES:2015 (AccountAbility 1000 Stakeholder Engagement Standard:2015), seven main categories of stakeholders (customers, employees, government agencies/NGOs, travel agencies, media reporters/external consultants/ scholars and experts, shareholders/investors, and suppliers) were defined by EVA Air using five principles (dependency, responsibility, influence, diverse perspectives, and tension). In addition to understand stakeholder concerns on sustainability topics through stakeholder concern questionnaires, EVA Air also engages with stakeholders through various channels, either in real-time or irregular basis, to understand their expectations and facilitate two-way communication. EVA Air reports to the Board of Directors at least once a year on the results of stakeholder communications and deliberations. The 2024 results were reported to the Sustainability Committee and Board of Directors meetings held on December 27, 2024.

Stakeholder Interest



Stakeholder Communication Channels

EVA Air has created a Stakeholder Interest to promote clear communication with stakeholders in diverse categories such as investors, customers, employees and suppliers. This makes sure that stakeholders' voices are heard.

Statistics on Cases Received from Stakeholders

	No. of cases received				No. of valid cases				No. of cases handled				No. of cases resolved			
	2021	2022	2023	2024	2021	2022	2023	2024	2021	2022	2023	2024	2021	2022	2023	2024
Ethics Consultation and Violations Reporting	82	79	118	135	0	0	0	0	0	0	0	0	0	0	0	0
Social Impacts/ CSR Mailbox	84	143	184	203	75	78	35	69	75	78	35	69	75	78	35	69

Note 1: The number of cases received from mailbox for ethics consultation and violations reporting, including customer complaints, business cooperation, etc., are regarded as invalid based on the objectives of the mailbox, and have been forwarded to the responsible units for handling.

Note 2: Starting from 2021, the social impact mailbox is merged with the corporate social responsibility mailbox to simplify the channels for stakeholders' feedback.

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Stakeholder Communication Results

Importance to EVA Air	Issues of Concerns	Our Response		
		Communication Channel and Frequency	Communication Content and Results	Performance
Customers Customers are the main source of the Company's revenue, enhance customers' trust and satisfaction in the EVA Air brand, increase customer loyalty and create revenue.	• Flight Safety • In-flight Catering Management • Personal Information Protection and Cyber Security	Official website Traveling Experience Feedback, phone calls, written feedback, email, branch offices, CP flight report on demand or as needed	• Flight safety is our core value and our commitment to customers. EVA Air formulated “EVA Corporate Safety Policy.” The customers can know more about our efforts and actions through the public platform. • Airline catering food safety management complies with the hygiene standards assessment form for airline catering set by IFSA, as well as HACCP regulations. In addition, we ask our caterers to comply with related regulations, and the quarterly defect-free meal rate was calculated based on meal irregularity cases reflected by our passengers. • While providing customer-related services, we are committed to ensuring the protection of customer’ s data, privacy and interests. Information on personal data collection, usage, privacy protection, and security statements are clearly stated in the “Privacy Policy” and “Cookies” on EVA Air’ s website.	• Net Promoter Score (NPS): 70.16 • Overall Cargo Satisfaction: 4.46 • Awarded the SKYTRAX 5-Star Airline Certification for nine consecutive years, and ranked 8th among the Top 10 World’ s Best Airlines in 2024.
Employees Employees are important assets of the Company; maintain the operations of the Company and continue to strengthen employee development as well as workplace safety to create a win-win for all parties and achieve sustainable development for the Company.	• Flight Safety • Operational Performance • Personal Information Protection and Cyber Security	• Quarterly Labor-management Communication Meetings • Multiple unions communication meetings on regular basis • Monthly 1–2 times Cabin Crew Seminars a year • Quarterly committee meeting (Corporate Sustainability, Occupational Safety and Health, Employee Welfare, etc.) • Monthly departmental meeting • Investigation report on occupational accident as needed • Complaints hotline and mailbox on demand • Occasional reporting of occupational safety and health issues via email	• Instill the safety goal of “zero accidents” into every employee ‘s mindset and action. All employees have to receive the “Aviation Safety Basic Training”. Additionally, an annual safety week event will be held. • Disclose financial condition on relevant platforms such as official website; and convey the company's operating status, direction and major policies through regular meetings to achieve goals jointly, drive revenue, and ensure sustainable development. • Conduct regular social engineering drills and educational training, periodically disseminate information security news and updates on the Company website, hold annual online education and training course for all employees. Additionally, establish reporting procedures for information security events, ensuring that employees promptly follow these procedures when they become aware of any such events.	• Introduced the ISO 45001 and TOSHMS standards. • Occupational Safety and Health Promotion：12 issues/month • Safety and Health Information Sharing: 10 articles • Total number of communication meetings with various unions: 29

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Importance to EVA Air	Issues of Concerns	Our Response		
Government/NGOs		**Communication Channel and Frequency**	**Communication Content and Results**	**Performance**
As the Company's competent authorities, they have a certain level of influence and supervisory responsibility over the overall operational policies.	• Flight Safety • Personal Information • Protection and Cyber Security Operational Performance	Meeting, official documents, phone calls, audit, related business websites, participation in initiatives and seminars on demand or as needed	• Continually operates in accordance with regulatory requirements, and actively improve the safety management structure. • Obtain third-party verification of ISO 27001:2013 Information Security Management System, ensuring the effective operation of the Information Security Management System, and extending the scope of verification to include areas such as flight safety, aviation security, and privacy protection, while also maintaining compliance with laws, addressing stakeholder concerns, and ensuring business continuity. • Summarize major business project on annual report and provide important financial and business information for investors' reference.	• Participate in meeting and project held by international organization. • Result of Corporate Governance Evaluation: ranked within the range of 6% to 20% among all listed companies.
Travel Agencies		**Communication Channel and Frequency**	**Communication Content and Results**	**Performance**
As the Company' s important business partners, they are responsible for selling flight tickets and provide services regarding travel, reservation, and ticketing to create revenue jointly	• Flight Safety • Personal Information Protection and Cyber Security • In-flight Catering Management	Phone call, visit in person, travel agency conference, letter, E-mail on demand or as needed	• Flight safety is the company's core value and commitment to passengers. Through public communication channels, passengers can instantly understand our efforts and actions. • EVA Air abides by the operating locations' relevant personal privacy protection regulations in regard to the collection, processing and use of customer information. Develop information security policies to effectively manage network, IT systems, and data security, and mitigate the risks of hacking and information breaches. • Airline catering food safety management complies with the hygiene standards assessment form for airline catering set by IFSA, as well as HACCP regulations. We ask our caterers to comply with related regulations, such as supplier management, personnel hygiene, staff training, pest control, cleanliness and environmental hygiene.	• Taiwan passenger revenue: TWD 54.2 billion • Optimize B2B system to improve efficiency. Also, to align with the Company' s ESG goals, complete automatic check-in functions for group passengers; continue improving online check-in rates and adoption of electronic boarding passes.
Media Reporters/external consultants/scholars and experts		**Communication Channel and Frequency**	**Communication Content and Results**	**Performance**
As the Company' s important business partners, their strong understanding of the industry and academia is beneficial for EVA Air to optimize organizational strategies and increase exposure.	• Flight Safety • In-flight Catering Management • Personal Information Protection and Cyber Security	Telephone counseling, E-mail, press conference as needed	• Update information at any time on public platforms such as the official website, CSR website, Market Observation Post System, and social media. In response to the questions raised by the media, the internally information is collected, organized and publicly announced by the Public Relations Div. to ensure the authenticity of reports' content and avoid the reputation damage and financial loss of the company due to the spread of wrong information	• Announced 54 Mandarin and English press releases • 700 global advertising exposures

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Importance to EVA Air	Issues of Concerns	Our Response		
Shareholders and Investors		**Communication Channel and Frequency**	**Communication Content and Results**	**Performance**
They play a key role in corporate governance and operations, holding company shares, having the right to attend shareholders' meetings, and possessing voting rights. This will benefit EVA Air to provide market value and long-term competitiveness.	• Flight Safety • Operational Performance • Personal Information Protection and Cyber Security	• Shareholders' meeting once a year • Investor conference at least once a year • Official website on demand • Shareholder hotline & mailbox on demand • Important financial and business information on MOPS (as per the regulations of competent authorities)	• "Safety, Service, and Sustainability" are the core operational value of EVA Air. We continually strengthen safety on flight operation and ground operation through operating safety management framework. • Regularly report on operational status and views on future industry prospects; convey business philosophy and corporate value; summarize major business project on annual report; provide important financial and business information for investors' reference. • The Company has established the "Risk Management Policy and Procedures", carried out risk identification, assessment, management, and disclosure for the risks that may be faced during business operation in terms of the economy (including corporate governance), environment, society, and other aspects in accordance with the principle of materiality, and report the operational status to the Board of Directors on a regular basis. • EVA Air has been committed to establishing information security management system (ISMS) and enforcing compliance with rules and regulations. We set up a dedicated department to manage and monitor ISMS and personal information protection, and set up "Information Security and Privacy Protection Committee" to implement the norms in all business areas. The CISO is responsible for the promotion of information security policies and report to the Board of Directors on a regular basis.	• Shareholders' meeting in May 2024. • Investor conference in May and November 2024. • Announced 35 and 28 pieces of material information in Chinese and English languages, respectively.
Suppliers		**Communication Channel and Frequency**	**Communication Content and Results**	**Performance**
They are important business partners who provide the products and services needed by EVA Air. They contribute to maintaining the service quality, brand reputation, and image of EVA Air.	• Business Integrity and Ethics • Personal Information Protection and Cyber Security • Customer Relationship and Service Innovation	• Supplier conference once a year • Phone call, E-mail, Visits, On-site audit as needed	• EVA Air formulated the Supplier Code of Conduct (SCoC), requiring suppliers to follow relevant norms on confidentiality obligations and information security. • In order to understand and grasp the sustainability status of the overall supply chain, we have formulated the SAQ according to the procurement procedure manual. Based on the SAQ results, potentially high risk suppliers and critical suppliers are audited and counseled to ensure that the risks can be effectively controlled and reduced. • We formulated information security policies, and required that all business partners and their employees follow both the policies and their related management mechanisms. We have also published information security and privacy protection policies on the corporate website, as a demonstration of the Company' s pledge to ensure information security and protect personal data. • We value opinions and feedback from customers, suppliers, and other stakeholders, and provide diverse channels by which they can submit feedback. We embrace innovation and pay close attention to every detail, always striving to offer a better, wider array of aviation services.	• Held in-person s supplier conference in September 2024. • The communication rate of Supplier Code of Conduct: Tier 1 suppliers: 100% Critical suppliers: 100% • Response rate of SAQ: Tier 1 suppliers: 100% Critical suppliers: 100%

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CHAPTER 03

Innovative Flight Experiences



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Highlights

EVA Air' s New Hello Kitty-liveried Aircraft Take Sweet Flight!

In 2024, in collaboration with Sanrio, EVA Air launched three new aircraft with special Hello Kitty liveries: Besties Jet, Pinky Jet, and Lolly Jet. Besties Jet serves the Chicago route; Pinky Jet flies to Sendai, Japan; and Lolly Jet is dedicated to the Paris route. These delightful liveries add a touch of cuteness to passengers' journeys. We help them fly toward their dreams and embark on sweet adventures.

Leading Innovation: EVA Air First to Launch 24/7 Bilingual Customer Service in Taiwan

EVA Air' s 24-hour Chinese and English customer service is a key advancement in passenger service, allowing for real-time, specialized assistance at any hour of the day.

International Chef Collaboration on Lavish In-flight Cuisine

EVA Air continues to team up with world-renowned chefs, to offer passengers enhanced in-flight dining experiences and create unique culinary journeys. A selection of gourmet breads with distinctive flavors crafted by world-renowned master baker Wang Peng-Chieh not only elevates in-flight meals, but also bring passengers rich taste experiences. Partnering with Kanpai Group, the world' s first Michelin-starred yakiniku restaurant, we deliver top-tier grilled meat options to all passengers and create never-before-seen luxurious dining experiences in the sky.

3-1 Passenger Transportation Services

Since our inaugural flight, EVA Air has embraced the spirit of innovation, striving to provide passengers with rich and diverse flight experiences. For nine years in a row, EVA Air has been honored as one of the world's premier five-star airlines. Guided by the "EVA Air Service Commitment," we meticulously plan every detail to create an exceptional air travel experience. To ensure outstanding services, EVA Air leverages the advantages of the Star Alliance and consistently enhances our products and services while integrating automated service processes. Our ultimate goal is to provide global travelers with an unparalleled airborne experience. EVA Air remains dedicated to our commitment to aviation safety, ensuring the highest standards of flight safety and tirelessly pursuing even greater safety records.

Attentive Be attentive to customers'needs, proactively innovate and provide exquisite and seamless services that keeps pace with the times.

Sincere Be sincere in caring for limited Earth's resources and environment, and share well to create sustainable service value;

Wholehearted Be wholehearted and cherish every moment, as "One Encounter, One Chance." Providing a warm and meaningful service experience.



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Diverse Feedback Mechanisms, Listening to Voice of Our Customers

EVA Air values customer's voice and offers feedback channels such as global customer service hotline, online Traveling Experience Feedback or mailing correspondence, and direct communication with service personnel at local branch office service counters. Our customer service teams treat customer comments with expertise and stringent attitude, and utilize systematic procedures to monitor, investigate, trace, and respond to each feedback, ensuring prompt resolution of service gaps.. We regularly analyze customer feedback, review service performances and indicate root causes of each service failure case with concerned departments, and plan corresponding prevention actions for service enhancement. If there are service deficiencies, our related departments take immediate action to make improvements, thus ensuring that service quality continues to rise.

Quality Management to Optimize Service Experiences

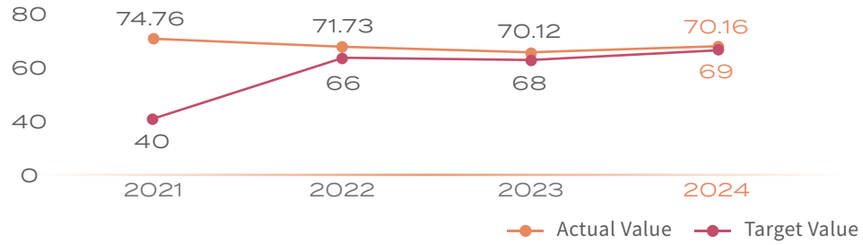
EVA Air highly values the insights of our frontline service staff and passengers. We adopt the PDCA (Plan-Do-Check-Act) cycle management approach to continuously review and refine our service content and processes. Every month, we conduct audits in major service areas to evaluate operating effectiveness and take corrective/preventive actions. Through rigorous execution and iterative review, this process drives steady improvements in service quality. Furthermore, EVA Air regularly convenes the Service Quality Committee to ensure sustained enhancement of service standards. The President acts as the Chairperson of the Committee, the Chief Executive Vice President as the Vice Chairperson, and the heads of service departments as the ex officio members.

During the committee meetings, we review the planning of various service processes, evaluate customer satisfaction performance, and analyze passenger feedback to optimize service strategies. EVA Air will continue to look forward as we continue enhancing our services, gaining insight into market trends, and deploying ahead of the curve. In return for the support and trust of passengers around the world, we will provide them with the best possible flight experiences!

Passenger Satisfaction Survey

EVA Air regards passengers' feedback as the key to enhancing service quality. We continuously invite infinity MileageLands members to participate in the customer satisfaction survey via email; and since 2024, we have included a link of customer satisfaction survey on the EVA Air website to encourage all passengers to share their flight experiences. This ensures that customer feedback is heard, and promotes ongoing innovation and optimization in service quality. In 2024, our net promoter score (NPS) for passenger services was 70.16, surpassing the benchmark of 69.00, reflecting strong passenger endorsement of EVA Air's services.

Achievement Status of Net Promoter Score



Customer Feedback Handling Process



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Flight Punctuality

To provide passengers with reliable service quality, EVA Air has set up the on-time performance target of 15 minutes in accordance with AAPA (Association of Asia Pacific Airlines) regulations. In 2024, the target rate of on-time performance was 93.0% and the rate of departure on-time performance for all routes was 96.6%. The rate of arrival on-time performance for short-haul routes was 98.1% and the long-haul was 97.1%, thus achieving our 2024 targets. Global air transport has been affected by airport workforce shortages, extreme weather, geopolitics, and unpredictable geophysical activity (such as volcanic ash).

Additionally, ongoing construction projects for the expansion of the airport's airside and terminal have affected ground operations. These multiple external factors have collectively influenced the punctuality rate of flight operations. Therefore, the 2025 on-time performance target of 15 minutes for all routes is set at 95.0%.

		2021	2022	2023	2024	2024 Target
Departure On-time Performance Rate		96.5%	95.3%	94.9%	96.6%	93.0%
Arrival On-time Performance Rate	Short-haul flight	98.7%	98.4%	97.0%	98.1%	93.0%
	Long-haul flight	96.1%	95.5%	96.0%	97.1%	93.0%

Note 1: The definition of short-haul flight - Voyage is less than 3 hours, and the definition of long-haul flight - Voyage is equal or more than 3 hours.

Note 2: Above target rate excluding weather, air traffic control and other uncontrollable factors.

Care for Passengers' Rights and Health

GRI 2-27、GRI 416-2、GRI 417-2、GRI 417-3

To protect passengers' rights, interests, and health, EVA Air's in-flight products, services, advertising, sales, sponsorships, and product labelling are all in compliance with the law. We had no incidents of major fines issued to the Company as a result of violations of laws or voluntary regulations. The laws and regulations to be complied with by in-flight products are clearly stated in tender notices; all suppliers must provide inspection documentation when they submit proposals, or they will not fulfill the selection criteria.

For example, food containers comply with the Ministry of Health and Welfare's Sanitation Standard for Food Utensils, Containers, and Packages, and no prohibited or controversial products are available for sale on board. In addition, seats are sold in accordance with the law, and our procedures are approved by the Civil Aviation Administration (CAA).

Furthermore, with cabin cleanliness recognized as a major service, EVA Air thoroughly cleans all cabin areas before departure This includes seats, tray tables, TV screens, aisles, restrooms, and compartments above and in front of seats. Flight attendants also inspect and clean the cabin environment periodically during the journey, to ensure a clean and comfortable experience for passengers. Our airport staff and supervisory management teams conduct inspections from time to time to ensure cabin cleanliness and quality for continual improvement.

For many years, EVA Air has continued to be awarded the World's Cleanest Aircraft Cabins by SKYTRAX, a leading airline service survey organization. This indicates that EVA Air's efforts in maintaining cabin cleanliness are receiving strong international recognition.

In-flight Products for Cabin Service Comply with Laws and Procurement Standards GRI 416-1、GRI 417-1

	Total Number of Items				
	% of Compliance	2021	2022	2023	2024
Children's toys (Safety Toy inspection mark is required)	100%	17	17	14	9
Plastic tableware (Certificate of inspection is required, e.g. test of plasticizer or heavy metal, etc.)	100%	45	45	47	44
Food (Certificate of inspection is required, e.g. test of Escherichia coli, etc.)	100%	34	33	46	50

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Comfortable and Honorable Service

Digital and Mobile Services

In order to provide the public with the most convenient, user-friendly, and fast digital and automated services, as well as to enhance customer satisfaction, EVA Air offers various services.

App Services

- **EVA AIR App** : EVA AIR App currently supports language setting for 33 markets and provides services such as flight booking & changing, special offers, flight status, itinerary management, and frequent flyer program (Infinity MileageLands). To provide a better user experience, passengers can log in to their member account/EVA Fans simply using biometrics, for an even more convenient way to manage their booking records and view member information. In addition, once logged in, boarding pass, flight information, checked baggage, boarding and arrival information is shown according to passengers' flight departure time. Passengers can also set up flight tracking with the Flight Status function, to receive the latest flight status information before they depart and arrive.
- **EVA Sky Shop App** : Passengers may preorder duty free goods before their flight, with the convenience of in-flight pickup.
- **EVA Home Delivery Shopping App** : EVA Air launched an online shopping mall, which customers can purchase EVA Air exclusive goods and other premium products online, then experienced the free delivery to the doorstep (home delivery service is limited to the Taiwan region only).

AI-powered Chatbot and Live Chat Service

The AI-powered Chatbot EVA can answer nearly 500 questions including reservation and ticketing, membership, flight schedule, airport service and more. If EVA is unable to answer, log in as a member and passenger can choose to the live chat service which is provided during office hours. With these help, it will effectively improve the service efficiency and quality.

Cloud-based Customer Service System

Following on from our adoption of a cloud-based customer service system and introduction of virtual queuing service at destinations worldwide, EVA Air officially launched a 24/7 bilingual global customer service in Chinese and English in November 2024. This provides travelers with higher-quality, more diverse telephone customer service, and makes us the first airline in Taiwan to provide such an innovative service.

Automated Facilities at all Destinations Worldwide

Mobile check-in services are being widely promoted, and self-service baggage drop facilities are being progressively rolled out at major international airports—including London, Paris, and Fukuoka in 2024—to provide passengers with a faster and more seamless travel experience.

EVA e-Library

EVA Air launched the EVA e-Library electronic magazine service in 2022, providing over 500 newspapers and magazines in multiple languages. In 2024, we expanded our e-Library to include children's illustrations and more Taiwanese publications to meet the diverse reading needs of passengers. The digitization of in-flight publications effectively reduces fuel consumption and paper waste. This way, we can provide passengers with diverse, sustainable, convenient options, while working with them to protect our planet.

Auto Check-In for Group Passengers via B2B Platform

In 2024, EVA Air completed across-the-board optimization for group passenger auto check-in functions on our B2B platform. The innovative, fully automated processes and a mobile interface mean a more convenient travel experience. Features include:

- **Fully automated check-in** : Passengers can complete simple processes before they even set out, then automatically obtain their e-boarding passes for round-trip flights at a specified time.
- **Mobile interface** : Supports mobile devices; allowing businesses to handle check-in at any time.
- **Group management enhancements** : Supports seat re-selection online; one-click check-in; and automatic e-boarding pass issuance. All this means that once group passengers get to the airport, all they need to do is drop off their bags.
- **Added value** : Reduced paper consumption and improved overall check-in rates means better environmental protection.

Self-Reporting for Mishandled Baggage

We have developed a self-reporting system for mishandled baggage. This replaces the traditional reporting method, which requires passengers to wait on-site or communicate back and forth with customer service representative. The digital platform enables passengers to easily submit incident reports, which are then responded to by dedicated staff. This optimizes overall efficiency, while providing environmentally-friendly and convenient baggage service.

Official Website Service

In 2024, various services were added

- We've created a baggage calculator; passengers enter their departure/destination, cabin class, membership, etc., and can then see what their baggage allowance is.
- We've added new Sanrio-themed e-boarding passes (available on flight routes to Clark, Cebu, Bali, Chicago, Sendai, and Paris) and Houston Rockets-themed e-boarding passes (available when departing from Houston).
- **New, optimized online ticketing service** : We began rolling out a new online ticketing system in July 2024. This displays accurate information for the selected fare in real time, including baggage allowance, ticket change fee, refund amount, and accumulated mileage. This further enhances the customer experience and boosts online sales revenue. We also introduced a hosted payment page (HPP) for online payments, which means EVA Air will not gain access to or store credit card information. This minimizes the risk of data breaches and enhances payment security for passengers.

Overview of Digital Marketing

	2021	2022	2023	2024	2024 Target
Percentage of Customers Using Online Services	26.77%	30.16%	29.64%	30.37%	30.33%
Online Revenue Share	17.15%	20.85%	30.11%	31.75%	33.60%

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VIP Lounge

To ensure that passengers have sufficient rest before departure, EVA Air provides four distinctively styled VIP lounges in Terminal 2 of Taoyuan International Airport. These lounges are equipped with facilities such as breastfeeding rooms, business centers, disabled restrooms, and shower rooms.

- EVA Air launched our unique EVA VIP SCENT in collaboration with a fragrance brand. This aims to immerse every passenger in an exclusive olfactory experience upon entering the lounge.
- Passengers can take a 360-degree video virtual tour of the lounge, to explore all available services and facilities before their visit.
- EVA Air carefully selects local suppliers who have food safety certifications, to ensure that passengers are served quality meals. We bring the festival spirit by providing diverse meal options with seasonal specialty dishes. For example, we offered vegetarian and meat-filled rice dumplings from renowned Japanese-style supermarket Yumaowu for Dragon Boat Festival, as well as ice crystal dumplings from Shu Shin Bou; and we have provided fresh-sliced turkey and steak from Evergreen Laurel Hotel Taichung during Thanksgiving and Christmas. In addition, EVA Air has also collaborated with renowned establishments from time to time. In 2024, our collaboration with the famous French pastry shop Pierre Herme provided rose-scented croissants made according to a traditional French recipe, taking passengers on an international culinary journey without leaving the country.
- Eco-friendly and plastics reduction practices are actively implemented in EVA Air's lounges. We provide eco-friendly refilled bath products instead of disposable bottles, and biodegradable toiletries. We are showing the way to making travel greener.



Membership Services

- Innovative member activities and new member recruitment as the core of the Infinity MileageLands program: By introducing an array of member-exclusive benefits, we enhance members loyalty. For example, for the 2024 Summer Online Travel Fair, we launched a Member Exclusive Ticket Zone. This offered 50MB of free in-flight wi-fi for members who booked a flight online via EVA AIR official website or EVA AIR App with their Infinity MileageLands membership number and update their personal information.
- Mileage accumulation activities: EVA Air collaborates with UnionBank of the Philippines on a credit card points-to-miles program; we continue to offer festive, seasonal promotions at EVA Mileage Mall and EVA Mileage Hotel; and we have introduced additional mileage rewards for members on designated flights to Los Angeles and San Francisco. In 2024, we also incorporated an Olympic Games theme. Customers using the Cathay United Bank EVA Air Co-Branded Supreme Infinite Card or a Visa card issued in Taiwan were eligible for a drawing to win a Paris Olympics-themed trip for two and Infinity MileageLands mileage rewards.
- Multiple redemption activities to increase mileage redemption rates: Card holders of the Cathay United Bank EVA Air Co-Branded Supreme Infinite Card who meet mileage conversion eligibility criteria can apply for Upgrade Certificate; save up to 32% off on award tickets for Kaohsiung-Hong Kong flights; and redeem award tickets at 50% off or upgrade award at 30% on specific flights to Los Angeles or San Francisco. All of these activities enable members to enjoy the benefits of mileage redemption.
- Regular interactive, fun, member-exclusive events: The 2024 EVA Air Marathon featured the Running for Mileage reward program. Premium members were invited to attend the EVA Air VIP Night performance of the Broadway classic musical Chicago, the Hello Kitty 50th Anniversary Special Exhibition, and the year-end finale EVA Air VIP Night Shining Stars Concert in conjunction with a uniform invoice charity-donation activity. These events provided opportunities to enhance face-to-face relationship-building with our members.

In-flight Service Items

- **Armani Amenity Kit**
  Beginning in October 2024, EVA Air Royal Laurel Class Giorgio Armani amenity kits feature a brand-new design. Passengers departing from Taipei receive the brand's classic black pebble-grain hard-shell pouch with a Giorgio Armani coin purse, while those on flights to Taiwan receive a black retro doctor's bag with attached Giorgio Armani keychain. Both kits contain skincare products from Australian natural skincare brand Jurlique, including aloe vera hand cream, hydrating lip balm, and revitalizing rose mist. All this keeps passengers comfortable and hydrated during their journeys.
- **Jason Wu Sleepwear**
  The in-flight sleepwear designed through EVA Air's partnership with internationally renowned designer Jason Wu demonstrates the creativity that such long-term collaborations can create. This perfect fusion of aviation service and high-end design has set a new benchmark for cross-industry collaboration between the aviation and fashion sectors.
- **Customized Beverages and Non-Alcoholic Beer - Champion Series**
  In 2024, EVA Air further enhanced in-flight services and exclusive partnerships with well-known brands. The Champion Series coffee selection available for Royal Laurel Class passengers on long-haul flights introduces new customized flavors:
  - Simple Kaffa – Brazilian specialty coffee beans, with dark roast; notes of citrus, roasted nuts, caramel, and chocolate.
  - VWI by CHADWANG – Colombian and Brazilian specialty coffee beans, with medium roast; notes of walnut, orange, citrus acidity, and bittersweet chocolate.
  - We also provide Heineken 0.0 (non-alcoholic beer) for passengers who wish to enjoy the taste of beer without the alcohol. Made with the same all-natural ingredients as classic Heineken, Heineken 0.0 is produced through double fermentation. The alcohol is extracted through vacuum distillation, to retain the distinctive beer flavor.
- **New IDEOLOGY In-flight Toiletries**
  Our new toiletries for passengers traveling on Royal Laurel Class, Premium Laurel Class, and Business Class feature renowned Australian brand IDEOLOGY. The products are made with ingredients derived from Australian native fruit extracts and other plant-based formulas, to offer mild and refreshing fruity aromas. The product bottles made from rPET material feature both high quality and environmental sustainability, to create a completely new experience for passengers.
- **New Boarding/Landing Music**
  Once again, EVA Air has collaborated with Ricky Ho to compose a new piece of relaxed, harmonious music featuring piano and strings. The atmosphere is different from that of his previous distinctive, penetrating ocarina sound. With a passion for music and unique creativity, Ricky Ho has composed this new piece to take passengers on a new auditory journey of comfort.





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3-2 In-flight Catering Services

EVA Air's airline catering food safety management complies with the hygiene standards assessment form for airline catering set by IFSA, as well as HACCP regulations. We maintain high standards at every stage, from food supplier management, to staff hygiene, educational training, pest control, cleanliness, environmental hygiene, and more. This ensures that our in-flight meals meet the most stringent standards, all the way from the source ingredients, to transportation, storage, cooking, and finally serving.

EVA Air continues collaborating with internationally renowned chefs to offer new dining experience for passengers. Our collaborations with Michelin three-star head chef Nakamura Motokazu of Nakamura Restaurant; top Cantonese executive chef Hsu Wen-Kuang of Yu Yue Lou restaurant; and Chinese cookery master Huang Ching-Biao have led to the launch of new in-flight meals. In addition, EVA Air has also forged cross-industry partnerships with Michelin-starred yakiniku restaurant Kanpai Group and world champion master baker Wang Peng-Chieh, to provide handcrafted artisan bread and a selection of premium champagne, red and white wines, and signature prize-winning beverages. Together, our diverse array of gourmet delicacies take passengers on a truly luxurious culinary journey. Our long-standing online pre-selection meal service allows passengers traveling in Royal Laurel Class, Premium Laurel Class, and Business Class to pre-select their meals no earlier than 21 days and no later than 24 hours prior to departure. EVA Air carefully plans every detail to create a rich, diverse culinary experience full of innovative ideas and seasonal menu selections. It's all with a goal of ensuring a delightful experience for passengers every time they fly with us.

Special In-flight Catering Services

To bring passengers a better flight experience, EVA Air regularly updates in-flight meals with fresh seasonal and local ingredients and collaborate with world-renowned chefs. In combination with all types of alcohol and beverages, our in-flight meals will make passengers feel at home during their journey

Passion Fruit Tapioca Green Tea

Starting January 1, 2024, our new cold-pressed beverage Passion Fruit Tapioca Green Tea is exclusively offered to Royal Laurel Class passengers on long-haul flights departing from Taipei. Inspired by Taiwanese specialty beverages, the blend of sweet and sour passion fruit juice, tapioca pearls, coconut jelly, and green tea makes for a refreshing drink with a chewy texture.



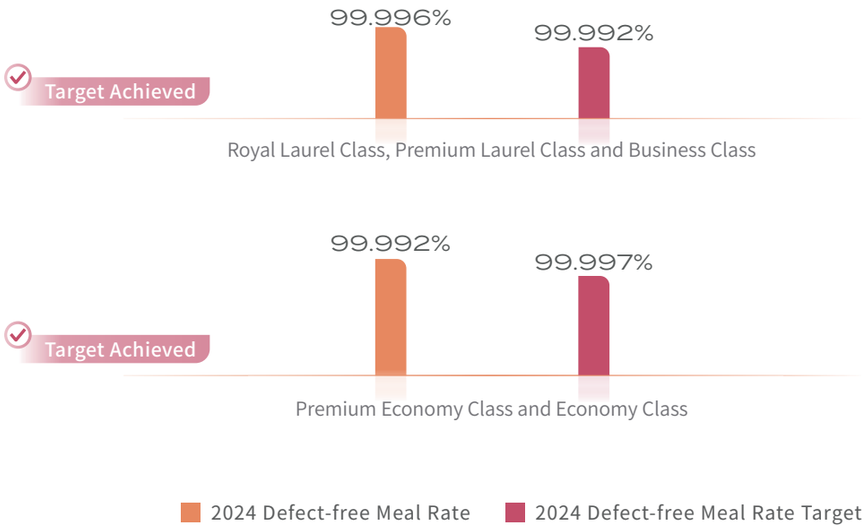
A Celebrity Chef in the Sky

- Starting January 1, 2024, EVA Air has collaborated with world-champion master baker Wang Peng-Chieh on a variety of delicious, distinctive breads. Our collaboration has enhanced gustatory pleasures for our passengers.
- Beginning July 1, 2024, EVA Air has partnered with the world' s first Michelin-starred yakiniku restaurant, Kanpai Group, to make Michelin-starred luxury dining service available for passengers in every cabin class.



Defect-free Meal Rate

EVA Air reviews Defect-free Meal Rates every quarter, based on the number of food product defects reported by passengers.



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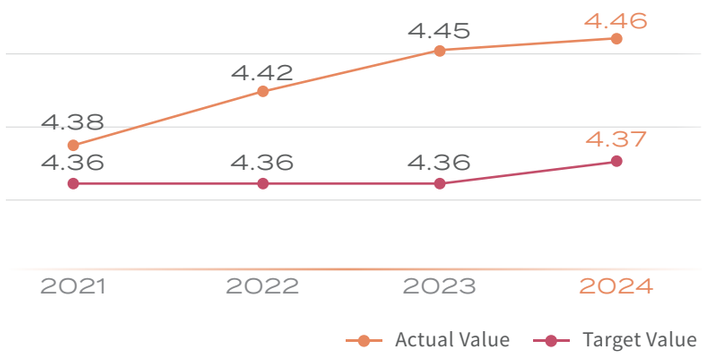
3-3 Cargo Service

EVA Air enjoys a reputation for outstanding flight safety records and professional cargo transport capacity in the cargo industry, and therefore has repeatedly won the Air Cargo Excellence Award. Over the past few years, EVA Air launched the cold chain cargo service and expanded its network, while reinforcing staff training and optimizing the process control and emergency response in response to the demands of market growth. In consideration of both mid- and long-term development strategies, EVA Air cargo service continuously boosts its market competitiveness and operating efficiency.

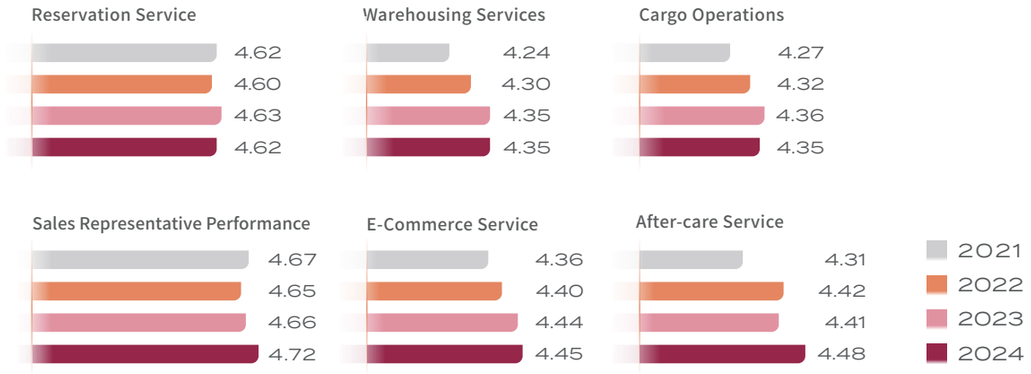
Cargo Satisfaction Survey

EVA Air values customers using our cargo services and service quality. We constantly track the customer satisfaction, service requirements and other suggestions for improvements. Every year, we conduct a customer satisfaction survey on our main freight forwarders, which comprises 6 major categories.

Overall Customer Satisfaction with Cargo Services



6 Categories Customer Satisfaction with Cargo Services



The overall 2024 customer satisfaction score for cargo services was 4.46, exceeding actual value last year by 0.01 point and showing improvement compared to the previous two years. This indicates that EVA Air's efforts in overall cargo services have been noticed and appreciated by our customers. Our highest satisfaction score in 2024 was "Sales Representative Performance", with a score of 4.72, while the lowest satisfaction score was for "Warehousing Services and Cargo Services", with a score of 4.35. Specifically for cargo services, "Truck Transfer Service Quality" scored the lowest, at 4.26. This primarily results from the driver shortage continuing to affect truck services, and truck transfer services thus currently being unable to meet customers' requirements for on-time delivery. We will continue to work with trucking companies on ways to improve this situation.

In 2024, in response to customer feedback regarding cargo, we worked with our Operation Management Department and other departments to more thoroughly understand what customers want from warehousing and cargo services (both areas where we scored lower than the target). All terminals and ground handling agencies were required to make improvements in these areas, and to track their progress to ensure effective implementation, thereby improving the quality of EVA Air's warehousing and cargo services.

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Logistics Safety and Efficiency

Cold Chain Service

Currently, there are 28 stations offering cold chain service around the world, and all related staffs must complete the training for the operation of temperature-control every year and obtain a certificate in order to provide complete and proper cold chain transport services. In addition, EVA Air and Evergreen Airline Services Corp. has separately received the CEIV Pharma certification issued by the International Air Transport Association (IATA) again in March 2024. This certification covers EVA Air' s ground service and air transportation business at Taoyuan International Airport. EVA Air is the only airline company in Taiwan and one of the few airline companies in the world that has received this certification for both air transport and ground services, making the Company to become one of the main leaders of one-stop service in the global pharmaceutical cold chain transportation business.

Locations of Cold chain Service in 2024

Customs AEO Certification

Co-ordinate with the policy of Customs Administration, Ministry of Finance, EVA Air obtained the certification of Customs AEO Certification on November 18th, 2011 to establish secure and convenient supply chain for trade. The certification is subject to self-inspection and approval by the customs every year, and on-site verification every three years depending on the situation. EVA Air completed the self-inspection in November 2024 and received the on-site approval from the customs, which indicates that EVA Air has gained the trust of the customs and is qualified for providing a safe air cargo supply chain environment.

Lithium Battery Shipments

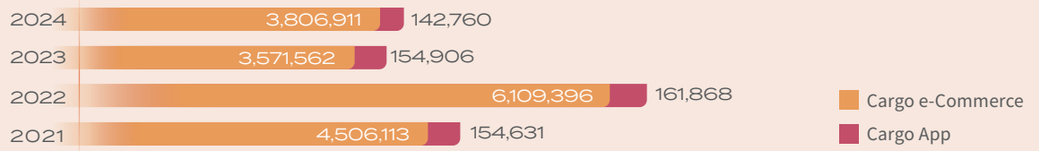
EVA Air, together with Evergreen Airline Services and Evergreen Air Cargo Services, has received a Center of Excellence for Independent Validators (CEIV) Lithium Batteries certification from the International Air Transport Association (IATA). This recognition makes EVA Air the first airline in Taiwan to achieve dual certification for passenger and cargo operations. This certification covers all aspects of passenger, cargo, and ground handling operations. For passenger service, it includes stringent luggage checks, emergency response training for pilots and cabin crew, and strong fire suppression systems on aircraft. On the cargo side, this certification reinforces storage, handling, and transportation for lithium battery shipments. All operating processes adhere to the IATA' s highest safety standards to ensure the secure transport of cargo and luggage.

Convenient and Diversified Services

Cargo E-Commerce

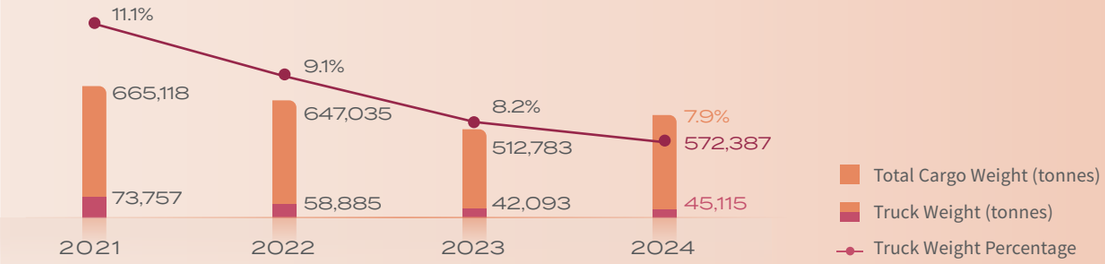
With the gradual global shift to digital/mobile solutions, EVA Air has launched a dedicated e-commerce website for cargo; and our Cargo App enables customers to track the latest flight and cargo status, anywhere, anytime. We are also actively involved in the e-freight program initiated by the International Air Transport Association (IATA). We continue to promote e-AWB for global freight forwarding agents, while aligning with IATA' s new digital data exchange standards. The goal is to fully implement the new ONE Record technical standard by January 2026, as mandated by the IATA for all member airlines. Our ONE Record pilot run in December 2024 made EVA Air the first airline in Taiwan to conduct initial validation on messages in this latest freight standard. We will continue to expand on this advanced digital infrastructure and functionality. Embracing the spirit of corporate sustainability, we strive to move toward a convenient, paperless operating environment as a way to contribute to energy conservation and carbon reduction.

Key Performance



Multimodal Transportation

Currently, EVA Air owns 9 Boeing 777F freighter aircraft. We signed a contract with Boeing to purchase an additional 777F freighter, with delivery expected by March of 2024. In order to further enhance our cargo transport capacity and competitiveness in the cargo market, we have plans to convert 3 Boeing 777-300ER passenger aircraft into freighters starting from 2025. With these conversions, our freighter fleet will expand to a total of 12 aircraft.
EVA Air combines land and air transportation through cooperation with contracted truck companies to provide customers with sufficient air transportation space and efficient truck transfer services. For example, EVA can deliver the air cargo to all major destinations in the United States and Canada through EVA direct flight points (such as: Los Angeles, San Francisco, Seattle, Chicago, Atlanta, Dallas, Houston, New York, Vancouver and Toronto) combining with the dense network truck services. It is also convenient to transport the air cargo from USA and Canada inland cities to major destinations in Asia (such as Taipei, Shanghai, Tokyo, Singapore, etc.) by land transportation connecting EVA direct flights.
The Company achieved a total air cargo weight of 572,387 tons in 2024.
Amongst that, truck cargo weight reached 45,115 tons, the proportion is 7.9%.



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Building Corporate Resilience



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Highlights

International Recognition
Ranked 7th as the World's Safest Airlines in 2025 by AirlineRatings.com.

Smart Aviation Safety
EVA Air has completed our Corporate Safety Trend Analysis visualization platform, which enables the SMS action teams to stay on top of general safety trends and take immediate measures when necessary.

Information Security Management System (ISMS) Re-Certification
Since 2019, EVA Air has implemented an "Information Security Management System" based on ISO 27001:2013 and extends the scope of verification to encompass areas such as flight safety, aviation security, and transportation efficiency. We have a proven track record of passed bi-annual ISO 27001 surveillance audits. To ensure comprehensive implementation of the new ISO 27001:2022 standards, transition and scoping study have been initiated in 2024.

Personal Information Management System (PIMS) Certification
EVA Air firmly commits to complying with all applicable data privacy laws and regulations in the jurisdictions where we operate. To further enhance our data protection practices through a systematic approach, we initiated the implementation of the ISO 27701 Privacy Information Management System (PIMS) in 2024.

Introduction of Third-Party Sustainability Audits
To enhance quality of supplier assessments and verifications, EVA Air selected a critical tier 1 supplier to undergo a third-party onsite audit.

First-ever Green Supply Chain Program Reduced 14,367 tons of CO_2e
We implemented the EVA Sustainable Vision - Green Supply Chain Program to encourage suppliers to actively participate in carbon reduction. The first year of the program successfully achieved a carbon reduction of 14,367 tons of CO_2e.

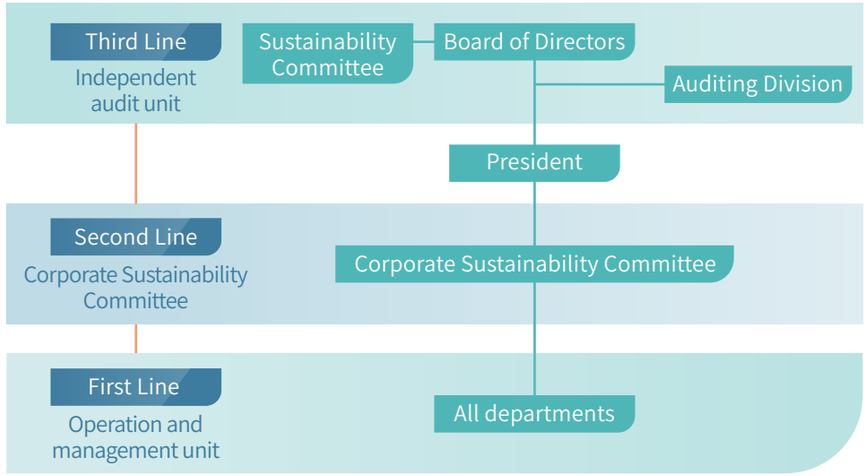
4-1 Enterprise Risk Management

4-1-1 Risk and Opportunity Management Strategies

In order to improve and implement the risk and opportunity management mechanism, the Company has established the Risk Management Policy and Procedures to carry out risk management aimed at uncertain factors that may threaten the Company's operations, improve the efficiency in division of labor in risk management, and ensure the achievement of the Company's operational goals.

Risk and Opportunity Management Framework

The Board of Directors is the highest supervisory body for EVA Air's risk management, with responsibility for approving risk management policies. Under the Board of Directors, the Sustainability Committee reviews risk management policies and oversees their implementation, and reports on overall performance to the Board of Directors annually. The Corporate Sustainability Committee is responsible for carrying out risk management-related tasks and oversees all departments' implementation of risk management policies and controls at quarterly meetings; it reports on overall implementation performance to the Sustainability Committee annually. To ensure compliance and effectiveness of our risk management processes, EVA Air conducts annual internal control self-assessment audits, and conducts external audits every two years by a third-party verification body. Our most recent external audit for risk management process compliance and operating performance was completed by Bureau Veritas Certification (BVC) on May 14, 2024. For detailed statements, refer to the Independent Assurance Statement in the appendices (page 147 of this report.)



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4-1-2 Risk and Opportunity Identification and Management Process

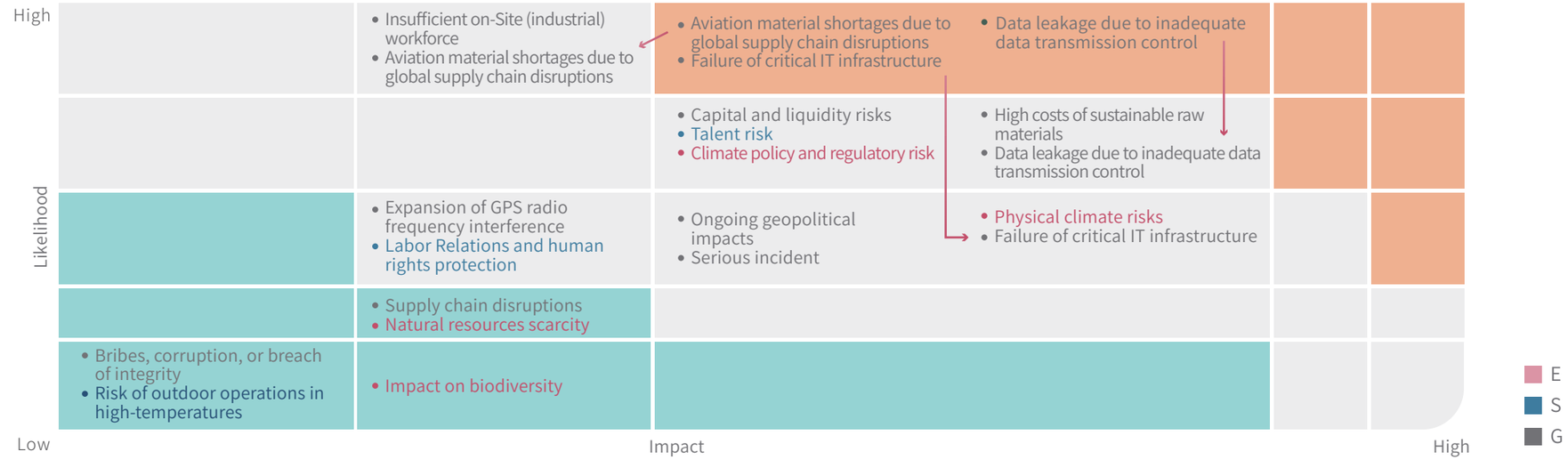
EVA Air reference the ISO 31000 Risk Management, and the Risk Assessment in Practice methodology published by the Committee of Sponsoring Organizations (COSO). Based on materiality principles, we identify, assess, manage, and disclose risks related to economic (including corporate governance), environmental, social, and other key topics that may arise in our operating processes. Risk assessment involves evaluating its impact, likelihood, vulnerability, and speed of onset (magnitude) based on a quantitative scale of 1 to 5. Risk categories include strategic, operational, financial, environmental, and medium-to-long-term emerging risks. Also, considering our overall operating strategies and the business environment, the Corporate Sustainability Committee submits risk appetite level assessments for identified risks to the President for approval, after which they serve as the basis for later risk assessment and response. This ensures that overall risks remain within acceptable limits. There has been no significant change in the risk and opportunity management process for this year as compared to the previous year.

Enterprise Risk and Opportunity Management Process

Step 1	Step 2	Step 3	Step 4
Identification	Assessment	Management	Disclosure and Communication
Sub-committees of the CSC identify the risks that may be faced during business operation	Assess the impact, likelihood, vulnerability and speed of onset of the identified risk factors to prioritize the identified risks	Each responsible department shall assess their risk appetite/tolerance level, propose the mitigation and response plan, and report to the CSC for regular tracking	The CSC reports the Company's overall risk management results to the Sustainability Committee and Board of Directors every year, and disclose information in accordance with regulatory requirements

Risk Identification Results

Once risk assessment was performed in accordance with our risk management process, the assessed high risks for 2024 - "aviation material shortages due to global supply chain disruptions", "failure of critical IT infrastructure"and"data leakage due to inadequate data transmission control" - have already had appropriate mitigating actions implemented by the responsible departments. These risks have been reduced to acceptable moderate level; and the Corporate Sustainability Committee continues to monitor these risks.



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Mitigating Actions of Identified Risks

Aviation material shortages due to global supply chain disruptions

Evaluation Factors

- Impact
- Likelihood
- Vulnerability
- Speed of onset (magnitude)
- Business relevance
- Geographical location

Mitigating Actions

- Establishing partnerships: Build closer relationships with suppliers, such as signing a long-term power-by-the-hour (PBTH) contract to ensure stable supplies.
- Increasing inventory levels: Increase inventory of critical components to address short-term supply disruptions.
- Leveraging technology and data analytics: Use advanced data analytics tools to predict changes in demand and make proactive adjustments.
- Collaborating with other airlines: Build the International Airlines Technical Pool (IATP) convention to share aviation equipment and components between airlines, creating additional options for access to aircraft parts.
- Adjusting flight schedules: Flexibly adjust flight schedules to prioritize the use of better-maintained aircraft and reduce reliance on aircraft that require maintenance.

Failure of critical IT infrastructure

Evaluation Factors

- Impact
- Likelihood
- Vulnerability
- Speed of onset (magnitude)
- Business relevance

Mitigating Actions

The failure of critical infrastructure within the information environment could result in significant consequences. A total of five key assets have been designated for oversight and monitoring.
Mitigation measures are in place for three (virtual server environment, Oracle Database, and AD and DNS services), while the remaining two (core network and firewalls) will be addressed through enhanced testing, monitoring, and change management to mitigate or eliminate operational risks.

Data leakage due to inadequate data transmission control

Evaluation Factors

- Impact
- Likelihood
- Vulnerability
- Speed of onset (magnitude)
- Business relevance

Mitigating Actions

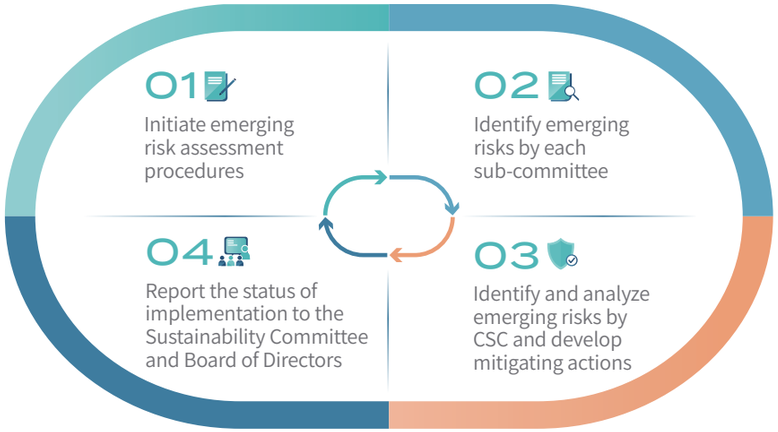
Data transmission channel control and tracking mechanisms are implemented to reduce the risk of data leakage. Following the principle of 'Default Deny; Exception by Approval,' access will require review and approval by department heads based on operational necessity. A task force will subsequently develop implementation details in collaboration with related departments, with completion expected by Q2 2025.

Identification of Emerging Risk

With the increasing regulatory requirements of global aviation authorities, climate change, information security, political influence, the rapid development of emerging technologies, etc., the risks faced by enterprises are accompanied by uncertainties. Furthermore, “emerging risks” are undoubtedly one of the important issues that require airlines to be cautious with the assessment, which needs further identification, analysis, and formulation of response measures in order to respond to new forms of potential risks as soon as possible as well as to reduce the impact on operations.

With reference to the“The Global Risks Report”published by the World Economic Forum (WEF) at the beginning of each year, the sub-committee of Corporate Sustainability Committee (CSC) identify possible emerging risks in accordance with their business area and conduct assessment on risk factors. After integrating risk mitigating actions formulated by related departments, the CSC regularly reports the risk mitigations and recommendations to the Sustainability Committee and Board of Directors.

Emerging Risk Identification Process



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Emerging Risk Identification Results

Information Security and Misinformation

• Technology

Description

The rapid development of applied technologies in modern society, such as artificial intelligence, has enhanced work efficiency and fostered innovation. However, it also led to the emergence of new forms of misinformation, such as videos, images, and misleading links, resulting in the widespread of false information. This weakens the ability of individuals or businesses to detect and prevent misinformation, posing a substantial risk to the Company's operations and corporate reputation.

Impact on Our Operations

Using emerging technologies, such as artificial intelligence, to process large volumes of data increases efficiency; however, excessive reliance or improper application may lead to suboptimal decision-making and result in significant adverse impacts. Furthermore, the increasing prevalence of misleading information in recent years could lead to additional operational risks or financial losses, particularly if employees lack adequate media literacy or do not verify the accuracy of information.

Mitigating Actions

- To prevent social engineering attacks, the Company employs email security tools to proactively block potentially harmful messages. Additionally, external emails are flagged with a warning header to facilitate identification by employees.
- Conduct regular social engineering drills for all employees and design a variety of simulated scenarios. These exercises include post-interaction training modules to enhance employees' ability to recognize disinformation and reinforce cybersecurity awareness. By verifying information sources in their daily tasks, employees reduce the likelihood of decision-making errors caused by misinformation.
- A dedicated webpage on the official website has been established to promote self-protection in online security and raise awareness of phishing among stakeholders, including customers and suppliers. In addition, anti-fraud messages have been incorporated into emails communications to remind passengers to avoid engaging with suspicious emails and to remain vigilant against online scams.

Geoeconomic Confrontation

• Geopolitics

Description

The international political and economic landscape has been marked by growing uncertainty, increasing geoeconomic risks. The rise of trade barriers, the frequent imposition economic sanctions, and increasing restrictions on capital flows are being used by countries as instruments to contain rival powers and extend geopolitical influence. These actions have contributed to greater unpredictability into global development and further exacerbated volatility and risks in international markets.

Impact on Our Operations

Geoeconomic tensions may lead to heightened trade barriers, resulting in market contraction. Economic sanctions may affect route planning and pose risks to operational continuity. Political and economic changes may result in new policies or sanctions, affecting supply chain operations, aviation materials, fuel costs, and import-export restrictions. These changes may increase operating costs and result in uncertainties to flight operations and the Company's long-term development.

Mitigating Actions

- Consistently monitor aviation safety information from the United States Federal Aviation Administration (FAA), the European Union Aviation Safety Agency (EASA) and other relevant authorities to ensure aircraft safety. Adapt passenger capacity flexibly based on market demand fluctuations, optimize frequencies on existing routes, and continuously expand into emerging markets. Strengthen the development of the global flight network, optimize flight connections, deepen alliance cooperation, and expand network coverage to address changes in political and economic environments.
- For countries or regions severely impacted by geopolitical tensions (such as those under trade sanctions), actively identify alternative suppliers and establish stable, long-term partnerships to reduce dependence on a single source.
- Establish contingency inventory management for key raw materials and maintain sufficient stock levels to mitigate the impact of unexpected supply disruptions. Shift procurement strategies to local sourcing to reduce shipment costs and associated risks.

Comprehensive Risk Management across the Service Process

Products and services developed by EVA Air follow the P-D-C-A cycle, assessing their risks and ensuring the compliance with laws and regulations, to protect passengers' rights and health. In the procurement management process of new product and service development, each responsible departments conduct risk assessment based on their professional expertise and suppliers are required to provide relevant inspection certificates to ensure that new in-flight products comply with regulations and are safe.

- Children's toys: Safety Toy inspection mark is required.
- Plastic tableware: Certificate of inspection is required.
- In-flight meal: EVA Air's airline catering food safety management complies with the hygiene standards assessment form for airline catering set by IFSA, as well as HACCP regulations.
- Cold chain service: Provide temperature-controlled containers for air transportation and follow-up service and support. EVA Air and Evergreen Airline Services Corp. has separately received the CEIV Pharma certification issued by the International Air Transport Association (IATA.)

For more information, please refer to Chapter 3 Innovative Flight Experiences of the Report.

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Risk Management Culture

In order to instill a sense of risk awareness in employees' daily operations, EVA Air has shaped a culture of risk awareness. Through a wide variety of mechanisms, we implement corporate risk management and internal controls.

Educational Training

EVA Air values both "top-down" and "bottom-up" risk management approaches. Each year, external experts are invited to conduct six-hour training courses for our directors. Directors' professional backgrounds and needs are assessed as a basis for course arrangements. In 2024, risk management education were held on Global Risks in Future & Opportunities of Sustainability Transitions. Besides, sessions were held on The Trend in Labor-Capital Relations from an ESG Perspective-The Approach for Taiwanese Enterprises; and Global Economic Trends and Industry Outlook. Additionally, to ensure all employees understand the importance of risk management, educational training courses on risk management are conducted annually. Regular reminders are also communicated to employees to deeply engrain a safety mindset for all EVA Air staff. In 2024, there were 20,971 trainees of training.

Risk Management Incentive Mechanism

EVA Air comprehensively evaluates employees' individual performance, project implementation efficiency, and risk management capabilities in different job categories as reference criteria for awarding incentive bonuses. This system helps motivate employees to strive for excellence in risk management.

Category	Qualifying Criteria	Distribution Guidelines
Flight Safety Bonus of Taking-Off and Landing	Flight crew	Reward flight crew for safely executing operations. The Flight Safety Bonus of Taking-Off and Landing is distributed based on the number of takeoffs and landings during the duty hours.
Flight Safety Bonus	Cabin crew	Reward cabin crew for safely offering service. The Flight Safety Bonus is distributed based on the number of flight segments during the duty hours.
Safety Performance Bonus	Ground staff (non-supervisory level)	Reward ground staff for paying attention to operational risks. Those who do not be subject to administrative punishments due to safety negligence are eligible for the Safety Performance Bonus.
E.P.A.(Excellent Performance Awards)	Flight crew, cabin crew, ground staff	Individuals who make excellent contributions or achieve outstanding performance in maintaining, improving, and handling events of safety, service, and sustainability (including carbon emission reduction) innovation are eligible for the trophy, administrative awards and additional bonuses.
Administrative Award	Flight crew, cabin crew, ground staff	Individuals who handle emergencies properly, demonstrate outstanding performance in improvement plan, or effectively prevent fraud or harmful incidents are eligible for the administrative awards and additional bonuses.
Frontline Elite	Ground staff (frontline employees)	Individuals whose persistent outstanding performances in daily tasks, along with tangible achievements, make them exemplary role models are eligible for additional bonuses or gift/merchandise vouchers of equivalent value.

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4-2 Flight Safety

Hazard identification and risk management as the action orientation, and S.O.P. compliance and operation accuracy as performance goals, as well as professional and systematic enhancement as the main axis of sustainability.

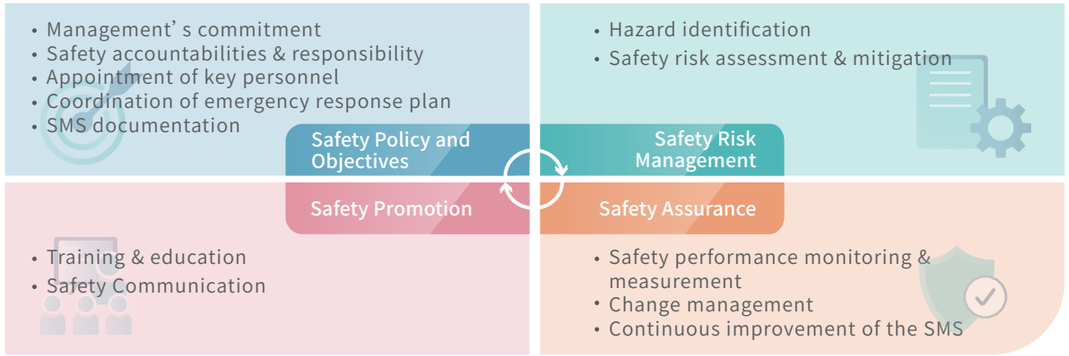
Safety Guidelines

The core values of "Safety, Service, and Sustainability" are paramount at EVA Air; they are the primary goals pursued by all employees. Guided by our "Action Oriented, Performance Targeted, Sustainability Focused" sustainable action plan, all EVA Air flight and ground crew uphold a commitment to "taking proactive steps based on hazard identification and risk management; aiming for S.O.P. compliance and operational precision as performance goals; and using expert, systematic refinement as the foundation for sustainability". We continuously improve personnel training, streamline processes, and ensure strict adherence to S.O.P.s through data-driven, evidence-based, and systematic approaches. By integrating big data and artificial intelligence, we are actively incorporating the forward-looking approach of Safety-II while emphasizing learning through success in daily operations. This enhances system flexibility and adaptability, thereby further improving the Safety Management System's effectiveness and resilience.

EVA Air's safety vision is, "We aim to assure your safety whenever you are airborne; we never compromise safety in the air or on the ground.", and we instill the safety goal of Zero Accidents into every employee's mindset and action. Through the collective efforts of all employees, EVA Air strives to provide passengers with a safe and comfortable journey through excellent flight safety and service. To strengthen employees' sense of responsibility for passenger safety, EVA Air launched the Safety Guardian Initiatives Program II in 2024. These programs encourage all flight and ground crewmembers to earnestly prioritize safety in their actions and rigorously follow the S.O.P.s in their duties. It also aims to inspire a cultural embodied by the motto "Safety starts from heart, ensuring passenger's safety always comes first." This is central to cultivating EVA Air's exemplary safety culture.

4-2-1 Smart Integration and Action Implementation

EVA Air has implemented and actively promoted our Safety Management System (SMS) since 2006, integrating safety principles into our management framework with an action-oriented approach. Through monitoring safety performance indicators, the Company has continuously enhanced the quality of our safety management operations.



Flight Safety Management Structure

To ensure the effectiveness of SMS implementation, the quality and safety of different operations, as well as the prevention of incidents, EVA Air has established the "SMS Action Teams" under the Safety Promotion Committee. These 8 action teams, based on the nature of operations, include Organizational Management, Flight Safety, Operations Control Safety, Maintenance Safety, Cabin Safety, Ground Safety, Cargo Safety, and Aviation Security. They systematically manage risks in each operational area and implement corresponding risk control measures.



Every employee is part of our safety organization.

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Flight Safety Policy GRI 2-23

We have adopted the "EVA Air Safety Policy" approved by the C.E.O. as a testament to our commitment and determination in promoting a safety management system, making safety an integral part of our organizational culture. We integrate the SMS's core element- "hazard identification and risk management" into the mindset and daily operations of our employees, utilizing them in strategic planning, procedure formulation, and operation implementation. Through the establishment of the Company's comprehensive safety management organization, each department can identify the hazards present in operational environment and systematically managing both existing and potential risks in a proactive manner.

EVA Corporate Safety Policy

Safety Strategies

- Strengthen organizational management to maximize organizational effectiveness
- Actively cultivate a corporate safety culture characterized by consensus-building, fairness , adaptability, and learning
- Uphold compliance with regulations and implementation of standards as the cornerstone of flight safety
- Proactively introduce new technologies to integrate and enhance operating system functionality
- Stay on top of human factors to reduce human error

Implementation of Risk Management Actions

EVA Air employs risk management methodologies and comprehensive safety education and training to foster safety awareness, situational awareness, and adherence to standards among all flight and ground crews. With a Proactive and Forward-Thinking Approach, the Company aims to identify and mitigate operating and system hazards promptly and effectively. In the practical application of our Safety Management System (SMS), EVA Air promotes our Seven Processes Campaign, a systematic approach that guides all employees in implementing SMS. This framework outlines the interconnections between seven stages: regulations, policies, procedures, documentation, standards, actions, and results, ensuring that all operations align with the organization's established goals.

In 2024, EVA Air respectively held 8-hour courses for the Safety Management System Basic Training and Safety Management System Leader Training, with 99 and 86 trainees respectively, achieving a 100% completion rate.

Hazard Identification and Risk Management

GRI 2-27、GRI 416-1、GRI 416-2

In 2024, the "SMS Action Teams" identified 8 categories of risk management follow-up items and developed 48 mitigation actions, including procedure revisions, enhanced personnel training, and case studies, all of which have been fully implemented, achieving a 100% completion rate.

Discipline	Risks Category	Mitigation Actions	Status	Risk Reduction
Organizational Management	Aircraft On Ground (AOG)	10	All completed	Reduce risk level to low
Flight Safety	Ground Collision (GCOL)	7	All completed	Reduce risk level to low
Operational Control and Flight Dispatch	Geopolitical Risks	5	All completed	Reduce risk level to low
Cabin Safety	Procedural Non-compliance	4	All completed	Reduce risk level to low
Maintenance Safety	System Malfunction	8	All completed	Reduce risk level to low
Ground Safety	Ramp Operation Incidents	8	All completed	Reduce risk level to low
Cargo Security	Improper Cargo Loading	3	All completed	Reduce risk level to low
Aviation Security	Security Negligence	3	All completed	Reduce risk level to low
Total	**8**	**48**	**Improvement Measures Achievement Rate: 100%**	

In response to geopolitical risks, EVA Air continuously assesses the evolving threats and swiftly develops contingency plans to minimize the associated impact and loss. Through emergency response drills, we devise contingency measures such as alternate route and fuel planning, etc., as part of our response actions.

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In 2024, the Civil Aeronautics Administration (CAA) imposed one fine and issued two warning letters to EVA Air:

Time of occurrence	Time of announcement	Description of Occurrence	Administrative Action
Jun 2023	Apr 2024	On Flight BR116, the cabin crew failed to fasten their seat belts and shoulder harnesses during turbulence.	A fine of NT$600,000
Aug 2023	Jun 2024	On Flight BR67, the cabin crew failed to properly store the in-flight service supplies as required by the regulations.	Warning Letter
Nov 2023	Jun 2024	EVA Air proactively reported a runway incursion incident involving BR619 cargo flight at Los Angeles International Airport (LAX).	Warning Letter

Flight Safety Index

Based on the guidance provided by the civil aviation regulatory authority and the 2023-2025 Global Aviation Safety Plan (GASP) issued by the International Civil Aviation Organization (ICAO), five High-risk Categories of Occurrence (HRCs) have been identified globally, including Controlled flight into terrain (CFIT), Loss of control in-flight (LOC-I), Runway excursion (RE), Runway incursion (RI) and Mid-air collision (MAC). In response to these five high-risk categories, EVA Air has developed relevant hazard identification and risk management measures. These measures are followed up on annually, using the Safety Performance Indicator (SPI) and Safety Performance Target (SPT) to evaluate specific performance and trends in EVA Air's safety performance. Both SPI and SPT are prioritized as key review criteria for quarterly assessments by the Safety Promotion Committee and the SMS Action Team.

Safety Performance EVA Air has had no serious incident in the past 4 years.

Safety Performance Targets

	2021	2022	2023	2024
Number of serious incident	0	0	0	0
Number of aviation accidents	0	0	0	0
Number of passenger fatalities (Note)	0	0	0	0

Note: The number of passenger fatalities is from major accidents caused by the Company's operations.

Global Recognition

The IATA Operational Safety Audit (IOSA) is a safety audit standard for airlines, which is an internationally recognized airline safety inspection mechanisms used to assess whether an airline's operations meet the safety standards of the International Civil Aviation Organization (ICAO). The certification and audit are conducted by the auditing accreditation organizations authorized by the IATA every two years.

EVA Air is the first certified airline in Taiwan, consistently passing recertification assessments since 2005. These certifications not only ensure that every operating system meets international safety standards but also recognize the airline's commitment in aviation safety. From December 2 to 5, 2024, EVA Air was validated through a new approach called the Risk-Based IOSA Audit. The audit was successfully completed with outstanding results in the industry, reaffirming our commitment to maintaining high safety standards. EVA Air's outstanding safety record of no major accidents and no hull loss in the entire history of the Company, has earned us repeated praise from passengers around the world.

Safety Promotion Activities

EVA Air has held annual Safety Week activities since 1996. It is hoped that through the promotion of different activities such as education competitions, safety/life lectures, Safety Symposium and Safety Workshop, the mindset of safety will be deeply rooted in the mind of every employee. The theme of the 2024 Safety Week is "Protecting Safety Starts with the Heart; Passenger Safety, Doing My Part", emphasizing that each employee is a guardian of passenger safety. Whether they're in-flight, providing cabin service, conducting maintenance, managing flight dispatch, overseeing airport operations, or performing administrative tasks, every employee gains a deep commitment to flight safety and implements standard operating procedures (SOP) in their work to prevent errors. The eight SMS Action Teams also created a safety video themed on Human Error Minimization for Flight Safety Enhancement. This helps all employees stay vigilant at work and reduce the occurrence of errors. The safety video has been uploaded to the Employee Training Management System (ETMS) for access anytime, and has so far been viewed more than 7,000 times.

Safety Culture Survey

EVA Air has conducted the Safety Culture Survey once every three years since 1998; the 11th survey was carried out in 2024. Through it, we collected feedback on the Company's overall safety culture from all employees involved in domestic and international flight operations. The questionnaire drew on the US FAA Program & Initiatives - Maintenance Safety Culture Assessment and Improvement Toolkit (M-SCAIT), then was tailored to the specific characteristics of aviation operations. Responses were submitted through an external system that allows for de-identification. The expert final results analysis serves as a basis for further enhancement of the Company's safety culture.

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Highlights

Safety Guardian Initiatives (SGI) Program II - Safety and Diligence Guards the Flight. Let Us Be Your Guardians Up High

In 2024, we continued to implement the Safety Guardian Initiatives Program II. Through a variety of activities, the program reinforced the spirit of being guardians of safety among employees. The “4Rs” safety concept promoted enhancing situational awareness and reducing human error. These efforts aim to make all employees guardians of safety who can work together to ensure EVA Air’s overall safety goals are achieved.

Remind

When an employee is concerned about something in daily operations or critical processes, they should alert other team members, because increased vigilance can prevent operational errors.

Report

Employees who need to submit any operational concerns to a responsible department can use the department’ s own reporting mechanism or the Company’ s safety reporting system. This ensures the responsible department gets timely notification, so they can review and take care of any issues.

Refine

Guidance from top executives and investment from all employees; using reminders, reporting, and team collaboration to help EVA Air build a system that is effective and continuously refined.

Reinforce

When the responsible department is notified of a safety issue, frontline supervisors or managers are required to take immediate action. Cross-departmental discussion and coordination must be conducted whenever necessary, so that teamwork can minimize safety risks and ensure smooth operations.

In 2024, all activities were successfully completed with outstanding results, thanks to the enthusiastic participation of all employees.

Programs	Outcome
Safety Culture Survey and In-depth Interviews	• Safety Culture Survey: A total of 1,775 responses • Safety Culture Interviews: A total of 50 participants
Situational Awareness Enhancement for Human Error Minimization instructional videos	In 2024, 7 instructional videos were produced to improve situational awareness among managers and employees, and thus minimize human error.
Aviation Safety Culture Case Study Workshop	Hosted by a specialized professor, the workshop drew on renowned safety culture cases in the aviation industry. Member of the eight action teams used their unique perspectives to explore the duties of department heads in promoting organizational culture. Through reflection and discussion, participants examined how the Company’ s current safety culture practices can be further improved and refined. • Safety Leadership Training: 40 SMS Action Team supervisors and senior Company executives participated.
Selection of Safety Ambassadors	4 Safety Ambassadors for maintenance safety, cargo safety and ground handling safety were selected, in recognition of their outstanding performance at work. The Safety Ambassadors were sent to relevant conferences, where they shared their work experiences to facilitate transfers of knowledge and encourage learning by example.
Deficiency finding on S.O.P.	Organized “Eagle Eye” and “Golden Brain” innovation contests, with 235 safety manuals covered in the S.O.P. documents. • Eagle-Eye: Finding typos and things subject to misunderstanding • Golden Brain: Identifying challenges to implementing S.O.P.s There were 474 proposals for “Eagle Eye” and 37 proposals for “Golden Brain”, for a total of 511 proposals.
Safety 100	Distributed Safety 100 vouchers to encourage employees to proactively report potential risks, improve personal safety awareness, and jointly ensure that safety measures are carried out. In 2024, a total of 220 employees were awarded as outstanding.
Began publishing Safety Mileage	In October 2024, EVA Air began publishing the Safety Mileage e-newsletter. In it, we share safety highlights, reflect on case studies, exchange information, and more. The publication is aimed at building a positive safety culture of mutual trust, support, and harm avoidance.

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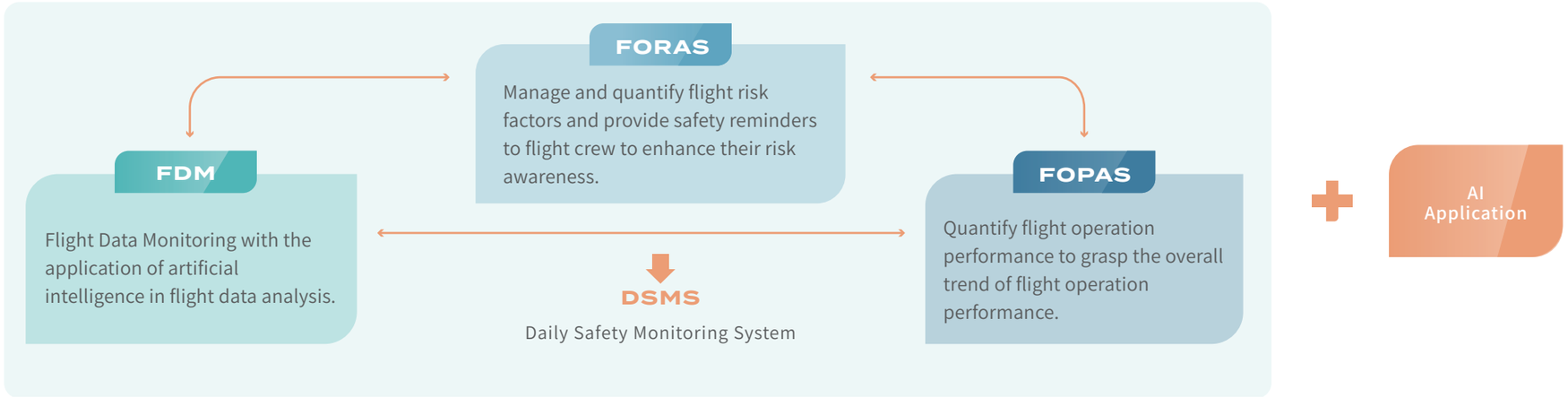
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4-2-2 AI Applications and System Development – Smart FOQA

Safety Risk Management System

EVA AIR had utilized artificial intelligence and big data application to develop a safety risk management system that tailored to our Company's operations.

Smart FOQA (Flight Operations Quality Assurance)



Control Flight Risks and Operational Quality

Before the Flight

Flight Operations Risk Assessment

EVA Air utilizes the Flight Operations Risk Assessment System (FORAS) as a decision support tool for flight operations. The flight crews can access flight operations risk analysis information through their iPads 2.5 hours prior to departure, and the system will provide "Safety Reminders" for them to aid in their decision-making process.

During the Flight

Real Time Aircraft Condition Monitoring

The ERM (En-Route Risk Monitoring) module of FORAS utilizes the Aircraft Condition Monitoring System (ACMS) and Aircraft Communications Addressing and Reporting System (ACARS), among other monitoring and communication systems, to provide real-time monitoring of in-flight risks such as Turbulence Encountering, TCAS-RA, System Malfunction, and Engine Malfunction. It enables the immediate tracking of aircraft dynamics, serving as a risk alert and control mechanism.

After the Flight

Comprehensive Flight Data Analysis

EVA Air has established the Flight Data Analysis System since 1992 to perform comprehensive flight data analysis for controlling the quality of flight operations. In addition, it has established the Flight Operation Performance Assessment System (FOPAS). Applying linear functions and safety margin methodology, the FOPAS uses 56 criteria to access and quantify the operational performance of each flight.

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Daily Safety Monitoring System (DSMS) for flight safety risks monitoring

In response to the surge in global travel demand, EVA Air developed the Daily Safety Monitoring System (DSMS) to ensure the safe operation of aircraft. The DSMS incorporates three mechanisms, namely "Alert in advance", "Assessment" and "Feedback", to enhance the monitoring of flight safety risks and the improvement of flight quality.

Alert in advance

Utilizing the existing FORAS system to monitor risk factors

Assessment

After the mission is completed, the FOPAS system will assess whether there are areas in need of improvement in terms of flight performance

Feedback

Utilizing the existing FDIS system to provide flight data analysis to pilots as a reference for their technical improvementa

Artificial intelligence and big data application

EVA Air has collaborated with Tamkang University, and National Taiwan University through industry-academic partnerships to apply artificial intelligence to flight data analysis. We continue to leverage flight data to train machine learning systems. The models analyze flight trajectories to provide flight operation suggestions. The system also analyzes historical flight crew data, to identify personal operating habits and operational preferences that could affect flight performance. We also developed a visual interface to provide flight crew with access to the research outcomes. The results will serve as a reference for future flight operation improvements and help enhance flight operation quality.

4-2-3 Aircraft Maintenance and Operation Monitoring

Maintenance quality is a critical foundation for flight safety. It needs to perform aircraft inspections and maintenance tasks to ensure the reliability of aircraft systems. EVA Air adheres to the General Maintenance Manual (GMM) manufacturer technical specifications, and regulatory requirements in aircraft maintenance and operating monitoring. Each maintenance detail is diligently completed in accordance with these guidelines. Therefore, the cultivation of maintenance culture and disciplined implementation are the foundation of maintenance. Moreover, the spirit of “Safety First and Quality is everything” is also our primary criterion for aircraft maintenance.

Maintenance Safety

Regulatory Compliance + Standards Implementation

Aircraft Maintenance Management

In order to ensure the quality of maintenance, the Precision Measurement Equipment used in aircraft maintenance operations is based on the manufacture technical specifications of the equipment. Equipment is regularly sent for factory inspection and checked against national calibration standards such as the US National Institute of Standards and Technology (NIST) or equivalent to ensure compliance with the specifications of the manufacturer. Regardless of maintenance operations on the apron or in the hangar, relevant specific operation items require re-checking through the quality control inspection process or through flight verification to confirm the safety of the aircraft. These repeated inspections and rigorous maintenance operations reflect and ensure the standards of continuous airworthiness.

EVA Air truly grasps every detail of maintenance, from the safe service life of each component to the precise requirements of all maintenance procedures, in order to reduce all possible risks and implement flight safety. EVA Air not only insists on maintenance quality, but also sets dispatch rate target for each fleet. Dispatch rates and the reasons for aircraft delays are monitored and analyzed during monthly Quality Review Board. Aircraft maintenance plans are adjusted or engineering commands are executed to prevent delays and maintain the fleet dispatch target to provide safe and punctual flights.

2024 Passenger and Cargo Fleet Dispatch Rate	Target Value	Actual Value
Passenger Fleet	99.58%	99.67%
Cargo Fleet	99.70%	99.80%

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Reliability Control Program

EVA Air collects and analyzes technical information and problems generated during daily operations in accordance with the Reliability Control Program to formulate maintenance methods for providing warning standards for aircraft abnormalities. In the event that aircraft abnormality rate exceeds the standard, engineers from different specializations are assigned to analyze and formulate improvement projects. The projects are incorporated into the aircraft maintenance plan in order to maintain the reliability of the aircraft system, improve maintenance quality and ensure flight safety.

The technical information and problem characteristics generated during the daily operation of the aircraft are divided by the Reliability Control Program into (1) System, (2) Components, (3) Powerplant, and (4) Structure for monitoring. The “Reliability Meeting” and the “Quality Review Board” convene regularly each month to monitor, discuss and formulate improvement for issues such as aircraft maintenance reliability, technical corrective and preventive measures, and human errors.

Safety Performance Indicator and Target

To effectively implement and measure the maintenance safety performance and ensure the implementation of the safety management system, the Engineering & Maintenance Div. has established corresponding Safety Performance Indicators (SPIs) and Safety Performance Targets (SPTs). The core elements of the safety management system, "Hazard Identification and Risk Management", are integrated into the thinking process and daily operations of employees. This enables the effective identification, assessment, and control of operating risks in maintenance activities, leading to improved safety performance and overall safety achievements.

SPI

- Shutdown an engine in flight (12 Months Rolling Rate)
- ATA 32 related occurrences
- Air turn back/divert due to technical failure (Excluded IFSD)
- Failure of more than one system in a multiple-redundancy system
- Deferred Items (Flight with A, B, C Code)
- Repetitive Defects (PIREP & MAREP)

Sustainable Innovation in Aircraft Maintenance

During aircraft sales and return, our employees proposed effective operational improvement plans to maximize the efficiency and life-cycle economic value of aircraft components. Furthermore, to improve the quality and efficiency of system services, we plan to integrate the existing e-check and i-fuel systems, incorporating both software and hardware components. The goal of this integration is to effectively improve user productivity and strengthen the Company’s overall competitiveness. In 2024, a total of 123 tablets incompatible with the Company’s system upgrade were donated to rural schools through the Chang Yung-Fa Foundation. This further advances our corporate sustainability development.

Operation Monitoring Management

Flight Control Department works around the clock for flight dispatch and control. The Flight Information System (FIS) and Flight Trace System provide access to flight-related status, and tracks changes in the external environment (e.g. airport and weather). For flight dispatch operation, the personnel responsible for drawing up flight plans are all qualified dispatchers with licenses issued by the CAA. With their expertise and assistance of the system, a safe, fuel-saving and comfortable journey is made possible on every EVA Air flight.

EVA Air participates in EUROCONTROL Free Route Airspace Work Group, FAA Cross Polar Work Group (CPWG) and Informal Pacific ATC Coordinating Group (IPACG) to improve the European, North America, Russian Far East, North Pacific and Japan region Air Traffic Service (ATS) efficiency of transit flights. In addition, it discuss and develop a fuel-saving and time-saving route to reduce the impact of greenhouse gas and air pollutant emissions.



EVA AIR
A STAR ALLIANCE MEMBER

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4-2-4 Flight Crew Health and Psychological Care GRI 403-6

EVA Air continues to promote the Employee Assistance Program (EAP) and the Civil Aviation Medical Center' s health check-up guidelines to provide health assistance and counseling care for flight crew members.

Schedule Management

- Advance preparation for sufficient flight crew manpower is made in accordance with the established operation plan and the seasonal operation requirements to allow the crew members to make reasonable arrangements for rest days.
- In order to establish the crew schedule for a greater safety margin, efficiency and friendly crew member participation (Bidding) and Real Time Tracking, EVA Air utilized the CMS, complementing the Flight Information System (FIS) and Crew Record Management.

Stress and Health Management

- To perform flight duties with healthy body and mind, besides providing a friendly CMS/Bidding module for the flight crew to arrange schedule and leave with greater ease, EVA Air offer our flight crew a maximum of 42 days of paid annual leave and 30 days of paid annual sick leave, a benefit package that is better than the Labor Standards Act.
- Infirmary offers the flight crew advice on health and stress management at all times.
- Whenever the employees suffer from any stress in their work or private life, they can seek the solution through the Company' s employee consultation program.
- Dedicated consultation email address provide professional advice and external referral services to employees regarding their health, work, and personal life.
- "EVA iTalk Hotline" provides flight crew with immediate support from dedicated medical staff to alleviate mental and emotional stress.
- Occupational Safety and Health Management Department hired a licensed clinical psychologist to provide relevant services.

Fatigue Management

- Introduce the Fatigue & Risk Management System (FRMS), which refers to the scientific and quantitative sobriety values during the crew' s period of duty. The FRMS meetings are held monthly, where dispatch methods are reviewed and feasible improvement measures are proposed to the lowest 5% sobriety index to improve flight safety.
- The FORAS system also includes quantitative risk indicator analysis for long-term and short-term fatigue (accumulated and transient fatigue). The Safety Reminder provided to flight crew members before each flight serves as a reference for their fatigue management.

Alcohol and Drug Testing and Management

- EVA Air has established comprehensive regulations for alcohol and drug testing among aviation safety-related personnel. Various tests are conducted in accordance with an annual plan, and dedicated doctors provide consulting services to relevant personnel.
- To ensure notification procedures for irregularities in alcohol testing, guidelines for how to conduct tests and report the results are put inside the alcohol testing device box. This enables testing personnel to follow the instructions more quickly and easily.
- In 2024, the achievement rate of alcohol testing for flight crewmember was 165.52%.
- In 2024, the achievement rate of drug testing for flight crewmember was 123.91%.

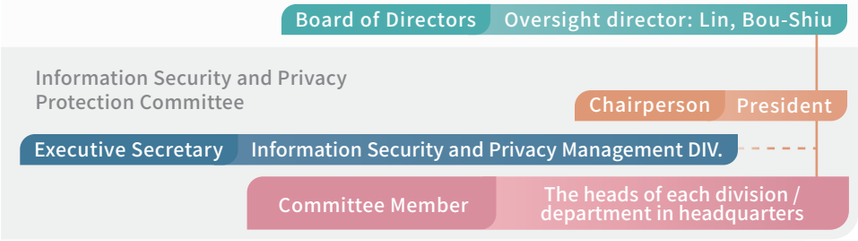
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4-3 Information Security and Privacy Protection

EVA Air has been dedicated to establishing information security systems and complying with legal and regulatory requirements. To ensure independent oversight and checks in information security governance, the "Information Security and Privacy Management Division "is responsible for the management and supervision of information security and personal data protection. Additionally, through the establishment of the "Information Security and Privacy Protection Committee", our goal is to appropriately balance risk management with business development.

4-3-1 Information Security and Privacy Protection Management Structure



Information Security and Privacy Management Division

The "Information Security and Privacy Management Division" is responsible for the planning of information security and personal information protection, compliance with regulations and norms, executions of ISMS, prevention and countermeasure of information security incidents and awareness training. The Division supervises implementation of policies by all departments, formulates and enforces detailed protocols based on operating requirements, and strengthens the information security management system through performance evaluations. The head of the Information Security and Privacy Management Division is the Chief Information Security Officer, who is responsible for the promotion of information security policies, resources allocation and reporting information security governance effectiveness and planning to executive management team and the board of directors.

Information Security and Privacy Protection Committee

The Information Security and Privacy Protection Committee was established in 2022. The CEO serves as the chairman, and the committee meets held every six months. The Committee, led by the CEO and all Department heads, reviews EVA Air's information security and privacy protection policies and governs the implementation of ISMS. In order to fulfill the social responsibility and achieve the goal of corporate sustainability, the Committee will ensure the confidentiality, integrity and availability of information assets by deploying the efficacy and resilience from the ISMS.

4-3-2 Information Security Management Strategy

Information Security Policy GRI 2-23

EVA Air has formulated our information security policy to ensure the confidentiality, integrity and availability of information assets, and prevent internal and external threat whether it's intentional or not. All personnel of the Company, business related suppliers with its employees, temporary employees, etc., shall abide the rules and procedures of the policy and relevant management mechanisms. The policy is disclosed on the official website to demonstrate the Company's commitment to upholding information security and personal privacy protection.

EVA Air Information Security Policy

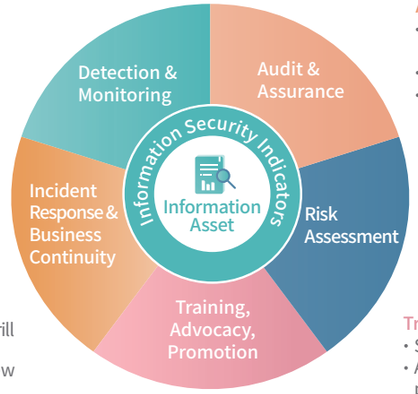
Information Security Management System

EVA Air established our Information Security Management System in accordance with the ISO 27001 international standards. The scope of verification covers areas such as flight safety, aviation security, core passenger and cargo service functions, personal data, and information infrastructure. At least one internal information security audit is conducted annually, focusing on independent verification of policy implementation and control mechanisms. Specific recommendations for improvement are provided based on audit findings. The responsible departments are required to complete necessary adjustments within a specified timeframe. Follow-up reports are submitted to ensure effective implementation and continuous improvement of the management system.

Through verification by the British Standards Institution (BSI) and regular monitoring and review, we ensure the effectiveness of this system. Our current certification is valid from December 23, 2022, to October 31, 2025.

Detection & Monitoring
- Information security notification
- IT infrastructure monitoring and alert
- External information security trends and alerts

Incident Response & Business Continuity
- Information security incident investigation and reporting
- Information security incident response and drill
- Business impact assessment, plan review and drill



Audit & Assurance
- Information security internal audit
- ISO 27001 Certification
- ISO 27001 Surveillance audit

Risk Assessment
- Regulatory and stakeholder requirements
- Internal incidents or changes
- External incidents or alerts
- Audit' s findings

Training, Advocacy, Promotion
- Social engineering drill
- Awareness training programs

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Frequency and Results of Information Security Drill for Business Continuity

To mitigate the impact of information system interruptions, business impact analysis (BIA), and business continuity planning (BCP) are regularly conducted and reviewed. Critical systems and data are backed up with redundancy both onshore and offshore. Quarterly or annual business continuity exercises are conducted depending on the requirement of each business, the appropriateness and availability of the business continuity plans (BCP) are verified by these exercises to ensure the continuous operation of core businesses.We have conducted two disaster recovery drills(DR) in 2024, with these actual exercises, it will enhance our disaster response capacity. This ensures the recovery operations effectiveness after a disaster, minimizing the impact of business interruptions on operations.

Frequency of Drill	Business domains	Number of systems
Quarterly	Altéa Customer Management	1
Semi-annually	Information technology infrastructure	1
Annually	Passenger reservation and ticketing, cargo operations, flight and crew dispatch, membership service, aircraft maintenance, passenger e-commerce services, etc.	21

Technical Vulnerability Management and Control

EVA Air periodically perform vulnerability scanning of its information systems, particularly on core business systems, web services, and server platforms. These scans focus on issues such as operating system and application-level vulnerabilities. In 2024, five types of vulnerability scans were performed and analyzed by appointed external cybersecurity consultant. All identified risks were addressed in accordance with their classification levels, with the results validated through retesting to ensure that high-risk vulnerabilities are patched. All identified risks were classified, remediated and re-tested for verification to ensure that high-risk vulnerabilities were properly addressed. Through consistent oversight of system vulnerabilities, the Company enhance its cybersecurity defenses and minimize potential threats.

Information Security and Privacy Protection GRI 2-24

Education, Training and Effectiveness

In order to establish basic information security mindset in employees and enhance their information security and privacy protection awareness, and mitigate information security incidents and its associated impact, we conduct social engineering drill and awareness training for all units both at home and abroad. Relevant news or information are also shared on the Company website from time to time. In addition, an online training course covering information security and privacy protection for all employees is organized every year. The stats of the 2024 training course demonstrates below:

	Number of people completed the training	Training hours	Coverage rate (%)
All employee	10,979 (Note)	2 hours	100%
New employee	1,033	1 hour	100%
Information technology personnel	284	2 hours	100%
Information security personnel	7	at least 12 hours per year	100%

Note: Trainees excludes resigning employees, employees on leave without pay, employees on long-term leave of absence, and personnel with special job attributes.

Incident Reporting Channel and Procedure for Employees

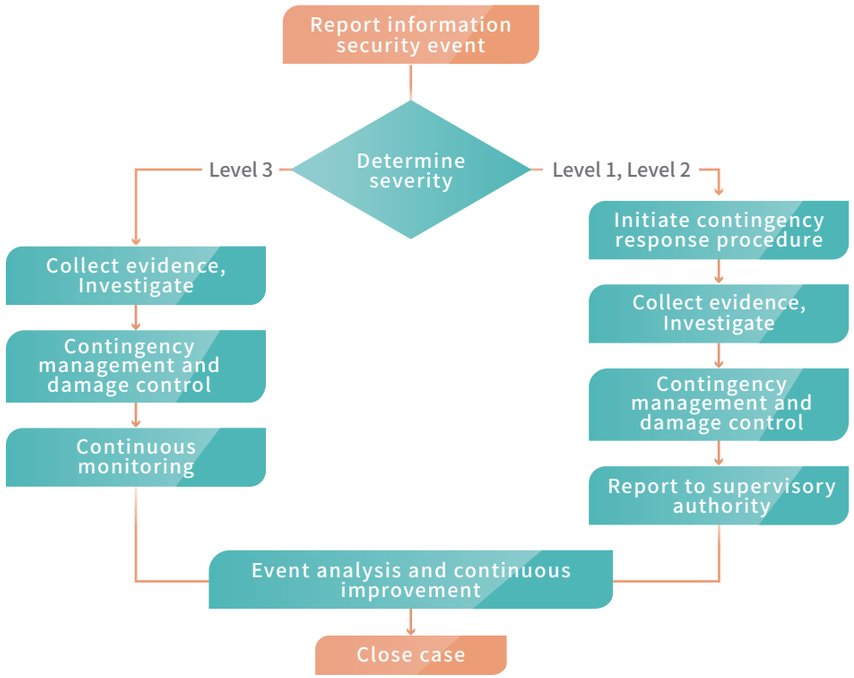
All employees in the Company should immediately follow the reporting procedures when they notice an information security event has occurred. If the Information Security and Privacy Management Div. receives a report that constitutes an information security incident, it will be reported to the head of the Information Security and Privacy Management Div. and the severity of the incident will be classified. Based on the decision of the information security coordination counsel, the emergency response procedure will be initiated, and an information security contingency taskforce will be formed to estimate and mitigate the damages, formulate emergency handling measures, and propose possible solutions.

Information security incident drills are divided into two types: personal information breach and ICT (Information and Communication Technology) security. The drills are conducted at least 5 times a year to ensure that when an information security incident occurs, all responsible units can grasp the information promptly through the notification process, make decisions immediately and take necessary contingency measures to reduce the degree of damage. The results achieved through conducting the drills include ensuring the suitability and availability of the emergency response procedures, enhancing the information security awareness and adaptability of employees, and strengthening the communication and coordination between the responsible units.

Employees violating information security regulations and digital information system usage regulations will be punished in accordance with employee management regulations in accordance with the severity of the violation.

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Number of Cases and Penalties of Major Information Security Incidents

GRI 2-27、GRI 418-1

In 2024, there were no privacy-related incidents that led to regulatory penalties resulting from complaints filed by data subjects.

	2021	2022	2023	2024(Note)
Number of major information security incidents	1	0	0	1
Number of information security incidents related to personal data	1	0	0	1
Total amount of fines	0	0	0	0

Note: In April 2024, the Company detected a security breach involving unauthorized access to our web site using passenger information from unknown sources via malicious IP addresses, potentially exposing passenger data to improper access. Upon discovery, the Company immediately activated incident response procedures and implemented critical security measures. We promptly reported the incident to the regulatory authorities as legally mandated and notified potentially affected passengers. The Company fully cooperated with the regulatory authorities' administrative investigation, reviewed and reinforced our system security, and ensured that cybersecurity defenses have been fortified.

4-3-3 Privacy and Personal Data Protection

EVA Air respects for customer privacy, and abides by the operating locations'relevant personal privacy protection regulations in regard to the collection, processing and use of customer information. EVA Air provides our customer with services, while making every effort to protect their information, privacy and interests. Information on personal data collection and application, and the privacy protection and security statements are clearly stated in the "Privacy Policy and Cookies" on EVA Air's website. When joining us as members, members must read and agree with EVA Air's Privacy Policy & Cookies Terms and Conditions. EVA Air obtains customer consent before personal data collection, the purpose, categories, methods, usage and retention period are explained in detail by our privacy policy. We process and use personal data as per our privacy policy, and customers may exercise their data subject rights in accordance with applicable regulations. Data access is authorized only to necessary personnel with a need to know basis, with records and logs of data changes kept for internal control.

EVA Air's privacy protection policy is applicable to all departments and individuals (including suppliers) that collect, process and use personal data. The policy specifically states that EVA Air's collection, processing and use of personal data shall be in compliance with the Personal Data Protection Act, the EU General Data Protection Regulation (GDPR), the California Privacy Rights Act (CPRA), and other regulations related to personal data and privacy protections; and shall prevent the theft, alteration, damage, loss or divulging of personal data held. It also clearly stipulates that employees shall comply with personal data protection regulations, and that those found in violation shall be punished in accordance with the severity of the violation. Outsourced vendors found in violation shall be handled in accordance with the penalties stipulated in the contract. To ensure the implementation of information security and personal data protection, personal data collection, processing and utilization reviews have been included into the self-assessment items for annual internal control. Various review requirements have also been included into information security self-assessment items.

EVA Air's privacy protection policy clearly states that the purpose of personal data collection is for the flight-booking process, establishment of ticket-related data, ticketing notifications, issuing itineraries, transportation management, providing consumer/passenger/membership services and management, handling payment issues and irregularities, baggage claims, product marketing, online shopping, inflight shopping, additional purchases, service, online advertising, and statistical surveys and analyses in order to improve service quality and strengthen personalized services. Furthermore, information is collected with passenger consent. In 2024, there was no incident of secondary use of the personal data of passengers.

Customers can exercise their personal data rights through the EVA Air website. They can request to delete personal data by downloading and completing an application form, and submitting the application form to EVA Air offices worldwide.

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4-4 Sustainable Supply Chain Management

4-4-1 Suppliers Overview GRI 2-6

The supply chain of EVA Air covers a wide range of areas from the upstream aircraft parts manufacturing and pilot training, through the ground handling services and airline catering, to passenger and cargo transportation services and products sales, we construct a comprehensive aviation value chain.

EVA Air Value Chain

Upstream
- Aircraft manufacturers/ modification factories
- Aircraft engine manufacturers
- Ground handling equipment manufacturers
- Aircraft leasing industry

Airline Industry Chain
- Ground handling services
- Passenger and cargo transportation
- Aircraft maintenance industry
- Petroleum industry
- Airline catering industry

Downstream
- General public
- Travel agencies
- Freight forwarders
- Courier industry

Global Suppliers Overview

EVA Air strives to provide the best products and services in close collaboration with all the partners of the supply chain. With numerous suppliers from all over the world, we have categorized and graded our suppliers in order to grasp the complex supply chain and carry out effective management. In 2024, we have categorized and graded 1,106 suppliers from all over the world, gradually building a comprehensive understanding of the overall supply chain and implementing effective management.

Unit: Number of companies

	2024
Asia	743
America	226
Europe	131
Oceania	6
Total	**1,106**

EVA Air has divided procurement into five major categories to strengthen supply chain management. These categories are aviation fuel procurement, aircraft maintenance & parts procurement, ground handling procurement, cabin supply and catering procurement, and operation maintenance & general affairs procurement. Given that different suppliers have different natures, procurements from some suppliers may have low annual transaction amounts or non-routine procurement. Therefore, suppliers that annual procurement amount reach NTD 12 million are consolidated and defined as tier 1 suppliers. Furthermore, suppliers are also distinguished in accordance with the purchase category, and critical suppliers are delineated. In 2024, there is a total of 186 tier 1 suppliers, a total of 50 critical tier 1 suppliers, and a total of 51 significant tier 1 suppliers. In addition, EVA Air also requires critical suppliers to reply the sustainability management status of their upstream critical suppliers. There are 29 critical non-tier 1 suppliers.

Definition of Supplier

Tier 1 supplier

Annual procurement amount reaching NTD 12 million.

Critical tier 1 supplier

A. Exclusive/ Oligopolistic supplier.
B. Privileged/ Designated supplier.
C. Irreplaceable suppliers (e.g. with special patents, manufacturing, technology, tools or exclusive agents).
D. Top 3 suppliers continuously traded with for more than three years.
E. Major suppliers in different procurement categories

Critical non-tier 1 supplier

Upstream critical suppliers of critical tier 1 suppliers.

High-risk Suppliers

Based on the Sustainability Assessment Questionnaire (SAQ) results, tier 1 suppliers with an SAQ score below 70 are defined as "high-risk suppliers". If there are no suppliers with a score below 70, those with the lowest 1% of scores are regarded as "high-risk suppliers." For critical non-tier 1 suppliers, those with an SAQ score below 70 are identified as "high-risk suppliers".

Significant Suppliers

Critical suppliers (tier 1 and non-tier 1) and high-risk suppliers

Significant suppliers



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2024 Number of Non-tier 1 Suppliers



2024 Number and Proportion of Tier 1 Suppliers and Significant Suppliers in each Procurement Category

Aviation Fuel	Total number of tier 1 suppliers	20
	Number of significant tier 1 suppliers	13
	Proportion of significant tier 1 suppliers	65%
	% of purchase amount from significant tier 1 suppliers	97%
Aircraft Maintenance & Parts	Total number of tier 1 suppliers	43
	Number of significant tier 1 suppliers	11
	Proportion of significant tier 1 suppliers	26%
	% of purchase amount from significant tier 1 suppliers	61%
Ground Handling	Total number of tier 1 suppliers	40
	Number of significant tier 1 suppliers	11
	Proportion of significant tier 1 suppliers	28%
	% of purchase amount from significant tier 1 suppliers	38%
Cabin Supply and Catering	Total number of tier 1 suppliers	61
	Number of significant tier 1 suppliers	10
	Proportion of significant tier 1 suppliers	16%
	% of purchase amount from significant tier 1 suppliers	60%
Operation Maintenance & General Affairs	Total number of tier 1 suppliers	22
	Number of significant tier 1 suppliers	6
	Proportion of significant tier 1 suppliers	27%
	% of purchase amount from significant tier 1 suppliers	68%
Total	**Total number of tier 1 suppliers**	**186**
	Number of significant tier 1 suppliers	**51**
	Proportion of significant tier 1 suppliers	**27%**
	% of purchase amount from significant tier 1 suppliers	**79%**

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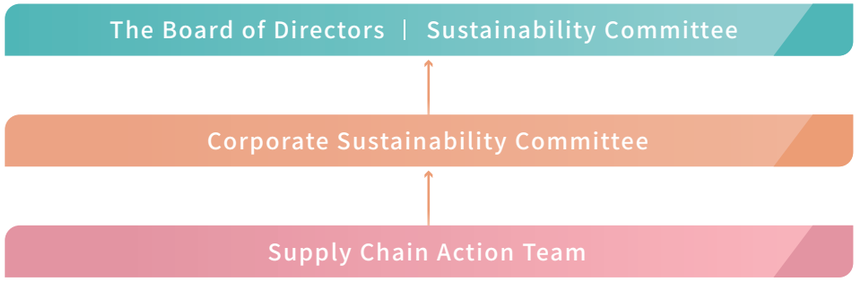
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4-4-2 Sustainable Supply Chain Management

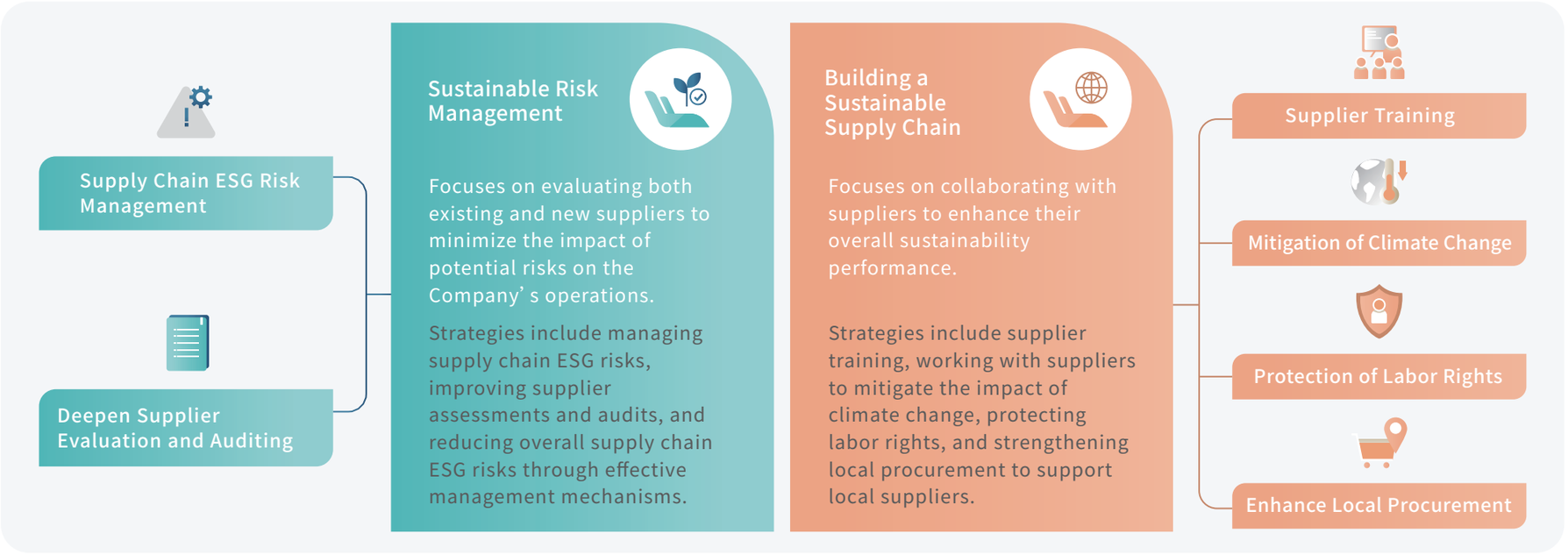
Sustainable Supply Chain Management Framework

EVA Air holds a customer-centric approach and the corporate spirit of "Challenge, Innovation and Teamwork". We aim to become a globally influential and benchmark airline. To achieve this goal, EVA Air has initiated a sustainable supply chain management program, with oversight and supervision provided by the Board of Directors to ensure that management policies are implemented from top to bottom. The Corporate Sustainability Committee is responsible for coordinating and assisting in the implementation of different initiatives, while the Supply Chain Action Team is responsible for executing specific tasks. The Corporate Sustainability Committee reviews the sustainable supply chain management process on a quarterly basis. This is aimed at strengthening sustainable governance mechanisms.



Sustainable Supply Chain Framework

On the journey toward sustainability, EVA Air focuses on the impact of the supply chain on society and the environment cannot be ignored and we leverage our influence as a sustainable enterprise and move forward together with our supply chain partners. EVA Air's Sustainable Supply Chain Management Framework aligns with the principles of the United Nations Global Compact for sustainable supply chain management. Our effective risk control among supply chain members, and truly empowering collaboration across multiple fronts focuses on two pillars: Sustainable risk management, and building a sustainable supply chain.



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Supply Chain Management KPI

Sustainable Risk Management

Strategy	Action	2024 Performance	2025 Target(s)	2030 Target(s)
Managing Supply Chain ESG Risks	Supplier Code of Conduct (SCoC)	• 100% communication rate about SCoC with tier 1 suppliers. • 100% of critical non-tier 1 suppliers were educated about the SCoC by tier 1 suppliers.	• Maintain 100% communication rate about SCoC with tier 1 suppliers. • Maintain 100% communication rate about SCoC with critical non-tier 1 suppliers via tier 1 suppliers.	• Maintain 100% communication rate about SCoC with tier 1 suppliers. • Maintain 100% communication rate about SCoC with critical non-tier 1 suppliers via tier 1 suppliers.
	Supplier Selection	• New Supplier Screening Evaluation Form includes ESG-related questions, with at least a 10% weighting given to ESG factors in the assessment. Suppliers must achieve an ESG score of at least 60%. • Existing suppliers must have an average SAQ score of 80. • The improvement and training rate for suppliers falling below the SAQ standard reached 100%. • Existing suppliers with SAQ scores above 90 were considered excellent suppliers and were given priority consideration for future contract renewals. • Suppliers found to have deficiencies were asked to complete improvement tasks within deadlines based on severity: Major deficiencies must be rectified within 90 days, minor deficiencies within 180 days, and observations within 270 days. Failure to comply with improvements may result in contract termination.	• New suppliers must achieve a score of at least 60% on the ESG-related questions. • Existing suppliers must maintain an average SAQ score of 80. • Suppliers falling below the SAQ standard must achieve a 100% improvement and training rate.	• New suppliers must achieve a score of at least 80% on the ESG-related questions. • Existing suppliers must have an average SAQ score of 90. • Suppliers failing to meet the SAQ standard must attain a 100% improvement and training rate.
Improving Supplier Assessments and Audits	Systematic Supplier Management	• 100% SAQ response rate for tier 1 and critical suppliers.	• 100% SAQ response rate for tier 1 and critical suppliers.	• 100% SAQ response rate for tier 1 and critical suppliers. • Implement ISO 26000 Social Responsibility Guidelines and 20400 Sustainable Procurement Guidelines.
	Supplier Audits	• For tier 1 significant suppliers, 13 suppliers were audited; the investigation identified potential risk factors. After discussion and guidance given to suppliers, expected improvements have been made. • Implement third-party auditing, and complete the audit of one significant supplier.	• 70% of significant suppliers undergo auditing by EVA Air. • Continuous implementation of third-party auditing.	• All significant suppliers undergo auditing by EVA Air. • Conduct third-party auditing for all significant suppliers every three years.

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Building a Sustainable Supply Chain

Strategy	Action	2024 Performance	2025 Target(s)	2030 Target(s)
Supplier Training	Supplier Education and Training	• We developed educational materials on global carbon reduction trends, sustainable supply chain management, and other related aspects, and provided them to suppliers. The training completion rate among tier 1 suppliers was 100%.	• Hold supplier education and training once a year, with a 100% completion rate among tier 1 suppliers.	• Hold supplier education and training once a year, with a 100% completion rate among tier 1 suppliers.
	Supplier Conference	• In 2024, 80 suppliers (including 25 critical suppliers) participated.	• Hold Supplier Conference once a year, with an 80% participation rate among critical tier 1 suppliers in Taiwan.	• Hold Supplier Conference once a year, with a 100% participation rate among critical suppliers in Taiwan, including both tier 1 and non-tier 1.
Protecting Labor Rights	Creating a High-quality Work Environment	• No major violations, employee safety incidents, or environmental health risks occur for critical tier 1 suppliers throughout the year. • 100% of critical tier 1 suppliers with major violations, personnel incidents, or environmental risks submit specific improvement plans.	• No major violations, employee safety incidents, or environmental health risks occur for critical tier 1 suppliers throughout the year. • 100% of critical tier 1 suppliers with major violations, personnel incidents, or environmental risks submit specific improvement plans.	• No major violations, employee safety incidents, or environmental health risks occur for significant suppliers throughout the year. • 100% of critical tier 1 suppliers with major violations, personnel incidents, or environmental risks achieve improvement.
Mitigating Climate Change Impacts	Building Suppliers' Carbon Reduction Capacity	• Capacity-building program involved 14% of significant suppliers.	• Capacity-building program involves ≥12% of significant suppliers.	• Capacity-building program involves ≥15% of significant suppliers.
	Collaborating with Suppliers on Carbon Reduction Initiatives	• Collaborative initiatives with suppliers to reduce carbon emissions (introducing the latest AeroSHARK biomimetic film technology to enhance fuel efficiency and reduce carbon emissions) • The supply chain achieved a carbon reduction of 14,367 tons of CO_2e (as compared to the base year of 2022)	• Critical suppliers achieve carbon reduction engagement growth of 3%. • The supply chain achieves a carbon reduction of 18,000 tons CO_2e	• Critical suppliers achieve carbon reduction engagement growth of 20%. • The supply chain achieves a carbon reduction of 20,000 tons CO_2e.
	Adding Sustainable Aviation Fuel	• In December 2024, BR159 flight from Incheon, South Korea to Taoyuan, Taiwan used 30% sustainable aviation fuel.	• 0.5% use of sustainable aviation fuel by 2025.	• 10% use of sustainable aviation fuel by 2035.
Promoting Local Procurement at Operations Sites	Procuring locally at operations sites	• Domestically, 63% procurement from local suppliers; internationally, 65% from local suppliers.	• Domestically, 75% procurement from local suppliers; internationally, 75% from local suppliers.	• Domestically, 80% procurement from local suppliers; internationally, 80% from local suppliers.

Note: "Major" is defined as accumulated penalties within the past year that amount to 1% or more of the Company's revenue.

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Process of Sustainable Supply Chain Management

To fulfill the development policies and commitments of our procurement and supply chain, EVA Air has established the following supply chain sustainability management process to drive continuous improvement in our partner suppliers so as to enhance their sustainability performance and achieve the core value of mutual benefit.

Sustainability Standards for Suppliers

- A new supplier must comply with EVA Air Supplier Code of Conduct.

Supplier Selection, Risk Identification and Analyze Questionnaire Result

- Proactive Risk Assessment
  Conduct preliminary evaluations based on procurement categories, business relationships, supplier location, and potential risks associated with environmental, social, and governance factors.
- New suppliers must undergo screening based on the New Supplier Screening Evaluation Form; ESG criteria account for 10% of the evaluation. Additionally, a minimum ESG score of 60% is required for new supplier approval.
- Self-initiated Assessment
  Supplier Sustainability Assessment Questionnaire is used to self-evaluation of risks and further identify high-risk suppliers.

Sustainable Audit and Counseling Improvement

- By analyzing the Supplier Sustainability Assessment Questionnaire, potential risks within the supply chain are identified. For significant suppliers (namely, high-risk suppliers and critical suppliers), audits are conducted and guidance is provided for improvement of deficiencies. Audit methods include online/onsite audits as well as audits by independent third-parties.
- Elimination mechanism
  Suppliers found to have deficiencies are asked to complete improvement tasks within deadlines based on severity: Major deficiencies must be rectified within 90 days, minor deficiencies within 180 days, and observations within 270 days. Failure to comply with improvements may result in contract termination.

Supplier Development Program

- Implement supplier development programs, such as the Green Supply Chain Program and the Health & Safety Family programs, to encourage suppliers to engage in energy conservation, carbon emission reduction, and occupational safety and health management.

Supplier Code of Conduct GRI 2-23、GRI 2-24

EVA Air has always been committed to the sustainable development of the Company and respond to Sustainable Development Goals (SDGs). Likewise, we also expect the same values in our suppliers. Therefore, in 2019, we formulated the EVA Air Supplier Code of Conduct (SCoC) in accordance with the spirit of human rights, labor standards, environment and anti-corruption regulations of relevant international initiatives and requirements such as the UN Global Compact, the International Labor Organization (ILO), the Organization for Economic Cooperation and Development (OECD), the Social Accountability 8000 International Standard (SA8000), the ISO 26000 Social Responsibility Guidance, the Global Reporting Initiative (GRI), and the UN Guiding Principles on Business and Human Rights. This EVA Air SCoC is replacing the original Letter of Commitment – Supply Chain Sustainable Development Policy. It is applicable to all suppliers/ contractors/ subcontractors/ service providers who provide products or services to EVA Air. Likewise, EVA Air's subsidiaries and the affiliated companies of our suppliers are encouraged to adhere to the SCoC so that through mutual influence, the sustainability of the overall industrial chain can be enhanced. In order to continuously improve the sustainability of our supply chain, EVA Air requires suppliers to sign the Supplier Code of Conduct (SCoC.) In 2024, the communication rate of tier 1 suppliers and critical suppliers reached 100%. In addition, EVA Air also requires suppliers to promote awareness among their upstream suppliers. In 2024, the supplier awareness promotion rate for non-tier 1 suppliers reached 100%.

Key of the EVA Air Supplier Code of Conduct

Human Rights & Working Conditions	Occupational Safety & Health	Environmental Protection	Business Ethics	Sustainable Supply Chain	Duty of Confidentiality & Information Security	Management System
· Freely Chosen Employment · Child Labor and Young Worker · Non-discrimination · Humane Treatment · Working Hours · Wages and Benefits · Freedom of Association	· Occupational Safety · Emergency Preparedness · Occupational Injury · Training and Communication	· Permits and Compliance · Pollution Prevention and Energy/Resource Conservation · Hazardous and Harmful Substances · Waste and Emission · Protection of forests and biodiversity	· Principle of Integrity · Avoid Conflict of Interest · Fair Trade and Antitrust · Intellectual Property Rights · Whistle-blowing System	· Communicate the Sustainability of Supply Chain · Compliance · Continuous Operation	· Duty of Confidentiality · Information Security	· Management Responsibility · Risk Assessment and Management · Training · Communication · Documents and Records · Encourage the Establishment of Management System

Supplier Code of Conduct

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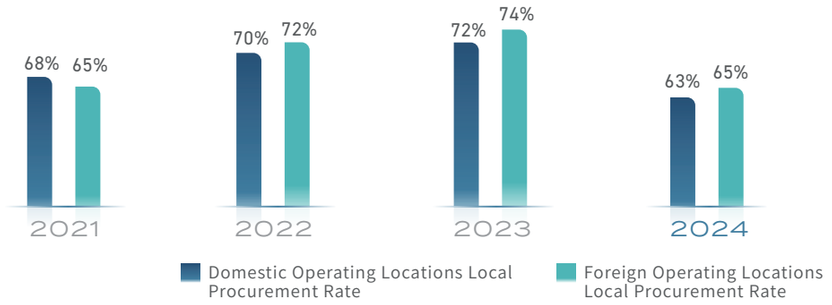
Supply Chain Sustainable Development Policy GRI 2-23、GRI 2-24

As a global corporate citizen, EVA Air has realized that the issue of sustainability is not restricted to corporate operations. An overall drive must be launched to help implement the concept of sustainable development. Therefore, EVA Air periodically revises our internal procurement procedures in accordance with the Supply Chain Sustainable Development Policy enacted by the President. The international sustainability criteria such as environment, human rights, labor practices and social impact were incorporated as the main items of consideration for selecting new suppliers. We hope that we can encourage our suppliers to make joint efforts to fulfill corporate social responsibility through our procurement policies and practices, combined with sustainable standards.

Supply Chain Sustainable Development Policy

Operating Locations Local Procurement GRI 204-1

EVA Air's main operating locations are in Taiwan. Through active collaboration with local suppliers, we have created more local employment opportunities and reduced the carbon footprint generated by our procurement. In addition to promoting local sourcing at our operating locations in Taiwan, we are extending this practice at our international operating locations. By doing this, we build competitive supply chains both domestically and abroad. In 2024, EVA Air's local procurement rate at domestic operating locations was 63%, and 65% at foreign operating locations.



Note 1: "Local procurement" refers to sourcing goods from suppliers whose factories are registered in the same country where the goods are used. For instance, if a supplier's factory is registered in Taiwan and the goods are used at EVA Air's operating locations in Taiwan, this qualifies as local procurement.

Note 2: EVA Air procured aviation materials in response to future plans for aircraft introduction. Most aviation materials were sourced from overseas suppliers, and thus the procurement payments were mainly made to countries other than Taiwan. This resulted in a slight decrease in the overall 2024 local procurement rate as compared to the previous year. This structural change is specific to this annual project, and has no impact on the Company's policy direction of continuing to promote local procurement and local supply chain development.

Procurement Personnel Education and Training

Procurement personnel play a crucial role in supply chain management. To deepen their understanding of the Company's sustainable supply chain management strategy and goals, as well as enhance their execution capabilities, the Company holds education and training sessions each year. These sessions cover a variety of topics related to current affairs and sustainable development. In 2024, the dedicated sessions focused on supply chain management strategies and sustainable procurement essentials. A total of 262 procurement personnel successfully completed the training program, and the total training hours are 235.

4-4-3 Supplier Screening

Sustainability Standards and Risk Assessment GRI 308-1、GRI 414-1

Before working with suppliers, EVA Air evaluates their past credit records as well as other aspects, including supplier image and whether there are any records of serious legal (regulation) violations. In the new supplier evaluation and selection process, at least 10% ESG weighting is used as a criterion for overall assessment. Furthermore, a score of 60% or higher in ESG-related categories is required to pass the new supplier screening. In 2024, all newly on-boarded suppliers were selected based on this standard. Specific country, industry, and product risks are also taken into consideration. We have announced the "Supply Chain Sustainable Development Policy" to the internal main procurement departments, and all the contracts with our major suppliers include termination or cancellation clauses. If any supplier is found to have violated the corporate sustainable development policy and SCoC, the Company may require improvements. If the supplier fails to make improvements within the specified period or commits significant violations, EVA Air has the right to terminate the contract.

Supply Chain Risk Assessment Process



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Aspects of Supply Chain Risks Screening

Item	Descriptions
Environmental aspects	Considering the risk for negative impacts related to environmental topics, including but not limited to greenhouse gas emissions, energy consumption, water consumption, waste, or biodiversity.
Social aspects	Considering the risk for negative impacts related to social topics, including but not limited to human rights and labor rights such as child labor, forced labor, discrimination, right to collective bargaining, working hours, remuneration, occupational health and safety.
Governance aspects	Considering the risk for negative impacts related to governance topics, including but not limited to corruption, bribery, or conflicts of interest.
Business relevance	Considering the purchase amount, the Company examines the diversity and substitutability of the products and services produced and provided by the suppliers.
Country-specific	Assessing risk factors related to geopolitical conditions, conflicts, and high-risk countries, based on the region/country where a supplier is situated.
Sector-specific	Considering risk for negative environmental, social, and governance impacts related to a sector' s distinct characteristics regarding labor situation, energy consumption, resource intensity, emissions, or pollution potential (e.g. manufacturing, service provision, etc.).
Commodity-specific	Considering risk for negative environmental, social, and governance impacts related to a commodity' s supply chain structure, labor situation, land-use and resource intensity, energy consumption, emissions, material toxicity, or pollution potential (e.g. metals, fossil fuels, wood, soy, cotton).

ESG-related Criteria for Supplier Selection

Target	Selection method	ESG-related Criteria
New suppliers	Supplier Selection and Evaluation Form	In the evaluation form for new suppliers, at least 10% ESG weighting is used as a criterion for overall assessment. Also, a score of 60% or higher in ESG-related categories is required to pass the new supplier screening.
Existing suppliers	Sustainability Assessment Questionnaire (SAQ)	The content of the Sustainable Assessment Questionnaire is determined based on initiatives such as the United Nations Global Compact, United Nations Guiding Principles on Business and Human Rights, International Labor Organization declarations, and the Responsible Business Alliance code, and covers a variety of ESG aspects. Existing suppliers with scores 90 or higher are considered excellent suppliers and will be given priority for future contract renewal.

4-4-4 Supplier Assessment GRI 308-2、GRI 414-2

Supplier Risk Assessment

In addition to requiring suppliers to provide good quality and meet delivery deadlines, EVA Air also works with suppliers to protect the environment and provide a good employment environment in order to lead suppliers toward sustainability and thereby enhancing the competitiveness of the industry chain. In order to understand and grasp the sustainability status of the overall supply chain, We have developed the Sustainable Assessment Questionnaire (SAQ) in our procurement procedure manual and required suppliers to provide supporting information with reference to the UN Global Compact, the UN Framework and Guiding Principles on Business and Human Rights, Social Accountability 8000 International standard (SA8000), and the Responsible Business Alliance (RBA) Code of Conduct. Through the questionnaire, we evaluate the sustainability risks of suppliers. In 2024, questionnaires were issued to tier 1 suppliers and critical suppliers (tier 1 and non-tier 1), and the response rate was 100%.

The Response Status of Supplier SAQ

		2021	2022	2023	2024
Tier 1 suppliers	Number of suppliers surveyed	184	197	232	186
	Response Rate (%)	100%	100%	100%	100%
Critical tier 1 suppliers	Number of suppliers surveyed	56	56	57	50
	Response Rate (%)	100%	100%	100%	100%
Critical non-tier 1 suppliers	Number of suppliers surveyed	55	51	29	29
	Response Rate (%)	100%	100%	90%	100%

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High-risk Suppliers

Based on the Sustainability Assessment Questionnaire (SAQ) results, tier 1 suppliers with an SAQ score below 70 are defined as "high-risk suppliers". If there are no suppliers with a score below 70, those with the lowest 1% of scores are regarded as "high-risk suppliers." For critical non-tier 1 suppliers, those with an SAQ score below 70 are identified as "high-risk suppliers".

Results of Supplier SAQ in 2024

Tier 1 suppliers(excluding critical tier 1 suppliers)	Number of high-risk suppliers	1
	% of high risk suppliers	0.7%
Critical tier 1 suppliers	Number of high-risk suppliers	1
	% of high risk suppliers	2%
Critical non-tier 1 suppliers	Number of high-risk suppliers	0
	% of high risk suppliers	0%

Through in-depth analysis of the questionnaire responses, potential risks in the economic, environmental, and social aspects are identified in the supply chain. Audits and guidance are conducted for suppliers of concern, including those who may have higher risks and critical suppliers, to ensure effective risk control. In 2024, the overall sustainable risk assessment of the supply chain of EVA Air revealed no high-risk suppliers with scores below 70. Therefore, the results of the sustainable risk assessment were further analyzed, and the suppliers with the lowest 1% of scores or those with potentially higher risks were selected among the tier 1 suppliers. Audits and guidance were conducted for suppliers with potentially higher risks and critical suppliers. Audits were conducted through online, onsite methods and independent third party audit. A total of 13 significant suppliers among the tier 1 suppliers were audited, including one critical supplier who received an onsite audit from a third-party institution (Bureau Veritas Certification (BVC) Taiwan), and the investigation revealed potential risk factors such as violations of occupational health and safety regulations resulting in penalties and inadequate supply chain management systems. Information and resources were provided to address audit deficiencies; after discussion and guidance were given to suppliers, all improvements were made. As for critical non-tier 1 suppliers, based on the results of the risk assessment questionnaire, no high-risk signs were identified.

Supplier Assessment, Audit Performance and Target in 2024

	2024 Performance	2024 Target
Number of documentary/onsite audits	80	-
Significant supplier audit rate	100%	100%
Number of suppliers given guidance for audit deficiencies	2	-
Corrective Action Plan (CAP) completion rate of significant suppliers	100%	100%
Number of suppliers eliminated	0	-

Deficiencies in 2024 Supplier Audit and the Corresponding Corrective Actions

Deficiency category	Description	Corrective actions
Occupational safety and health	Government fine for violating labor regulations	· Continued, proactive expansion of workforce · Improved work schedules
Supply chain management	Failed to require suppliers to comply with sustainability-related regulations	· Incorporate standards into supplier management policies

Supplier Guidance Performance and Target in 2024

Number of suppliers guided	12
Percentage of significant suppliers guided	15%
Target of significant suppliers guided	10%

Termination Mechanism and Timeline

Based on the EVA Air deficiency improvement management mechanism, suppliers with identified deficiencies are required to complete the improvement actions within a specified timeframe (up to 270 days) based on deficiency type. Failure to comply with the improvement requirements may result in contract termination. In 2024, no suppliers were terminated, but ongoing monitoring will continue to enhance the overall sustainability performance of the supply chain.

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4-4-5 Enhancing Supplier Sustainability

Supplier Education and Training

To strengthen suppliers'understanding of corporate sustainability and related issues, education and training materials are developed on aspects such as global carbon reduction trends, and sustainable supply chain management. These materials are provided to suppliers, and the completion rate for supplier training is 100%, 186 suppliers in total.

Supplier Conference

To enhance the sustainability of our suppliers, EVA Air has been organizing supplier conferences since 2021. In 2024, a total of 80 suppliers (including 25 critical suppliers) participated conference. We shared EVA Air's sustainable goals, vision, the current status of our sustainable supply chain, and also took this opportunity to communicate our suppliers'annual targets. In addition, for the EVA Sustainable Vision - Green Supply Chain Program which began in 2023, we held the inaugural award ceremony at the 2024 Supplier Conference. At the ceremony, we invited the industry-leading supplier who won the top prize to share their achievements and experiences in carbon reduction. This serves as an encouragement for suppliers to actively contribute to carbon reduction and energy conservation. We also invited corporate speakers to discuss specific topics related to the sustainable supply chain, including global carbon reduction trends, and sustainable supply chain management. Our aim is to ensure that suppliers understand the current and future landscape of sustainable supply chain initiatives, and that they incorporate the related concepts into their future product development and policy formulation. Our collaborative efforts with suppliers are making sustainable business practices a reality.



Supplier Guidance and Capacity Building

EVA Sustainable Vision–Green Supply Chain Program

The International Air Transport Association (IATA) has resolved to achieve net-zero carbon emissions for the global transportation industry by 2050, and EVA Air has committed to Net-Zero Carbon Emissions by 2050. We therefore aim to explore possibilities through collaboration with our supplier partners. We strive to improve manufacturing and service processes, making every effort to minimize our carbon footprint and help create a sustainable future together with our suppliers. In 2023, we launched our EVA Sustainable Vision - Green Supply Chain Program, a three-year initiative focused on developing a green supply chain. The program emphasizes four major themes: "Green Energy Savings", "Green Circular Economy", "Green Energy Usage", and "Green Transportation". EVA Air' s suppliers are encouraged to set specific, measurable goals related to these areas for their manufacturing and service processes. In 2024, a total of 12 suppliers (including 7 critical suppliers) submitted proposals. The subsequent evaluation process will take place in 2025, during which carbon reduction data and supporting documentation will be further reviewed.

The inaugural award ceremony for the EVA Sustainable Vision - Green Supply Chain Program was held in conjunction with our 2024 Supplier Conference. At the event, we invited the industry-leading supplier who won the first prize to share their achievements and experiences in carbon reduction. Their carbon reduction initiatives included switching to LED lighting at stations, introducing electric forklifts, implementing biodegradable waste disposal systems, and installing/continuing to use solar photovoltaic systems. Their annual carbon reduction has reached 12,102 tons of CO_2e. Through this initiative, EVA Air aims to encourage suppliers to actively participate in energy-saving and carbon emission reduction efforts, so as to foster a sustainable green supply chain.





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Health & Safety Family

EVA Air leads a consortium of 19 companies, including aviation system firms, associated contractors, and notably five critical suppliers. This initiative is the first of its kind in the domestic aviation industry. Guided by the motto “The Heart Is Where Health & Safety Begins; Diligence & Care Create Workplace Safety Wins”, the consortium institutes comprehensive risk management mechanisms. Actively implementing workplace safety and health measures, we aim to prioritize employee well-being, and share occupational safety and health implementation experiences with members of this “family”. The Health & Safety Family program held four occupational safety and health-related seminars in 2024; and in October 2024, the program received two awards from Taoyuan City Government: Outstanding Family for Occupational Safety and Health Promotion, and Maternal Health Protection Alliance - Model Workplace.

Highlights

Growing Together with Suppliers
Achieving fuel efficiency and carbon reduction goals with the latest AeroSHARK biomimetic film technology.

Program
EVA Air is the first airline in Asia to introduce the latest AeroSHARK biomimetic film technology. This film has been applied to the outer surface of our Boeing 777F aircraft. The film features self-cleaning, anti-adhesion, drag reduction properties, to optimize aerodynamics where applied and lower aircraft fuel consumption by 1%.

Goal
The technology helps optimize aerodynamic performance and reduce drag, ultimately promoting fuel efficiency and carbon reduction.

Content
Evergreen Aviation Technologies (EGAT) carried out the first application of AeroSHARK on an EVA Air aircraft. Engineers specially dispatched by Lufthansa Technik also came to Taiwan for technical exchanges. This collaboration has helped EGAT to offer the AeroSHARK application service in the future, in addition to aircraft maintenance, which paves the way to expand this technology across the entire 777F fleet and expand fuel efficiency.

Performance
Given the operational performance of EVA Air’ s nine 777F cargo aircraft, we project over 2,500 tons of annual aviation fuel savings, which will in turn result in a reduction of more than 7,800 tons of carbon emissions.





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Build a Happy Workplace



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Highlights

2024 employee turnover rate only 3.9%
Achieved the Company's short-, medium-, and long-term goals for Recruitment and Retention, marking the lowest rate since the pandemic.

Held 29 communication meetings with unions in 2024
Held monthly meetings with unions.

Supervisor Zone added to strengthen supervisors' awareness of employees' emotions and opinions; added Employee Counseling Guidelines to strengthen daily counseling and support mechanisms for underperforming employees
We continue listening to employees' opinions and needs, to become a superb employer with an attractive work environment.

Health check-ups superior to legally-required levels
The annual employee health check-up rate reached 100%, achieving 100% of the target.

Received two awards from the Taoyuan City Government in 2024: Outstanding Family for Occupational Safety and Health Promotion and Maternal Health Protection Alliance - Model Workplace
19 companies, headed by EVA Air and including our aviation systems companies and contractors, formed the EVA Air Health & Safety Family. By promoting occupational safety and health culture, establishing comprehensive risk management systems, and implementing workplace safety and health measures, we ensure employee welfare and a work environment that is safe, secure and stable.

5-1 Talent Attraction and Retention

5-1-1 Talent Attraction

EVA Air values every employee and aims to create a safe and inspiring environment. In the aviation industry, each category is like a different industry. We provide our employees with opportunities to switch their job fields, increasing opportunities for experience and become a full range of international talents. Meanwhile, EVA Air has been constantly investing resources in creating a well-rounded work environment.

Recruitment Policy and Employee Structure

GRI 2-7、GRI 2-8、GRI 401-1、GRI 408-1、GRI 409-1

In 2024, there were 11,770 employees worldwide, of which 7,415 were female (63%) and 4,355 were male (37%). The number of permanent employees was 11,352, including 24 with fixed-term contracts. The number of contingent employees was 418, including 105 trainees and 313 inflight trainees. Meanwhile, a majority of employees were between 30 to 50 years old (65.58%). For detailed data on employees and non-employees, please refer to Employee Composition in the appendices (page 128 of this report.) The hiring of employees at all operating locations worldwide complies with the local regulation of labor. No child labor was hired and no employees were forced or ordered to work.

The aviation industry is filled with challenges and opportunities for growth. It's not just about providing basic passenger and cargo transportation. In a competitive market, service becomes the way for us to differentiate ourselves – and quality service requires invested employees. EVA Air continues to use public recruitment channels and a fair selection process to hire new employees. Through long-term career planning and specialized trainings, we also encourage each employee to develop their potential. In 2024, we had 57 internal vacancies; however, due to a lack of suitable candidates, six positions went unfilled. Our internal vacancy filling rate was therefore 89.4%. For detailed data, please refer to Percentage of Open Position Filled by Internal Candidates in the appendices (page 131 of this report.)

Our employees are divided into two categories: Inflight Service and Ground Service. Inflight service personnel include flight crew and cabin crew, while ground service personnel include the staff of airport transportation, passenger and cargo sales/reservation/ticketing, aircraft maintenance and flight dispatch, as well as other administrative personnel. In 2024, there were 1,106 new recruits (9.4%), whereas 461 employees resigned (3.9%). The main reason for employee resignation was to take care of family members or spend time with growing children. For detailed data, please refer to Statistics on New Recruits Employees and Statistics on Resigned Employees in the appendices (page 129-130 of this report.) Based on the premise of sustainable management, EVA Air will continue to examine the policies of remuneration, benefits, and training to improve the work environment.

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Employee Diversity and Equality Inclusion GRI 405-1

EVA Air's operating locations are distributed throughout the world, with our major operating locations being Taiwan and North America (the United States and Canada). The Company's constant operations rely on the efforts and devotion of employees worldwide. We do not discriminate on the basis of gender, race, nationality, health, religion, political stance or marital status. Either in Taiwan or other countries, we provide a friendly and equal work environment for all employees and many job opportunities for the local residents, benefiting local employment and economic growth.

Although 80% of the employees are local residents, a large number of flight crew and cabin crew members are nationals from other countries around the world, mainly Japan, U.S.A. Thailand, China, Malaysia and Vietnam. The aforementioned nationalities account for 95.4% of the total number of employees. In order to create a diverse and inclusive workplace and assist foreign employees with integrating into work and life, we provide pre-employment business consultation, arrange for counselors of the same nationality as the employees, provide accommodation and arrange for counseling interviews. EVA Air values gender equality and the value of women in the workplace. In 2024, female employees accounted for 63% of total employees, and females accounted for 46.63% of managerial positions; and the percentage of female top managers has risen to 24.24%. EVA Air sets a target for the percentage of female top managers reach 25% by 2025.The diversified culture brought about by gender equality helped enhance the competitiveness of the Company. For detailed data on employee diversity, please refer to 2024 EVA Air Employee Composition and the Diversity Statistics Table in the appendices (page 129-130 of this report).

Employees with Disabilities and Indigenous Employees

EVA Air advocates the employment rights of people with disabilities by periodically publishing vacancies at the Employment Service Center of Workforce Development Agency, Ministry of Labor. In the meantime, we have evaluated the content of some administrative positions and redesigned the roles. With the assistance of other employees, we create a friendly work environment for our partners with disabilities. The weighted number of disabled employees reached 100 at the end of 2024. For detailed data, please refer to 2024 Distribution of Employees with Disabilities and Indigenous Employees in the appendices (page 131 of this report). This was in compliance with the number required by law, creating employment opportunities for the disabled and building a diverse workplace.

5-1-2 Talent Retention

Salary and Compensation GRI 2-21、GRI 202-1

In the labor-intensive aviation industry, EVA Air has established a well-rounded performance evaluation system. Pay raises are given according to the evaluation results together with the overall wage system. In addition, year-end bonuses are given based on the operation performance and the extent of contribution of the employees to boost employee morale and motivate them. In this way, hard work is associated with higher salaries, which will motivate the talents of the industry to stay. EVA Air adheres to the local labor laws of each country regardless of gender, and the salaries of all employees are in compliance with laws and regulations. We provide competitive salaries in an effort to attract passionate talents from around the world. In 2024, EVA Air's average number of non-managerial full-time employees for the year was 8,562. The average salary was NT$2,247,000 (a 16.44% increase from the previous year), with a median salary of NT$1,616,000 (a 17.19% increase from the previous year). Additionally, the standard salaries of entry-level employees at EVA Air's major operating locations in Taiwan was 1.565 times higher than the local minimum salary; in the United States, it was 1.092 times higher than the local minimum; and in Canada, it was 1.110 times higher than the local minimum. Additionally, standard salaries of entry-level employees do not vary by gender. For detailed data, please refer to Ratio of Standard Entry-level Employee Salary at Major Operating Locations to Local Minimum Wages in the appendices (page 131 of this report).

In accordance with Article 267 of the Company Act, we established the EVA Airways Corporation Employee Share Subscription Regulations. In accordance with Article 267 and our Regulations, when the Company is implementing a cash capital increase, a certain proportion of shares is reserved for employee subscription. The EVA Airways Corporation Employee Share Subscription Regulations give specifics for the number of shares that employees may purchase, based on the number of employees concerned, the employees' position within the Company, their level of seniority, etc. The most recent share subscription reserved 10% of new shares for employees; the total number of persons subscribing, not counting executives, reached 99.4% of Company employees.

The Compensation Information of Permanent Employees GRI 2-21

	2021	2022	2023	2024	Differential
The number of permanent employees	8,516	8,326	8,374	8,619	0.029
Average compensation of permanent employees (Unit: TWD)	1,251,878	1,426,435	1,942,570	2,260,342	0.164
Median compensation of permanent employees (Unit: TWD)	729,180	857,045	1,381,384	1,619,796	0.173
The ratio of compensation for the CEO to the average compensation for permanent employees	4.689	4.611	3.772	3.630	-0.142
The ratio of compensation for the CEO to the median compensation for permanent employees	8.034	7.675	5.305	5.066	-0.239
The ratio of the percentage increase in annual total compensation for the CEO to the median percentage increase in annual total compensation for all employees (excluding the CEO)					0.694

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Note 1: Definition of permanent employees: It refers to the number of employees employed in Taiwan, including both domestic and foreign nationals, excluding the President, part-time employees, and those who have been employed for less than 6 months.
Note 2: Total compensation includes base salary, overtime pay, allowances, bonuses, employee benefits, etc., but it does not include the estimated amount for share-based payments.
Note 3: Average compensation of permanent employees = Total compensation of permanent employees / Total number of permanent employees.
Note 4: Median compensation of permanent employees refers to the number that lies in the middle when arranging the compensation of permanent employees in ascending order.
Note 5: Differentials = (2024 data – 2023 data)/2023 data
Note 6: In 2024, fleet capacity, salaries, awards, and year-end bonuses were all higher than in 2023, so as a result, there was a relatively large increase in salaries for 2024.

2024 Female/Male Salary and Compensation Ratio GRI 405-2

		Overall	Flight crew	Cabin crew	Domestic ground staff	Foreign ground staff
Salary	Top mgmt.	0.98	-	-	0.96	1.00
	Management position	0.97	0.97	-	0.95	1.00
	Non-management	1.00	0.92	1.17	0.95	0.94
Compensation	Top mgmt.	0.96	-	-	0.97	0.94
	Management position	0.98	0.97	-	0.97	1.00
	Non-management	0.99	0.93	1.14	0.97	0.93

Note 1: In 2024, there was no female top management in the flight crew, no top management and no male management position in the cabin crew.
Note 2: Only a few foreign ground staff members held top management positions; thus, this analysis is based on data from personnel in the same region.

2024 Female/Male Salary and Compensation Ratio at Major Operating Locations

		Flight crew	Cabin crew	Ground staff
Salary	Taiwan	0.93	1.18	0.92
	U.S.A.	-	-	0.93
	Canada	-	-	0.99
Compensation	Taiwan	0.93	1.15	0.94
	U.S.A.	-	-	0.94
	Canada	-	-	0.98

Note: Flight crew and cabin crew are not employed locally in the United States and Canada.

Sufficient Workers' Retirement Reserve Funds GRI 201-3

With respect to employee retirement, EVA Air engages external accountants annually to calculate retirement reserve funds. The money contributed to the retirement reserve funds now accounts for 5.0%, higher than the statutory rate 2.0%; the new system requires 6.0%. The employees in both the old and new systems are 100% included in the pension system. As of December 31, 2024, the balance of EVA Air's Labor Retirement Reserve Fund Account with the Bank of Taiwan was TWD 7,546,974,150. As the balance increases every year, it is sufficient to meet the requirements of the employees eligible for retirement.

Employee Benefits and Care GRI 401-2

The Company strictly adheres to national laws and fully implements all labor rights entitled to employees by law. The Company upholds the principle of caring for and taking care of employee well-being, proactively reviewing and enhancing labor conditions and benefits. Under the premise of sustainable operations, EVA Air will continue to progressively improve labor conditions. EVA Air provides employees with a five-star environment and wholehearted care. We promotes the Employee Assistance Programs by organizing the staff in units of the Company, playing the role of "care taker". This program creates a caring network with Human Resource Division to discover, prevent and help employees to solve organizational or personal issues in a timely way. This helps them maintain their physical and mental health, and devote more energy to their jobs. It also keeps the corporation competitive, thus creating win-wins for employers and employees alike.



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Benefits of Permanent Employees

Various welfare subsidies and bonuses
Marriage cash gift/funeral allowance, group insurance, discounted airline tickets, retirement discounted airline tickets, year-end bonuses (subject to operational conditions), employee remuneration.

Statutory benefits
Annual leave (Employees are entitled to three days of paid annual leave after six months of employment, with the number of days increasing based on years of service, up to a maximum of 30 days), parental leave without pay (such as FMLA in the U.S. and parental leave provided in Canada), retirement system under the Labor Standards Act, retirement benefits in the United States (such as 401 (k) plans), both male and female employees are eligible to apply for parental leave without pay, and they have priority in returning to their original positions after the leave period expires.

* Stress management and employee care
Implement self-assessment using a psychological stress test, and based on the results, arrange meetings and counseling services, provide life information announcements, organize seminars on mental and physical health and stress management, offer stress-relieving massage services, provide work adaptation counseling, establish mechanisms for caring about employee working hours and overtime, offer psychological and legal counseling, provide healthcare consultation, promote the borrowing of books and articles related to mental and physical health, provide a courtesy umbrella service, and conduct prevention campaigns against workplace bullying/sexual harassment.

* Sports and health
Employee cafeteria (food ingredients are inspected and comply with the safety and hygiene regulations of the Ministry of Health and Welfare), training pool, fitness gym, badminton court, table tennis room, library, employee sports clubs (badminton club, baseball club, hiking club, etc.).

Flexible work
Flexibility in work arrangements to meet business needs, including options for work from home, reduced work hours during parental leave, and requests for adjusting work schedules, can be submitted for approval.

* Maternal health
We provide health support to employees during pregnancy and for one year after childbirth. This includes special Happy Mom-to-Be Gifts and Precious Baby Gifts, lactation rooms, partnership with childcare facilities, designated parking spaces for pregnant women, priority seating in the cafeteria for pregnant women, etc. Female cabin crew members are allowed to apply for administrative ground duties during pregnancy, ensuring a safe and comfortable pregnancy period. Female employees are entitled to paid maternity leave in accordance with laws and regulations.

* Measures that exceed legal requirements
Shuttle bus services are provided for commuting, and transportation subsidies are offered for shift employees. Providing childbirth subsidies. Increasing employee health check-up frequency, and tracking and managing health check-ups. Providing retirement employees and their dependents with health check-up programs. In the case of a colleague experiencing a miscarriage, the Company offers a miscarriage leave that exceeds legal requirements and provides paid leave equivalent to maternity leave and maternity benefits.

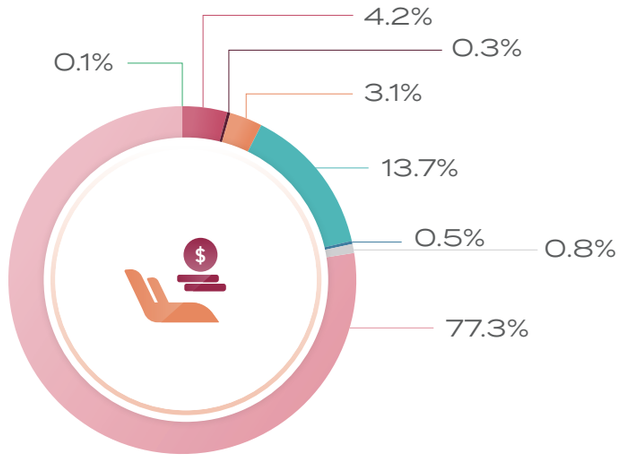
Note1: All welfare measures apply to all major operating locations of the Company, including Taiwan, the Americas (including the United States and Canada). Items marked with an asterisk (*) apply to welfare benefits in Taiwan.

Note2: In 2024, a total of 10,842 employees were legally entitled to annual leave, with an actual leave utilization rate of 98.22%. Any unused leave days for the year were fully compensated in the January payroll of the following year.

Employee Welfare Committee

To enhance employee welfare, the“Employee Welfare Committee” was established for organizing employee benefits-related matters, including various subsidies and allowances for (i.e., birthday cash gift, holiday vouchers, injury and sickness consolation benefits, marriage, funeral and childbirth subsidies, as well as subsidies for language learning programs, job skills training, and online courses for diverse talents).

2024 Expenditure of Welfare Committee Benefits Ratio (%)



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Employee Unpaid Parental Leave GRI 401-3

EVA Air provides employees with benefits such as maternity leave, pregnancy checkup accompaniment and paternity leave, and parental leave in accordance with the law. In Taiwan, for example, female employees (typically primary caregivers) are entitled to 8 weeks of paid maternity leave, while male employees (typically non-primary caregivers) are granted 7 days of paid pregnancy checkup accompaniment and paternity leave. All eligible employees may apply for unpaid parental leave, and during the first six months (approximately 24 weeks), they can receive a subsidy equal to 80% of their average monthly insured salary.

In 2024, there were 275 female crew members applied for ground duties; moreover, there were 541 employees applying for unpaid paternal leave, which male was accounted for 4.99% and female was 95.01%. There were 49.27% of employees who were eligible applied for unpaid parental leave, and all applications were approved; 95.72% of these applicants returned to their workplace after their leaves. We provide an excellent work environment which motivates our employees to return to work.

	Female	Male	Total
2024 Number of people eligible for unpaid parental leave	840	258	1,098
2024 Number of people applying for unpaid parental Leave	514	27	541
2024 Percentage of people applying for unpaid parental leave	61.19%	10.47%	49.27%
2024 Number of people who should be reinstated after unpaid parental leave (A)	515	27	542
2024 Number of people applying to be reinstated (B)	478	23	501
Reinstatement rate (B/A)	92.82%	85.19%	92.44%
2023 Number of people reinstated (C)	488	26	514
2023 Number of people applying to be reinstated and serving for more than 1 year (D)	467	25	492
Retention rate (D/C)	95.70%	96.15%	95.72%

5-2
Talent Development and Cultivation

5-2-1 Talent Cultivation GRI 404-1、GRI 404-2

Employee Training Program

Cultivating talents is the foundation of the corporate sustainable development and an essential task to enhance service quality. EVA Air is dedicated to latest training resources to keep up with the needs of diverse job function and the requirements of aviation regulations; three main training systems have been established for flight crew, cabin crew, and ground staff respectively. These standardized trainings effectively increase the employee's professional capacity and work efficiency. In 2024, EVA Air spent an average of about NT$50,652 on training and development per employee; every employee received an average of 42.9 training hours, 40 hours for female and 47.7 hours for male. For detailed data, please refer to Average Training Hours and Expense by Job Category in the appendices (page 132 of this report).

Training Framework

Ground Staff
- Competency training
- Annual training
- International civil aviation organization training

Flight Crew
- Cadet training
- New hired pilot training
- Aircraft transition training
- Upgrade training
- Requalification training
- Recurrent training

Cabin Crew
- New ground training
- Recurrent training
- Aircraft transition training
- Promotion training

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Flight Crew Training Program

Flight safety is paramount and directly linked to flight crew performance. To ensure operational excellence, we continuously invest in the highest-certified level of flight simulators to conduct comprehensive training programs, including new pilot instruction, aircraft transition training, upgrades, annual recurrent training, and pilot requalification. Each flight crew member is required to complete two proficiency training and evaluation sessions every twelve months. Additional training may be arranged based on performance assessments to ensure compliance with the company's standards. In 2024, the rate of additional training across our fleets ranged from 2% to 5%. In alignment with EVA Air's safety mission statement, we have introduced an advanced training initiative, becoming the first airline in Taiwan authorized to conduct regular recurrent training for flight crews utilizing Evidence-Based Training methodologies.

In May 2013, EVA Airways founded its subsidiary company, EVA Flight Training Academy, in California, the only flight school owned by an Asian Airline in the U.S. The flight school aims at providing high training quality and ensuring flight safety with its brand new 8 single-engine and 1 twin-engine training aircraft. It has also been certified by FAA to provide training programs of Private Pilot License, Instrument Rating, Commercial Pilot License, Multi-crew Pilot License, Certified Flight Instructor, Certified Flight Instructor-Instrument, Certified Flight Instructor-Multi Engine, and Upset Prevention and Recovery Training.

With all these facilities in place, the flight school expects to provide training to 80 students per year, not only to our own airline student pilots but to those who would like to pursue their careers in aviation. As of 2024, EVA Flight Training Academy has trained 410 pilot students for its parent company.

Course category	Contents	Number of trainees	Number of completed training	Completion rate (%) (Note)
Cadet training	· Ground School Training · Basic Flight Training · Bridge Training · Aircraft Transition Training · Initial Operating Experience	196	173	88%
New hired pilot training	· Ground School Training · Initial Simulator Training · Initial Operating Experience	61	61	100%
Aircraft transition training	· Ground School Training · Transition Simulator Training · Initial Operating Experience	44	44	100%
On-type upgrade (SFO to PIC) training	· Command Training and Assessment · Upgrade Simulator Training · Initial Operating Experience	51	47	92%
Upgrade training (FO to SFO)	· Command Training and Assessment · Upgrade Simulator Training	49	49	100%
Requalification training	· Ground School Training · Requalification Simulator Training · Initial Operating Experience	30	30	100%
Recurrent simulator training	· Simulator training and assessment	2,661	2,661	100%
Recurrent ground school	· Annual Ground School · CRM-Joint Emergency Training	1,389	1,389	100%

Note: The training completion rate represents the final exam pass rate of the trainees.

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Cabin Crew Training Program

To maintain cabin safety and service quality, EVA Air's training courses make use of simulated real facilities on board and SOPs to conduct simulation training. The courses mainly focus on the operation of all sorts of emergency equipment on an aircraft, countermeasures during emergency situation, as well as learning the techniques and professional knowledge of all service procedures. At the same time, to improve the response operations and service competency of the cabin crew, we hire external teachers to help the crew understand customer attributes in order to provide the best service; the crew can naturally show their confidence and professional demeanor to satisfy the needs and expectations of our customers, making our customers feel well cared for and safe during their flights.

Course category	Contents	Number of trainees	Number of completed training	Completion rate (%)
Initial new hire training	· Safety training · Service training · General in-flight emergencies/ CPR & AED training · Other training · On job training	177	177	100%
Recurrent training	· Safety and security training · Crew resource management · Emergency simulation training · Door and emergency equipment operation training · Job task skill performance review and case studies · E-learning course	4,082	4,082	100%
Transition training	· Aircraft type/cabin structure courses · Safety training courses · In-flight entertainment courses · Other training courses	743	743	100%
Promotion training	· Job task training · Leadership capacity training · In-flight announcement training · Service simulation training	150	150	100%

Ground Staff Training Program

There are three parts of ground staff training: competency training, annual training and international civil aviation organization training. The courses are instructed by either internal or external professional lecturers. Evaluation is conducted at the end of the courses to serve as the basis for future course adjustments, which will ensure the quality of the courses and achieve training goals.

Course category	Contents	Number of trainees	Number of completed training	Completion rate (%)
Competency training	· Management training · On-the-job training · General training · New employee orientation	67,527	66,750	99%
Annual training	· Reservation & ticketing course · Passenger and cargo service course · Cargo course · Baggage service course · Dangerous goods regulations course · FFP training course · EDW function course · Digital marketing course · E-commerce course · Aircraft operator security program course	1,132	1,132	100%
International civil aviation organization training	· IATA training · Star Alliance training · Aircraft manufacturer training	18	17	94%

For more information about EVA Air's key training courses, please visit our ESG website.

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Competency and Transitional Assistance Program

GRI 404-2

While there is no specific transitional assistance program for employees who retire or terminate their employment, individual needs of retiring or departing employees will still be addressed by providing professional services such as psychological counseling, legal advice, and health check-ups. For employees who are on leave or rehired, professional and technical training necessary for their reemployment will be provided based on the duration of their absence from the Company. If they are qualified for certifications, training courses to restore their qualifications will be provided in accordance with regulations to assist employees in their learning, growth, and job requirements.

5-2-2Employee Performance Review

GRI 404-2、GRI 404-3

Evaluation

EVA Air carries out performance evaluations for ground staff, flight crew and cabin crew every year, in which the supervisors of respective departments conduct the evaluation and analysis to serve as the basis for promotion, year-end bonus, pay raise, transfer, and personnel training. In 2024, the implementation rate of performance evaluations was 100%. For those who score lower in the evaluation, we provide all kinds of guidance, interviews, and examinations to encourage them to voice the problems they encounter at work. Our sound promotion channels are the key to attract professional talents. Starting from training for new recruits, the direct supervisor of each department will rotate employees according to the performance evaluation, employees' career plan, and the organization's needs in an effort to find the perfect role for each person so that they can give full scope to their expertise. In so doing, we are able to keep our professional talents, creating a win-win situation for the Company and our employees.

Performance Evaluation and Interview

All EVA Air employees are evaluated by their supervisor, and the evaluation results are be used as reference for promotion, year-end bonus, salary adjustment, transfer and human resource training. The evaluation method is a vertical supervisory assessment of subordinates, and communication about work performance is incorporated into daily work assignment and performance feedback. In addition, for personnel evaluation in inter-departmental support and inter-departmental business management, a multi-dimension assessment concept is adopted. Those with direct management responsibilities in the evaluation intersection are authorized to conduct independent evaluation and formulate a final assessment of individual performance.

Ground staff	Flight crew	Cabin crew
We conduct performance evaluations twice a year. For those who score lower in the evaluation, the departmental executive and the employee will have an interview to jointly set improvement goals. After the designated period of time, we do an evaluation to assess progress and enhance employee performance.	Each year, there is an annual certification and two evaluations of administrative management. For those who score lower in the evaluation, the fleet management will have an evaluation interview to inform the employee what should be improved and to listen to employee' s ideas.	We conduct performance evaluations twice a year. For those who score lower in the evaluation, the departmental executive and the crew will have an interview to encourage and remind crew to improve. And set an "Enhancement project" for crew to follow and reach the goal accordingly.

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5-3
Labor Relations and Human Rights Protection

5-3-1 Human Rights Management

GRI 2-23、GRI 2-24

Human Rights Management Strategy

EVA Air believes that respect for human rights is the core value of corporate sustainable development. To safeguard the basic human rights of employees, suppliers, customers and partners, in addition to abiding by local laws and regulations, EVA Air also followed the United Nations Universal Declaration of Human Rights and the two covenants (ICCPR and ICESCR), the International Labour Organization- The Declaration of Fundamental Principles and Rights at Work, the United Nations Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, and the Ten Principles of the United Nations Global Compact to establish the "EVA Air Human Rights Policy Statement", creating a human rights protection environment based on protection, respect and compensation that prohibits any violations of human rights, and allows people to be treated fairly and with dignity. The Human Rights Policy Statement and amendments to it are subject to review by the Chairman. In addition, the Company has formulated the "EVA Air Human Rights Management Framework" in accordance with the "EVA Air Human Rights Policy Statement" and other regulations. We conduct regular risk assessments on major human rights issues, conduct human rights due diligence, and develop mitigation and remediation measures for risks assessed as moderate or above.

Human Rights Policy Statement

Human Rights Management Framework

Human Rights Due Diligence

Human Rights Due Diligence Process

Commitment

Comply with international standards and local laws, and formulate the Human Rights Policy Statement.

Identification

Identify salient human rights issues and vulnerable groups in the organization's attributes and operating style.

Evaluation

Regularly assess human rights impact on employees, suppliers (including contractors, subcontractors, service providers), partners (such as subsidiaries, joint ventures, and local communities), customers and service processes and determine the degree of risk exposure.

Action

Based on the regular assessment of human rights risk level, formulate different action plans and mitigation measures.

Remedy

In response to incidents of human rights violations, provide different levels of remedial measures such as system improvement, material compensation, psychological counseling and punishment.

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Human Rights Risk Identification Result

Role of EVA Air	Salient human rights issue	Affected parties	Evaluation factors	Risk Level in 2024
As an employer	Overtime working	All employees (including female, indigenous, migrant employees, etc.)	Number of people working more than 12 hours a day Number of people whose overtime working hours on working days and rest days are more than 46 hours in a single month	Medium
	Fair salary		Whether the salary is paid on time and in compliance Is there any difference in salary due to gender, race, nationality, etc.	Medium
	Occupational safety & health		Number of cases in occupational accidents statistics Abnormal workload identification and risk investigation	Medium
	Discrimination /Harassment/Workplace unlawful infringement		Number of cases of sexual harassment Number of cases of unlawful infringement in the workplace	Medium
	Privacy protection		Whether there has been an abnormal information security management and control or external intrusion resulting in the leakage of employees' personal data	Low
	Forced labor		Number of employee appeals	Low
	Freedom of assembly and negotiation		Labor-management channels/frequency	Low
	Female protection	Female employees who are pregnant, within one year after parturition, or breastfeeding	Pregnancy and post-partum health hazard assessment	Low
	Child labor	New recruits	Recruitment process	Low
As a buyer	Working conditions	All suppliers and their employees	Have the suppliers signed the Supplier Code of Conduct Have the suppliers ever been punished for violating the laws and regulations such as working hours, wages, and occupational safety Have the suppliers considered sustainability and the impact on the environment while operating	Low
	Occupational safety & health			
	Environmental protection			
As a service provider	Privacy protection	All customers	Whether there has been an abnormal information security management and control or external intrusion resulting in the leakage of customers' personal data Number of cases in which customer feedback is related to discrimination Recognition of potential human trafficking signs by front-line employees	Low
	Prohibition of discrimination			
	Human trafficking			
As an investor	Working conditions	All subsidiaries/joint ventures and their employees	Have the subsidiaries/joint ventures signed the Code of Conduct Have the subsidiaries/joint ventures ever been punished for violating the laws and regulations such as working hours, wages, and occupational safety Have the subsidiaries/joint ventures considered sustainability and the impact on the environment while operating	Low
	Occupational safety & health			
	Environmental protection			
As a community member	Noise	Community residents near the airport	Does aircraft take-off and landing noise comply with international norms or verification standards Number of noise-related cases in corporate social responsibility mailboxes	Low
	Climate change	All community residents	Does the air pollutant control of aircraft and ground vehicles comply with environmental regulations or original factory specifications Number of cases related to air pollution/climate change in corporate social responsibility mailboxes and environmental issue report mailboxes	Low

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Salient Human Rights Issues and Mitigation Measures with Risks above Medium Level (by job type) GRI 2-25

Salient human rights issue - employee	Job type	System optimization	Facility upgrades	Regulatory basis	Education and awareness-raising campaign	Early warning system
Overtime working	Flight and cabin crew	· Implement in-flight rest scheduling for inflight crews. · Lift requirement to submit refund request before departure.	· Expand workforce on regional routes.	· Crews to be dispatched in accordance with the Aircraft Flight Operation Regulations (AOR) and other applicable regulations.	· Raise awareness of regulations on working hours and in-flight rest scheduling, and take measures to address overtime risks.	· Continuously monitor flight schedules to ensure they are not affected by weather, mechanical issues, or air traffic control, which may result in overtime risks.
	Ground staff	· Review monthly work and overtime hours; analyze causes of overtime; make improvements. · Regularly review business operations and labor allocation, and make necessary adjustments.	· System to require that overtime be requested in advance. · System provides abnormal time alerts during scheduling and when there is overtime, to enable early response.	· Establish working hour and overtime standards in accordance with the law, and make adjustments as necessary based on actual circumstances.	· Issue regular bulletins about working hour regulations, to enhance employee awareness. · Conduct trainings for managers on working hour regulations and management mechanisms.	· Identify high-risk individuals through monthly reviews of abnormal working hours. · Provide early warnings to employees through abnormal working hour system notifications.
Fair salary	Flight and cabin crew	· Regularly review employee salaries and welfare conditions; make adjustments as needed. · Review salary payments to ensure compliance with local laws and regulations, and to prevent discrimination based on gender or sexual orientation.	· Regularly review employee salaries and welfare; make adjustments as needed.	· Determine job titles in accordance with the Company's organizational structure, business activity, and nature of work, and the fixed remuneration standard for each position is formulated taking internal and external factors into account. · Fixed remuneration standards must comply with local laws and regulations in operating locations.	· Conduct regular human rights trainings to promote the concept of fair salary, including equal pay for equal work, with exceptions for seniority, award and discipline, performance, and other reasonable non-sexual or non-sexual-orientation factors.	· Establish channels for employee feedback, communication, and complaints.
	Ground staff					
Occupational safety & health	Flight and cabin crew	· Conduct workplace hazard identification and risk assessments; encourage employees to provide feedback, then make necessary improvements. · Convene periodic Occupational Safety and Health Committee meetings to review, coordinate, and provide recommendations on matters related to safety and health.	· Make environmental/ equipment adjustments as appropriate, based on incident causes.	· Verify effectiveness via the ISO 45001 Occupational Safety and Health Management System and the Taiwan Occupational Safety and Health Management System (TOSHMS) · Formulate and implement labor health protection plan in accordance with applicable laws and regulations.	· New employees must complete training at time of entry. · Conduct annual refresher trainings for employees, to reinforce awareness and understanding. · Raise health awareness and conduct outpatient health education using health bulletins. · Invite external lecturers to conduct educational seminars.	· Establish occupational accident reporting channel, and safety and health-related issue feedback box. · Schedule annual health examinations for employees and offer health education, consultations, and follow-ups for those with abnormal results.
	Ground staff					
Discrimination/ Harassment/ Workplace unlawful infringement	Flight and cabin crew	· Identify workplace misconduct; assess risks; encourage employees to provide feedback; make necessary improvements.	· Make environmental/ equipment adjustments as appropriate, based on incident causes.	· Workplace misconduct prevention, measures for prevention, reporting, and punishment of sexual harassment	· New employees must complete training at time of entry. · Conduct annual refresher trainings for employees, to reinforce awareness and understanding. · Invite external lecturers to conduct educational seminars.	· Establish a dedicated hotline, email address, and LINE account to report workplace misconduct. · Establish a dedicated hotline and email address to report sexual harassment incidents.
	Ground staff					

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Mid-and High-risk Salient Human Rights Issues for Which There Were 2024 Incidents, and Mitigation Measures

Human rights impact issues	Related 2024 incidents	Remedial measures
Overtime working	4 incidents of inflight crews working overtime above the legal limit	· **Assistance returning the situation to its pre-negative impact state :** Ensure that inflight crew scheduling complies with the Aircraft Flight Operation Regulations (AOR) and other laws and regulations. · **Corrective Measures :** Implement in-flight rest scheduling, increase workforce on regional routes, and implement airport refund requests to reduce overtime work for inflight crews. · **Financial/Non-Financial Compensation :** Pay in accordance with actual working hours and ensure compliance with regulations.
Fair salary	7 incidents of adverse punitive salary handling reported by inflight crews	· **Assistance returning the situation to its pre-negative impact state** : Ensure that salary paid to inflight crews complies with regulatory requirements. · **Financial/Non-Financial Compensation** : Reimburse the difference in accordance with regulatory requirements. · **Corrective Measures** : Make adjustments to operating procedures, e.g., cabin crews who are pregnant may choose to take unpaid maternity leave, apply for leave, or continue working as flight crew but handling ground duties.
Occupational safety & health	152 occupational accident incidents	· **Assistance returning the situation to its pre-negative impact state** : Once an incident occurs, launch investigation and resolve the case within the time limit, in accordance with the Company's procedures. · **Corrective Measures** : Based on incident cause, make adjustments to the Company's systems, measures, and environment/equipment as appropriate; strengthen publicity on the top three types of hazards for flight attendants each quarter and raise awareness of what causes employee commuting accidents. · **Financial/Non-Financial Compensation** : Grant occupational sickness leave to persons involved in accordance with regulations; proactively provide information on Labor Occupational Accident Insurance, and assistance in applying for such.
Discrimination/ Harassment/ Workplace unlawful infringement	2 sexual harassment incidents 3 workplace unlawful infringement incidents	· **Corrective Measures** : Issue another bulletin about showing respect for gender equality and workplace unlawful infringement; reaffirm the Company's zero-tolerance policy; handle all incidents in accordance with the law. · **Financial/Non-Financial Compensation** : Conduct interviews with complainants, and provide care and necessary assistance, e.g., referrals for psychological counseling and legal assistance; schedule incident parties to not have the same work duties/locations. · **Disciplinary Action** : Take administrative disciplinary actions against perpetrators; require them to attend gender equality training, workplace unlawful infringement prevention courses or strengthening of functions.

Salient Human Rights Issues and Handling of Complaints GRI 2-27

Incident Description

The labor standards inspection conducted by Taoyuan City Government's Department of Labor revealed the Company's violation of Article 32, Paragraph 2 of the Labor Standards Act, due to excessive work time by cabin crews. This resulted in cumulative fines a total of NT$1.65 million.

Follow-up Improvement Measures

Cabin crews are dispatched in compliance with the Aircraft Flight Operation Regulations (AOR). However, force majeure events and unforeseeable factors such as weather conditions, military exercises, airport traffic control, and passengers experiencing sudden health issues may require flight diversions or cancellations. These unforeseeable circumstances affect cabin crews' working hours and may make them unable to carry out their shifts as originally scheduled.
In this regard, although the above conditions are not caused by human factors and cannot be predicted in advance, EVA Air continues to formulate and implement improvement measures, e.g., implementing in-flight rest scheduling, increasing workforce numbers on regional routes, and implementing airport refund requests to minimize the occasional occurrence of cabin crew working overtime due to force majeure events. As the causes of occasional overtime work are unpredictable, the Company has filed appeals against the penalties imposed by the competent authorities; one of these incidents has subsequently been deemed an unforeseeable factor by the Ministry of Labor, and the original fine has been revoked.

Incident Description

A cabin crew member who was temporarily reassigned to ground staff duties during pregnancy suffered a reduction in duty allowances, and consequently filed a lawsuit through a labor union. EVA Air was required to reimburse the employee for the difference in salary and allowances.

Follow-up Improvement Measures

EVA Air places high importance on maternity health protection, and continues to improve measures for pregnant and postpartum employees, e.g., providing Happy Mom-to-Be Gifts and Precious Baby Gifts; compiling A Pregnancy and Childbirth Treasury; creating a breastfeeding-friendly environment; and offering childcare services at contracted facilities.
To safeguard the health of pregnant cabin crew members and their fetuses as well as public flight safety, the Company strives to create a safe, secure, and stable work environment. Pregnant cabin crew members may freely choose to apply for duty leave or unpaid maternity leave. Additionally, the previous option of transferring to ground staff duties with assigned simple and light tasks was changed to maintaining inflight crew status while performing ground duties and receiving the original duty allowances.

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Employee Complaints

To protect the rights and interests of employees, EVA Air has established guidelines for handling employees' complaints. Employees can file their complaints via official channels and the company will communicate and negotiate with the employees properly to achieve a mutual agreement between the labor and management sides. From 2021 to 2024, there were 46 cases of complaints about practical labor issues submitted officially. The new cases of complaints were about the controversies over training compensation and salary distribution. In the future, we will strengthen communication regarding the terms of employment to prevent such controversies from happening again. As for the current complaints, we will try to resolve peacefully.

Statistics of Employee Complaints

	2021	2022	2023	2024
Total case of complaints regarding labor practice issues submitted through the official complaint mechanism (for the current year)	7	9	18	12
Cases of complaints handled (incl. the previous year)	9	9	20	16
Cases of complaints resolved (incl. the previous year)	9	7	16	15
Cases of complaints in process (unresolved)	0	2	4	1

Note 1: The statistics above refer to the cases which employees filed with an external mediation unit or the court. Those cases were handled through an impartial third party unit, which effectively protects the rights of both labor and management. EVA Air took appropriate actions according to the handling results.
Note 2: The calculation of the case of complaints handled and resolved is "the case of complaints handled and resolved during the reporting period, including complaints filed during the current year and previous year".
Note 3: The case of complaints in progress (unresolved) refers to the case filed formally during the current year which have not been resolved.

Because of inevitable weather and air traffic factors, the employees' working hours are often not in keeping with the schedule. EVA Air has been monitoring and managing the occasional overwork situations. However, working extra hours due to abnormal conditions such as natural disasters is unavoidable. In the event of working extra hours, regulations of the Civil Aviation Act and Article 32 of the Labor Standards Act were complied with.

Sexual Harassment Prevention and Gender Equality GRI 406-1

To ensure gender equality in employment, eliminate sexual discrimination, and prevent sexual harassment, EVA Air continued to provide courses on Act of Gender Equality in Employment and sexual harassment prevention, and added lessons on the Maternity Health Protection for our female employees. If employees encounter sexual discrimination or sexual harassment, they may file a complaint by filling out the "Complaint Form for EVA Air Employees" in accordance with the EVA Air Measures for Prevention, Correction, Complaint, and Punishment of Sexual Harassment in the Workplace and inform the head of the Human Resource Division. Cases shall reach resolution within two month from the day a complaint received, and one month extension if necessary. In 2024, there were a total of 3 complaint cases of complaint filed via the formal complaint channel. After investigations, only 2 of the cases was constituted. The Company has disseminated information to all staff, as well as planning to invite external lecturers to give a speech on the courses of sexual harassment preventions, and to promote awareness of gender equality. This year, 100% of EVA Air employees completed the training on gender equality and human rights education, for a total of 3,299 training hours.

Management of Sexual Harassment and Gender Discrimination Cases

Content of Violation	No. of Cases	Result
Communication harassment	1	· Policy: Reiterate the importance of respecting gender equality through relevant announcements and reaffirm the Company's zero-tolerance policy, ensuring compliance with the law. · Help provided: Conduct caring interview(s) for the person who was harassed; make adjustments to work tasks/workplaces dissimilarly for both parties. · Disciplinary measures: Provide administrative discipline to the individuals involved, along with arranging their participation in gender equality courses.
Verbal harassment	1	· Policy: Reiterate the importance of respecting gender equality through announcements and reaffirm the Company's zero-tolerance policy, ensuring compliance with the law. · Help provided: Provide necessary assistance and caring interview(s) to the individuals involved, such as referrals to psychological counseling or legal aid services. · Disciplinary measures: The perpetrator voluntarily resigned.

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Sexual Harassment Complaint Procedure



Gender Discrimination/ Sexual Harassment Complaint Channel

	Phone Number	E-mai
Ground Staff	03-351 5113	134@evaair.com
Flight Crew	03-351-5916 03-351-5886	
Cabin Crew	03-351-8805 03-351-8806	

5-3-2 GRI 2-30、GRI 407-1

Labor-Management Communication

Communication and Freedom of Association

Harmonious labor-management relations are a crucial foundation for sustainable business operations. The Company consistently upholds the principle of equal treatment for employees and safeguards their labor rights. At all our global locations, we follow local regulations regarding freedom of association and collective agreements. Suggestions and feedback provided by employees through various channels are valued and addressed. For individual labor-management relations, caring interviews, labor-management meeting, and employee welfare meetings are conducted to communicate, interact, and seek consensus with employees. In terms of collective labor-management relations, communication meetings are held with the labor union on a regular basis, where the demands and suggestions of each union are heard and responded, ensuring a balance between employees' rights and the smooth operation of the Company, thus creating a win-win situation.

At present, the collective agreements that EVA Air has signed with three unions continue to have effect. These agreements cover approximately 40.1% of EVA Air's workforce (number of union employees with signed collective agreements & agreements/number of domestic ground staff and flight & cabin crew). Non-union employees are treated equally in terms of salary, benefits, and management.

EVA Air's attitude of care for our employees has never changed, and employee salaries/benefits have continued to rise in recent years. In the future, to comply with the principles of corporate sustainability, reasonability, and feasibility, we will continue to increase employee salary and benefits. Aiming for an atmosphere of labor-management harmony, we will work together to provide travelers with the safest, most outstanding aviation service possible.

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Labor-management Channels/Frequency and Main Content

Communication Channel	Frequency	Main Content	Results
Labor-Management Meetings	Quarterly	Coordination and communication regarding labor-management issues.	· From 2024, childbirth subsidy of NT$1,600 per child is introduced. · Gift vouchers for the three traditional festivals increased by NT$200, NT$300, and NT$800 respectively, as compared to 2023. · Those who successfully secured a promotional tie-in with the Edenred e-gift voucher platform will get a maximum reward of 236 EdenPoints (equivalent to NT$236) per person. · Signed an agreement with Itoman Swimming School for waiver on enrollment fees and 5% discount on course fees and swimming pool tickets. · Adjusted the examination regulations for ground staff promoted to Assistant Manager starting from January 1, 2025: the frequency of examinations is increased from once a year to twice a year. · More stops at peak hours for employees' shuttle bus services: the Taoyuan High-Speed Rail Route and Banqiao Route have been added since October 1, 2024. · The Cabin Crew Division and Cabin Service Division continue monitoring development of the new insulated gloves and large black luggage cases used by inflight crews. Better equipment will help ensure crew safety and reduce the frequency of occupational accidents. · Employees regularly visit 7-11 convenience store, and the side emergency exit that is supposed to be kept closed tends to be kept open when employees can't shut the door with both hands full of beverages. Without a self-closing mechanism, the door and the chimney effect caused by heat confinement will pose a significant safety hazard for employees trying to evacuate. After discussion with the General Affairs Department and in compliance with regulations, the new Keep-Open Fire Door will replace the old door. · Sign an agreement with the pilots association for salary adjustment and peace clause. · Establish a self-study room No. 410 on the 4th floor of Training Building II to meet pilot training needs. · Install a leased internet line on the 4th floor of Training Building II to improve the environment for crews' digital presentation and learning needs. · Allow crews to access flight training devices (FTD) for all aircraft types, to strengthen their core competencies. · From December 13, 2024, cargo flight crews are transported to the aircraft via D5R. This significantly shortens the distance for carrying luggage. Beginning the same day, BR810 and BR195 crews are picked-up on the east side of Terminal 2 to improve pickup efficiency and reduce crew waiting times. · Continue to increase parking spaces for flight crews within the park. · Renovated the 2nd floor sofa area and installed additional power outlets, to create a comfortable resting and reading space and provide crew members with a better user experience. · From May 2024, we provide flight crew with additional allowances for leather shoes. · New uniform material options are available for selection. · From May 2024, we provide cargo flight allowances.
Departmental Meeting	Monthly	Convey the Company's future development, operation strategy, and significant information and measures so that employees can better understand and share their opinions.	
Multiple-Unions' Regular Communication Meetings	Monthly	Coordination and communication regarding labor-management issues.	
Flight Crew Seminar	6 times/ year	Through flight crew participation in online meetings, we strengthen interaction with EVA Air management. Meeting topics include policy trends, flight safety, general flight operations, CRM, and more.	
Employee Welfare Committee	3 times/ year	Planning, coordination, and application of employee benefits.	
Occupational Safety and Health Committee	Quarterly	Review, coordinate, and provide suggestions on issues regarding safety and health.	
First Officer Meeting Senior First Officer Meeting	Every 6 months	Provide care and support for new pilots' concerning their experiences and feedback on flight operations and training periods.	
Pilots' Online Feedback	Whenever necessary	Submit suggestions related to flight operations.	
Regular Airport Ground Staff Team Sharing Meeting	Once every quarter or every 6 months	Understand employees' thoughts through face-to-face communication; provide care and encouragement to enhance teamwork and improve job satisfaction.	
Performance Evaluation and Interview	2 times/ year	Through performance interviews, employees can voice their problems at work. The Company can convey our requirements and expectations clearly and provide timely guidance and assistance.	

Note: Labor-management meetings, departmental meetings, employee welfare committees, occupational safety and health committees, performance evaluations, and face-to-face interviews provide multiple channels for employees to express their opinions and communicate. The opinions are integrated and discussed to formulate decisions that are relevant to all employees.

Minimum Notice Periods for Significant Operational Changes GRI 402-1

Before implementing significant operational changes, if the changes are evaluated as potentially causing severe impacts on employees' rights and interests, the Company will follow the local labor laws in giving employees advance notice, and will implement related procedures in accordance with the law. In Taiwan, where an employer terminates a labor contract pursuant to Article 11 or the provisions of Article 13 of the Labor Standards Act, the provisions set forth below shall govern the minimum period of advance notice

- Where a worker has worked continuously for more than three months but less than one year, the notice shall be given ten days in advance.
- Where a worker has worked continuously for more than one year but less than three years, the notice shall be given twenty days in advance.
- Where a worker has worked continuously for more than three years, the notice shall be given thirty days in advance.

After receiving the advance notice referred to in the preceding Paragraph, a worker may, during hours of work, ask for leave of absence for the purpose of finding a new job. Such leave of absence may not exceed two working days per week. Wages shall be paid during such leave of absence.

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Employee Opinion Survey

EVA Air conducts Organizational Climate Survey once every two years. In 2024, we commissioned external expert consultants to conduct an anonymous survey of our workplace climate. We sought to understand our employees' feelings of commitment and identification with the workplace on nine dimensions, namely their job expectation, contribution, sense of belonging, growth, cognition, emotion, action, job competency and job satisfaction. The survey also touched on our engagement, employee net promoter score (eNPS), stress management, job happiness, job purpose, job experience and feelings of trust. A total of 7,403 employees around the world participated in the questionnaire survey, and the response rate was 67.2%. This was a higher rate than in the previous survey (51.2%), and exceeds our 2024 target of 60%. For detailed survey results, please refer to Employee Opinion Survey in the appendices (page 134 of this report).

The survey findings show that 81.85% of employees consider themselves able to collaborate seamlessly with their coworkers, and able to gain affirmation from them. Furthermore, the target of engagement rate is also set at 70%. The results of this survey will serve as an important reference for the internal improvement of the organization. We have also created a Supervisor Zone, which brings resources, support, and training information that supervisors need every day together in one place. This will strengthen supervisors' awareness of employees' emotions and opinions. We have also formulated the Employee Counseling Guidelines to strengthen daily counseling and support mechanisms for underperforming employees.

We continue to offer competency training programs for supervisors, with 2024 trainings centered around leadership and adaptability to change. Additionally, the promotion system for non-managerial ground staff has been revised to shorten the length of service for promotion and allow for merit-based promotion. Furthermore, ongoing initiatives include: phase-based work interviews in specific departments to align with employees' needs, establishing career blueprints to visualize employees' career development, encouraging innovative proposals and good performance to actively create a positive company atmosphere, and tracking feedback collected through various channels to focus on issues concerning employees. The company will strive to improve employee career satisfaction through the aforementioned measures. In the future, EVA Air will conduct a questionnaire survey to keep updated on the opinions and needs of our employees, and to create an attractive workplace and become the best employer.

5-4 Work Safety and Health Management

Highlight

Received two awards from the Taoyuan City Government in 2024: Outstanding Family for Occupational Safety and Health Promotion, and Maternal Health Protection Alliance - Model Workplace

The EVA Air Health & Safety Family was established on March 16, 2023. With EVA Air as the core, we invited a total of 19 companies, including Uni Air, EVER ACCORD Construction, EverFamily International Foods, and contractors to form this Family. It now stands as the first of its kind in the domestic aviation industry. This organization is not just about promoting a culture of occupational safety and health culture; in addition, the Health & Safety Family has created a full risk management system, striving to implement workplace safety and health protection measures centered on the principle of "The Heart Is Where Health & Safety Begins; Diligence & Care Create Workplace Safety Wins". Through this Family, we ensure employee welfare and advance sustainable development in the overall work environment.

The Taoyuan City Government encourages core enterprises to take the leader in showing small and medium enterprises (SMEs) with comparatively weak workplace safety conditions how to improve their work environments. Taoyuan also urges businesses and NGOs to build or join mutual "family" support systems, where they can see others' experiences, gain insight, and receive guidance on safety and health. This means SMEs have better workplace safety and health conditions, and stronger self-management capabilities. When we praise companies for their efforts in occupational safety and health and maternal worker health protection, this promotes systematic management; enhances workers' safety and health standards; and ensures the welfare of female workers and their children.

EVA Air continues to optimize our Maternal Health Protection Measures, providing care for pregnant and postpartum workers in a variety of ways. Examples include our Happy Mom-to-Be Gifts and Precious Baby Gifts; compiling an e-book titled A Pregnancy and Childbirth Treasury to provide quick access to benefits; creating a breastfeeding-friendly environment; and offering childcare services at contracted facilities. Since 2021, the number of pregnant employees has continued to rise year by year, which is proof of how effective we have been at protecting maternal health.

Since EVA Air was first founded, we have prioritized the welfare of every employee and upheld the highest occupational safety and health standards as a core corporate value. We are committed to creating a safe and healthy work environment for employees. We continue to care greatly about occupational health and work-life balance, enabling employees to achieve growth in a stable work environment. Following our principles of being Action Oriented, Performance Targeted, and Sustainability Focused, we work with all EVA Air employees to maintain a work environment that is safe, secure, and stable.

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5-4-1 Occupational Safety and Health Management

Organizational Structure of Occupational Safety and Health Management GRI 403-4

EVA Air has established the Occupational Safety & Health Committee, which is responsible for reviewing and coordinating for health and safety. The committee members include 1 chairperson, 1 executive secretary, 1 occupational safety and health management staff members, 1 supervisory staff member related to occupational safety and health operations, 1 medical staff members, 11 departmental supervisors and 8 union representatives. The Committee convenes a meeting every 3 months, in which occupational safety and health policies, training programs, employee health management, occupational accident analysis, health and safety management performance and related recommendations are discussed and then submitted to EVA Air's relevant departments for review and implementation. The Occupational Safety & Health Division will supervise and track the implementation progress and report the results to the Committee regularly.

Organizational Chart of EVA Air Occupational Safety and Health Management



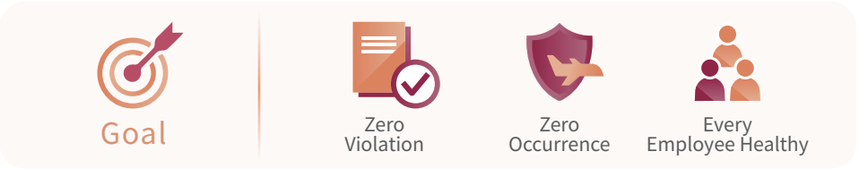
Occupational Safety and Health Management Strategy

GRI 403-1、GRI 403-8、GRI 403-9

EVA Air's occupational safety and health policy has been approved by the Board of Directors, setting Zero Violation, Zero Occurrence, and Every Employee Healthy as the targets for EVA Air's occupational health and safety goal. The hazards and risks of the work environment are reduced through the establishment of the Taiwan Occupational Safety and Health Management System (TOSHMS) and ISO 45001 Occupational Health and Safety Management System. Moreover, by strengthening staff involvement, occupational accident prevention, change management, procurement management (Note), contractor management, and emergency response management, we are able to boost our performance in occupational health and safety management, thereby ensuring that all workers (including employees, contractors, and other external stakeholders) have a safe, healthy place to work. All workplaces of EVA Air in Taiwan have passed the TOSHMS and the ISO 45001 Occupational Health and Safety Management System certification.

Note: The Procurement Management Procedures for Occupational Safety and Health clearly stipulate that EVA Air's procuring departments must adhere to following criteria when evaluating new suppliers. A supplier who fulfills any one of the following criteria is considered compliant with occupational safety and health standards:

1. Has passed occupational safety and health management system verification.
2. Has passed evaluation of implementation of occupational safety and health management systems in the onsite supplier audit.
3. Has established an occupational safety and health team with dedicated management personnel.
4. Has a strong record of occupational safety and health management performance.
5. No fatal occupational accidents in the past two years.



We have invested resources in safety and health training for employees and contractors. We also implement regular automatic inspections and on-site inspections, and regularly review the status of occupational disasters with relevant departments, examine the causes of occupational disasters and formulate safety and health improvement strategies to reduce the incidence rate. There was none non-compliance issue through internal audit in 2022, and one in 2023. The internal audit for 2024 identified two non-compliance issues, both related to the violation of 8.1.2 regarding the elimination of hazards and reduction of occupational safety and health risks. The responsible departments have completed the necessary corrective actions.

We also raise employees' awareness by publishing quarterly case-study materials in the Occupational Safety and Health section of the Company intranet. This helps raise cabin crews' awareness of correct work methods, protect workplace safety, and reduce the likelihood of occupational accidents. In order to uphold the principle of maintaining workplace health & safety, in September 2023, EVA Air implemented our One Step at a Time to Keep Us All Safe workplace inspection plan. As part of this plan, safety & health employees did onsite inspections, then discussed with a variety of different departments how to enhance workplace safety, avoid occupational accidents, and keep everyone healthy. Our examination of historical occupational accident data shows that cabin crew have the highest incidence of occupational accidents, and so it was a priority to do a major inspection of cabin crews' working environments. In 2024, the scope was expanded to include the Airport Division, where a relatively high number of occupational accidents have been reported, and the inspection results were submitted to the Occupational Safety and Health Committee. Relevant suggestions were also submitted to the competent authority for review of follow-up measures.

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Major Measures of Occupational Safety and Health Management

Safety Management Tasks

- Implement safety and health inspections of workplace.
- Statistical analysis of occupational accidents and case study.
- Inspection and examination of mechanical equipment and vehicles.
- Hazard identification, risk evaluation and control in the workplace.
- Prevention of unlawful workplace violations and environmental health risk assessment on maternal health protection.
- Risk assessments for middle-aged and elderly workers.

Health Management Tasks

- Free influenza vaccines for crew members and frontline employees; and influenza vaccines for employee families' dependents at their own expense.
- Free hepatitis A and influenza vaccines for kitchen workers
- Periodically publish information and preventive measures of occupational diseases and high risk diseases such as COVID-19, measles, influenza and other infectious diseases.
- Set up AED in main office premises and buildings, and conduct first aid and AED trainings.
- Illegal violations, and maternal health protection program.
- Hearing care program for apron operating workers and Reservation and Ticketing Dept. (Telephone Sales).
- Risk assessments for overnight work.

Emergency Response Drills

- Self-defense and firefighting team trainings and drills are conducted twice a year.
- Hold infectious disease prevention and response drills irregularly. In response to the status of communicable pandemic, an Epidemic Prevention and Response Committee was convened to discuss implementation plans and measures to protect the safety and health of employees.
- Emergency response drill review meetings to review and recommend future improvements.

5-4-2 Preventing and Investigating Occupational Injury

Prevention of Occupational Accidents and Occupational Safety and Health Training GRI 403-2、GRI 403-5

According to the Management Procedure for Hazard Identification and Risk Assessment, EVA Air conducts the occupational safety and health risk assessment every year to identify possible operational hazards regarding working environment, personnel qualifications, mechanical equipment, and chemical substances that may be contacted, and to assess the risk level. For risks classified as moderate, appropriate risk control measures have been implemented and their effectiveness is being monitored. For risks classified as high, immediate contingency measures should be taken to reduce/prevent occupational accidents and health risks for employees. Although there were no high-risk operation in 2024, there were 36 moderate-risk operations, specifically, 10 trip hazards, 4 fall/tumble risk, 4 commuting traffic accidents, 3 musculoskeletal disorders, 3 high/low temperature exposures, 2 pinch/roll-over hazards, 2 bump accidents, 2 object collapses, 2 object falls, 2 collisions, 1 puncture/cut/bruise, and 1 pest bite. Each related department set management plans and targets for moderate-risk operations (e.g., the number of recurrences is 0), and implement them accordingly (e.g. disseminate corrections). Each department monitor the progress of their target and check whether the targets have been reached. In addition, if an occupational accident occurs in the department, according to the Occupational Accident Investigation and Management Regulations, it is necessary to re-evaluate the risk level of the accident based on the possibility and severity of the occupational accident. The investigation process requires employees to write a personal report as well as an occupational accident investigation report, and carry out adjustments at any time for improvement. If the employee has immediate danger in the workplace, he or she shall immediately evacuate to a safe place in accordance with Article 18 of the Occupational Safety and Health Act, exercise the right to refuse and be exempted from punishment. In addition, we has set up an occupational safety and health mailbox (osh@evaair.com) for colleagues to report potential hazards and risks, and to provide relevant suggestions at any time to improve the Company's occupational safety and health. We also carry out safety control and set up warning signs at operational area, and provide employees with the use of protective devices. Besides, AEDs have been set up in all the office buildings, and trainings of usage are conducted for employees to lower the occurrence of accidents. EVA Air also holds annual emergency-response drills and trainings, which cover situations such as fires and earthquakes. These trainings keep employees ready to respond to emergencies that may occur, and minimize losses from disasters.

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Occupational Accident Investigation Process

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Case handling	Case notification	Case investigation	Cause analysis	Correction and improvement	Effectiveness evaluation
Immediate emergency response measures should be taken by on-site personnel of the incident unit.	Employees in department where incident occurred should notify department' s supervisor and the Occupational Safety and Health Office via OSHIS.	Occupational safety and health contact person in department where incident occurred, or flight/cabin crew management personnel, should collect information about the incident, investigate incident causes, and complete the necessary reports.	Department where incident occurred should identify direct, indirect, and underlying causes of the incident, and conducts a risk assessment.	Department where incident occurred should propose forward correction and improvement measures.	After department where incident occurred completes correction and improvement measures, the Occupational Safety & Health DIV. should confirms verify the effectiveness of the corrective and preventive measures, and determine if the risk has been reduced to an acceptable level.

Occupational Safety & Health Training

Position		Training Course	Session	Attendance
Employee	New Recruits	Safety and health educational training	35	1,124
	On-the-job	Safety and health recurrent educational training	1	9,992
		Occupational Safety and Health Committee member education and training	2	25
		Hazardous Chemicals General Education Training	1	10
		Prevention of Unlawful Infringement in the workplace (for managerial level)	1	85
		Prevention of Unlawful Infringement in the workplace (general employees)	1	56
		Occupational accident inspection skills training	1	118
		Emergency response personnel safety & health training (initial training)	1	57
		Emergency response personnel safety & health training (ongoing training)	2	43
		Fire safety training & Emergency response drill	2	139
		CPR & AED training	2	139
Contractor		Fire safety training & Emergency response drill	2	8

Note: The statistical scope of the number of participants in "employee" training courses encompasses employees of EVA Air in Taiwan. 2024, general safety and health education and training were provided for newly hired ground staff and trainees.

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5-4-3 Employee Health Protection

Health Protection Measures GRI 403-3、GRI 403-6

Health promotion and tracking

- Annual health examinations are arranged for all employees, and those with abnormal results are offered with health education, consultations, and follow-up care.
- Hearing care: Employees who work in high-noise environments or spend long hours on the phone are eligible for additional hearing tests at company expense. We also provide health education on hearing protection, and those with abnormal results are offered further guidance regarding health improvements.
- Cardiovascular diseases are major threats to public health in Taiwan, so EVA Air has installed both automatic and manual blood pressure monitors at all airports & stations. This way, employees can keep tabs on their blood pressure, any time of the day.
- Cancer is also a major public health threat in Taiwan, so we make free screenings for four types of cancer available to employees and their family members. Early detection is critical to effective treatment.
- Through health seminars and medical bulletins, we provide employees with additional health information.
- Outpatient health education.
- To encourage regular employee exercise, our 2024 Take a Step For Health Together 2.0 health promotion activity was held from May to October 2024, with a participation rate of 23.28%.



Infectious disease prevention and control

- We provide influenza vaccines to employees every year, to reduce the likelihood of infection and mitigate symptom severity when infections do occur.
- We provide MMR (measles, mumps, and rubella) vaccines to frontline air and ground crews to prevent infections.
- We regularly share infectious disease information and raise awareness of self-health protection measures.
- When needed, we provide anti-pandemic materials.

Employee Assistance Program (EAP)

- Provide Employee Assistance Program (EAP): Psychological Counseling, Health Consultation.
- Statistics on the use of psychological counseling

	2021	2022	2023	2024
Number of Users	79	140	158	120
Hours of Use	263.5	459.0	457.5	382.5

Employee Health Risk Management

Adhering to the belief that "healthy employees are a company's most valuable asset", the Company has established a Clinic Division consisting of doctors, nurses, pharmacist, and radiographer. The Clinic Division provides outpatient services, employee health check-up, and medical consultations. After employees complete their annual health check-up, the Clinic Division implements management measures based on the check-up results. This allows for effective, systematic, continuous management, and ensures that employees receive improved healthcare. Additionally, the Company organizes health promotion activities and provides psychological counseling resources to alleviate employee stress and reduce the likelihood of occupational illnesses.

Management Plan	Measures	Implementation Methods
Regular employee health check-ups	· All employees, except those who have resigned, are on unpaid leave, or are pregnant, are scheduled to undergo regular health check-up. · Both frequency and items of check-ups performed exceed the legal requirements.	· Making sure employees get annual check-ups; participation rate, 100%.
Check-up result analysis	· We classify, track, assess risks, and provide medical consultations based on abnormal results.	· **Low health risk** : Employee is provided with a Health Passport to understand what their check-up data means; the medical website then educates them on a variety of health matters and provides them with medical consulting channels. · **Moderate/high health risk** : Employee is provided with medical consulting channels, or physician visit arranged; employee is given medical care advice and health follow-ups. · For metabolic syndrome, cardiovascular disease, etc., based on risk level, health management is performed; the annual health follow-up achievement rate was 100%.

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In compliance with regulations, the Company implements labor health protection programs, which include maternal health protection, prevention plan for diseases related to excessive workloads, and human factor hazard assessments. The following are the numbers of individuals and management measures for the three major health protection programs from 2021 to 2024:

Health protection program	2021	2022	2023	2024	Management measures
Maternal health protection	166	314	415	432	· Implement maternal health protection programs: Female employees within the maternity health protection period are required to fill out the Self-assessment Form for Labor Health Conditions during Pregnancy and within 1 year of Delivery and submit it to the Clinic Division. The Clinic Division will then arrange a one-on-one consultation with a physician and conduct job suitability assessments. · Organize maternal health seminars. · Build a breastfeeding-friendly environment and facilities within the Campus.
Management of excessive workloads	21	28	33	35	· Employees identified as having intermediate to high cardiovascular risks through the "Occupational Health Management System" will undergo physician interviews which provide life and stress relief counseling and medical advice.
Prevention of musculoskeletal disorders related to human factors	28	36	94	182	**For cases with a score of 3 or above on the self-reported musculoskeletal symptoms questionnaire filled out during the health check-up** · Send an email containing information on musculoskeletal health education and notify the employees to visit the clinic for further follow-up interviews. · Provide medical advice and guidance based on the nature of the employees' work. If necessary, use the Key Indicator Methods (KIM) as a reference for risk assessment.

Onsite Medical Personnel Service

327 times in 2024

The doctors and nurses of the Company are permanently stationed in the Nankan Campus to provide services and offer health education courses. In addition, they will visit other work sites in northern, central, and southern Taiwan from time to time to provide services, and offer medical consultation as well as health care for employees with abnormal health check-up results, ensuring the health of all employees.

5-4-4 A Healthy and Safe Work Environment

GRI 403-7、GRI 403-9、GRI 403-10

Through our comprehensive occupational safety and health management system, taking effective risk control measures, and offering extensive occupational safety and health training, EVA Air provides employees with a safe and secure work environment. In 2024, there were no incidents of occupational diseases or work-related fatalities. Flight operations remained stable in 2024, and total employee working hours increased by about 6.52% as compared to 2023. A total of 152 occupational accidents were reported across the Company, with the majority being commuting traffic accidents. Other occupational accidents included trips/falls/tumbles and object falls. Among these accidents, disabling incidents in the course of work duties decreased by 18.58% as compared to 2023; the majority of such incidents occurred with cabin crews, at 77.63%. The leading cause was trips, accounting for 18.64 of cabin crew incidents; next was object falls, at 11.86%. We have implemented work reinstatement/reassignment plans that enable employees to return to work as soon as possible, and we also remind employees in pre-flight briefings to stay vigilant, then constantly enhance safety awareness through seminars and trainings.

In addition to the safety of our employees, EVA Air also pays close attention to work safety with our contractors. Our contracted vendors include security personnel responsible for workplace security maintenance, outsourced computer system developers, janitorial staff for workplace cleaning, technicians for mechanical and electrical equipment maintenance, workers involved in workplace renovation projects, and baggage handling personnel at the airport. As of December 31, 2024, there were approximately 450 individuals in the current month, showing a increase compared to 274 individuals in the same month of 2023. The Company manages the safety and health of contractor operations in accordance with the Contractor Safety and Health Management Regulations. We also strictly stipulate that when signing a contract, contractors must also sign the Contractor's Safety and Health Contract and a Contractor Job Hazard Notification Form to ensure that prior to construction, contractors provide the necessary occupational and disaster prevention, safety and health education and training and hazard warning for their employees and subcontractors. In 2024, there were no occupational accidents involving EVA Air contractors. For occupational accident statistics for EVA Air contractors, please refer to EVA Occupational Accidents Statistics in the appendices (page 135 of this report).

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Highlights

Gradually Increase the Use of Sustainable Aviation Fuel

Starting from April 2024, daily flights from Paris, France to Taoyuan, Taiwan, as well as one demo flight on December 16 from Incheon, South Korea to Taoyuan, Taiwan, utilized Sustainable Aviation Fuel (SAF). A grand total of 76,136 USG (approximately 288,207 liters) of SAF was consumed throughout the year, accounting for about 0.01% of the total aviation fuel usage, marking a record high to date.

Initiated Green Power Wheeling for the First Time

Starting from September 2024, solar photovoltaic renewable energy has been utilized at EVA Air's headquarters and Bonded Warehouse Building. The total amount of electricity supplied throughout the year reached 836,000 kWh, accounting for approximately 3% of the annual electricity consumption at EVA Air' s owned facilities in Taiwan.

Adopted AeroSHARK Technology

EVA Air is the first to introduce biomimetic film technology—AeroSHARK, applied to the exterior surface of a Boeing 777F freighter. This innovation optimizes airflow and reduces drag, resulting in approximately a 1% reduction in fuel consumption.

Organizing a Series of Corporate Sustainability Seminars

In collaboration with the Society of Wilderness, EVA Air organized a seminar titled "In-Depth Exploration: The Old Street Creek Watershed." The seminar integrated concepts from the Taskforce on Nature-related Financial Disclosures (TNFD) framework, enabling employees to gain a comprehensive understanding of local water resources and biodiversity and their relevance to sustainable development. The session explored the ecological value of the creek watershed and provided an in-depth discussion on the connection between natural capital and corporate operations.

Continued Participation in the Carbon Disclosure Project (CDP)

Since 2019, we have consecutively achieved a commendable Grade B performance for six years.

6-1 Sustainable Environmental Management and Actions

EVA Air actively responds to international trends by setting a net-zero emissions target. Following an inventory assessment, EVA Air s environmental footprint derives primarily from the energy and resources used in our value chain, as well as the ecosystem of aircraft and ground operations. In response to the global climate emergency, EVA Air has established a climate governance mechanism based on the Task Force on Climate-Related Financial Disclosures (TCFD). After the formal release of the Taskforce on Nature-related Financial Disclosures (TNFD) in September 2023, the TNFD's processes were integrated in a more comprehension manner. We introduced the concept of ecological footprints into our management in order to incorporate the Nature Positive concept to our climate action strategies.

6-1-1 EVA Air's Blueprint for Net-Zero Emissions

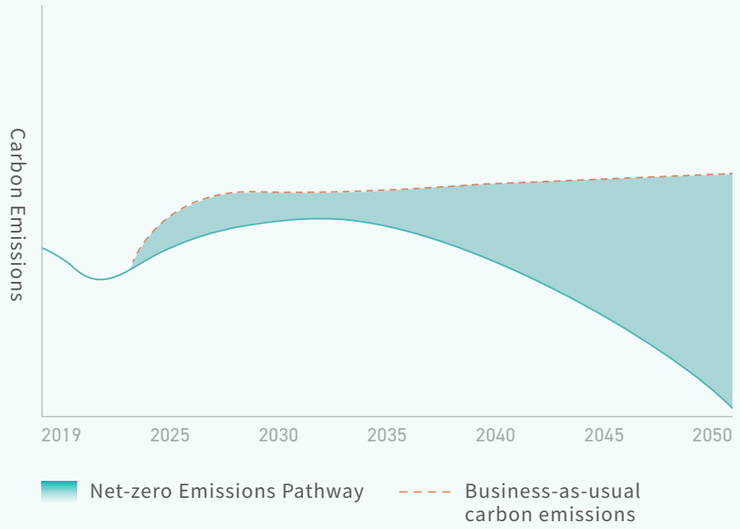
In 2021, the IATA declared the Net-Zero Emissions by 2050 target, which aims to limit global warming to no more than 1.5°C. In response to this, in November 2021, EVA Air declared our commitment to achieve the goal of Net-Zero Emissions by 2050, eliminating at least 90% of our carbon emissions under Scopes 1 and 2 while implementing a carbon offset program for other carbon emissions. Our strategies include many initiatives: Aircraft and Engine Technology Development; Aviation Operations and Infrastructure Enhancement; Sustainable Aviation Fuel (SAF); Renewable Energy (Green Energy); and Carbon Offsets and Carbon Emission Trading. To align our carbon reduction goals with the path to Net-Zero, EVA Air signed onto the Science Based Targets initiative (SBTi) in June 2022, setting our near-term targets in accordance with the SBTi's Aviation sector guidance. In July 2024, our target of reducing well-to-wake scope 1 and 3 jet fuel GHG emissions 40% per revenue tonne kilometer (RTK) by 2031 from 2019 was formally approved, based on a 2019 baseline intensity of approximately 968 grams of CO_2e per RTK. Looking ahead, EVA Air will continue to track carbon reduction results to guarantee goal achievement.



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Blueprint for Carbon Reduction



Strategy	Action Taken
Aircraft and Engine Technology Development	• Continuing to introduce a new generation of aircraft.
Aviation Operations and Infrastructure Enhancement	• Implementing aviation fuel-saving measures for aircraft. • Coordinating with competent authorities to improve efficiency and quality of aviation management and airport operations.
Sustainable Aviation Fuel (SAF)	• Using SAF; setting quantified short-, medium-, and long-term targets on SAF usage. • Collaborating with government, airline associations, other airlines, and fuel suppliers to build SAF production capacity in Taiwan. • Collaborating with academic institutions and investing relevant resources to conduct feedstock research and technological innovation
Renewable Energy	• Using green energy; set short-, medium- and long-term targets.
Carbon Offsets and Carbon emissions reduction	• Participating in the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) and the Emission Trading Systems (ETSs). • Launching EVA Air' s Green Travel passenger carbon offset program.

6-1-2 Nature and Climate Risk Management

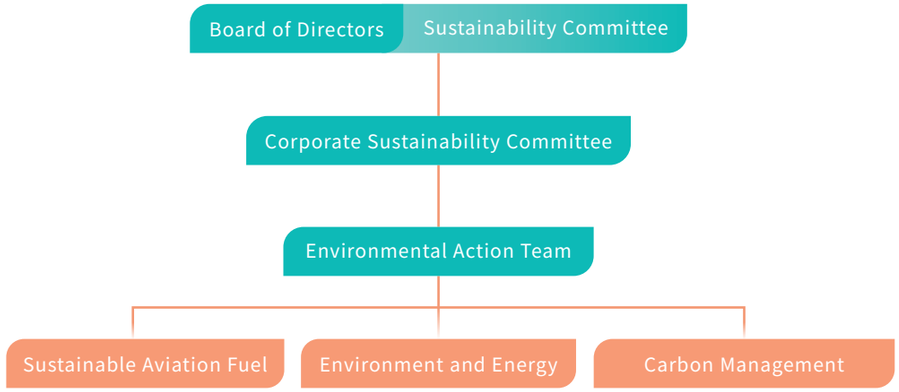
Organizational Structure of Environmental Governance GRI 2-23、GRI 2-24、GRI 2-27

EVA Air's Sustainability Committee, established under the Board of Directors, serves as the highest governing body for nature and climate-related risks. The committee's members are the Company's directors, and the Chairman of the Board serves as the convener, with the Corporate Sustainability Committee serving as the executive committee. The Sustainability Committee has further formed an Environmental Action Team (the Environmental Committee), to take charge of assessing nature/climate-related risks and opportunities, and coordinating formulation and implementation of the Company's policy, management, and action plans on nature-related, environmental and energy issues. The Environmental Committee is divided into three task forces for different duties: Sustainable Aviation Fuel; Environment and Energy; and Carbon Credit. These task forces'permanent members are the department/division heads. The Corporate Sustainability Committee convenes each quarter to evaluate performance in nature and climate-related issues, thus ensuring the effectiveness of the Company's management and policies. Progress on action plans is also annually reported to the Board of Directors and the Sustainability Committee, to mitigate climate change and negative impacts on nature. Through our management systems, EVA Air has maintained an excellent record: Zero violations of environmental laws or regulations for the past five years.

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Environment and Energy Policy

Biodiversity and Zero Deforestation Commitments

Note: The policies were approved at the third Board meeting.

Organizational Functions and Responsibilities

Corporate Sustainability Committee:
Reports annually to the Board of Directors and the Sustainability Committee on progress of our achievement and action plan. By various management measures, mitigate negative impacts of natural environment and climate change.

Environmental Action Team (Environmental Committee):
Identify climate and nature-related risks and opportunities in each department, evaluate financial and operational impacts, narrow down the significant risks and opportunities, and formulate the measures necessary for risk mitigation and management. The Environmental Committee convenes to implement performance management on a quarterly basis, and reports each quarter to the Corporate Sustainability Committee.

Task Forces

Sustainable Aviation Fuel:
Manages risks and opportunities related to SAF, and oversees its procurement and trend analysis.

Environment and Energy:
Manages energy, water, waste, and air pollution issues within the Company's business operations, in order to minimize environmental impacts.

Carbon Management:
Implement carbon credit management to ensure compliance with domestic and international carbon emission regulatory mechanisms, and continuously monitor global trends in carbon credit development.

Nature and Climate-related Risk Management GRI 201-2

EVA Air implements nature and climate risk management by systematically identifying short-, medium-, and long-term nature- and climate-related risks. These cover aspects such as policy, technology, regulations, market dynamics, reputation, and physical climate factors. Each risk is assessed based on its potential impact and likelihood of occurrence to determine materiality.

The effectiveness of risk management is regularly reported to the Sustainability Committee and the Board of Directors for review. Adaptation and mitigation measures are implemented to reduce potential impacts and enhance operational resilience.

Risk Management Boundaries

EVA Air's boundaries for nature and climate-related risk management include the Company's business operations, including upstream suppliers and downstream customers in the value chain, in order to comprehensively identify and manage risks from our operations.

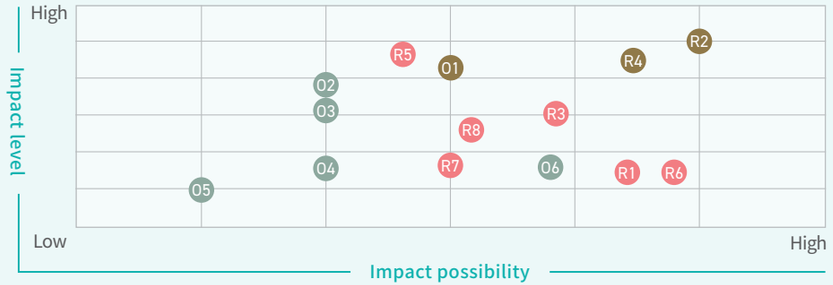
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Climate Risk and Opportunity Significance Identification

- With reference to the Task Force on Climate-Related Financial Disclosures (TCFD) framework; the Carbon Disclosure Project (CDP) Climate Risks and Opportunities Project; international aviation industry trends; and international initiatives, sustainable development trends, and GHG emission control measures such as the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA); the European Union Emissions Trading System (EU ETS); and the United Kingdom Emissions Trading Scheme (UK ETS), EVA Air has identified eight risks and six opportunities related to climate change in the industry.
- Each department assesses each climate-related risk and opportunity, in accordance with the Company' s risk management process for the risk/opportunity' s likelihood of occurrence and the level of impact; the results are then given a materiality analysis (per the EVA Air Climate Risks and Opportunities diagram). Based on the climate risk and opportunity matrix results, two major transition risk items and one major opportunity – Carbon Pricing Mechanism, Rising Sustainable Raw Material Costs, and Developing/Expanding Low-Carbon Aviation Services – were prioritized for management. Additionally, the physical risk Rainfall (Water) Pattern Changes & Long-Term/Extreme Climate Changes was identified through scenario analysis of climate change in regions where the Company and our key suppliers operate.

Climate Risks and Opportunities

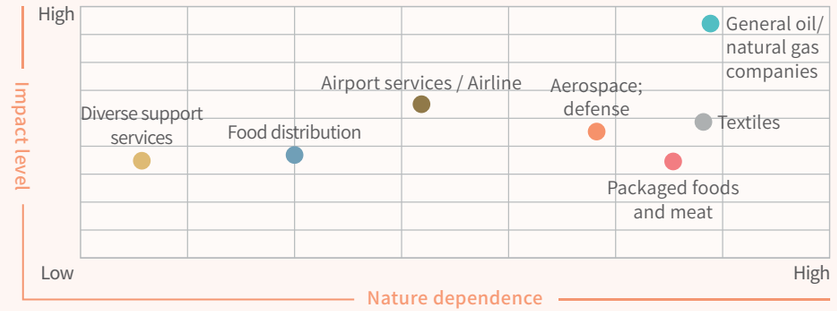


Transition Risk	Physical Risks	Opportunities
R1 Carbon Emissions Regulations in the Aviation Industry	R6 Increased Severity/Frequency of Extreme Weather Events (e.g., Typhoons/Floods)	O1 Developing/Expanding Low-Carbon Aviation Services
R2 Carbon Pricing Mechanisms		O2 Providing Low-carbon Transport Services
R3 Low-carbon Transition Costs of Aviation and Operating Sites	R7 Average Temperatures Rise	O3 Developing Climate Adaptation Program for Aviation Industry
		O4 Participating in Carbon Emission Trading Market
R4 Rising Sustainable Raw Material Costs	R8 Rainfall (Water) Pattern Changes & Long-Term/Extreme Climate Changes	O5 Using Sustainable Aviation Fuel
R5 Consumer Preference for Low-carbon Travel		O6 Improving Fuel Efficiency Operating Modes

Identifying Dependence and Impact on Nature

- Hrough the four-phase LEAP approach, including Locate, Evaluate, Assess, and Prepare. Additionally, the Biodiversity Risk Filter tool developed by the World Wide Fund for Nature (WWF) was also adopted to assess dependence and impacts on nature in the Company's business operations and value chain. Furthermore, information on policies, laws and regulations, and international initiatives related to the value chain was also collected to analyze potential nature-related risks and opportunities. For a hotspot map of impact drivers, please refer to this report's Appendix-Heat map of operational and supply chain dependencies and impact drivers on nature. (Page 138)
- Considering international regulations/initiatives and identified aviation industry results, EVA Air identified three transition risks and three nature-related opportunities. Based on hotspots for dependence and impact on nature in regions where the Company and our key suppliers operate, we also identified two other physical risks. For all these nature risks and opportunities, we have formulated measures for risk mitigation and management to increase corporate resilience. To address transition risks, we pay close attention to policy, responsibility, and reputation issues, such as the use of certified SAF and strengthened enforcement against illegal wildlife trafficking. In terms of physical risks, we strengthen soil & water conservation risk management, with focus placed on reducing financial losses and environmental impacts.

Natural Dependence/ Impact Matrix



Operating Activities Categories	Relevant Sub-industries	Ranks
Aviation Fuel	General oil/natural gas companies	1
Aircraft Maintenance & Parts	Aerospace; defense	4
Ground Handling	Airport services	5
Cabin Service Supplies & Catering	Food distribution	7
	Packaged foods and meat	3
	Textiles	2
Operation Maintenance & General Affairs	Diverse support services	8
Company' s Operations	Airline	5

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Financial Impacts from and Response Measures to Climate/Nature-related Risks

Risk/ Opportunity Category		Item	Impact Dimension		Impact Duration (Note)			Impact on Value Chain			Risk/Opportunity Description	Operational and Financial Risk Assessment	Adaptation/Management Measure(s)
			Nature	Climate	Short-term	Medium-term	Long-term	upstream	EVA Air's Operations	downstream			
Transition Risk	Climate Policies and Legal Risks	Carbon Pricing Mechanisms		■	●				◆		· With the trend toward net-zero emissions in the global aviation industry, many countries and the International Civil Aviation Organization (ICAO) have implemented carbon pricing mechanisms to reduce carbon emissions from flights, which in turn increases the operational and management costs. · The Climate Change Response Act came into effect in Taiwan in 2023. Although the Act does not yet cover the aviation industry, we will continue to monitor its effects.	· Under the CORSIA, increases in carbon emissions from international flights result in higher operational costs. Currently, within the regulatory scopes of the EU ETS and the UK ETS, only a limited number of flight emissions require reporting and the surrendering of emission allowances. However, should these regulatory frameworks expand in the future, the aviation industry will face additional expenditure related to the purchase of carbon emission allowances.	**Reductions and Fuel Efficiency Improvements** · EVA Air plans to invest approximately US$10.1 billion between 2026 and 2032 to procure 33 new A350 and A321neo aircraft, thus reducing carbon emissions and avoiding carbon expenses. · Other response measures are estimated based on the annual efficiency in 2024, which reduces carbon emissions by 35,737 tons. For details on related measures, please refer to 6-2-1 Low-Carbon/Sustainable Aviation. **Using Sustainable Aviation Fuel (SAF)** · Gradually increase use of SAF to reduce carbon emissions.
	Nature-related Policies and Regulations	Sustainable Aviation Fuel (SAF) Policies and Regulations & Ecological Impacts of Raw Materials and Production	■				●	◆			· To be in line with the increasingly stringent international regulations on carbon emissions, the aviation industry must use SAF. However, the raw materials and production process used for SAF can themselves cause environmental impacts, such as land-use changes and water consumption, potentially leading to further environmental issues.	· Certified SAF is usually more expensive, the Company's operating costs will rise to stay in compliance. · If restrictions become more stringent in the future, it may lead to supply shortages. As a result, the price of SAFs may continue to rise and further increases cost pressures.	Use SAF that takes into account the sustainability of raw materials, land use, and the protection of ecosystems in production areas—for example, certified SAF—and ensure the sustainability of raw material sources throughout the procurement process.
	Market	Rising Sustainable Raw Material Costs		■	●			◆			· SAF has not been put into large-scale production, and regulations have become more stringent in many countries. This could lead to an increase in demand and rising raw material costs. · Using recyclable/reusable materials for cabin supplies, resulting in rising raw material costs.	· In 2024, additional expenditures on SAF accounted for approximately 0.02% of the year's total operating costs. In 2025, the price of SAF is expected to remain significantly higher than conventional jet fuel, with the cost volatility of SAF posing a substantial impact. · Cabin supply procurement costs are estimated based on actual annual spare parts consumption in 2024. The results show approximately an additional 0.005% of 2024 annual operating costs every year to cover the increase in spare parts procurement costs due to the replacement of materials.	**Signing long-term agreements with suppliers to mitigate the impact of limited supplies and high SAF prices** · Seeking the possibility of long-term cooperation with suppliers, to gain a reasonable commercial deal; comply with government policies and regulations to gradually increase use of SAF in Taiwan. **Controlling raw material costs** · Work together with suppliers to develop and design cabin supplies and products to reduce the cost of purchasing recycled raw materials.

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			Nature	Climate	Short-term	Medium-term	Long-term	upstream	EVA Air's Operations	downstream			
Transition Risk	Brand Reputation	Illegal Wildlife Trafficking	■		●				◆		· The aviation industry may become complicit in illegal wildlife trafficking, which may result in risks such as loss of reputation.	· Questions about ethics could lead to a loss of reputation among customers, leading to a decline in confidence among partners and investors, and in turn affecting the Company's turnover and business development.	· Implement bans on illegal wildlife and plant trafficking, and related measures; conduct trainings for employees; cooperate with local airports to prevent illegal wildlife trafficking.
		Ecological Risks from Suppliers	■				●	◆	◆		· Risks are centralized on suppliers of fuel, cabin supplies, and food. Fossil fuels are often transported through large pipelines on the surface, resulting in fragmentation of ecological habitats. Additionally, pipeline leakage may also cause ecological crises. There is growing international concern about deforestation and biodiversity loss from business operations. Failures in management will result in loss of reputation.	· If a supplier receives negative feedback due to ecological damage or pipeline leakage, it may damage the Company's reputation, which in turn may affect consumer trust and lead to a decline in revenue. · If a supplier gains negative attention globally for causing environmental impacts, it may lead to a decline in confidence among investors and partners, which in turn may affect the Company's business development.	· Establish company policies and goals for biodiversity conservation. Participate in biodiversity conservation initiatives and cooperate with governmental organizations and civic groups. Choose food and products that are produced with sustainability in mind; comply with internal guidelines such as the IUCN Red List. · Evaluate existing fuel suppliers' ecological conservation practices; increase proportion of SAF and alternative fuels used, as well as diversity of fuel sources.
Physical Risks	Acute	Soil and Water Conservation	■		●				◆		· When ground conditions at an operating site are unstable, poor soil and water conservation practices may result in landslides or debris flow disasters, thus affecting local safety.	· Temporary suspensions of operations at Company/key supplier operating sites from landslides/debris flows/ other such disasters will directly impact the Company's finances. · Damage from disasters requires repairs and reconstruction, which will result in additional expenses.	· Conduct risk assessments on operating sites and key suppliers to evaluate alternative supplier lists and enhance diversity. Avoid establishing new facilities in geologically vulnerable areas.
	Long-term	Water Consumption	■		●			◆	◆		· Company/key suppliers' operating sites can have a significant impact on water use. Water availability may further decrease with long-term climate change, leading to higher water intake costs.	· If water availability decreases, operating sites may face pressure due to the increasing water intake costs, leading to rising operating costs. · Large amounts of water are required for suppliers' production processes; therefore, water shortages will result in higher production costs, which will affect EVA Air's procurement costs and product supply stability.	· Implement a rainwater and condensate water recycling system at owned facilities in Taiwan to minimize use of water resources. Request that suppliers identified as being located in areas with high water risk propose water management measures.

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			Nature	Climate	Short-term	Medium-term	Long-term	upstream	EVA Air's Operations	downstream			
Physical Risks	Long-term	Rainfall (Water) Pattern Changes & Long-Term/ Extreme Climate Changes		■	●			◆	◆		· With changes in rainwater patterns and long-term/extreme changes in climate patterns, the risks of flooding and drought at Company/ key supplier operating sites are gradually increasing.	· Flood risk may result in flight delays and diversions, operational disruptions, or supply chain disturbances, leading to a decrease in operating revenues and an increase in maintenance and procurement costs. Drought risk, on the other hand, may pose difficulties in purchasing raw materials, leading to increased procurement costs.	For details on response measures taken for domestic/international operating sites, please refer to the Climate Scenario Analysis.
Opportunities	Sustainable Products and Services	Developing/ Expanding Low-Carbon Aviation Services		■	●				◆	◆	· With corporate and individual customers increasingly focusing on sustainability, EVA Air has launched carbon offset programs, moved away from single-use plastic products, and reduced food waste by employing the Global Catering System (GCS) for food loss monitoring while communicating with upstream in-flight catering suppliers. This may increase revenue from customers who prefer low-carbon services.	· The EVA e-library service promotes going paperless, by offering in-flight e-books and e-magazines. Investment costs in 2024 accounted for 0.004% of the current year's operating costs (excluding up-front setup costs); resources will continue to be invested annually in the future. This saved 2,400 tons of fuel in 2024. · An additional 0.005% of 2024 operating costs was invested to replace single-use cabin supplies with products made of reusable or recyclable eco-friendly materials. · For customers preferring low-carbon services, implement Corporate Client Green Travel and Green Transportation Programs.	The gradual expansion of low-carbon aviation services will increase the base of customers who prefer low-carbon services. For more details on related measures, please refer to 6-2-2 Green Travel Services.
		Sustainable In-flight Catering	■				●	◆	◆		· By choosing organic/sustainable agriculture ingredients and optimizing the supply chain to reduce energy consumption and transportation costs, the airline industry will effectively reduce carbon emissions from food and help protect the environment. This will not only enhance our corporate image, but also bring long-term environmental, social, and economic benefits.	· Choosing organic/sustainable agriculture ingredients will reduce the impact of climate change and environmental risks, thus improving operational resilience.	Design low-carbon menus, choose organic/sustainable agriculture ingredients, and reduce use of plastic packaging and single-use products. Also work with suppliers to optimize supply chain management.

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			Nature	Climate	Short-term	Medium-term	Long-term	upstream	EVA Air's Operations	downstream			
Opportunities	Resource Efficiency	Resource Efficiency Improvements	■				●	◆	◆		· Improvements in resource efficiency by reducing energy/water/raw material consumption will reduce costs, minimize waste generation, and mitigate negative environmental impacts.	· Reduction in energy/water/raw material consumption will result in cost savings and improved operational efficiency. · An increase in the amount of Scope 2 carbon emissions will increase both green energy procurement costs and operating costs.	Continue implementing ISO 50001 energy management systems and the ISO 14001 environmental management systems; regularly monitor water and raw material consumption; track and evaluate resource efficiency for improvements; make adjustment to optimize strategies.
	Environmental Responsibility	Cabin Waste Control/Single-use Plastic Products	■			●		◆	◆		· We face challenges from single-use plastic products and waste management, including compliance with international regulations on plastic products, improvements in plastic waste treatment, packaging reductions, and managing leftover food (soil/air/water pollution).	· Reducing single-use plastic products will avoid additional investment required for the improvement of plastic waste treatment or optimization of product manufacturing processes to comply with regulations. This will also avoid increased production costs from purchasing alternative materials at a higher price. · Effectively addressing the challenges of plastic waste management allows avoiding fines and other financial burdens.	Form a task force to keep abreast of regulatory and market trends; actively seek alternatives; and set plastic reduction targets. Collaborate with suppliers to formulate response solutions that work best for continuous improvements; integrate industry partners to ensure stability of the Company's operations and supply chain.

Note: "Short term" is defined as within 3 years; "medium term" is 3 to 5 years; "long term" is more than 5 years.

Climate Scenario Analysis

With reference to the latest scientific assessment report released by the International Energy Agency (IEA) and the United Nations Intergovernmental Panel on Climate Change (IPCC), EVA Air has created climate scenarios and simulated potential financial or operational impacts on key operations, routes, and suppliers. The CORSIA is a key regulatory framework for carbon emissions in the aviation industry. Under this scheme, international flight emissions subject to offsetting obligations must be offset through the purchase of Eligible Emissions Units. The Company references the carbon price scenario analysis data from the 232nd Council Session of the International Civil Aviation Organization (ICAO) and has established an internal carbon price of US$ 20.8 per ton to assess the potential financial impact of CORSIA. This internal carbon pricing will be adjusted dynamically based on the latest analytical data.

The physical risk analysis for 2024 focuses on EVA Air's headquarters, the top five suppliers in Taiwan, the top six overseas suppliers, and the top five airports for passenger transportation. In 2024, no significant losses related to flooding or drought were incurred. Moving forward, protective measure investments will be evaluated and adjusted according to actual climate conditions to mitigate potential losses. These scenario analyses are only used as a reference for the Company to deal with uncertainties in future climate change scenarios; the scenarios and operational impacts have not actually occurred.

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Risk Type	Test Factor	Simulation Scenario	Scenario Description	End-of-Century Global Warming	Potential and Financial Impacts	Response Measures
Transition Risks	Carbon Pricing	STEPS (Stated Policies Scenario)	Existing and proposed laws and regulations and policies for the aviation industry	2.4°C	· Under the current CORSIA regulation, the carbon offsetting costs in 2030 are estimated to account for approximately 0.8% of the operating costs in 2024. · Assuming all international flight emissions in the aviation industry are mandatorily included under CORSIA regulations, if carbon reduction measures are not reinforced, financial impacts from EVA Air's potential carbon fees in 2030 may account for 3% of 2024 operating costs.	For more details, please refer to 6-1-1 Nature and Climate Risk Management - Financial Impacts from and Response Measures to Climate/Nature-related Risks - Adaptation/ Management Measure(s).
		NZE (Net Zero Emissions by 2050 Scenario)	Achieve net-zero emissions from energy by 2050 globally	1.5°C	· Assuming all international flight emissions are mandatorily included under CORSIA regulations, EVA Air adopts the SBT pathway to actively reduce carbon emissions. We estimate that the controllable potential carbon offsetting costs in 2030 may account for 2% of 2024 operating costs.	
	Sustainable Aviation Fuel (SAF)	NZE (Net Zero Emissions by 2050 Scenario)	Achieve net-zero emissions from energy by 2050 globally	1.5°C	· With the goal of reaching 0.5% SAF consumption in 2025, the additional expenditure for purchasing SAF to replace fossil fuels in 2025 may account for 0.3 to 0.6% of 2024 operating costs.	For more details, please refer to 6-1-1 Nature and Climate Risk Management - Financial Impacts from and Response Measures to Climate/Nature-related Risks - Adaptation/ Management Measure(s).
Physical Risks	Flood	Taiwan SSP5-8.5 (2041~2060)	-	2.6° C ⟆ 4.8° C	· According to the hazard vulnerability analysis based on the NCDR flood hazard potential map, by mid-century (2041–2060), the headquarters is located in a Level 2 risk hazard-vulnerability zone; among our top suppliers in Taiwan, four are situated in a Level 4 risk zone, and one is located in a Level 1 risk zone.	Continue to improve the accuracy of weather forecasting, conduct early assessment on the impact of climate change for appropriate flight adjustment while developing adaptation strategies. If a significant potential risk is identified at EVA Air's own facilities, whether domestic or overseas, infrastructure and emergency response measures will be strengthened within five years.
		Overseas SSP5-8.5 (2080)	-	3.3° C ⟆ 5.7° C	· According to WRI data, under the pessimistic scenario by the end of the century (2080), two airports are located in high riverine flood risk zone; no overseas supplier are located in high riverine flood risk zone.	
		Taiwan SSP1 - 2.6 (2021~2040))	-	1.5° C	· According to the hazard vulnerability analysis based on the NCDR flood hazard potential map, by mid-century (2021–2040), the headquarters is located in a Level 1 risk hazard-vulnerability zone; one of the top suppliers in Taiwan is located in a Level 4 risk zone, while four others are located in a Level 1 flood hazard zone.	
	Drought	Taiwan RCP 8.5 (2075~2099)	-	2.6° C ⟆ 4.8° C	· According to NCDR data, by the end of the century (2075–2099), the headquarters and four of the top suppliers in Taiwan fall within risk levels 4 to 5 (medium-high risk), while only one supplier is in level 3 (moderate risk).	Monitor, control, and make adjustments to water resource usage at operating sites, to effectively utilize water resources while also maintaining flight comfort. For details on water resource adaptation strategies, please refer to 6-3-1 Green Operations Management.
		Overseas SSP5-8.5 (2080)	-	3.3° C ⟆ 5.7° C	· According to WRI data, under the pessimistic scenario by the end of the century (2080), four airports are located in high water risk zone (>80%); additionally, three overseas supplier are located in high water risk zone (>80%).	
		Overseas SSP1-2.6 (2080)	-	1.3° C ⟆ 2.4° C	· According to WRI data, under the optimistic scenario by the end of the century (2080), four airports are located in high water risk zone (>80%); additionally, three overseas supplier are located in high water risk zone (>80%).	

Note1: NCDR stands for the National Science and Technology Center for Disaster Reduction.

Note2: WRI stands for the World Resources Institute.

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6-2 Into the Great Green Yonder

Greenhouse Gas Emissions GRI 305-1、GRI 305-2、GRI 305-3

Aviation industry operations are divided into two major aspects: Aircraft operations, and ground operations. The GHG emissions produced from aircraft operations account for more than 99% of total Scope 1 and Scope 2 emissions. Since 2016, EVA Air has been conducting GHG inventories and obtained third-party verification in accordance with ISO 14064-1. Measures cover aviation fuels and GHG sources in our owned facilities in Taiwan. In addition, the ISO 14064-1:2018 has been introduced since 2020, expanding the inventory of Other Indirect GHG Emission Sources. From 2023 onwards, the scope of inventory is expanded to include all globally operated sites under operational control, including airports/stations and offices. This has resulted in a slight increase in both Direct Emissions from Non-Aircraft and in Indirect Emissions from Energy as compared to the previous year. With rapid recovery in the aviation market since COVID-19 has waned, Direct Emissions from Aircraft Operations have returned to a level similar to that of the pre-pandemic period. For more details of GHG emissions, please refer to this report's Appendix- 2024 Greenhouse Gas Emissions (Page 136.)

GHG emissions

Unit：tonne CO_2e

		2021	2022	2023	2024	2024 Target
Direct Emissions (Scope1)	Aircraft Operations	4,126,548	4,489,390	6,500,804	7,075,050	7,015,858
	Non-aircraft Operations	571	476	1,188	1,209	
Indirect Emissions (Scope2)	Location-Based	12,399	11,990	13,737	13,419	14,193
	Market-Based	-	-	-	13,022	13,885
Other Indirect Emissions (Scope3)		7,590	6,935	1,572,839	1,531,253	-

Note1: Direct Emissions from Aircraft Operations are total aviation fuel consumption, including training flights, testing flights, and maintenance.
Note2: Other indirect emissions include employee commuting, business travel, and other indirect greenhouse gas emissions. In 2023, upstream energy emissions were newly included in the inventory.

Fuel Efficiency and Emission Intensity GRI 305-4

In order to offer better low-carbon aviation services, EVA Air tracks the fuel efficiency of its aircraft, setting a long-term target to reduce aviation fuel carbon emission intensity by 40% by 2031 compared to 2019 levels. The aviation industry was impacted by the COVID-19 pandemic in 2021. As a result, EVA Air has been actively adjusting our operating strategies, utilizing belly space in passenger aircraft for cargo transport and creating opportunities in the face of adversity. Due to market contraction, fuel consumption per unit for both passenger and cargo transport increased. From 2022 to 2023, passenger traffic gradually recovered, with higher load factors and reduced cargo carriage on passenger flights, leading to significant improvements in fuel efficiency for both passenger and cargo operations. In 2024, as air transportation demand continues to grow, fuel consumption per unit for passenger transport slightly increased.

		Unit	2021	2022	2023	2024	2024 Target
Fuel Efficiency	Passenger	L/ 100 RPK	15.893	5.516	4.185	4.217	4.171
	Cargo	L/ FTK	0.279	0.216	0.097	0.097	0.096
Carbon Emissions Intensity	Passenger	kg CO_2e/ RPK	0.401	0.139	0.106	0.106	0.105
	Cargo	kg CO_2e/ FTK	0.704	0.544	0.244	0.245	0.243
	Overall	kg CO_2e/ RTK	0.816	0.733	0.738	0.732	-

Note 1: Calculation of fuel efficiency and scope1 carbon emission intensity is based on fuel consumed for passenger and cargo flights.
Note 2: RTK (Revenue Ton-Kilometer) = 0.09 × RPK (Revenue Passenger Kilometer) + FTK (Freight Ton-Kilometer)
Note 3: Lower values represent lower per-unit fuel consumption/carbon emission.
Note 4: Due to an adjustment in conversion factors, the fuel efficiency figures for passenger and cargo operations in 2021–2022 and for passenger operations in 2023 were restated. After restatement, the revised data are approximately 0.23–0.47% higher than the figures reported in the 2023 disclosure.
Note 5: The overall carbon emission intensity for 2023 was restated and is 0.001 kg CO_2/RTK higher than the figure reported in the 2023 disclosure.

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6-2-1 Low-Carbon/Sustainable Aviation GRI 302-4、GRI 302-5、GRI 305-5

Fuel-saving Measures

Expanding routes and services will gradually increase fuel consumption. EVA Air has established analytical dashboards based on flight operations big data and trained data analysts to stay on top of opportunities seen in the data for fuel and carbon emission reduction. We have also developed and implemented feasible fuel-saving and carbon emission reduction strategies in response to environmental changes; these are then gradually integrated as part of our daily SOPs. Each fuel-saving and carbon emission reduction measure's performance is assessed in accordance with its specific implementation operations, to accurately determine actual saving. Nine major fuel-saving and carbon emission reduction initiatives were implemented in 2024. Compared to a scenario without these measures, they resulted in a total fuel savings of 11,309 metric tons, equivalent to 134,501 MWh energy units and 35,737 tons of CO_2e emissions.

Measures	Strategies/ Actions
Fleet Modernization and Technology Development	· Stay on top of aircraft manufacturing technology; introduce next generation fuel-efficient aircraft to replace old ones. · The first airline in Asia signed up for AeroSHARK surface technology to modify Boeing 777 freigher's fuselage with these innovative riblet films to improve aerodynamics and reduce drag.
Aircraft Weight Reduction	· Promote digitizing in-flight service items, such as replacing newspapers and magazines with the EVA e-Library, and providing flight crews with electronic flight bag (EFB) that contain all necessary flight manuals and documents. · Without affecting quality of service, adjust amounts of water and service supplies on board in accordance with each flight's estimated number of passengers. · Use light-weight aluminum containers. · When purchasing new aircraft or repainting existing liveries, the layer of mica paint is not applied to reduce aircraft weight.
Improved Operational Efficiency	· Continue refining and improving fuel efficiency by optimizing flight routes, cruise altitudes, alternate airport selections, cargo loading, and aircraft center of gravity. · When infrastructure and weather conditions allow, use electrical power provided by the tow truck for towing aircrafts and use fixed electrical ground power (FEGP) and pre-conditioned air (PCA) equipped on jet bridges and ground-support equipment for ground operations, replacing use of auxiliary power units (APUs). · Encourage flight crews, when there is no safety concern and condition permitted, perform continuous descent operation (CDO) without intermediate levelling-off during descent, delay extended landing configurations or use low-drag approach configurations; and then after landing taxi to parking aprons by single engine.
Aircraft Maintenance	· Regularly clean aircraft fuselages to prevent drag caused by surface contamination. Regularly clean engines, reducing engine exhaust gas temperatures and improving fuel efficiency. · Sign engine overhaul services with engine manufacturers and replace/adjust engine parts in accordance with Service Bulletin recommendations, to optimize the engine's baseline performance and improve fuel efficiency. · Regularly inspect smoothness of flight control surfaces to improve overall aircraft fuel efficiency.

「Green Travel」 Carbon Offset Program

EVA Air launched our Green Travel - Carbon Offset Program in 2017. This was developed by EVA Air in collaboration with Climate Impact Partners, a UK-based environmental NGO. Through a carbon emissions calculator, passengers can calculate their trip's emissions and make a one-time or per-journey voluntary contribution to support environmental initiatives related to their travel footprint. Climate Impact Partners helps select and fund carbon reduction projects that meet high-quality criteria and are certified by standards such as the Gold Standard or Verified Carbon Standard. This ensures that the carbon credits supported by passengers have tangible benefits, with verification documents provided by Climate Impact Partners.

Green Travel

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6-2-2 Green Travel Services

Single-use Plastic Products Reduction and Commitment

EVA Air also strives to reduce generation of single-use plastic products by replacing them with biodegradable or recyclable plastics. We have committed to reduce 90% of single-use plastic product consumptions by 2030, as compared with the base year of 2019. We believe that through product improvement, we can not only provide passengers with better services, but also exert our corporate influence to aid in environmental protection. We have also joined hands with suppliers in investing in development of cabin supplies and products; We are actively exploring the adoption of recyclable and reusable materials for service items and product planning to reduce the use of packaging materials. In 2024, several sustainable initiatives have been implemented, including replacing plastic straws in Tetra Pak juice boxes with paper straws, switching economy class headphone pouches to recyclable plastic, adopting paper band packaging for business class headphone pouches, and substituting plastic trays and salad bowls/lids in children's meal boxes with tableware made from bagasse (sugarcane fiber). We are putting great emphasis on the concepts of recyclability, repulpability, and being plastic-free in our cabin supplies.

In terms of non-plastic packaging, we use naturally-colored recyclable paper boxes and environmentally-friendly ink for carton printing. We have also fully switched to environmentally-friendly packing tape made of 100% recycled PET film and hydrogels for our online purchases. EVA Air also commits to collaborating with suppliers to explore the use of sustainable packaging materials. Plastic packaging for in-flight meals is gradually being phased out, with non-plastic packaging used with yogurt for destinations such as Bangkok, Amsterdam, Paris, and London in 2024. Butter provided at Bangkok, Amsterdam, Los Angeles, San Francisco, and New York no longer uses plastic packaging. By requesting suppliers to adjust the composition of supplied items, we aim to reduce the use of plastic products and thereby lessen the environmental impact. In recent years, we have been monitoring the usage status of packaging materials for self-sold products, in order to stay on top of our resource usage status and trends. We have also printed recycling labels on non-woven tote bags to ensure that packaging materials are recycled and recycling rates climb. We are committed to exploring the new possibilities for recyclable plastics with our suppliers.

The Use of Non-plastic Packaging Materials for Self-sold Items in 2024

	Total weight (tonne)	Recycled and/or certified material	
		Coverage (%)	Target (%)
Wood/Paper fiber	6.9	100	100
Metal	0	0	0
Glass	0	0	0

Note 1: Recycled and/or certified materials rate = total weights of recycled and/or certified materials within packaging/total weight of that packaging material
Note 2: Glass or metal packaging materials are not used.

Plastic Packaging

	Unit	2021	2022	2023	2024	2024 Target
Total weight of all plastic packaging	Tonne	4.9	6.6	16.9	19.4	19.8
Percentage of recyclable plastic packaging	%	100	100	99.92	99.71	99.88
Percentage of compostable content within plastic packaging	%	0	0	0.08	0.29	0.12
Other recyclable (renewable) materials	%	0	0	0	0	0

Note 1: Percentage of recyclable plastic packaging = total weight of recyclable plastics/ total weight of plastic packaging*100%
Note 2: Percentage of compostable content within plastic packaging = total weight of degradable plastics/ total weight of plastic packaging*100%
Note 3: Due to the impact of COVID-19 epidemic from 2021 to 2022, the consumption value is lower than before.
Note 4: Statistics cover 100% of the cost of goods sold for the current year.

Sustainable and Low-Carbon In-flight Meals

In order to reduce carbon emissions and natural risks associated with in-flight meals, EVA Air continues to launch plant-based meat meals. The meals feature plant-based meat as an alternative to animal protein, aiming to reduce carbon emissions from livestock and avoiding ecological damage that may be caused by livestock farms. In addition to designing a meal menu that minimizes environmental impacts, we also actively source low-carbon and ecologically-friendly food suppliers. Using natural farming processes helps mitigate the negative impacts on climate and nature at the source of food production. By implementing the strategies of low-carbon in-flight meal and ingredient purchasing, EVA Air hopes that our meals can be delicious while also protecting the environment, promoting an economic transformation toward natural farming, and improving farmers' quality of life.

Airline Catering and Sustainable Food Waste Management

GRI 2-27

In order to provide in-flight meals with food safety, we use the hygiene standards assessment form for airline catering established by the International Flight Service Association (IFSA) to do assessments. Every year, airline caterers that offer full-year in-flight meals are inspected for food safety. Our 2024 inspection rate was 100%. Inspections are done on airline caterers in line with local regulations. EVA Air encourages caterers to continue implementing environmental/occupational safety & health/ energy management systems, such as those specified in ISO 14001, ISO 45001, and ISO 50001, in order to enhance sustainability. In 2024, there was no violation of laws by EVA Air related to food safety or health concerns.

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We commit to collaborating with our suppliers to reduce food loss throughout the life cycle stages, including sourcing, transportation, preparation, in-flight service, and post-flight processes. We also encourage the measurement and tracking of food waste quantities. For the in-flight food safety control, there are 7 steps: raw material testing, delivery truck control, low temperature preservation, food and tableware cleaning, cooking control, meal quality control, temperature control of aircraft loading. With the insistence on quality control and service enthusiasm, we provide tasty in-flight meals that are hygienic, safe, and convenient. In addition, EVA Air also conducted a survey on the food waste generated by the Evergreen Sky Catering Corporation during the meal preparation process in 2024. According to the preparation process, it was divided into preparation, hot kitchen, cold kitchen, and bakery. We ensure that 100% of the kitchen waste generated during the cooking process is converted into animal feed. The statistical results are as follows:

		Unit	2023	2024
Catering Orders		Meal	6,892,664	6,935,552
Total Weight of Food Waste	Preparation	Tonne	1,586	1,534
	Hot Kitchen	Tonne	226	433
	Cold Kitchen	Tonne	180	259
	Bakery	Tonne	119	150
	Total	**Tonne**	**2,111**	**2,376**

Note: The previously disclosed figures for 2023 regarding the total amount of food waste, including meal preparation, bakery, and overall kitchen waste, have been revised. The updated total represents a 265% increase compared to the originally reported food waste volume in the 2023 disclosure.

Food Loss Management and Strategy

In terms of food loss management strategy, in addition to utilizing big data analysis and leveraging the expertise of our professionals to predict passenger check-in rates, we adjust the meal order reduction rate on different flight routes to continuously reduce food waste. Furthermore, by utilizing the CM (Amadeus Altéa Departure Control Customer Management) system, we track the number of no-show passengers and the status of connecting flights to estimate the check-in status of passengers and adjust meal quantities accordingly, thus minimizing food waste. Our catering staff worldwide undergo regular annual training to continuously improve their meal control skills. Combined with the implementation of online check-in and early access to passenger check-in data, we ensure timely information on passenger check-ins to avoid unnecessary food waste. Moreover, through the food loss monitoring feature of the Global Catering System (GCS), the food loss status of each station is monitored. The system will automatically inform the station with higher food loss percentages to conduct an investigation food loss control, and achieve the strategic goal of global meal loss management.

The following table shows a summary of food loss rate and food loss target for EVA Air's global stations from 2021 to 2024. As passenger check-in rates are becoming more stable in 2024, through the various food waste management strategies and systems mentioned above, we have successfully achieved our target food waste rate. This not only reduces costs for the Company but also minimizes carbon emissions associated with the production and transportation of excess meals.

	2021	2022	2023	2024
Food loss rate of global stations	2.03%	1.33%	0.79%	0.66%
Food loss rate target for global stations	1.90%	1.90%	1.90%	1.90%

Note: The calculation of this table is based on Premium Economy Class and Economy Class, and the statistics in 2024 account for 91.43% of the global catering orders.

In terms of our collaboration mechanism, we implement an operations process with our upstream catering suppliers. 72, 48, and 24 hours before a flight takes off, the system provides updated reservation numbers, which serves as a reference for caterers as they prepare ingredients. 24 hours prior to the flight, based on the estimated passenger check-in rate, we implement a meal order reduction. This reduces both waste of the caterers' meal ingredients and food losses for the airline.

Many countries have passed strict limits on the amount of food waste that can be produced on international flights, in order to protect their agriculture and to fight the pandemic. As a result, uneaten meals must all be incinerated, and cannot be used for other purposes or recycled.

Currently, the food waste collected from return flights between Taipei and Songshan, as well as flights departing to Vienna, Paris, London, Amsterdam, Munich, Milan, Jakarta, Ho Chi Minh City, Narita, New Chitose, Hong Kong and Macau is incinerated in dedicated incinerators. Through the incineration process, the heat produced is converted via cogeneration into reusable energy.

	Unit	2021	2022	2023	2024	2024 Target
Total weight of all food loss & waste	Tonne	4.44	25.69	87.42	74.98	105.69
Total weight of food loss & waste volumes used for alternative purposes	Tonne	3.68	22.66	76.58	57.70	81.33
Total discarded	Tonne	0.76	3.03	10.84	17.28	24.36
Food loss & waste intensity per gram	%	1.77	1.41	1.04	1.00	1.41

Note 1: Weight of global food loss is calculated as the number of global meals lost × average weight of meals in all classes; food loss weight statistics coverage was 100%.
Note 2: The number of in-flight meals ordered in 2024 increased by 2.71% compared to 2023, while the total weight of meal waste decreased by 14.23%. The average waste rate per gram of meal dropped from 1.04% to 1.00%, representing a 3.85% reduction.

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6-3 Environmentally Sustainable Operations

6-3-1 Green Operations Management

Environmental and Energy Management Systems

EVA Air has implemented the ISO 14001 Environmental Management System and ISO 50001 Energy Management System, and established a dedicated task force (Environmental Committee) composed of specialized personnel responsible for conducting energy audits, waste audits, and water use assessments across various energy types, water resources, and waste streams. Based on our global employee coverage, 87.1% of EVA Air staff have achieved third-party external verification for ISO 14001 compliance, while the remaining 12.9% have completed internal environmental risk assessments.

Through the P-D-C-A (Plan-Do-Check-Act) management cycle, we identify opportunities to enhance energy performance, water use efficiency, and waste treatment effectiveness. Accordingly, we establish quantifiable targets for energy conservation, waste reduction, and water resource savings. Environmental performance indicators are linked to senior management's compensation metrics to ensure the successful execution of environmental initiatives, thereby minimizing operational environmental impacts.

In addition, EVA Air invests in research and development, introducing innovative technologies and environmentally friendly service products to further reduce energy consumption, water usage, and waste generation. To foster a culture of environmental responsibility, we continuously provide environmental and energy management training to all employees, enhancing their awareness of energy conservation, water management, and waste reduction, as well as the environmental impacts associated with their roles.

Moreover, we have established an environmental feedback mailbox to serve as a communication channel for complaints and suggestions from local communities, as well as internal and external stakeholders. To date, no complaints concerning environmental impacts have been reported.

Energy Consumption

As the aviation industry is highly dependent on fossil fuels, EVA Air continuously monitors energy consumption in both flight and ground operations. Beginning in 2023, the scope of the Company's energy inventory was expanded to include global operational sites, covering major domestic and international airport stations as well as urban offices. Beyond implementing fuel-saving measures in flight operations, EVA Air has also promoted various energy-saving initiatives in office buildings. The Company monitors electricity consumption annually at owned facilities in Taiwan to assess the effectiveness of energy conservation measures. In 2024, the total electricity savings at owned facilities in Taiwan reached 324,181 kWh. Furthermore, since 2023, EVA Air has gradually increased the use of renewable energy, including SAF and solar photovoltaics, to reduce reliance on conventional energy sources and effectively lower greenhouse gas emissions. For detailed data on energy consumption, please refer to Appendix – Energy Consumption (page 137 of this report).

Electricity	Unit	2021	2022	2023	2024
Consumption	KWh	24,513,430	24,390,735	24,617,750	24,664,099
Savings	KWh	778,283	1,157,157	1,196,346	324,181
Intensity	KWh/m^2	120.22	119.62	120.73	120.96

Note 1: Electricity consumption statistics cover EVA Air's owned facilities in Taiwan; intensity values include usage by external vendors.
Note 2: Electricity savings are calculated based on the difference in consumption before and after the implementation of energy-saving measures. From 2021 to 2023, recorded items included the Smart Energy Management System and elevator power regeneration systems. In 2024, the savings were attributed to equipment replacement, air conditioning efficiency measures, and continued elevator power regeneration.

Water Resource Management

EVA Air's owned facilities in Taiwan receive tap water from local water utility companies, and do not utilize surface water, groundwater, or seawater sources. All wastewater discharged by the Company is classified as general domestic wastewater, and is directed to the government's wastewater treatment facilities. Our headquarters facility has implemented rainwater and condensate water recycling systems, resulting in increase in water reutilization efficiency and reduced reliance on municipal water. The procurement of kitchen and restroom equipment for each office building primarily favors products with water efficiency labels; so as to achieve optimal utilization of water resources. For details on water-related statistics, please refer to the Appendix-Water Usage (Page 137.)

Waste Management

Waste generated by EVA Air comes from office activities and in-flight services. Waste generated from office activities does not have a significant impact on the environment, society, or health, but we at EVA Air still uphold the Five R's – Refuse, Reduce, Reuse, Recycle, and Repair – in implementing waste management. Within our ground operations waste reduction measures, we have strengthened office area recycling facilities; reused/recycled paper boxes for cabin supplies; controlled employee dining orders; reused old furniture; and digitized existing paper tickets, bills of landing, office documentation, and aircraft maintenance forms. In terms of in-flight waste, we continue to promote paperless publications. In addition, in response to international targets and plastic reduction policies, EVA Air is committed to implementing source reduction strategies. Through regular project meetings and big data analytics, the Company enhances precision in managing in-flight service items. Plans are being progressively developed to adopt lighter and more environmentally friendly materials for service products, thereby minimizing waste generation. Over the entire existence of the Company, there have been no records of severe waste or oil spills.

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To avoid improper waste disposal that may have a negative impact on the natural environment, and as required by law, EVA Air has constructed a waste storage site that includes proper storage and classification. Recyclable materials are separated and entrusted to licensed professionals for proper recycling/disposal in accordance with the announced recycling, reuse, and industrial waste categories. We have had no incidents involving international transportation or disposal of hazardous waste. EVA Air's owned facilities in Taiwan have designated departments responsible for waste removal and disposal. Regular tracking and audits are conducted to ensure the legality and safety of the final disposal process. Quantities of waste, hazardous industrial waste, and recycling are monitored specifically for the headquarters and EVA Air Taipei Building, which have the highest number of employees. This self-management approach ensures that there are no abnormal increases in waste generation. Paper containers for in-flight service and sales items in the Bonded Warehouse Park are recycled and handled by specialized waste collection providers to ensure actual recycling of packaging material. Waste generated from in-flight services primarily consists of cabin supplies and food waste, which are properly handled in accordance with regulations at specific destinations and do not have significant impacts. For details on waste disposal -related statistics, please refer to the Appendix- Waste Disposal (Page 136.)

Air Pollution and Noise Control GRI 305-7

EVA Air's main sources of air pollutant emissions are aircraft, followed by ground vehicles. Aircraft are regularly serviced and maintained, in accordance with the original manufacturers' recommendations; ground vehicle exhaust is regularly tested, in accordance with environmental protection regulations. By doing so, we ensure that emissions meet national standards and assure the absence of serious environmental impacts. In addition, we estimate total emission of nitrogen oxides (NOx), carbon monoxide (CO), hydrocarbons (HC) and sulfur oxides (SOx) from aircraft during take-off and landing, to quantify these emissions and respond to future regulatory changes. For detailed data on aircraft air pollutant emissions, please refer to Appendix – Aircraft Air Pollutant Emissions (page 137 of this report).

In order to comply with noise control regulations around airports and provide a peaceful living environment for communities, the International Civil Aviation Organization (ICAO) and the US Federal Aviation Regulations (FAR) have established strict validation standards for aircraft noise levels at the time of manufacture. The noise standards for our entire fleet at EVA Air comply with the ICAO and FAR level 4 specifications. We strictly adhere to designated noise control procedures at each airport during aircraft operations, minimizing the impact of noise on the surrounding airport environment.

6-3-2 Nature Recovery and Biodiversity Project

Key Biodiversity Areas (KBAs) were evaluated within 15 kilometers of EVA Air's and our key suppliers'primary domestic/overseas operating sites. The results showed that none of the aforementioned sites directly overlapped with KBAs, but there were KBAs within 15 kilometers of most sites. Cross-referencing our Taiwan operating sites against areas of concern on the Taiwan Ecological Network Blue Print shows that the airport and our headquarters are close to the largest national coastal wetland in Northern Taiwan, the Xucuogang Wetlands, and that airport operations may impact the wetlands. The wetlands are home to more than 200 species of water birds, with the Chinese egret (Egretta eulophotes) – a rare and vulnerable species (VU) with less than 4,000 individuals left worldwide – passing through the wetland every spring and fall. Past observations have also recorded black-faced spoonbills (Platalea minor). The wetland has been recognized as an important wild bird habitat by BirdLife International.

In 2024, EVA Air organized an internal seminar focused on the biodiversity of the Xucuogang Wetlands, aiming to raise awareness among employees about the importance of ecological conservation. Moving forward, EVA Air will evaluate ways to integrate biodiversity considerations with its zero-deforestation commitment, through the hierarchy of 'avoid, minimize, restore, then offset', we can mitigate our operations'impacts on the Xucuogang Wetlands. We are also conducting a comprehensive review to determine the adverse impacts of the Company's operations on other threatened species. Other measures to be taken include providing trainings on illegal wildlife trafficking prevention for employees stationed at locations where such trafficking is possible, and refusing in-flight meal ingredients whose source species are on the International Union for Conservation of Nature (IUCN)'s Red List.



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Social Inclusion & Community Engagement



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Highlights

Invested over NT$275 million in social giveback and public welfare projects
In 2024, we continued to invest resources such as cash, donate goods, volunteer manpower, and offer flight vouchers in our company's four main public welfare focuses: Safety Foundation, Tourism Innovation, Sports and Arts and Social Welfare.

85,785 people participated in cultural and arts activities
Assisted in bringing in 6 international art performances and supporting 6 Evergreen Symphony Orchestra performances, with a total of 85,785 viewers.

1,076 people visited the company's Safety Gallery
Conveying EVA Air' s focus on flight safety values, a total of 1,076 people visited the company's Safety Gallery.

Donated 2,397 pieces of obsolete equipment
Donated 2,397 pieces of obsolete office equipment, including computers, desks, furniture, and wooden cabinets. This benefited 49 social welfare organizations and schools, with a total value of over NT$2.32 million.



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7-1 Theme of Public Welfare

EVA Air upholds the spirit of taking from society and giving back to society. With Safety Foundation, Tourism Innovation, Sports and Arts, and Social Welfare as the four major pillars of its public welfare strategy, the company combines the characteristics of the aviation industry with its resources and actively engages in various public welfare activities through diverse channels. It infuses society with positive energy through practical actions, thereby contributing to the ongoing goal of better social integration.

Safety Foundation



Theme Contents

Flight safety is the core of the airline industry; we devote to education and talent development, and share our management and practical experience to improve the flight safety culture.

Who we Focus

- Airline industry
- Employees
- Students
- Passengers

Action Strategy

By sharing our experience and cultivating talent, we continue working hard to develop aviation talent for aviation and promote flight safety education. We join hands with others in the industry, our employees, and the public at large in enhancing quality and safety.

Tourism Innovation



Theme Contents

The relationship between tourism and aviation is symbiotic. Through the tourism activities and overseas promotion, we discover Taiwan' s culture and local characteristics to promote international tourism and community development, revitalizing local economy.

Who we Focus

- Organizers
- the community
- the government

Action Strategy

We work with local governments, providing gratis airfare, airfare vouchers, and other resources, to promote local tourism resources in the international market. In addition, we also cooperate with tourism bureau in organizing promotion events overseas to promote the beautiful scenery and features of Taiwan.

Sports and Arts



Theme Contents

Sports and arts are the important foundation for the country soft power development. We sponsor international events and sports players, and help foreign performance groups come to Taiwan. By doing so, we promote interaction with the wider world, help arts and culture enrich people' s souls, and foster regular exercise habits.

Who we Focus

- Organizers
- Athletes
- Sports teams
- the general public

Action Strategy

EVA Air provides sponsorships for aviation transportation and related resources, easing financial burdens and travel challenges for athletes. These efforts help promote a culture of sport and foster cultural exchanges between domestic and international communities.

Social Welfare



Theme Contents

We provide funding, air transportation and donate supplies and assistance to remote villages and disadvantaged groups via the Chang Yung-Fa Foundation. We also actively show concern for community development, and integrate local resources to develop tourism.

Who we Focus

- Chang Yung-Fa Foundation
- Community and media
- Disadvantaged groups
- School

Action Strategy

Working with the Chang Yung-Fa Foundation for charity and social welfare, we provide material resources and labor, take action to help disadvantaged groups, and alleviate the difficulties that remote villages experience with material shortages. Additionally, by sponsoring sustainability forums, we aim to encourage the public to pay more attention to social welfare and climate change issues.

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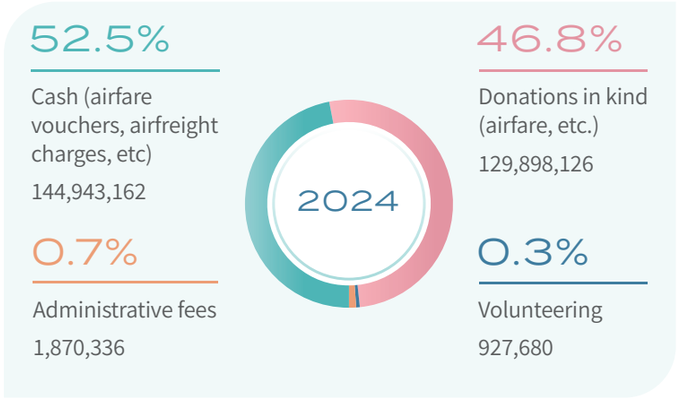
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7-2 Public Welfare Devotion and Performance

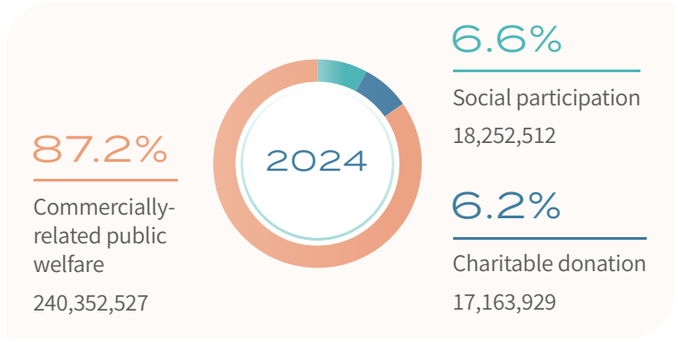
Resources Invested

Unit: TWD



Public Welfare Event Categories

Unit: TWD



Note: Commercially-related public welfare includes assistance given to domestic sports athletes, as well as assistance given to domestic & international sporting events and teams, and education of flight safety.

Public Welfare Performance

Operational Benefits	Index	2022	2023	2024
Safety Foundation	Acted as college Flight Safety Course instructors (person-times)	54	88	88
	Campus recruitment (persons)	4	88	109
	Flight safety-related awards (number)	1	1	1
Tourism Innovation	Promoting overseas tourism activities in Taiwan (sessions)	1	1	2
	Airline and tourism-related awards (number)	26	27	24
Sports and Arts	Customer participation in athletic and arts activities (person-times)	611	3,125	2,748
	Events at which EVA Air was the designated airline (number)	4	13	19
	Registration for EVA Air Marathon (persons)	22,211	23,247	23,246
Employee participation in joint fundraising (persons)	Employee participation in joint fundraising (persons)	582	595	584
	Joint fundraising amount (TWD)	1,064,500	913,400	1,076,800

Social Benefits	Index	2022	2023	2024
Safety Foundation	Visiting EVA Safety Gallery (person-times)	172	1,139	1,076
	Participating Civil Aviation Engineering Program students (persons)	199	211	238
	Became members of Compassionate Doctors on Board (persons)	61	492	810
Tourism Innovation	Assistance given to local/domestic tourism activities (instances)	6	9	6
	Procurement of local agricultural produce (kilograms)	3,875	7,895	7,560
Sports and Arts	Assistance given to sports players (persons)	11	13	14
	Assistance given to athletic teams (teams)	5	10	10
	Assistance given to arts & cultural events (number)	9	11	25
Employee participation in joint fundraising (persons)	Benefitted social welfare groups and schools (number)	14	104	49
	Donation of company decommissioning equipment (pieces)	57	206	2,397

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7-3 Highlight of Social Welfare Projects

Safety Foundation



Important Action Programs for 2024

- Aviation Talent Cultivation
- Protecting passengers' health

Key Performance in 2024

- Unveiling the Civil Aviation Engineering Program in a corporate-academic partnership with the NCKU. In 2024, a total of 238 students participated, for over 12% increase compared to the previous year.
- There are 810 physicians joined the "Compassionate Doctors on Board" program in 2024, over 64% increase compared to the previous year.
- A total of 2,294 medical consultations were performed by MedLink, providing passenger “fit-to-fly assessment” and “medical consultation and care services”.
- There is a total of 1,076 visits to EVA Safety Gallery in 2024.
- Held 4 “Little Flight Attendant” activities with a total of 144 participants and received over 600 family group registrations. A total of NT$2.47 million was invested, along with the participation of nearly 50 company employees as voluntary.

Tourism Innovation



Important Action Programs for 2024

- Combining the aviation business to help promote local tourism activities

Key Performance in 2024

- Sponsored 8 tourism events; the total investment exceeded NT$9.5 million in cash and supplies, and 39 flight tickets valued at around NT$3.21 million.

Sports and Arts



Important Action Programs for 2024

- EVA Air Marathon
- Domestic sports activist
- Overseas Sports Marketing
- International exchange of arts and cultural activities

Key Performance in 2024

- Approximately 24,000 runners from 40 countries participated in the EVA Air Marathon. Additionally, a campus tour was organized, with nearly 200 students from 8 schools participating.
- Sponsored 14 outstanding athletes in Taiwan's sports industry, 6 domestic sports events, and 1 tennis association. This sponsorship totaled around NT$3.34 million in cash and excess baggage fees, as well as 283 flight tickets valued at approximately NT$106.46 million.
- Sponsored 10 foreign teams and clubs, and 1 overseas competition, with an investment of approximately NT$92.87 million, and 20 flight tickets valued at around NT$8 million.
- Sponsored 25 cultural and literary events and columns, with an investment of approximately NT$24.15 million in cash, flight vouchers, and 29 flight tickets valued at around NT$5.42 million.

Social Welfare



Important Action Programs for 2024

- Waiving excess baggage fees for the transportation of equipment by schools, social organizations, and fire departments
- Combining sports activities with social welfare
- Initiating sustainability discussions and promoting awareness for children with developmental delays
- Returning the company’ s obsolete equipment to benefit the rural areas

Key Performance in 2024

- The 'Let me fly with you' children's charity dream project had a total investment exceeding NT$3.6 million in cash, with volunteer efforts amounting to nearly NT$700,000. The documentary video accumulated over 170,000 views.
- MLB Los Angeles Angels' “Home Run Charity Sponsorship,” with an investment of approximately NT$2.9 million in cash.
- Organized 7 corporate visit activities, where 293 students and professionals were invited to visit the Company and exchange ESG initiative and accomplishments.
- Donated decommissioned computers, desks, furniture, wooden cabinets, and other items worth over NT$2.32 million; provided to 49 social welfare organizations and schools.
- Waiving baggage excess fees for equipment for Taichung City Government, Rotary Club, and Lishan Senior High School, supporting them as they join overseas competitions and medical missions; total value, more than NT$1.14 million.
- For EVA Air’ s VIP Night - Harmonic Shining Stars Concert, we invited 200 members from the New Immigrant Youth & ASEAN Development Association and the Eden Social Welfare Foundation to participate, and collected 2,163 uniform invoice for charity.
- ESG Voluntary Team members contributed 882 hours to assist EVA Air in organizing charitable activities.

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Domestic Sports Activist

EVA Air upholds the spirit of taking from society and giving back to society. It combines the characteristics of the aviation industry with its resources. Through diverse channels, the company provides air transportation and cash resources to sponsor Taiwanese athletes and events in badminton, golf, table tennis, swimming, long-distance running, tennis, and weightlifting. This helps integrate Taiwan' s sports activities with the international community, infusing society with positive energy through these practical actions and contributing to the ongoing goal of better social integration.

Supported over NT$3.34 million in cash and excess baggage fees, as well as 283 flight tickets valued at approximately NT$106.46 million.

Earned the highest honor, the "Gold Award" and "Long-Term Sponsorship Award," in the sponsorship category of the Sports Administration, Ministry of Education' s "Sports Activist Award." EVA Air is also the only airline in Taiwan to receive this award.



Overseas Sports Marketing

EVA Air's support for sports extends globally. By combining sports marketing with travel, we aim to increase global awareness of EVA Air, a Taiwanese brand. This strategy also enhances our corporate image as a company that values sports development, leaving a lasting impression on local residents and fans alike.

- Sponsored approximately NT$92.87 million in cash and 20 flight tickets valued at around NT$8 million.
- Became the exclusive airline partner of NBA's Houston Rockets, and the only non-American airline partner of MLB's San Francisco Giants and MLB's Los Angeles Angels.
- President Clay Sun was invited to be the ceremonial first pitch for MLB San Francisco Giants' 2024 Hello Kitty Day.
- Together with MLB Los Angeles Angels, EVA Air organized a charity home run event, donating around NT$2.9 million to the Los Angeles Angels Baseball Foundation. The funds will be used for the community baseball field at Pioneer Park in Anaheim, California, where the Angels are based. This will provide Miracle League Los Angeles and the community with a place to play ball.
- Became the exclusive airline partner of Ligue 1 club Stade de Reims, Premier League club West Ham United, and Serie A club AC Monza.
- Partnered with the Brisbane Racing Club (BRC) for three consecutive years. BRC is a major organizer of sporting horse racing events in Queensland. Each year, over 100 horse races are held at the two main racecourses in Brisbane, attracting nearly 300,000 fans. EVA Air is the exclusive airline partner of BRC.
- For five consecutive years, EVA Air has collaborated with Nippon Professional Baseball (NPB) Yokohama DeNA Baystars to hold EVA Air Night at Yokohama Stadium. EVA Air night of DeNA is also a special event to celebrate EVA Japan Route 30th Anniversary.



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EVA Air Marathon

A city sightseeing marathon was held on October 27, attracting around 24,000 runners from 40 countries. The event not only facilitated the experience exchanges among international athletes but also promoted tourism in Taipei. Additionally, the EVA Air City Sightseeing Marathon "Seedling Program - Campus Tour" was organized. This initiative involved professional teams teaching sports knowledge and guiding students with great potential to look to the future, thus nurturing more "Stars of Taiwan."

- Together with the Let Me Fly with You Children' s Charity Dream Project, we donated NT$1.2 million to the Eden Social Welfare Foundation and the Taiwan Fund for Children and Families.
- In August and September, we invested more than NT$500,000 to organize the EVA Air City Sightseeing Marathon "Seedling Program - Campus Tour." This initiative included stations in Nantou and Penghu, involving 8 schools and nearly 200 students from across Taiwan.



International Arts and Cultural Activities

Flight tickets were provided to introduce international art and cultural events, including the "Greatest Musical of the 21st Century" Romeo and Juliet; Broadway classic musicals Chicago and The Wedding Banquet; Korean drama soundtrack concerts; Disney princess concerts; and Top Gun: Maverick movie orchestra concerts. These events allowed the Taiwanese public to enjoy spectacular international performances without leaving the country.

A total of approximately NT$8.57 million worth of flight tickets were provided to the organizers to invite performers and staff to Taiwan.

Over 75,300 viewers attended the events.



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Let Me Fly with You Children's Charity Dream Project

The United Nations Sustainable Development Goals (SDGs) put a great deal of emphasis on children's rights to survival and development. We are doing our part to help respond to this SDG by partnering with the Taiwan Fund for Children and Families. Together, since 2023, we have organized the Let Me Fly with You Children's Charity Dream Program. We are helping promote awareness of children with delayed development, and promoted early intervention services for these "D.D. angels". In 2024, EVA Air provided funds to the Taiwan Fund for Children and the Eden Social Welfare Foundation to produce documentaries highlighting the lives of children with developmental delays in remote islands and rural areas. These films attempt to raise the voices of these angels and get them heard by the wider community. Together with our affiliates, including Evergreen Aviation (EGAT), Evergreen Sky Catering (EGSC), Evergreen Airline Services (EGAS), Evergreen Air Cargo (EGAC), and EverFun Holiday, EVA Air has donated cars and motorcycles needed to provide care for these D.D. angels in remote islands and rural areas. We also launched an internal fundraising campaign, with donations used to pay for medical assistive devices and early intervention learning services.

- EVA Air and its employees collectively donated NT$3.6 million in cash, with a total of 36 volunteers participating on the day of the event.
- 2 early intervention seminar was held and about 45 people attended.
- The documentary accumulated over 177,500 views.



"Love, and Sharing" Brilliance Program and Yushan Program

Our flight crew, cabin crew, ground staff, mechanics and more personnel guided students from disadvantaged families in rural areas through visits to the EVA Safety Gallery, the cabin emergency evacuation trainer, and the flight simulator. By integrating social welfare into our core aviation capacity, we aim to promote aviation knowledge, raise awareness of flight safety, and enhance professional skills and foster future competitiveness.

Organized 6 corporate visits for underprivileged students in rural areas, with 233 students and parents across the country visited the company's internal training center.

Over NT$470,000 and 61 volunteers were committed.



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ESG Voluntary Team

EVA Air continues to promote ESG activities that support social inclusion and environmental protection. To strengthen employee engagement, we have formed an ESG Voluntary Team and introduced Paid Volunteer Leave, encouraging participation in environmental protection and social welfare activities. These efforts reflect our commitment to ESG principles and contribute to the sustainable development for both environment and society.

- The ESG Voluntary Team has 89 members.
- Supported 6 charitable activities, with 143 participants contributing a total 882 volunteer hours.
- Partnered with the Society of Wilderness to organize the Keep Our Creeks Clean for EV-Ah river cleanup activity at Nankan Creek. That day, team members collected 56 kilograms of trash from the riverbank and surrounding areas. With expert guidance and sharing, team members gained a deeper understanding of the importance of protecting and preserving a healthy environment.
- Hosted 1 training session for ESG Voluntary Team members.



Aviation Talent Cultivation and Safety Experience Sharing

Since 2013, EVA Air has unveiled the Civil Aviation Engineering Program in a corporate-academic partnership with the NCKU and has appointed professionals in flight operation, dispatch, flight safety, and maintenance for lectures given. It aims to strengthen professional education through cooperative education, thereby fostering highly skilled aviation engineering professionals.

- Since the launch of the “Civil Aviation Engineering Program,” a total of 1,677 students have participated up until 2024.
- A total of 1,076 people visited the safety gallery in 2024.
- Provided emergency evacuation training and ocean route observation for military aircrew members.



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Protecting passengers' health

EVA Air has engaged MedAire since 2013 to provide passenger Fit-to-Fly Assessments and Medical Consultation and Care Services by MedLink. In addition to allowing passengers to obtain better medical care, it also reduces the possible risk of diversion due to passengers with severe illness during the flight.

EVA Air has launched the "Compassionate Doctors on Board" program, which invites physician-qualified passengers to join the program. When passengers on board have medical needs, they would provide passengers with immediate medical assistance.

- A total of 2,294 consultations have been provided by MedLink in 2024.
- A total of 1,901 physicians have joined the “Compassionate Doctors on Board” program.



Little Flight Attendant Project

To enhance the understanding of EVA Air’ s commitment to flight safety among the public and employees' families, the Little Flight Attendant Project was held and invited EVA Air's Facebook fans and employee families to bring children aged 6 to 9. The children were transformed into little flight attendants to experience the educational curriculum and professional aviation safety knowledge required to become flight attendants. The children put on specially designed uniforms and participated in five challenges: posture and elegance, cabin door evacuation, cabin service, emergency evacuation training, and ramp tour. These challenges allowed the children to learn the essential professional knowledge and skills of flight attendants, including "posture," "safety," "service," "collaboration," and "honor. “After completing the program, they would graduate as qualified EVA Air Five-Star Little Flight Attendants. The event received positive reviews from parents, employees, and children who joined.

- 3 public events and 1 internal staff-exclusive event were held.
- Received applications from over 600 family groups, and ultimately selected 48 families totaling 144 participants to participate.
- A total of over NT$2.47 million and nearly 40 volunteers were participated.



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Social Data

I. Employee Composition

Statistics on Employee Contracts and Employment Types Breakdown by Gender and by Region in 2024 GRI 2-7

		Gender		Region				
		Male	Female	Taiwan	Asia	America	Europe	Oceania
Contract	Temporary employees (fixed term contract)	21	3	24	0	0	0	0
	Permanent employees (indefinite contract)	4,174	7,154	9,150	1,653	342	169	14
	Contingent employees	160	258	418	0	0	0	0
Total		**4,355**	**7,415**	**9,592**	**1,653**	**342**	**169**	**14**
Employment	Non-guaranteed hours employees	0	0	0	0	0	0	0
	Full-time employees	4,342	7,384	9,548	1,653	342	169	14
	Part-time employees	13	31	44	0	0	0	0
Total		**4,355**	**7,415**	**9,592**	**1,653**	**342**	**169**	**14**

Note: Consider the number of employees still in service as of December 31, 2024. Temporary employees (fixed term contract) include doctors, flight training consultants and masseur, and the remaining permanent employees are on indefinite contracts; contingent employees are interns and all Taiwanese trainees.

Statistics on Non-employee Workers in 2024 GRI 2-8

Contractual relationship with the organization	Type of work	Number of people		Rate of change
		2023	2024	
Contractor	Security Personnel, Outsourced IT System Development Personnel, Cleaning Staff, Maintenance Technicians, Renovation and Construction Workers, Baggage Tag Handling Personnel	274	450	64%

Note: Statistics are as of December 31, 2024. In 2024, due to the post-pandemic increase in company projects, the number of contractors has significantly risen.

Employee Statistics Breakdown by Job Position and Age in 2024 GRI 405-1

	< 30			30 - 50			> 50			Total	% of all employees
	Male	Female	%	Male	Female	%	Male	Female	%		
Top mgmt	0	0	0.00%	0	0	0.00%	50	16	0.56%	66	0.56%
Senior mgmt	0	0	0.00%	11	8	0.16%	106	62	1.43%	187	1.59%
Junior mgmt	0	0	0.00%	212	205	3.54%	246	255	4.26%	918	7.80%
Non-management	763	1,490	19.14%	2,451	4,832	61.88%	516	547	9.03%	10,599	90.05%
Total	**763**	**1,490**	**19.14%**	**2,674**	**5,045**	**65.58%**	**918**	**880**	**15.28%**	**11,770**	**100.00%**

Note: The position refers to ground service supervisory employees, including
- Top mgmt.: Vice President and above;
- Senior mgmt.: Junior Vice President;
- Junior mgmt.: Deputy Manager and Manager;

The rest are non-management positions.

The position refers to flight supervisory employees, including
- Top mgmt.: Executive Chief Pilot, Deputy Executive Chief Pilot (Vice President);
- Senior mgmt.: Deputy Executive Chief Pilot (Junior Vice President), Chief Pilot;
- Junior mgmt.: Other administrative supervisory pilots (except for the managers mentioned above);

The rest are non-management positions.

The position refers to Cabin Crew supervisory employees, including
- Senior mgmt.: Executive Chief Purser;
- Junior mgmt.: Deputy Executive Chief Purser, Lead Chief Purser, Cabin Crew Instructor (Chief Purser);

The rest are non-management positions.

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EVA Air's Employee Composition in 2024

GRI 2-7、GRI 2-8、GRI 405-1

		Male		Female		% of all employees
		Employees	%	Employees	%	
Age	< 30	763	33.87%	1,490	66.13%	19.14%
	30 – 50	2,674	34.64%	5,045	65.36%	65.58%
	> 50	918	51.06%	880	48.94%	15.28%
Category	Inflight Service	1,778	28.50%	4,461	71.50%	53.01%
	Ground Service	2,577	46.59%	2,954	53.41%	46.99%
Position	Top mgmt.	50	75.76%	16	24.24%	0.56%
	Senior mgmt.	117	62.57%	70	37.43%	1.59%
	Junior mgmt.	458	49.89%	460	50.11%	7.80%
	Non-management	3,730	35.19%	6,869	64.81%	90.05%
Education	Doctor	1	50.00%	1	50.00%	0.02%
	Master	503	62.10%	307	37.90%	6.88%
	Bachelor	3,219	34.31%	6,164	65.69%	79.72%
	Junior college	361	32.79%	740	67.21%	9.35%
	High school (or under)	271	57.17%	203	42.83%	4.03%

Statistics on New Recruits Employees

GRI 401-1

		2021		2022		2023		2024	
		Employees	%	Employees	%	Employees	%	Employees	%
Gender	Male	99	84.6%	277	64.0%	528	42.0%	408	36.9%
	Female	18	15.4%	156	36.0%	729	58.0%	698	63.1%
Age	< 30	47	40.2%	230	53.1%	929	73.9%	883	79.9%
	30 - 50	58	49.6%	184	42.5%	305	24.3%	204	18.4%
	> 50	12	10.2%	19	4.4%	23	1.8%	19	1.7%
Region	Taiwan	80	68.4%	217	50.1%	742	59.0%	721	65.2%
	Asia (excluding Taiwan)	7	6.0%	81	18.7%	376	29.9%	304	27.5%
	America	25	21.4%	86	19.9%	95	7.6%	53	4.8%
	Europe	5	4.2%	44	10.2%	43	3.4%	28	2.5%
	Oceania	0	0%	5	1.1%	1	0.1%	0	0%
Position	Top mgmt.	0	0%	1	0.2%	0	0%	0	0%
	Senior mgmt.	0	0%	0	0%	0	0%	1	0.1%
	Junior mgmt.	0	0%	1	0.2%	2	0.2%	11	1.0%
	Non-management	117	100%	431	99.6%	1,255	99.8%	1,094	98.9%
Total		**117**	**1.1%**	**433**	**4.1%**	**1,257**	**11.2%**	**1,106**	**9.4%**

Note: The percentage of new recruits = The number of new recruits in the particular year/ Total employees at the end of the particular year.

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Statistics on Resigned Employees GRI 401-1

		2021		2022		2023		2024	
		Employees	%	Employees	%	Employees	%	Employees	%
Gender	Male	218	44.4%	210	37.4%	221	39.9%	151	32.8%
	Female	273	55.6%	352	62.6%	333	60.1%	310	67.2%
Age	< 30	197	40.1%	133	23.7%	102	18.4%	109	23.6%
	30 - 50	204	41.5%	360	64.1%	366	66.1%	281	61.0%
	> 50	90	18.4%	69	12.2%	86	15.5%	71	15.4%
Region	Taiwan	244	49.7%	339	60.4%	361	65.2%	282	61.2%
	Asia (excluding Taiwan)	152	31.0%	154	27.4%	126	22.7%	129	28.0%
	America	75	15.3%	48	8.5%	44	7.9%	32	6.9%
	Europe	18	3.7%	17	3.0%	22	4.0%	18	3.9%
	Oceania	2	0.3%	4	0.7%	1	0.2%	0	0%
Position	Top mgmt.	2	0.4%	5	0.9%	1	0.2%	5	1.1%
	Senior mgmt.	3	0.6%	3	0.5%	7	1.3%	4	0.9%
	Junior mgmt.	28	5.7%	24	4.3%	25	4.5%	16	3.5%
	Non-management	458	93.3%	530	94.3%	521	94.0%	436	94.5%
Total		**491**	**4.8%**	**562**	**5.3%**	**554**	**4.9%**	**461**	**3.9%**

Note 1: The percentage of resigned employees = The number of resigned employees in the particular year/ Total employees at the end of the particular year.
Note 2: The statistical framework for tracking the number of resigned employees has been adjusted due to changes in classification criteria. The data for 2021-2022 is disclosed based on this version.

Employee Turnover Rate

	2021	2022	2023	2024
Total Turnover Rate	4.8%	5.3%	4.9%	3.9%
Voluntary Turnover Rate	3.9%	5.3%	4.9%	3.9%

Note: The statistical framework for tracking the number of voluntarily resigned employee has been adjusted due to changes in classification criteria. The data for 2021-2022 is disclosed based on this version.

II. Employee Diversity

Distribution of Nationality in 2024 GRI 405-1

	Percentage of total employees	Percentage with managerial position
Taiwan	80.0%	89.9%
Japan	2.3%	0.9%
U.S.A.	2.3%	2.7%
China	1.7%	1.8%
Thailand	4.5%	1.1%
Malaysia	1.1%	0.3%
Vietnam	3.5%	0.5%
Others	4.6%	2.8%

Percentage of Hiring Local Employees Worldwide and at Major Operating Locations in 2024 GRI 202-2

	Worldwide	Taiwan	U.S.A	Canada
Percentage of local employees	94.10%	96.17%	82.49%	35.56%
Percentage of local employees in management positions	88.47%	99.79%	51.61%	44.44%
Percentage of local employees in top management positions	93.94%	100.00%	50.00%	0%

Note 1: Local employees refer to employees who hold the nationality of the local country.
Note 2: The percentage of local employees = Total number of local employees / Total number of employees in the region.
Note 3: The percentage of local employees holding (top) management positions =Total number of local employees holding (top) management positions / Total number of employees holding (top) management positions in the region.
Note 4: The major operating locations in America include the U.S.A. and Canada.
Note 5: Top management includes Vice President and above of ground service supervisory employees, and Executive Chief Pilot and Deputy Executive Chief Pilot (Vice President) of flight supervisory employees.

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Distribution of Female Employees and Management in 2024

	%
Female employee	63.00%
Female mgmt.	46.63%
Female junior mgmt.	50.11%
Female top mgmt.	24.24%
Female mgmt. of sales	46.15%
Female employee of STEM	53.16%

Note: Employees in STEM positions are information technology personnel.

Distribution of Employees with Disabilities and Indigenous Employees in 2024

	%
Number of indigenous employees	57
Number of employees with disabilities	68
Weighted number of employees with disabilities	100
% of employees with disabilities (Note 2)	1.02%

Note 1: Total number of employees: The employees who has joined labor insurance scheme on December 1st in the particular year.
Note 2: Percentage (%) = Weighted number of employees with disabilities / Total number of employees; statutory percentage is 1%.
Note 3: The indigenous population in 2024 is an estimation.

III. Talent Development and Retention

Ratio of Standard Entry-level Employee Salary at Major Operating Locations to Local Minimum Wages GRI 202-1

	2021	2022	2023	2024
Taiwan	1.583	1.505	1.439	1.565
U.S.A.	1.052	1.055	1.075	1.092
Canada	1.101	1.143	1.102	1.110

Note 1: Ratio of standard salary of entry-level employee to local minimum wages = The starting salary of entry-level employee/Local statutory minimum wage.
Note 2: Local statutory minimum wage: Monthly salary in the Taiwan region; hourly wage multiplied by the statutory standard working hours in America.
Note 3: The number of EVA Air's employees in Los Angeles is more than one-third of total employees in the U.S.A.. Hence, the statutory minimum wage in the U.S.A. takes Los Angeles as calculation basis.
Note 4: As the number of employees does not vary much among locations in Canada, it takes Vancouver, the highest statutory hourly wage, as the calculation basis.
Note 5: The standard salary of entry-level employee does not vary by gender.

Percentage of Open Positions Filled by Internal Candidates

		2021	2022	2023	2024
Available internal open positions (A)		50	41	31	57
Number of open positions filled by internal candidates (B)		50	41	28	51
Percentage of open positions filled by internal candidates (B/A)		**100%**	**100%**	**90.3%**	**89.4%**
Gender	Male	21	10	9	18
	Female	29	31	19	33
Age	<30 years old	27	6	6	5
	30 - 50 years old	22	35	22	46
	> 50 years old	1	0	0	0
Position	Top management	0	0	0	0
	Senior management	0	0	0	0
	Junior management	1	0	0	0
	Non-management	49	41	28	51

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Average Recruitment Cost

Unit: TWD

	2021	2022	2023	2024
Ground staff	0	1,195	1,277	1,469
Flight crew (local residents)	1,535	2,483	1,404	2,299
Flight crew (overseas residents)	53,800	39,555	23,125	25,908
Cabin crew	0	0	2,892	6,309
Total	**16,700**	**12,276**	**2,916**	**6,123**

Note 1: The formula for calculating the average recruitment cost of each new employee = the recruitment cost in the particular year / the number of new employees in the particular year.
Note 2: Recruitment cost for ground staff is only calculated based on the Taiwan area. The recruitment costs include advertising placements and medical examinations. In 2024, the average recruitment cost was higher than in 2023 due to increased medical examination fees at certain clinics.
Note 3: For local cockpit crew, recruitment costs were incurred due to medical report and VTS transcript retrieval fees charged by the CAA Aviation Medical Center. The VTS retrieval fees are charged per case, and due to a higher number of retrievals in 2024, the average cost of reports and transcript retrieval increased compared to 2023. For foreign cockpit crew, recruitment costs rose in 2024 as a result of higher airfare expenses for candidates compared to 2023.
Note 4: In 2024, the number of newly hired cabin crew increased compared to 2023. Foreign recruits included individuals from Japan, Vietnam, and Thailand. However, due to post-pandemic adjustments, various costs such as medical examination and venue fees in these countries increased, leading to a higher average recruitment cost.

Human Capital Return on Investment (HCROI)

2021	2022	2023	2024
1.5	1.41	1.9	1.99

Note: Human Capital ROI = operating revenue - [operating expense - (salaries + personnel expenses)] / (salaries + personnel expenses)

Average Training Hours and Expense by Job Categories GRI 404-1

		Average training hours (hours)				Average training cost (NTD)			
		2021	2022	2023	2024	2021	2022	2023	2024
Overall	Each employee	28.3	31.3	45.3	42.9	54,707	52,888	54,058	50,652
Gender	Each female employee	23.3	27.1	45.8	40.0	45,007	45,816	54,687	47,298
	Each male employee	36.8	38.6	44.4	47.7	71,171	65,325	52,974	56,373
Age group	< 30	25.1	29.0	42.1	41.0	48,601	49,036	50,219	48,456
	30-50	28.8	31.8	46.3	43.3	55,766	53,730	55,273	51,171
	> 50	31.9	32.1	39.3	42.9	61,769	54,282	46,896	50,719
Management level	Top mgmt.	22.0	23.1	31.4	37.3	7,022	8,199	10,283	10,185
	Senior mgmt.	24.5	25.5	33.5	38.6	31,496	31,277	32,297	29,366
	Junior mgmt.	24.4	27.5	34.4	38.7	17,245	17,106	28,896	26,292
	Non-management	29.0	31.9	46.0	43.3	61,007	58,555	51,716	53,501
Type of training	Flight professionals	62.2	59.8	65.5	60.3	392,084	371,245	383,984	357,796
	Cabin service	24.9	31.5	56.3	44.2	1,509	1,446	3,102	3,285
	Ground support professionals	21.3	22.4	31.9	36.9	709	1,716	4,256	4,837

Note 1: The table above shows the average hours of training for permanent employees, and the average training hours of employees = The total training hours in the particular year / The total permanent employees at the end of the particular year.
Note 2: In 2024, the total training hours of management-level employees were 7,063, and the total number of trainees is 1,014.
Note 3: The training resources invested into flight crews were higher than that of cabin crew and ground crews mainly because of the nature of the tuition fees for the training courses.

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Performance Assessment Mechanism

Performance assessment type	Actual application	Description	Applicable to	Frequency	Follow-up mechanism
Management by objectives	Employee Performance Appraisal	• Top-down performance appraisal. The communication on personal work performance before the annual performance appraisal has been implemented in the daily work delivery and daily results feedback.	All employees	Semi-annually	• For underperforming employees, various counseling, interviews and assessment methods are utilized to guide employees in identifying and addressing work-related challenges. Assistance is provided in developing improvement plans, and continuous monitoring is conducted to enhance employees' professional skills and work efficiency. Performance assessment serves as a basis for human resource development and performance indicators, including promotions, year-end bonuses, salary adjustments, transfers, and talent training.
Multidimensional performance appraisal	Employee Performance Appraisal	Authorization is granted to cross-departmental business managers for performance appraisal. Cross-departmental support personnel are assessed by their actual managers.	All employees	Semi-annually	
Team-based performance appraisal	Passenger Station Traffic Evaluation Report	The performance of global passenger stations is evaluated by the management unit at the headquarters based on various performance indicators, resulting in an annual overall ranking. Individual performance directly affects team performance, not only increasing employee job satisfaction but also ensuring the quality of their work and the team's overall performance.	Stations worldwide	Monthly	Annual awards are presented to recognize and motivate outstanding stations. Monthly/annual underperforming stations are continuously monitored and supervised through case studies and communication. These assessments serve as effective references to enhance the quality of station services. Individual goals are linked to team goals, and individual performance is evaluated based on team performance.
Agile conversations	Performance Elite Award / Excellent Service Award	Based on performance, timely feedback and incentives are provided on a monthly/ quarterly/ annual basis to increase employee engagement and commitment to work.	Frontline staff (including ground and air personnel)	Quarterly/ Annually	It serves as a reference for motivating outstanding employees and talent development.
	Key Performance Indicator Evaluation (Call Center)	Through daily real-time feedback and case sharing, communication and guidance are conducted to help team members establish team growth directions and goals. A continuous interactive process that encourages and enhances employee performance.	Reservation department staff	Monthly	Monthly announcement of KPI rankings with a reward mechanism for employees with outstanding performance to provide positive motivation to the team. Serve as the basis for annual performance assessments.

IV. Labor Relations and Human Rights Protection

Proportion of Joining a Trade Union (Signing of collective agreement/agreement) GRI 2-30

2021	2022	2023	2024
30.2%	47.3%	45.4%	40.1%

Note1: The number of persons in unions is estimated based on the number of persons actually deducting union fees, official union statements, and newspaper reports; each employee can potentially choose to join multiple unions, and thus a given union's membership may have overlap with that of other unions.
Note2: The 2024 data is based on the number of union employees with signed collective agreements & agreements/number of domestic ground staff and flight & cabin crew, as mentioned in the Company's annual financial report. (The baseline date for employees is December 31, 2024.)

Human Rights Assessment

Category	A. % of total assessed in 2022~2024	B. % of total assessed (column A) where risks have been identified	C. % of risk (column B) with mitigation actions taken
Own operations (as a % of FTEs)	100%	1.4%	100%
Contractors and Tier 1 Suppliers (as a % of contractors or Tier 1 suppliers)	100%	0%	100%
Joint Ventures (including stakes above 10%)	Not applicable	Not applicable	Not applicable

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Employee Opinion Survey

	2021	2022	2023	2024
% of employees with top level of engagement	80.01%	80.01%	63.53%	63.53%
% of employees who responded to the survey	51.2%	51.2%	67.2%	67.2%

Note: The employee opinion survey is conducted every two years. The response rate has increased in the past two years, but the level of engagement has decreased compared to the previous survey. The main reasons are summarized as follows: (1) To improve the quality of the questionnaire, new questions has been added (including the debugging questions), and the duplicated or poor-quality responses have been excluded. (2) The survey was conducted anonymously, so that the employees can express their true thoughts accordingly.

Surveys aspects	Overall	Gender		Age					Position			
		Female	Male	20 - 30	31 - 40	41 - 50	51 - 60	> 60	Non-management	Junior mgmt.	Senior mgmt.	Top mgmt.
Engagement	61.54%	55.72%	70.08%	57.61%	54.22%	67.51%	78.38%	85.71%	57.79%	80.62%	91.15%	99.19%
Employee net promoter score (eNPS)	55.12%	48.23%	65.25%	51.42%	45.67%	61.78%	76.04%	86.27%	50.38%	79.42%	92.54%	100.00%
Stress Management	56.26%	48.77%	67.28%	49.65%	53.91%	57.73%	68.80%	77.45%	54.78%	62.41%	70.90%	83.02%
Job Happiness	61.16%	53.10%	73.00%	57.08%	54.52%	66.82%	76.14%	90.20%	58.39%	74.21%	85.82%	96.23%
Job Purpose	51.99%	45.15%	62.05%	53.08%	47.18%	54.61%	58.84%	70.10%	48.52%	70.37%	75.00%	88.21%
Job Experience	82.03%	79.95%	85.08%	77.05%	80.59%	83.93%	90.20%	92.40%	80.60%	88.92%	94.22%	99.06%
Feelings of Trust	59.31%	52.75%	68.95%	55.88%	50.70%	65.20%	78.38%	90.20%	55.04%	81.34%	91.79%	100.00%
Total	**63.53%**	**58.06%**	**71.57%**	**60.36%**	**58.32%**	**67.58%**	**76.01%**	**83.77%**	**60.51%**	**78.86%**	**86.86%**	**95.70%**

Note1: Survey scale - 1 is strongly disagree, 2 is disagree, 3 is neither agree or disagree, 4 is agree, and 5 is strongly agree.
Note 2: The percentage is the ratio of 4 points and 5 points checked by the surveyed employees.

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V. Safety and Health Management

The Statistics of EVA Occupational Accident GRI 403-9、GRI 403-10

		2021			2022			2023			2024		
		Male	Female	All	Male	Female	All	Male	Female	All	Male	Female	All
Employee	Number of occupational accidents	5	22	27	21	402	423	14	165	179	15	137	152
	Disabling Injury Frequency Rate (FR)	0.74	4.58	2.34	3.18	64.21	32.93	2.05	17.59	11.05	2.07	13.67	8.81
	Disabling Injury Severity Rate (SR)	2	85	37	19	478	243	14	257	155	32	163	108
	Number of severe occupational injury	0	0	0	0	0	0	0	2	2	0	0	0
	Severe occupational injury rate	0	0	0	0	0	0	0	0.21	0.12	0	0	0
	Lost workdays	17	411	428	128	2,994	3,122	96	2,417	2,513	236	1,636	1,872
	Total hours worked by all employees	6,724,496	4,799,268	11,523,764	6,584,152	6,260,518	12,844,670	6,817,160	9,377,388	16,194,548	7,231,368	10,018,994	17,250,362
	No. of deaths due to occupational accidents	0	0	0	0	0	0	0	0	0	0	0	0
	Number of occupational diseases	0	0	0	0	0	0	0	0	0	0	0	0
Contractor	Number of occupational accidents	0	0	0	0	0	0	1	0	1	0	0	0
	Disabling Injury Frequency Rate (FR)	0	0	0	0	0	0	4.62	0	3.52	0	0	0
	Disabling Injury Severity Rate (SR)	0	0	0	0	0	0	998	0	762	0	0	0
	Number of severe occupational injury	0	0	0	0	0	0	1	0	1	0	0	0
	Severe occupational injury rate	0	0	0	0	0	0	4.62	0	3.52	0	0	0
	Lost workdays	0	0	0	0	0	0	216	0	216	0	0	0
	Total hours worked by all employees	198,502.5	91,008.5	289,511	211,000	92,574	303,574	216,405	66,927	283,332	242,827	66,340	309,167
	No. of deaths due to occupational accidents	0	0	0	0	0	0	0	0	0	0	0	0
	Number of occupational diseases	0	0	0	0	0	0	0	0	0	0	0	0

Note 1: The number of occupational accidents refers to cases in which during the course of performing a duty, a worker died, is fully and permanently disabled, partially and permanently disabled, fully and temporarily disabled, or suffered injuries or illnesses that resulted in more than one day of loss (including commuting accidents).
Note 2: FR = Number of Occupational Accidents $\times 10^6$ / Total hours worked by all employees
Note 3: SR = Total lost workdays of Occupational Accidents $\times 10^6$ / Total hours worked by all employees (the workdays lost should be calculated in Calendar days, excluding the day that the injury happened and returning to work)
Note 4: Severe occupational injury refers to employees unable to recover their health condition within 6 months, excluding death.
Note 5: Severe Occupational Injury Rate = Number of severe occupational injury $\times 10^6$ / Total hours worked by all employees
Note 6: Occupational diseases refer to diseases to the body caused by long-term exposure to chemical, physical, biological, human, social or psychological hazards when performing duties, and are diagnosed by an occupational medicine doctor or identified by the competent authority.
Note 7: Statistics as of February 3, 2025.

Absentee Rate

2021	2022	2023	2024	2024 Target
0.41%	0.53%	0.89%	0.82%	1%

Note 1: Absentee rate calculation formula = (number of days of personal leave, general sick leave and work-related injury leave) / total days scheduled to be worked.
Note 2: With the impacts of the COVID-19 pandemic from 2021 to 2022, the number of flights decreased sharply; employee's total days scheduled to be worked a year therefore went down, and the absentee rate was correspondingly lower than usual. Compared with the absentee rate of 1.43% in 2019 before the COVID-19 pandemic, the absentee rate has been significantly reduced from 2023

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2024 Greenhouse Gas Emissions GRI 305-1、GRI 305-2、GRI 305-4

Item	2023		2024	
Scope 1	Emission (ton CO_2e)	Intensity (ton CO_2e/ NT$ million)	Emission (ton CO_2e)	Intensity (ton CO_2e/ NT$ million)
EVA Air	6,501,992	-	7,076,259	-
Subsidiaries	-		23,040	
Total	**6,501,992**	**34.62**	**7,099,299**	**32.12**
Scope 2	Emission (ton CO_2e)	Intensity (ton CO_2e/ NT$ million)	Emission (ton CO_2e)	Intensity (ton CO_2e/ NT$ million)
EVA Air	13,737	-	13,419	-
Subsidiaries	-		38,926	
Total	**13,737**	**0.07**	**52,345**	**0.24**
Scope 3	Emission (ton CO_2e)		Emission (ton CO_2e)	
EVA Air	1,572,839		1,531,253	

Note 1: The scope of the Company's direct emissions (Scope 1) and indirect emissions (Scope 2) covers all global operating sites. The scope of the subsidiaries' direct emissions (Scope 1) and indirect emissions (Scope 2) covers mainly in Taiwan or the operating sites of each subsidiary's headquarter.
Note 2: The scope of the Company's other indirect emissions (Scope 3) covers the operating sites in Taiwan, including procurement of goods, employee commuting, business travel, and other related activities.
Note 3: The Company and its subsidiaries conduct greenhouse gas inventories in accordance with ISO 14064-1:2018. All aforementioned emissions have been externally verified.

Scope 3 Greenhouse Gas Emissions GRI 305-3

(Unit: tonne CO_2e)

		2024
Category 1	Purchased goods and services	257,617
Category 2	Capital goods	103,366
Category 3	Fuel- and energy-related activities not included in Scope 1 or Scope 2	1,525,110
Category 4	Upstream transportation and distribution	27,593
Category 5	Waste generated in operations	22,038
Category 6	Business travel	13,163
Category 7	Employee commuting	5,916
Category 8	Upstream leased assets	86
Category 9	Downstream transportation and distribution	0
Category 10	Processing of sold products	814
Category 11	Use of sold products	100
Category 12	End-of-life treatment of sold products	8
Category 13	Downstream leased assets	71,939
Category 14	Franchises	0
Category 15	Investments	58,838

Note: The total Scope 3 emissions from 2021 to 2023 were 1,226,858, 2,224,464, and 2,228,985 tons of CO_2e, respectively. The data provided in this table are based on estimates derived from financial data methodologies or other reasonable assumptions, and are intended for reference only.

Waste Disposal

(Unit: Tonne)

	2021	2022	2023	2024	2024 Target
Recycled	33.83	56.94	55.52	61.32	-
Incinerated (with energy recovery)	219.16	209.10	210.22	220.60	247.03
Incinerated (without energy recovery)	0.07	0.07	0.10	0.10	-
Landfilled	0	0	0	0	-
Unknown disposal method	0	0	0	0	-

Note: Waste statistics include values for the headquarters and EVA Air Taipei Building.

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Energy Consumption GRI 302-1、GRI 302-3

Item	Unit	2021	2022	2023	2024	2024Target
Non-renewable energy consumption	**MWh**	**15,060,677**	**16,364,646**	**23,669,056**	**26,400,344**	**26,430,269**
Aircraft fuel	Tonne	1,290,596	1,402,565	2,029,103	2,217,498	-
	MWh	15,035,245	16,339,667	23,638,372	26,370,040	
Gasoline	Liter	63,981	29,967	214,405	200,861	
	MWh	580	272	1,944	1,756	
Diesel	Liter	32,163	32,349	67,198	72,138	
	MWh	314	316	656	723	
Natural Gas	m^3	19,313	18,383	25,604	32,159	
	MWh	180	171	238	221	
Electricity	MWh	24,359	24,221	27,845	27,604	
Renewable energy consumption	**MWh**	**-**	**-**	**385**	**3,654**	**1,020**
	%(usage rate)	**-**	**-**	**0.0016**	**0.0138**	**0.0039**
Renewable electricity	MWh	-	-	-	836	650
Sustainable aviation fuel	Tonne	-	-	31	230	30.2
	MWh	-	-	385	2,818	370
	%(usage rate)	-	-	0.0016	0.0107	0.0014
Energy intensity	**GJ/RTK**	**0.011**	**0.010**	**0.010**	**0.010**	**-**

Note 1: The electricity figures do not include electricity usage by outsourced suppliers on the headquarters.
Note 2: 1 kcal = 4.184 kJ, 1 kWh = 3600 kJ.
Note 3: The 2021–2022 inventories covered our owned facilities in Taiwan; the 2023 inventory covered all our global operating locations, including domestic/international airports, business district office locations, etc.
Note 4: After data revision, aircraft fuel consumption figures for 2021 to 2023 were approximately 0.8%, 0.91%, and 1.01% lower, respectively, compared to the figures disclosed in the 2023 report.

Water Usage

(Unit: Megaliters)

Source of water intake	2021	2022	2023	2024	2024 Target
Tap water	130.432	125.778	143.226	149.140	-
Condensate	3.769	4.769	5.991	9.262	-
Rainwater Recycling	0.396	1.312	0.024	0.188	-
Water Withdrawal	**134.597**	**131.859**	**149.241**	**158.590**	**-**
Water Discharge (including waste water)	**114.407**	**112.080**	**126.855**	**134.801**	**-**
Water Consumption	**20.190**	**19.779**	**22.386**	**23.789**	**28.751**

Note 1 : Water Consumption = Water Withdrawal - Water Discharge
Note 2: Water resource statistics cover our owned facilities in Taiwan (the headquarters, Old Bonded Warehouse Building, Bonded Warehouse Building and EVA Air Taipei Building); total water consumption was estimated as 15% of the total water intake, and the total water consumption data for 2021 to 2023 have been revised accordingly. The 2023 report did not quantify the related data.

Aircraft Air Pollution Data in LTO cycle GRI 305-7

		Unit	2021	2022	2023	2024	2024 Target
Nitrogen oxide (NOx)	Total emissions	Tonne	1,805	1,970	2,670	2,875	-
	Passenger emission intensity	g/RPK	0.1721	0.0548	0.0428	0.0428	0.0429
	Cargo emission intensity	g/FTK	0.3181	0.2650	0.1249	0.1194	0.1194
Hydrocarbon (HC)	Total emissions	Tonne	124	131	186	189	-
Carbon monoxide (CO)	Total emissions	Tonne	1,002	1,089	1,499	1,593	-
Sulfur oxides (SOx)	Total emissions	Tonne	29	31	50	58	-

Note 1: Each air pollutant is converted by the simple calculation method of ICAO Airport Air Quality Manual according to the emission factor of each aircraft type in one Landing-Take Off Cycle (LTO).
Note 2: During the pandemic, as we implemented Cabin In Cargo (CIC) operations, the annual emission data was adjusted to account for the emissions of these flights under the cargo category.
Note 3: The different aircraft models' certified engine emissions data are referred to the ICAO Aircraft Engine Emissions Databank. Sulfur oxides (SOx) emissions are estimated using the conversion factor of 0.000891 tons/LTO recommended by the US Environmental Protection Agency.

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Environmental Protection Expenditure

(Unit: TWD in thousands)

	2021	2022	2023	2024
Green product procurement	30,782	63,520	84,717	125,904
Operating expenditures	100,008	115,244	180,170	217,530
Equipment expenditures	1,976	10,681	22,195	59,589
Benefits	5,767	6,729	7,652	4,368

Note 1: Green product procurement is expenditure reported for environmental protection products, in accordance with the regulations of the Taoyuan City Government Self-Governance Act to Develop a Low-Carbon, Green City.
Note 2: Operating expenditures include waste removal and treatment fees, aircraft noise control fees, SAF expenditures, CORSIA, EU ETS and UK ETS fees, ISO environmental and energy management systems setup fees, and other project development fees.
Note 3: Equipment expenditures include the cost of establishing a carbon offset program, expenses for upgrading to energy-saving elevators, and costs related to outdoor air quality monitoring equipment and smart energy management systems.

Heat map of operational and supply chain dependencies and impact on nature

Operating Activity Categories	Relevant Sub-industries	Dependency																				Impact										
		Direct Physical Input					Enables Production Process					Mitigates Direct Impacts					Protection from Disruption						Water use	Terrestrial ecosystem use	Freshwater ecosystem use	Marine ecosystem use	other resource use	GHG emission	non-GHG pollutants	Water pollutants	Soil pollutants	Solid waste	Disturbance
		Animal-Based energy	Fibers and other material	Genetic material	Ground water	Surface water	Pollination	Soil quality	Ventilation	Water flow maintenance	Water quality	Bio-remediation	Dilution by atmosphere and ecosystem	Filtration	Mediation of sensory impacts	Buffering and attenuation of mass flows	Climate regulation	Disease control	Flood and storm protection	Mass stabilization and erosion control	Pest control											
Aviation Fuel	General Oil/ Natural Gas Companies																															
Aviation Maintenance & Parts	Aerospace & Defense																															
Ground Handling	Airport Service																															
Cabin Service Supplies & Catering	Food Distributor																															
	Packaged Foods & Meat																															
	Textiles																															
Operation Maintenance & General Affairs	Diverse Support Services																															
Company's Operation	Airline																															

Degree of Risk	Very High	High	Medium	Low	Very Low

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Fleet Planning

In recent years, EVA Air has begun introducing new energy-efficient aircraft into our fleet, in order to gradually retire aging models. In 2024, we have added one Boeing 787 passenger airliners to the EVA Air fleet as part of our aviation-related carbon reduction strategy. We also continue to follow up on the implementation results of these efforts, in order to make sure that we meet our targets.

External stakeholder	Environment
Cause of the Impact	Product/Service
Business activity coverage	>50% Business Activity
Positive/ Negative Impact	**Positive Impact** The Boeing 787 uses highly energy-efficient engines and a lightweight, widebody design. The craft's highly-efficient fuel usage and flight duration allow for 20% fuel savings as compared to older widebody designs, which also lowers greenhouse gas emissions.
Output Metric	Introduced one Boeing 787 passenger liners, which allow 3,148 tons less fuel usage than older aircraft.
Impact Metric	By reducing fuel usage, we reduce greenhouse gas emissions and the resultant social costs. Based on a 2023 US Environmental Protection Agency report, we calculate that in 2024, our introduction of new aircraft will lower social costs resulting from greenhouse gas emissions by US$ 1,945,907

Sustainable Supply Chain Management

Implementing sustainable supply chain management ensures the security of raw material supply and enhances the overall sustainability performance of the supply chain. Moreover, local procurement is one of the important indicators of supply chain management, which can effectively build a positive brand image and enhance competitiveness.

External stakeholder	Suppliers(Society)
Cause of the Impact	Supply chain
Business activity coverage	>50% Business Activity
Positive/ Negative Impact	**Positive Impact** EVA Air' s sustainable supply chain management allows enhancing local economic development, increases local employment opportunities, and creates social value. **Negative Impact** The need to comply with supply chain sustainability causes suppliers greater costs from investing in their manufacturing processes.
Output Metric	Local procurement amount in 2024
Impact Metric	EVA Air takes the promotion of local procurement as an important action to implement sustainable supply chain management. Through local procurement, it injects economic benefits into the areas where EVA Air's operating bases is located, promotes local employment and economic prosperity, and creates a social impact value c. TWD 39.366 billion.

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GRI Content Index

Statement of use	EVA Air's Sustainability Report is compiled in accordance with the GRI Standards. The information disclosure period of this report is from 1 January to 31 December 2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	GRI has not published an applicable Sector Standard

General Disclosures

GRI Standard	Disclosure	Page No.
GRI 2: General Disclosures 2021	**The organization and its reporting practices**	
	2-1 Organizational details	02
	2-2 Entities included in the organization's sustainability reporting	02
	2-3 Reporting period, frequency and contact point	02
	2-4 Restatements of information	02
	2-5 External assurance	02
	Activities and workers	
	2-6 Activities, value chain and other business relationships	09 , 68
	2-7 Employees	80 , 128 , 129
	2-8 Workers who are not employees	80 , 129
	Governance	
	2-9 Governance structure and composition	15
	2-10 Nomination and selection of the highest governance body	17
	2-11 Chair of the highest governance body	16
	2-12 Role of the highest governance body in overseeing the management of impacts	20 , 38
	2-13 Delegation of responsibility for managing impacts	20
	2-14 Role of the highest governance body in sustainability reporting	02 , 23
	2-15 Conflicts of interest	16

GRI Standard	Disclosure	Page No.
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	16
	2-17 Collective knowledge of the highest governance body	16
	2-18 Evaluation of the performance of the highest governance body	17
	2-19 Remuneration policies	16
	2-20 Process to determine remuneration	16
	2-21 Annual total compensation ratio	81
	Strategy, policies and practices	
	2-22 Statement on sustainable development strategy	03
	2-23 Policy commitments	18 , 58 , 65 73 , 74 , 88 103
	2-24 Embedding policy commitments	18 , 66 , 73 74 , 88 , 103
	2-25 Processes to remediate negative impacts w	20 , 90
	2-26 Mechanisms for seeking advice and raising concerns	20
	2-27 Compliance with laws and regulations	18 , 45 , 58 67 , 91 103 , 113
	2-28 Membership associations	12
	Stakeholder engagement	
	2-29 Approach to stakeholder engagement	38
	2-30 Collective bargaining agreements	93 , 134

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Material topics

GRI Standard	Disclosure	Page No.
GRI 3: Material Topics 2021	3-1 Process to determine material topics	23
	3-2 List of material topics	02 , 23
	3-3 Management of material topics	26

Note 1: The added material topics correspond to the following GRI Standards: 205 and 206.
Note 2: The removed material topics correspond to the following GRI Standards: 403.

Topic-specific Standards - Economic

GRI Standard	Disclosure	Page No.
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	10
	201-2 Financial implications and other risks and opportunities due to climate change	104
	201-3 Defined benefit plan obligations and other retirement plans	82
GRI 202: Market Presence	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	81 , 131
	202-2 Proportion of senior management hired from the local community	130
GRI 204: Procurement Practices	204-1 Proportion of spending on local suppliers	74
GRI 205: Anti-corruption	205-1 Operations assessed for risks related to corruption	20
	205-2 Communication and training about anti-corruption policies and procedures	19
	205-3 Confirmed incidents of corruption and actions taken	20
GRI 206: Anti-competitive Behavior	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	18

Topic-specific Standards - Environmental

GRI Standard	Disclosure	Page No.
GRI 302: Energy	302-1 Energy consumption within the organization	137
	302-2 Energy consumption outside of the organization	Information unavailable
	302-3 Energy intensity	137
	302-4 Reduction of energy consumption	112
	302-5 Reductions in energy requirements of products and services	112
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	111 , 136
	305-2 Energy indirect (Scope 2) GHG emissions	111 , 136
	305-3 Other indirect (Scope 3) GHG emissions	111 , 136
	305-4 GHG emissions intensity	111 , 136
	305-5 Reduction of GHG emissions	112
	305-6 Emissions of ozone-depleting substances (ODS)	Information unavailable
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	116 , 137
GRI 308: Supplier Environmental Assessment	308-1 New suppliers that were screened using environmental criteria	74
	308-2 Negative environmental impacts in the supply chain and actions taken	75

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Topic-specific Standards - Social

GRI Standard	Disclosure	Page No.
GRI 401: Employment	401-1 New employee hires and employee turnover	80 , 129 , 130
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	82
	401-3 Parental leave	84
GRI 402: Labor/Management Relations	402-1 Minimum notice periods regarding operational changes	94
GRI 404: Training and Education	404-1 Average hours of training per year per employee	84 , 132
	404-2 Programs for upgrading employee skills and transition assistance programs	87
	404-3 Percentage of employees receiving regular performance and career development reviews	87
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	15 , 81 128 , 129
	405-2 Ratio of basic salary and remuneration of women to men	82
GRI 406: Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	92
GRI 407: Freedom of Association and Collective Bargaining	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	93
GRI 408: Child Labor	408-1 Operations and suppliers at significant risk for incidents of child labor	80
GRI 409: Forced or Compulsory Labor	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	80
GRI 414: Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	74
	414-2 Negative social impacts in the supply chain and actions taken	75
GRI 416: Customer Health and Safety	416-1 Assessment of the health and safety impacts of product and service categories	45 , 58
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	45 , 58
GRI 417: Marketing and Labeling	417-1 Requirements for product and service information and labeling	45
	417-2 Incidents of non-compliance concerning product and service information and labeling	45
	417-3 Incidents of non-compliance concerning marketing communications	45
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	67

Sustainability Accounting Standards Board (SASB) Index

Topic	Code	Accounting Metric	Data/ Page No.
Greenhouse Gas Emissions	TR-AL-110a.1	Gross global Scope 1 emissions	111 , 136
	TR-AL-110a.2	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	112
	TR-AL-110a.3	(1) Total fuel consumed (2) percentage alternative (3) percentage sustainable	137
Labor Practices	TR-AL-310a.1	Percentage of active workforce covered under collective bargaining agreements	93 , 134
	TR-AL-310a.2	(1) Number of work stoppages and (2) total days idle	0 day
Competitive Behavior	TR-AL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	No such instances occurred.
Accident & Safety Management	TR-AL-540a.1	Description of implementation and outcomes of a Safety Management System	57
	TR-AL-540a.2	Number of aviation accidents	59
	TR-AL-540a.3	Number of governmental enforcement actions of aviation safety regulations	59

Code	Activity Metrics	Unit	Data
TR-AL-000.A	Available seat kilometers (ASK)	Million ASK	65,978
TR-AL-000.B	Passenger load factor	%	82.57
TR-AL-001.C	Revenue passenger kilometers (RPK)	Million RPK	54,478
TR-AL-001.D	Revenue ton kilometers (RTK)	Million RTK	9,440
TR-AL-002.E	Number of departures	Number	65,396
TR-AL-002.F	Average age of fleet	Years	8.74

Note 1: ASK=the number of available seats * the distance travelled in kilometers
Note 2: Passenger load factor=RPK / ASK
Note 3: RPK=the number of revenue passengers carried * the distance travelled in kilometers
Note 4: RTK=RPK * 0.09 + FTK

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Core Elements	Recommended Disclosures	Page No.
Governance	a. Describe the board's oversight of climate related risks and opportunities.	103
	b. Describe management's role in assessing and managing climate-related risks and opportunities.	103
Strategy	a. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	104 , 110
	b. Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	104 , 110
	c. Describe the resilience of the organization's strategy, taking into consideration different climate- related scenarios, including a 2° C or lower scenario.	104 , 110
Risk Management	a. Describe the organization's processes for identifying and assessing climate-related risks.	104
	b. Describe the organization's processes for managing climate-related risks.	104
	c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	104
Metrics & Targets	a. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	37 , 111 , 137
	b. Disclose Scope 1, Scope 2, and if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	111
	c. Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	37 , 111 , 137

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Item	Page No.
1. Describe the board of directors' and management's oversight and governance of climate-related risks and opportunities.	103
2. Describe how the identified climate risks and opportunities affect the business, strategy, and finances of the business (short, medium, and long term).	104~109
3. Describe the financial impact of extreme weather events and transformative actions.	104~109
4. Describe how climate risk identification, assessment, and management processes are integrated into the overall risk management system.	104
5. If scenario analysis is used to assess resilience to climate change risks, the scenarios, parameters, assumptions, analysis factors and major financial impacts used should be described.	109
6. If there is a transition plan for managing climate-related risks, describe the content of the plan, and the indicators and targets used to identify and manage physical risks and transition risks.	37 , 111 , 137
7. If internal carbon pricing is used as a planning tool, the basis for setting the price should be stated.	109
8. If climate-related targets have been set, the activities covered, the scope of greenhouse gas emissions, the planning horizon, and the progress achieved each year should be specified. If carbon credits or renewable energy certificates (RECs) are used to achieve relevant targets, the source and quantity of carbon credits or RECs to be offset should be specified.	137
9. Inventory and verification of greenhouse gas emissions, reduction targets, strategies, and action plans.	111 , 112 , 136

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Core Elements	Recommended Disclosures	Page No.
Governance	a. Describe the board's oversight of nature-related dependencies, impacts, risks and opportunities.	103
	b. Describe management's role in assessing and managing nature-related dependencies, impacts, risks and opportunities.	103
	c. Describe the organization' s human rights policies and engagement activities, and oversight by the board and management, with respect to Indigenous Peoples, Local Communities, affected and other stakeholders, in the organization's assessment of, and response to, nature-related dependencies, impacts, risks and opportunities.	105
Strategy	a. Describe the nature-related dependencies, impacts, risks and opportunities the organization has identified over the short, medium and long term.	104~110
	b. Describe the effect nature-related dependencies, impacts, risks and opportunities have had on the organization' s business model, value chain, strategy and financial planning, as well as any transition plans or analysis in place.	104~110
	c. Describe the resilience of the organization's strategy to nature-related risks and opportunities, taking into consideration different scenarios.	The scenario analysis have not been conducted.
	d. Disclose the locations of assets and/or activities in the organization's direct operations and, where possible, upstream and downstream value chain(s) that meet the criteria for priority locations.	105 , 116
Risk Management	a. (i) Describe the organization's processes for identifying, assessing and prioritizing nature-related dependencies, impacts, risks and opportunities in its direct operations.	104
	a. (ii) Describe the organization's processes for identifying, assessing and prioritizing nature-related dependencies, impacts, risks and opportunities in its upstream and downstream value chain(s).	104
	b. Describe the organization's processes for monitoring nature-related dependencies, impacts, risks and opportunities.	104
	c. Describe how processes for identifying, assessing, prioritizing and monitoring nature-related risks are integrated into and inform the organization's overall risk management processes.	104
Metrics & Targets	a. Disclose the metrics used by the organization to assess and manage material nature-related risks and opportunities in line with its strategy and risk management process.	37 , 113 , 137
	b. Disclose the metrics used by the organization to assess and manage dependencies and impacts on nature.	37 , 113 , 137
	c. Describe the targets and goals used by the organization to manage nature-related dependencies, impacts, risks and opportunities and its performance against these.	37 , 113 , 137

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INDEPENDENT ASSURANCE STATEMENT

To: The Stakeholders of EVA AIRWAYS CORPORATION

Introduction and objectives of work

Bureau Veritas Certification Taiwan has been engaged by EVA AIRWAYS CORPORATION to conduct an independent assurance of its 2024 EVA Air's Sustainability Report. This Assurance Statement applies to the related information included within the scope of work described below.

This information and its presentation in the 2024 EVA Air's Sustainability Report are the sole responsibility of the management of EVA AIRWAYS CORPORATION Bureau Veritas was not involved in the drafting of the Report. Our sole responsibility was to provide independent assurance on its content.

The objective of our engagement is to provide assurance to EVA AIRWAYS CORPORATION stakeholders over the accuracy, reliability and objectivity of the reported information and that it covers the issues material to the business and its stakeholders.

Scope of work

The scope of our work was limited to assurance over AA1000 AccountAbility Principles and performance data within the reporting period defined by 2024 EVA Air's Sustainability Report. Subject to the limitations and exclusions listed in the section below, our review included:

- Data and information included in 2024 EVA Air's Sustainability Report;
- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse and review the information reported;
- Evaluation of the Report against the main principles of the AA1000 Accountability Principle (2018)
  - Inclusivity
  - Materiality
  - Responsiveness
  - Impact
- Evaluation of the Report against the principles of Stakeholder Inclusiveness, Sustainability Context, Materiality, Completeness, Balance, Comparability, Accuracy, Timeliness, Clarity, and Reliability, as defined in the GRI Standards.

Reporting Criteria

2024 EVA Air's Sustainability Report has been prepared in reference to relevant best practice reporting frameworks such as the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB), as well as internal definitions set by EVA AIRWAYS CORPORATION for tracking and monitoring the progress against its ESG (Environment, Social, Governance) performance indicators.

Limitations and Exclusions

Our work was subject to the following exclusions:

- Financial data, including financial data that feeds into the calculation of information in the ESG report as these are audited by an external financial auditor and are relied on as accurate for the purposes of our scope of work. This includes but is not limited to any statements relating to production, sales, revenue, salaries, payments, and financial investments;
- Information related to activities outside the defined reporting period or scope;
- Company position statements (including any expression of opinion, belief, aspiration, expectation, aim or future intent) and any EVA AIRWAYS CORPORATION or third-party anecdotes or testimonials;
- Content of external websites or documents linked from the ESG Report and country or business unit specific Reports of other EVA AIRWAYS CORPORATION entities or joint ventures;
- Appropriateness of any new targets, commitments, and objectives established and communicated by EVA AIRWAYS CORPORATION; and
- Appropriateness of definitions and any internal reporting criteria adopted by EVA AIRWAYS CORPORATION for its disclosures.

The following limitations should be noted:

Our work was limited to EVA AIRWAYS CORPORATION Head Office activities where EVA AIRWAYS CORPORATION consolidates and reconciles data provided by its markets, countries of operation, suppliers and other third parties. The reliability of the reported data is dependent on the accuracy of data collection and monitoring arrangements at market and site level, not addressed as part of this assurance.

This High level assurance engagement relies on a risk based selected sample of the information in the ESG report and the associated limitations that this entails.

Responsibilities

The preparation and presentation of the ESG Report are the sole responsibility of the management of EVA AIRWAYS CORPORATION

Bureau Veritas was not involved in the drafting of the ESG Report. Our responsibilities were to:

- Provide High level assurance as per AA1000 over the accuracy, reliability and objectivity of the information contained within the ESG Report;
- Form an independent conclusion based on the assurance procedures performed and evidence obtained; and
- Report our detailed conclusions and recommendations in an internal report to EVA AIRWAYS CORPORATION management.

Assessment Standard

The assurance process was conducted in line with the requirements of the AA1000 Assurance Standard (AA1000AS v3), Type 2 at a High level of assurance.

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2024 EVA Air
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Independent Assurance Statement

Summary of work performed

As part of our independent assurance, Bureau Veritas undertook the following activities:

1. Interviews with relevant personnel of EVA AIRWAYS CORPORATION;
2. Review of documentary evidence produced by EVA AIRWAYS CORPORATION;
3. Review performance data listed in report with sampling basis;
4. Visits to 1 site located in Taiwan (Taoyuan City);
5. Evaluate the design of internal systems, processes and controls for data collection, aggregation, analysis and reporting, including assessing the appropriateness of assumptions made, estimation techniques used and reporting boundaries;
6. Confirm where relevant the accuracy of information with third parties and/or partner agencies;
7. Assess the disclosure and presentation of 2024 EVA Air's Sustainability Report to ensure consistency with assured information.

Our work was conducted against Bureau Veritas' standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance.

The work was planned and carried out to provide reasonable, rather than absolute assurance and we believe it provides a reasonable basis for our conclusions.

Our findings

On the basis of our methodology and the activities described above, it is our opinion that:

- The information and data included in 2024 EVA Air's Sustainability Report are accurate, reliable and free from material mistake or misstatement;
- The Report provides a fair representation of EVA AIRWAYS CORPORATION 's activities over the reporting period;
- The information is presented in a clear, understandable and accessible manner, and allows readers to form a balanced opinion over EVA AIRWAYS CORPORATION 's performance and status during the reporting period;
- The Report properly reflects the organisation's alignment to and implementation of the AA1000 Assurance Standard v3 principles of Inclusivity, Materiality, Responsiveness and Impact in its operations. Further detail is provided below;
- EVA AIRWAYS CORPORATION has established appropriate systems for the collection, aggregation and analysis of relevant information;

Alignment with the principles of AA1000 Accountability Principle (2018)

Inclusivity

EVA AIRWAYS CORPORATION has processes in place for engaging with key stakeholders including socially responsible investors, clients, employees, supply chain and local community; and has undertaken a number of formal stakeholder engagement activities in 2024 covering a range of material topics such as Economic, Social and Environment.

Materiality

The Report addresses the range of environmental, social and economic issues of concern that EVA AIRWAYS CORPORATION has identified as being of highest material importance. The identification of material topics has considered both internal assessments of risks and opportunities to the business, as well as stakeholders' views and concerns.

Responsiveness

EVA AIRWAYS CORPORATION is responding to those issues it has identified as material and demonstrates this in its policies, objectives, indicators and performance targets. The reported information can be used by the organisation and its stakeholders as a reasonable basis for their opinions and decision-making.

Impact

EVA AIRWAYS CORPORATION's management system can monitor, measure and be accountable for how their actions affect their broader ecosystems.

Statement of independence, impartiality and competence

Bureau Veritas is an independent professional services company that specialises in quality, environmental, health, safety, and social accountability with over 195 years history. Its assurance team has extensive experience in conducting verification over environmental, social, ethical and health and safety information, systems, and processes.

The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health and safety information, systems and processes, has over years combined experience in this field and an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day to day business activities. We are particularly vigilant in the prevention of conflicts of interest.

No member of the assurance team has a business relationship with EVA AIRWAYS CORPORATION, its Directors or Managers beyond that required of this assignment. We have conducted this verification independently, and there has been no conflict of interest.

Bureau Veritas Certification Taiwan
3F-B, No. 16, Nanjing E. Rd., Sec. 4, Songshan District, Taipei 10553, Taiwan R.O.C.
21/7/2025

Technical Reviewer: lin

Verifier: Ava Liu

AA1000
Licensed Report
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STATEMENT of COMPLIANCE

This is to state that

EVA AIRWAYS CORP.

NO. 376, SEC. 1, HSIN-NAN RD., LUCHU DIST., TAOYUAN, TAIWAN, R.O.C.

Holds Statement No: TWN/RM/024001

Bureau Veritas Certification (Taiwan) Co., Ltd. was engaged to conduct an independent verification of the risk management practice managed by EVA AIRWAYS CORP. for the period stated below. This Compliance Statement applies to the related information included within the scope of work described below.

Scope of the risk management process covered by the compliance verification:

EVA AIRWAYS CORP. at NO. 376, SEC. 1, HSIN-NAN RD., LUCHU DIST., TAOYUAN, TAIWAN, R.O.C.

EVA AIRWAYS CORP. Risk Management Policies and Procedures

(Including risk governance framework, risk review process, risk exposure review frequency, risk management process audit, and risk culture promotion.)

CER Manager:

Originally Issue: 23/06/2024 Latest Issue: 23/06/2024

The verification details are as below:

The verification is completed on 14/05/2024 via on-site visit, observation, interview and document review for the period of implementation records from 01/01/2023 to 30/04/2024

Statement of independence, impartiality and competence

The Bureau Veritas Group is an independent professional services company that specializes in Quality, Health, Safety, Social and Environmental management with over 190 years history in providing independent assurance services.

No member of the verification team has a business relationship with EVA AIRWAYS CORP., its Directors or Managers beyond that required of this assignment. We conducted this verification independently and to our knowledge there has been no conflict of interest.

The Bureau Veritas Group has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities.

The verification team has extensive experience in conducting assurance over environmental, social, ethical and health and safety information, systems and processes, has over 20 years combined experience in this field and an excellent understanding of The Bureau Veritas Group standard methodology for the verification of Risk management.

Bureau Veritas Certification (Taiwan) Co., Ltd.
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+886-2-2570 7655

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STATEMENT of COMPLIANCE

This is to state that

EVA AIRWAYS CORP.

NO. 376, SEC. 1, HSIN-NAN RD., LUCHU DIST., TAOYUAN, TAIWAN, R.O.C.

Holds Statement No: TWN/RM/024002

Bureau Veritas Certification (Taiwan) Co., Ltd. was engaged to conduct an independent verification of the code of conduct practice managed by EVA AIRWAYS CORP. for the period stated below. This Compliance Statement applies to the related information included within the scope of work described below.

Scope of the code of conduct practices covered by the compliance verification:

EVA AIRWAYS CORP. at NO. 376, SEC. 1, HSIN-NAN RD., LUCHU DIST., TAOYUAN, TAIWAN, R.O.C.

EVA AIRWAYS CORP. CODE OF CONDUCT

(Including responsibilities, reporting lines, dedicated help desks, focal points, ombudsman and hotlines, compliance linked to employee remuneration, employee performance appraisal systems integrates compliance, and disciplinary actions in case of breach.)

CER Manager:

Originally Issue: 23/06/2024 Latest Issue: 23/06/2024

The verification details are as below:

The verification is completed on 14/05/2024 via on-site visit, observation, interview and document review for the period of implementation records from 01/01/2023 to 30/04/2024

Statement of independence, impartiality and competence

The Bureau Veritas Group is an independent professional services company that specializes in Quality, Health, Safety, Social and Environmental management with over 190 years history in providing independent assurance services.

No member of the verification team has a business relationship with EVA AIRWAYS CORP., its Directors or Managers beyond that required of this assignment. We conducted this verification independently and to our knowledge there has been no conflict of interest.

The Bureau Veritas Group has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities.

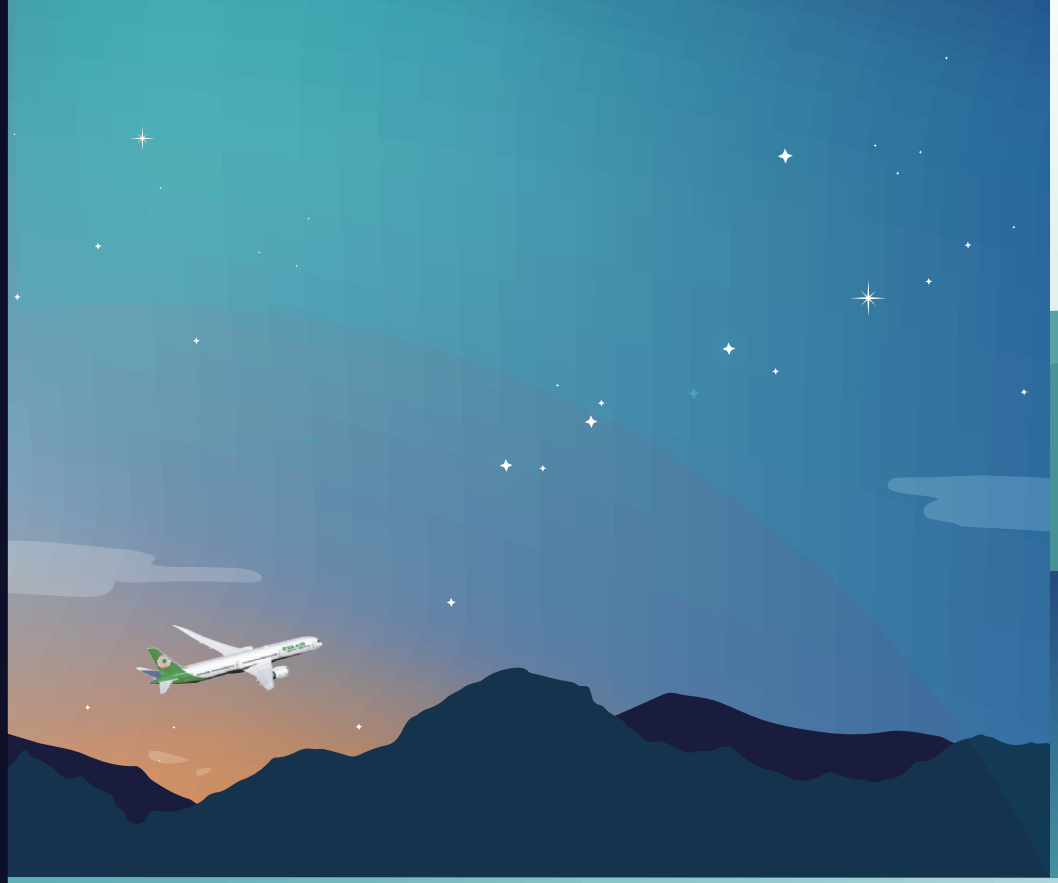
The verification team has extensive experience in conducting assurance over environmental, social, ethical and health and safety information, systems and processes, has over 20 years combined experience in this field and an excellent understanding of The Bureau Veritas Group standard methodology for the verification of Risk management.

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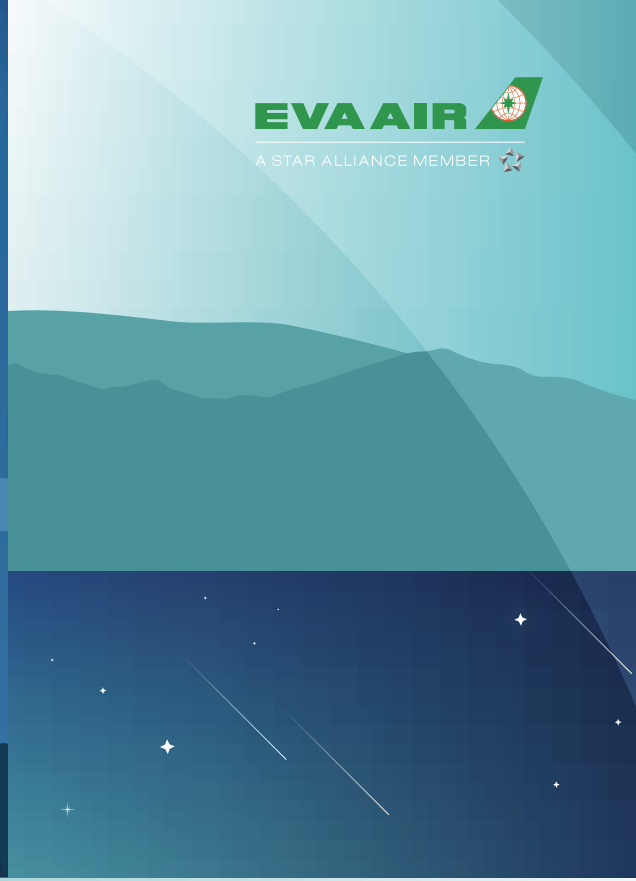






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