



Super Carrier  
Aviation Safety  
New Quality Productivity  
World-class Enterprise  
Super Carrier  
Climate Action  
Innovation  
Co-construction And Sharing  
Flight Punctuality  
Super Carrier

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Internationalization  
A Country With Strong Transportation Network  
Rural Revitalization  
Common Prosperity

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Super Ca  
Internationalization  
A Country With Strong Transportation Net

# 2023

**Forging ahead with New and Greater  
Strides on the New Journey**

**CHINA EASTERN AIRLINES CHINA EASTERN  
SUSTAINABILITY (ESG) REPORT**



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# Message from Chairman



**As time flies, the new year comes with new prospects.** In retrospect, profound changes unseen in a century were evolving rapidly in the world in 2023. While the world was confronted with sluggish economic recovery, increasing uncertainties and other global challenges, China increased certainty to the world with its stable development, contributing to global sustainability. In this crucial year, upholding the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, we earnestly implemented the guiding principles of the 20th CPC National Congress and seized opportunities created by the recovery of civil aviation sector to promote the high-quality development of the Company, joining hands with stakeholders to support the country's economic, social and ecological civilization development.

**Bearing in mind the country's most fundamental interests, we focus on fulfilling corporate responsibilities by ensuring civil aviation safety to support the country's strategic development.**

Pursuing a holistic approach to national security, we ensure "zero tolerance to hidden safety hazards" in every flight and in every link. In 2023, we witnessed a year of aviation safety at China Eastern Airlines (hereafter referred to as China Eastern), ensuring absolute safety in aviation operations and the lives of people. The passenger turnover increased 173.4 percent year-on-year (YoY) in 2023, enabling China Eastern to recover a passenger turnover of one million. As Chinese President Xi Jinping expressed in his 2024 New Year message, thanks to years of dedicated efforts on innovation-driven development, the C919 large passenger airliner entered commercial service. We are thrilled that China Eastern has become the first launch customer for the C919. Five C919 aircraft were delivered in the first batch; based in Shanghai, they fly from Shanghai to Chengdu, Beijing and Xi'an. With an additional purchase contract of 100 C919 aircraft, we keep exploring the best practices of commercial service of China-made large passenger airliner, earning praise from our passengers and all walks of life. In February 2024, the first C919 aircraft of China Eastern made its first overseas direct flight to prepare for its debut in Singapore Airshow 2024. The China's self-developed large passenger aircraft brand has gained wide recognition overseas. With societal care and support, we make steady strides to improve flight brand and profitability while securing safe, world-class flight.

**Bearing in mind the enterprise's priorities, we accelerate the pace for high-quality development.**

We promote the Company's high-quality development through high-quality Party building. Focusing on main responsibilities and businesses, we accelerate action to build China Eastern into a modern integrated air service provider. Substantial breakthroughs have been made through the "3+5" reform. We continuously improve the ecosystem of aviation industry chain and make every effort to promote the digital, smart and eco-friendly transformation and upgrading of traditional industries. Moreover, we develop strategic and emerging industries and plan the development of future industries to better play the role of scientific and technological innovation, industrial development, and safety support. Based in Shanghai, China Eastern operates flights to the globe and strives to build a "super carrier of air transport", playing its role as a national pillar in the industry in building a world-class air hub and international air transport center in Shanghai. We have released the plan for building an air-ground integrated travel network in the economic circle of Yangtze River Delta and comprehensively upgraded "rail-air transport" services, endeavoring to support the integrated development of Yangtze River Delta. Giving play to the strategic priority role of civil aviation, we operate flights worldwide with aircraft purchased from across the world to benefit global passengers. At the 6th CIIIE, China Eastern became the country's first state-owned enterprise to reach a deal, making records in terms of total contract volume, number and value of contracted projects under the Belt and Road Initiative. Actively building the "Air Silk Road", we launched over 20 air routes along the Belt and Road in 2023, covering flights from Shanghai to Istanbul, Shanghai to Cairo and so on. Besides, we pick up the pace of restoring international routes, with an effort to support the country's higher-level opening up.

**Bearing in mind the people's aspirations, we strive to fulfill corporate responsibilities with responsible flights.**

Under the guidance of Xi Jinping Thought on Ecological Civilization, we endeavor to achieve carbon peaking and carbon neutrality goals and implement the plan for civil aviation green development, proactively combating climate change with solid actions. While reducing carbon emissions associated with fuel consumption by means of introducing high-efficiency aircraft and optimizing flight distance, etc., we have launched the first sustainable flight with sustainable aviation fuel (SAF), inviting passengers to experience green flight and low-carbon air travel. With continuous efforts to build a happy China Eastern, we recruit high-caliber professionals to support the Company's high-quality development, do ten things for the sake of employee care such as "government-subsidized rental housing", boosting employees' sense of gain, sense of happiness and sense of security. Through partnership, we promote the in-flight medical care expert program and secure air transport of donated organs, wholeheartedly safeguarding

people's safety and health. After the earthquake struck Jishishan County in Gansu Province, China Eastern took the lead to operate relief flights. Later, we continued to conduct fixed-point assistance in the quake-hit area. Throughout the year, China Eastern donated over 40 million yuan as the assistance fund for Cangyuan County and Shuangjiang County in Yunnan Province, with an increase for the fourth consecutive year. With the launch of air routes for assistance, we worked with enterprises, universities and research institutes to build a whole industry chain of "Cangyuan Black Honey", aligning our efforts to consolidate and expand the achievements in poverty alleviation with efforts to promote rural revitalization.

**We forge ahead with new and greater strides on the New Journey.**

The year 2024 marks the 75th anniversary of the founding of the People's Republic of China and is a crucial year to fulfill the goals and tasks in the 14th Five-Year Plan for Economic and Social Development (2021-2025). In 2024, the civil aviation sector will shift focus to improving flight quantity and quality from recovery while China Eastern will user in a new page in high-quality development. Seizing development opportunities, we will shift to a more open mindset and forge ahead with a stronger morale. While coordinating development and security, we strive to develop new quality productive forces at a faster pace, strengthen core functions and core competitiveness, and improve operational efficiency, service quality and business model innovation. With stronger confidence and motivation, we will make great strides to pursue sustainable development while ensuring quality, efficiency, equality and safety at a higher level, thus making new and greater contributions to supporting the nation's pursuit of Chinese modernization to comprehensively build a stronger country and advance national rejuvenation.

王志清

Wang Zhiqing

Chairman & Party Secretary of China Eastern Air Holding Company

Chairman & Party Secretary of China Eastern Airlines Co., Ltd.

March 2024

# About the Report

## Report Improvement

With the rise and evolution of the ESG philosophy, enterprises are no longer limited to the disclosure of objective data such as corporate finance and performance. The integrate subjective factors such as environment, social responsibility, and corporate governance into disclosure, improving their investment value while helping them to boost sustainable development. Against this background and based on the need for high-quality development, China Eastern takes into account the information compliance disclosure requirements of the stock exchanges for listed companies during report preparation, and renames this report as the sustainability (ESG) report instead of the CSR and ESG report, pursuant to relevant requirements of the Guidelines No. 14 of Shanghai Stock Exchange for Self-regulation of Listed Companies - Sustainability Report (Trial) (Draft for Comments) issued in February 2024. This is the 16th sustainability report (previously CSR & ESG report) released by China Eastern Airlines Co., Ltd.

Regarding the practices and achievements of China Eastern Group in CSR fulfillment, please refer to the CSR Report of China Eastern Group.

## Reporting Period

The report mainly covers the Company's management and practice from January 1, 2023 to December 31, 2023. Some data and contents may extend beyond the time scope if necessary.

## Reporting Cycle

The Report is published annually. The latest report was released in March, 2023.

## Reporting Scope

The report covers the entire company (including its branches, subsidiaries, business operation units and functional departments) and some practices may come from China Eastern Group, its holding subsidiaries and functional departments of the headquarters.

## Reference

To facilitate presentation and reading, "China Eastern Airlines Co., Ltd." in this report also is referred to as, "China Eastern", "the Company" and "We". "China Eastern Air Holding Company" is referred to as "China Eastern Group". The subsidiary "Shanghai Airlines Co., Ltd." is referred to as "Shanghai Airlines". "China United Airlines Co., Ltd." was referred to as "China United Airlines". "Eastern Airlines Technology Co., Ltd." is referred to as "the Technology Company". "China Eastern Airlines Technology R&D Center Co., Ltd" is referred to as "China Eastern R&D Center". All branches are referred to as "the name of region + Branch".

## Preparation Basis

This report is prepared in accordance with the *Guidelines to the State-owned Enterprises Directly under the Central Government on Fulfilling Corporate Social Responsibilities with High Standards in the New Era (Draft for Comments)* and the *Work Plan for Improving the Quality of Listed Companies Controlled by State-owned Enterprises Directly under the Central Government issued by the State-owned Assets Supervision and Administration Commission of the State Council (SASAC)*, the *Environmental, Social and Governance Reporting Guide(HK-ESG)* issued by the Stock Exchange of Hong Kong Ltd., *Guidelines No. 14 of Shanghai Stock Exchange for Self-regulation of Listed Companies - Sustainability Report (Trial) (Draft for Comments)*, *GB/T 36001-2015 Guidance on Social Responsibility Reporting*, *GRI Sustainability Reporting Standards (GRI Standards)* issued by the Global Sustainability Standards Board (GSSB), *Guidance on Social Responsibility (ISO 26000:2010)*, *Guidelines on Corporate Social Responsibility Reporting for Chinese Enterprises (CASS-ESG5.0)* by Chinese Academy of Social Sciences, the *2030 Agenda for Sustainable Development* issued by the United Nations, as well as supplement guidelines in aviation service industry. With systematic integration of crucial guidelines and standards, the report responds to stakeholders' expectations and demands and highlights industrial features and corporate characteristics.

## Data Source

Relevant material, data and cases were collected from China Eastern. All the materials have been reviewed by relevant departments.

## Report Access

The Report is available in Chinese and English versions. For any discrepancies between the two versions, the Chinese version shall prevail. The report was released in printed and electronic formats. You can download the electronic report on the website of Shanghai Stock Exchange and our website ([www.ceair.com](http://www.ceair.com)). If you need a printed report or have any suggestion, please contact us as follows:

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## About China Eastern

### About China Eastern

Headquartered in Shanghai, China Eastern Airlines Co., Ltd. is one of the three state-owned backbone airlines of China. It originated from the first civil aviation squadron, which was established in Shanghai in January 1957. China Eastern has been listed on Shanghai and Hong Kong stock markets. Currently, it operates a fleet of approximately 800 aircraft, which is one of the youngest fleets in the world. With the largest-scale widebody fleet with leading commercial and technical models in China, China Eastern is the first Chinese civil airline to support inflight use of portable electronic devices (PEDs) such as cell phones.

As a member of the SkyTeam Airline Alliance (SkyTeam), China Eastern boasts an aviation transport network covering 1,050 destinations in 166 countries and regions. Every year, China Eastern can provide aviation transport services for 150 million passengers, ranking top 10 among global airlines. The "Eastern Miles" frequent flyers enjoy the membership rights and interests of a number of SkyTeam's airlines and have access to over 750 VIP airport lounges.

At present, China Eastern has four hub airports in two municipalities - Beijing and Shanghai, and a few regional air hubs in Xi'an, Kunming and other cities. Its business scope covers all airports in provincial capitals and those with an annual passenger throughput of over 10 million. China Eastern runs over 100 domestic and overseas branches. In recent years, the Company has launched several new international routes along the Belt and Road, actively building the Air Silk Road to connect the whole world by air.

China Eastern is committed to providing high-quality aviation transport service and speeding up the pace of building a world-class airline. The Company has been rated for a few consecutive years as Top 100 Most Valuable Chinese Brands by the world's famous brand rating agency - WPP and Top 50 Most Valuable Airlines Brands by Brand Finance, among other honours. In addition, the Company has received awards and honors at home and abroad for operating quality, service experience, and social responsibility fulfillment, etc.

Fleet structure in 2023 (Unit: frame)

Aircraft Model	2023	2022	2021
B777 series	20	20	20
B787 series	10	10	10
A350 series	20	15	11
A330 series	56	56	56
A320 series	379	372	358
B737 series	276	284	290
C919	4	1	/
ARJ21	17	17	7
Business aircraft	-	3	6
Total	782	778	758

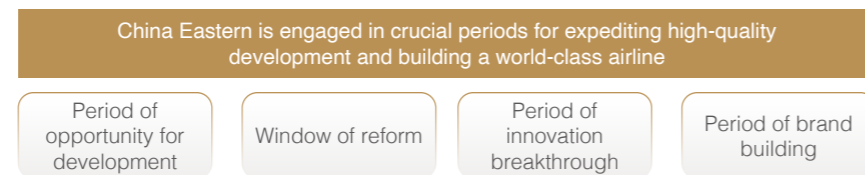
Note: The data of freight aircraft of China Eastern Group's subsidiaries are excluded.



## Corporate Strategy

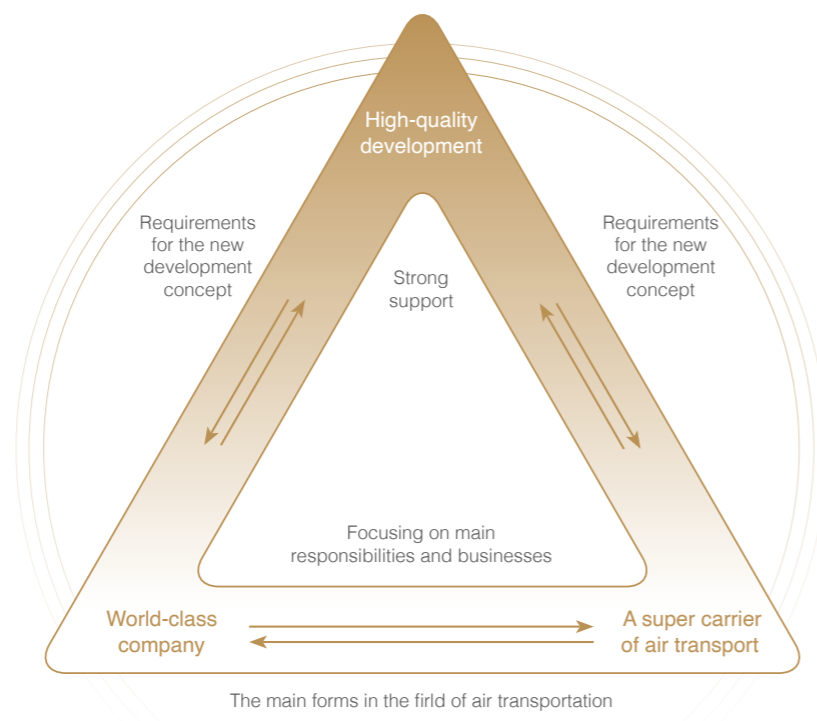
In 2023, in line with the "3+5" industrial roadmap of China Eastern Group, we optimized work approaches and plans to improve strategic management capability. We advanced reform and technological innovation, and promoted intelligent, refined and internationalized development, in an effort to build the world-class airline and happy China Eastern. While promoting the implementation of strategic plans, we aspire to become a world-class airline that provides integrated services of smart aviation transport, which advocates constant safety, innovation-driven development, quality and efficiency, and ecological protection.

### Strategic development direction



Seizing major opportunities of macro policies, civil aviation industry and regional development, we take the initiative to implement the country's strategy, i.e., building a super carrier of air transport. Based on previous experience and achievements, we deepen reform across the board by accelerating business model upgrading, development in strategic and emerging industries, and digital empowerment, and creating a company-wide atmosphere where everyone aspires to serve as the brand endorser of the Company. Furthermore, we make a deeper understanding of the new connotations of "building a world-class airline and a happy China Eastern". With the strategic initiatives of "focusing on main responsibilities and businesses" and "becoming stronger and better", we enhance strategic management and promote strategy implementation with unwavering strategic confidence and resolution.

### The roadmap for development



## Party Building

Upholding the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, we comprehensively implement the guiding principles of the 20th CPC National Congress and the second plenary session of the 20th CPC Central Committee, and carry out the education campaign on the study and implementation of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era. Specifically, we make integrated efforts to promote theoretical learning, surveys and research, inspection and rectification, and development momentum, and guide progress in reform, development and Party building, leading and securing the Company's high-quality development through high-quality Party building.

### The measures of China Eastern to enhance Party building in 2023

- We constantly improved the institutional system**

In full and strict accordance with "two consistencies (demanding consistency in regarding the Party's leadership over SOEs as an important political principle and in regarding the establishment of a modern enterprise systems as the direction of SOEs in reform)", we improved the institutional system that organically integrates Party leadership and corporate governance, and issued the *Rules of the Leading Party Members' Group for Deliberation and Decision Making (2023 revised version)*. We strictly followed pre-decision-making procedures to ensure that the intentions of the Leading Party Members' Group are fully reflected in major decisions. Throughout the year, we held 57 meetings of the Leading Party Members' Group, discussed 41 major issues of business operation and management, and made coordinated efforts to promote work safety, reform and development.
- We strengthened the development of the management**

In 2023, we issued the *Opinions of the Leading Party Members' Group of China Eastern Group on Enhancing the Administration of Selecting and Appointing the Management*, which improved the institutional system of the administration of the management. Focusing on the key and core tasks of reform and development such as optimizing the "3+5" industrial roadmap, we formulated the human resources measures for the management and the plans for selecting and appointing the management. In doing so, we enhanced all-dimensional administration and regular supervision of the management.
- We consolidated the construction of grassroots Party organizations**

In line with the *Implementation Measures of China Eastern Group for Work Reporting and Assessment of the Secretary of Grassroots Party Organizations (Trial)*, we made solid strides in 2022 to promote Party building accountability assessment, work reporting and assessment of Party organization secretary, and management of Party branch goals, in an effort to ensure responsibility fulfillment. Moreover, we constantly standardized the setting of Party organizations. Three grassroots Party organizations of China Eastern Group were awarded the 2023 Shanghai's "Demonstration Party Branches".
- We exercised full and strict governance over the Party**

In 2023, we ramped up efforts to enhance political supervision and oppose the Four Malfeasances (favoring form over substance, bureaucratism, hedonism, and extravagance). On one hand, we improved the closed-loop supervision mechanism for implementing the decisions and plans of General Secretary Xi Jinping and the CPC Central Committee, and formulated the opinions on promoting concrete, precision and regular actions for political supervision. On the other hand, we formulated the implementation plan to promote awareness-raising and rectification; taking strict discipline as our top priority, we improved the systems and measures to ensure that officials do not dare to be, are not able to be, and do not want to be corrupt.



China Eastern "Blue Sky Part Group" flight

# Corporate Governance

In strict accordance with the *Company Law*, *Securities Law* and related laws and regulations, administrative rules and regulatory documents, China Eastern has continuously optimized its governance structure, and made the operation more standardized, improving the corporate quality as a listed company. The Company has intensified efforts to improve the system, mechanism and capability of the Board of Directors, highlighted the strategic guidance, scientific decision and risk prevention and control of the Board of Directors, and accelerated the development of a corporate governance system where powers and responsibilities are defined according to laws and transparent, and coordinated operation and effective balance are guaranteed.

In 2023, China Eastern revised over ten institutional documents such as *Articles of Association and Independent Directors Working System*, and stipulated *Detailed Rules on the Work of Independent Directors' Meeting*, so as to give full play to the functions of independent directors in "participation in decision-making, supervision and balance, and professional consultation". The Board of Directors was included in the "2023 Best Performance of Board of Directors for Listed Companies" and "Best Performance Case of Board Office for Listed Companies" by China Association for Public Companies (CAPCO).

## Officers of the Board of Directors

Name	Title
Wang Zhiqing	Chairman, Party Secretary
Li Yangmin	Vice Chairman, General Manager, Vice Party Secretary
Tang Bing	Director, Vice Party Secretary
Lin Wanli	Director
Cai Hongping	Independent Director
Dong Xuebo	Independent Director
Sun Zheng	Independent Director
Lu Xiongwen	Independent Director
Jiang Jiang	Employee Director, Chairman of Labor Union



Shareholders Meetings

2

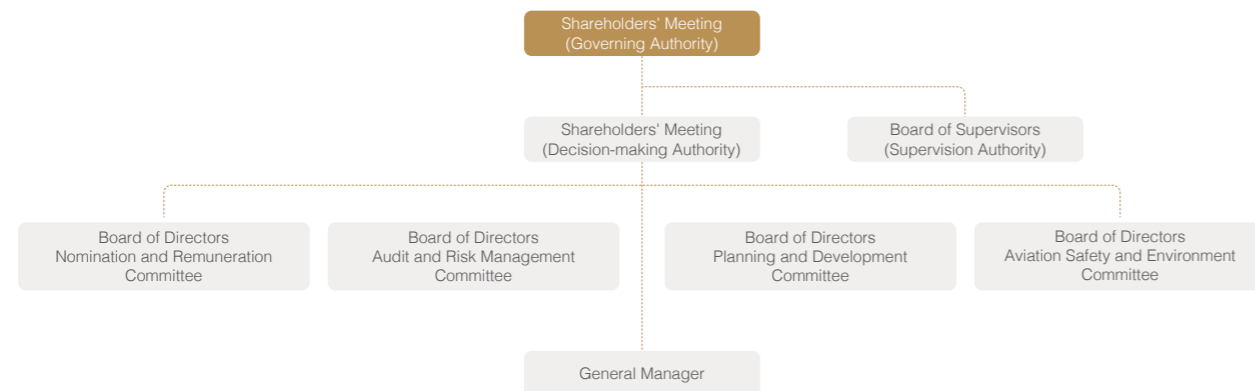
Board Meetings

11

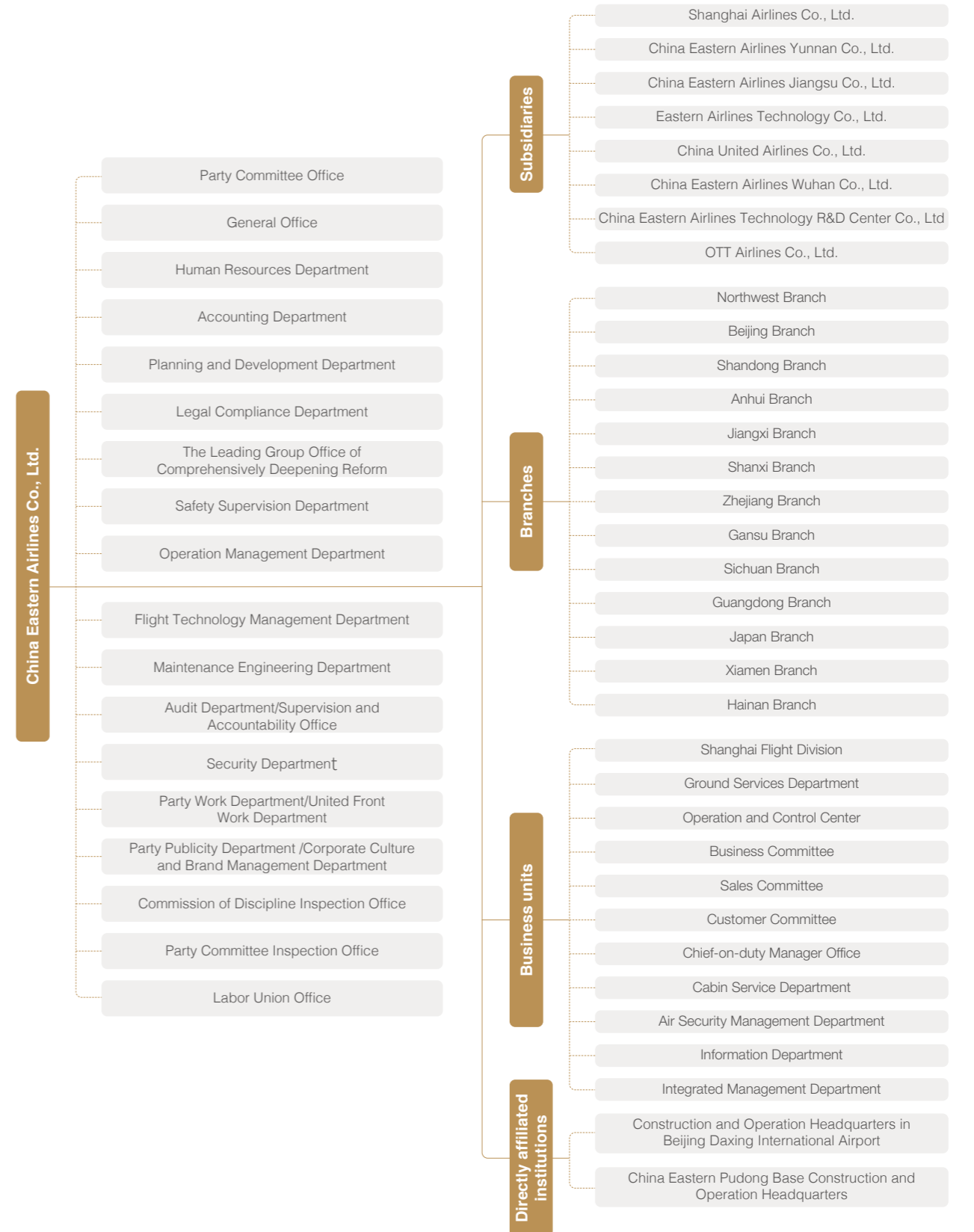
Special Committee Meetings

20

## Governance Framework



## Organizational Framework



\* China Eastern Pudong Base Construction and Operation Headquarters hangs the plate of China Eastern Hongqiao Construction Headquarters

# 以中国特色的ESG实践 服务中国式现代化建设



2023 ESG 全球领导者大会

On September 13, 2023, Mr. Li Yangmin, General Manager and Vice Party Secretary of China Eastern, was invited to attend the 2023 ESG Global Leaders Conference and deliver a keynote speech.



李养民

中国东方航空集团有限公司 总经理

## ESG Management

China Eastern has actively followed the sustainability/ ESG philosophy and continued to improve and optimize the sustainability/ ESG management system. The Company has also participated in the formulation of ESG disclosure rules, ESG performance ratings and ESG investment guidelines with Chinese characteristics. Moreover, we have improved the ESG working system, enhanced ESG practices, regularly disclosed ESG information, and compiled high-level sustainability/ESG reports to upgrade the ESG governance and performance, increasing the Company's competitiveness in the international market.

### ESG philosophy

China Eastern deeply understands that both short-term increases of profits, and long-term development and entire social interests should be considered. We should contribute to the sustainable development of the economy and human society by ESG construction. By integrating environmental protection, social responsibility and corporate governance, the Company ensures long-term development with stability.

### ESG framework

The Board of Directors is responsible for ESG-related matters including decision-making, leadership and implementation. Under the Board of Directors, the Committee on Aviation Safety and Environment (CASE) has been set up to examine and supervise the Company's aviation safety and ESG-related matters, and guide the setting of ESG goals, management guidelines and strategies. Moreover, it should research, review and provide suggestions on ESG issues including the ESG annual report.

### ESG management mechanism

The Board of Directors leads and makes decisions on ESG practice, assesses the impact and potential risks of ESG laws, regulations and policies on the corporate business performance, and provides suggestions to promote the integration of ESG into the Company's business and upgrade ESG management.

The Committee on Aviation Safety and Environment (CASE) holds regular meetings to listen to the reports on the Company's aviation safety, energy, environmental protection and other ESG-related matters to give suggestions after research on important issues including safety operation, energy, environmental protection and carbon dioxide emissions. Our functional departments, subsidiaries, branches and business units have actively implemented annual working plans and worked together in the summary, management improvement and report compilation of ESG matters.

In the future, China Eastern will integrate the ESG philosophies and measures into daily operations and optimize the performance of ESG in an all-round manner. The Company will also fulfill its social responsibility and strive to explore a more sustainable development pattern with higher quality to contribute to high-quality development, safeguard high-quality life and practice highly effective governance.

## Investor Relations

The Board of Directors fully respects and safeguards investors' legitimate interests and rights especially small and medium-sized investors. Value recognition is enhanced by establishing multiple channels and levels for investors to communicate with each other. In the second half of 2023, the Company's senior managers communicated and interacted with all investors to deliver its investment values and build up an acceptable market expectation by participating in the Company's annual and semi-annual performance briefings. China Eastern received an A rating for the 10th consecutive year in disclosure evaluation of the Shanghai Stock Exchange (SSE), and its annual report for 2022 got gold awards both in the International ARC Awards of Traditional Aviation Annual Report and in the Global Aviation Annual Report category at LACP (League of American Communications Professionals) Vision Awards.

Participating in **45** investment banking exchange meetings and strategy-planning meetings from home and abroad

Participating in **59** all-sized investor exchange meetings

Communicating with investors to a total of **595** of **258** institutions

## Compliance Management

China Eastern rigorously implements the *Compliance Management Measures for Central SOEs*, and continuously refines the top-level design of its compliance management system. The Company revised the legal review system and checklist on issues concerning major decision-making, appointment and dismissal of important officials, planning of major projects, and use of large funds and issued the *Interim Measures for Assessing the Effectiveness of Compliance Management System and the Interim Measure for Reporting on Compliance Risk and Handling of Compliance Concern*. China Eastern continues to improve its compliance management system and the chief compliance officer system, and has formulated the *Anti-Monopoly Compliance Guidelines*. We have built three "three defense lines" against compliance risks. The compliance assessment of major decision-making issues and crucial legal documents is embedded into the operation and management process as an indispensable procedure. We further tightened the assessment of the effectiveness of compliance management system, and have developed a closed-loop management model. We organized a special investigation of overseas legal compliance risks in 2022. We tightened supervision over overseas investment and mergers and acquisitions, and enhanced self-investigation of our overseas legal compliance management work. Meanwhile, we formulated the *China Eastern Group 2023 Guidelines on Cross-border Corruption Governance*. In addition, the Company participated in the legislation of *Civil Aviation Law of the People's Republic of China and Trade Mark Law of the People's Republic of China*, etc. We also organized the 2023 Chief Compliance Officer Training Class of China Eastern Group, the "Legal Talent Pool" training series, the 3rd season of the Preliminary Training of Self-inspector, and 8 seasons of the Overseas Law-based Governance in form of online courses provided by the State-owned Assets Supervision and Administration Commission of the State Council (SASAC).

## Risk Control

China Eastern is dedicated to progress while maintaining stability. Committed to "three stabilizes, four objections, five enhancement and six promotions", the Company adopts the bottom line thinking, and continuously improves its internal risk control system on the basis of internal management and system construction. We aim to improve our risk prevention and control capabilities and further modernize our governance system and capacity. China Eastern encountered zero major risk in 2023.

### Corporate risk control measures

#### Enhancing identification of major risks

We comprehensively identified potential risks and innovated risk assessment methods to sort out major risks that may impact our operational objectives. We also established a risk indicator database, and updated the risk classification framework. As a result, we identified 6 first-class risks and 47 second-class risks and added 130 risk indicators.

#### Tightening risk monitoring

We revised the *Measures for Reporting Major Operational Risks* to guarantee timely response and treatment of major operational risks. We formulated the *Measures for Assessing the Internal Control of Overseas Marketing Organizations* to improve their management level and risk prevention capability. We roll out risk monitoring on a regular basis to timely identify and address risks.

#### Refining internal control system

China Eastern has established an internal control assessment leading group and a working group responsible for carrying out the annual internal control evaluation. The Company continues to refine its internal control system and revise the evaluation standard. As a result, a total of 48,325 process control points were either established, revised or abolished, with the internal control assessment effect significantly improved. Meanwhile, we tightened monitoring and promoted the self-examination of the efficacy of internal control, optimizing our internal risk control infrastructure.



## Digital Transformation

Adhering to the strategy of accelerating digital transformation, we have proposed a work plan for labor division in management and implementation of digital transformation, and initiated a construction plan for "one platform with two engines" and mid-term adjustment for the technological innovation and informatization plan during the 14th Five-Year Plan period. Through building the cutting-edge enterprise-level platform - "Huiyan", we empower high-efficiency, high-performance and high-reliability operation in a unified, flexible, convenient and replicable approach, providing technological support for the Company's high-quality development.

### Key measures for digital transformation (in 2023)

#### We constantly promoted corporate governance.

In 2023, we ramped up efforts on the integration of business and finance, realizing closed-loop management of information of fully digitalized electronic invoices for aviation fuel; we promoted the construction of treasury management system, ensuring that the use of funds is visible, manageable, retrievable, and proper; we completed the upgrading of the fully digitalized electronic invoice system to facilitate passengers' reimbursement and improve product diversification; we comprehensively improved the intensive control capability for audit management and the efficiency of risk identification in multiple business models; upholding the green development philosophy, we enhanced the use of low-energy, eco-friendly and intelligent airborne equipment.

#### We optimized aviation services.

In 2023, we developed a range of aviation services and renovating the "one-step service package" to improve customer experience; we upgraded in-flight Wi-Fi service to ensure that it is always available on the airplane, and launched the in-flight Wi-Fi multiple-time card product; we built a multi-modal transport service network, with a total of 69 transit point routes for "rail-air transport" services; we expanded "air-bus transport" services, covering over 70 "air-bus transport" routes in Shanghai, Kunming and Xi'an.

#### We actively promoted capability building.

In terms of artificial intelligence (AI) development, we cumulatively developed over 50 technical capabilities, empowering 72 production systems and business modules; we passed the Level 5 certification of CMMI (Capability Maturity Model Integration) with high scores; the case *Data Governance Helps China Eastern to Promote Digital Transformation* was selected as a "Typical Case of Smart Civil Aviation Data Governance" by the Civil Aviation Administration of China (CAAC); we participated in the preparation of standards and research reports on digitalization; in partnership with China Electronics Standardization Institute (CESI), we released the *White Paper on Big Data Standardization (2023)* and passed the Level 3 certification of DSMM (Data Security Maturity Model), becoming the first airline in China to pass the certification of this kind.

## Technological Innovation

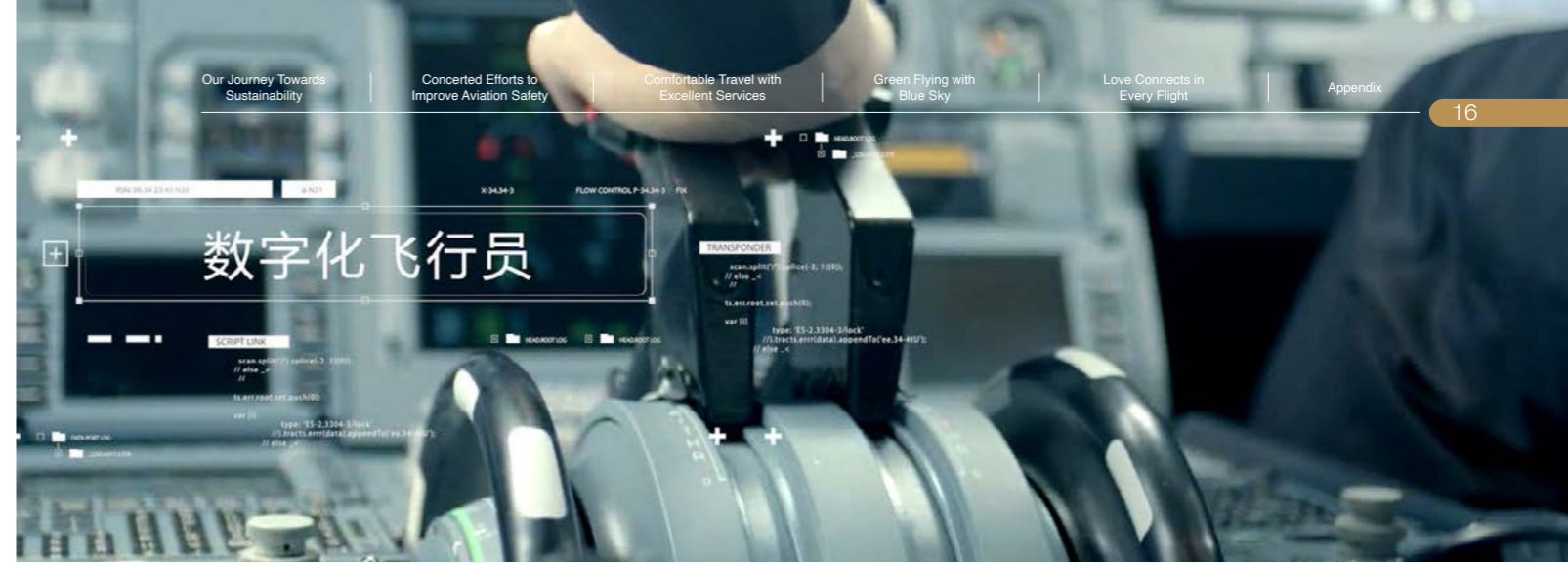
China Eastern has constantly improved the technological innovation system to enhance top level design for technological innovation. In line with the "3+5" reform plan and the *Regulations of China Eastern Air Holding Company on the Management of Technological Innovation Projects*, we released technological innovation systems associated with technological research and development to improve technological research management; we invited experts and scholars from China Academy of Civil Aviation Science and Technology, Civil Aviation Flight University of China, Tongji University, and Nanjing University of Aeronautics and Astronautics, etc. to make exchanges and enhance collaboration between the industry, universities, research institutes and users. Paying great attention to intellectual property management, we actively promoted the transformation of technological innovation achievements to improve the management efficiency of technological innovation projects. Among them, the project "Pilot Cognition and Competency Features for Pilot Recruitment and Assessment Systems" facilitated the recruitment and assessment of over 6,000 pilots; we gained patent authorization for a few projects such as the monitoring system for airplane release; we also won prizes for several projects of innovation application such as "digital twin" airplane repair & maintenance.



Investment in smart technologies	Patent granted	New patents for inventions	Utility model patents	Software copyrights
36.18 million yuan	14	6	5	15



China Eastern completed logo copyright registration for the world's first C919 aircraft



## Anti-Corruption

China Eastern has always maintained political resolve in anti-corruption. To fight against corruption, we unwaveringly deepen political inspections and earnestly implemented the work plan for inspections, providing strong disciplinary support for the Company's high-quality development.

### We unwaveringly deepened political inspections.

In 2023, we organized two rounds of political inspections to proceed special inspections among Party organizations on personnel selection and appointing, work safety, and inspections. We compiled and issued the *Briefing on Inspections*, and formulated the *Guidelines for Inspection Workflow of the Party Committee of China Eastern*, improving the standardization of inspections. At the same time, we ramped up efforts on rectification and achievement application of inspections.

### We thoroughly promoted the reform of discipline inspection and supervision systems.

In 2023, we formulated and implemented the opinions of China Eastern on implementing the *Work Plan of the Anti-Corruption Coordination Group of the Central Government (2023-2027)*, and promoted the establishment of an anti-corruption coordination group within the Company. We made coordinated efforts to prepare and revise 10 discipline inspection and supervision systems. Specifically, we took the lead in revising the *Work Manual for the Discipline Inspection and Supervision Group*, preparing the *Work Manual for the Commission of Discipline Inspection of China Eastern*, and holding meetings of the anti-corruption coordination group, contributing to the integration of various types of supervision.

### We improved the systems and measures to ensure that officials do not dare to be, are not able to be, and do not want to be corrupt.

Focusing on "preventing the corruption risks that involve airplane, ticket, transport, flight, and IT", aircraft procurement management, engineering projects and other key areas, we formulated the *Integrity Risk Prevention & Control Manual of China Eastern Group* and improved the integrity risk prevention & control mechanism in 2023. Through improving the cross-border corruption governance coordination mechanism, we took special actions on rectification. The approach of "full-cycle management" has been applied in case handling, rectification, and governance. In terms of corruption case warning, we adopted a series of measures such as convening warning and awareness-raising meetings, reporting typical cases of corruption punishment, filming and watching movies to combat corruption, unwaveringly maintaining a "high-handed posture" of punishing corruption.

### We attached importance on protecting whistle-blowers.

In 2023, we handled reports and accusations in strict accordance with the working rules for handling reports and accusations by disciplinary inspection and supervision agencies, the *Constitution of the Communist Party of China*, the *Constitution of the People's Republic of China*, and relevant provisions on "letters and calls". Moreover, we handled them in terms of management authority, ensuring hierarchical accountability and division of labor. At the same time, we strictly followed the rules of confidentiality, fully guaranteed Party members and the general public to exercise power of supervision, and safeguarded the legitimate rights and interests of Party members and management personnel.



Meetings on corruption case warning and anti-corruption awareness-raising convened by China Eastern Group in 2023

2

Party members and management personnel who joined in training of improving Party spirit, Party conduct, and Party discipline

Over 2,000

Training activities exclusively held for members of the Board of Directors, Board of Supervisors, and senior management (e.g., follow-up training for independent Board directors, special training on the reform of the independent director system, annual training for the chairman of the Board of Supervisors, and anti-corruption training)

11

CHINA EASTERN



**High-Quality  
Development Footprints in  
2023**

**Actions and achievements of the education campaign on the study and implementation of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era**

Since the launch of the education campaign in April 2023, we have organized China Eastern employees in two batches to study and implement Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era. Upholding the integration of learning, thinking and application, we align efforts in integrating and promoting theoretical learning, surveys and research, development momentum, as well as inspection and rectification.



**China Eastern put the C919 large passenger airliner into commercial service and signed an additional purchase contract of 100 C919 aircraft.**

On May 28, 2023, China Eastern put the C919 large passenger airliner into commercial service for the first time. On September 28, China Eastern signed an additional purchase contract of C919 aircraft.



**Restoring international routes and building the "Air Silk Road"**

In 2023, we took orderly steps to restore international routes and launch new flight routes, fully supporting the recovery of the civil aviation sector. Successively, China Eastern launched a set of new air routes along the Belt and Road, covering flights to Istanbul, Cairo and other destinations. Efforts were also made to build a super carrier of air transport, moving further towards the construction of an air route network that connects the globe.



**China Eastern participated in the North Bund Forum as the organizer of one of its parallel forum - the North Bund International Aviation Forum.**

On September 22, 2023, China Eastern organized the North Bund International Aviation Forum. On the forum, a few significant achievements were released, such as "the air-ground integrated travel network in the economic circle of Yangtze River Delta" and "Air Travel Health Guidelines".



**Forging ahead with new and greater strides**

During the period from October 10 to October 13, 2023, China Eastern held a company-wide seminar on studying and implementing the important guidelines of General Secretary Xi Jinping to promote actions for deepening SOE reform.



### China Eastern reached strategic cooperation with Shanghai

In January 2023, China Eastern Group signed a strategic cooperation framework agreement with the Shanghai Municipal People's Government. Focusing on main responsibilities and businesses, we strive to build a super carrier of air transport and accelerate action for higher efficiency grades of the international air hub - Shanghai; with the "Shanghai Service" brand, we comprehensively improved service quality and dedicated ourselves to supporting the construction of the Five Centers in Shanghai, i.e., building Shanghai into an international economic center, international financial center, international trade center, international shipping center, and international science & technology innovation center.



### At the 6th CIIE, China Eastern was the country's first state-owned enterprise to reach a deal.

In 2023, China Eastern took part in the CIIE with "four identities" - a core corporate sponsor, designated air carrier, purchaser and service provider. On November 16, China Eastern became the country's first state-owned enterprise to reach a deal, with the contract value of 2,547 million US dollars. This deal made records in terms of total contract volume, number and value of contracted projects under the Belt and Road Initiative.



### Making a new breakthrough in in-flight Wi-Fi service

In August 2023, China Eastern became the country's first airline to make in-flight Wi-Fi service available for passengers throughout the entire flight, including when the aircraft is flying at an altitude of 3,000 meters or below. In November, China Eastern launched its innovative product - the in-flight Wi-Fi multiple-time card. With this product, passengers can use the in-flight Wi-Fi service for infinite times before the date of expiration, speeding up the pace of integrating air internet connection into daily air travel.



### Heartwarming moments and stories

In 2023, we witnessed batches of brave and responsible China Eastern employees who did good practices of air transport services interwoven in heartwarming stories during the critical periods of passenger transport in China, such as the travel rush during the Spring Festival, May Day, Mid-Autumn Festival and National Day, summer holiday, the severest cold-air outbreak, and the hugest heat waves.



### Providing air rescue and financial support for the quake-hit Gansu Province

On December 19, 2023, China Eastern urgently operated flights to fly rescue personnel and supplies to Lanzhou City, Gansu Province, sparing no effort to support all-out rescue and relief work in the quake-hit Jishishan.

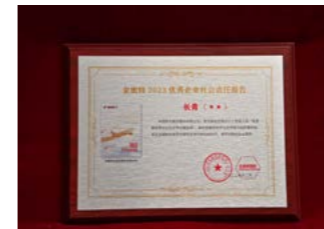


# CSR Awards and Recognition

The year 2023 is the first year to fully implement the guiding principles of the 20th CPC National Congress. This year, we forged ahead with even greater resolve. We upheld fundamental principles and broke new ground. In the year of reform, we pursued progress while ensuring stability, ushering in a new page in the Chinese path to a modernized China Eastern, earning attention and praise from our passengers, media, the public and all walks of life.



Award	Issuer
2023 BrandZTM Top 100 Most Valuable Chinese Airline Brands 2023 BrandZTM Top Brand Value Riser	WPP, Kantar
2023 Fortune Top 500 Chinese Companies 2023 Fortune Top 500 Chinese Listed Companies	The Fortune Magazine
2023 Top 50 Most Valuable Global Airline Brands	Brand Finance
2023 Top 500 Chinese Companies	China Enterprise Confederation/China Enterprise Directors Association
First Prize for Outstanding works in the Good-Faith Netizen Micro Video Campaign	All-China Federation of Trade Unions
CIIE Outstanding Contribution Award	China International Import Expo Bureau
Golden Award for "Telling the Stories of China" in the overseas communication program of the 18th China Public Relations Industry Best Cases Competition	China International Public Relations Association
The case "China Eastern put the first C919 aircraft into commercial service" was awarded the Excellent Case of Public Relations of the Year	China International Public Relations Association
China Eastern Federation of Returned Overseas Chinese was awarded the Advanced Organization among nation-wide federations of returned overseas Chinese	All-China Federation of Returned Overseas Chinese
2022 China Positive Energy Network Boutique	Central Cyberspace Administration
The Research Report on Global Communication Power of Chinese Brands (2023) won the "High-Quality Voice" Award for International Communication of Central SOEs	Xinhua News Center, Xinhua Brand Work Office
2023 Best Practice Case of the Board of Directors of Listed Companies	China Association for Public Companies
The case "China Eastern launched new air routes to boost the bee sector of Cangyuan County" won the 2023 Best Practice Case of Rural Revitalization of Listed Companies"	China Association for Public Companies, China Foundation for Rural Development
First Prize in the 11th China Brand Storytelling Competition	China Association for Quality
2023 "Belt and Road" Green Supply Chain Case	"Belt and Road" Eco-industry Cooperation Working Committee, All-China Environment Federation
Outstanding Works Award in the 4th Central SOEs Socialist Core Values Micro Films Exhibition	Bureau of Publicity, State-owned Assets Supervision and Administration Commission of the State Council (SASAC)
2022 Top 30 Brand Building Capacity Award for Central SOEs	Bureau of Social Responsibility, State-owned Assets Supervision and Administration Commission of the State Council (SASAC)
2023 ESG Four-Star Rating of Listed Companies owned by Central SOEs, listed in Central SOEs ESG · Pioneer 100 Index	Research Group for the Blue Book on ESG of Listed Companies Controlled by Central SOEs (2023), Bureau of Social Responsibility, State-owned Assets Supervision and Administration Commission of the State Council, CSR Cloud Research Institute
ESG Innovation Practice Award in the 2023 Yicai · China Corporate Social Responsibility Ranking	The Organizational Committee of Yicai · China Corporate Social Responsibility Ranking
2023 Top 100 Brands, 2023 Top 50 Brand Marketing Cases	Sina Finance
Evergreen Award (Two-Star Rating) of GoldenBee Excellent CSR Report 2023	China Sustainability Tribune, GoldenBee Think Tank



Award	Issuer
2023 Sky Choice Travel Awards: Innovations in Products or Services of the Year, Sustainable Brand of the Year, Airline Catering of the Year, CSR Brand of the Year, Crew of the Year, Low-Cost Airline of the Year (China United Airlines)	The CAAC Inflight Magazine
2022 Typical Cases of SOEs Brand Building	The General Office, State-owned Assets Supervision and Administration Commission of the State Council (SASAC)
2023 Outstanding International Publicity Cases of Central SOEs	Bureau of Publicity, State-owned Assets Supervision and Administration Commission of the State Council (SASAC)
First Prize (News Script) in the 10th SOEs News Competition	Central SOEs Media Alliance, SASAC News Center
2023 Outstanding News Contributor to the official website of SASAC	SASAC News Center
Excellent Photographs in the publicity activity themed "Visual Enjoyment for SOEs Prospects"	Central SOEs Media Alliance, SASAC News Center
2022 Most Influential New Media Accounts of Chinese Companies	SASAC News Center
2022 Most Influential New Media Accounts of Central SOEs	SASAC News Center
2023 Top 10 Central SOEs Heartwarming Clips (China Eastern operated flights to safeguard people's lives) 2023 Top 10 Central SOEs Trending Hashtag (China Eastern C919)	SASAC News Center
2023 Top 10 Transportation Technology Innovation News (China Eastern put the C919 large passenger airliner into commercial service) 2023 Top 10 Transportation News (China Eastern put the C919 large passenger airliner into commercial service)	China Transportation Newspaper, the 100-person youth expert panel for transportation technology innovation
2023 Top 10 China Civil Aviation News (China Eastern put the C919 large passenger airliner into commercial service)	CAAC Newspaper
CO2 Emission Reduction Award in the 2nd Sustainable Flight Challenge (TSFC) of SkyTeam	SkyTeam
The 5th Short Video Competition of "Belt and Road" 100-Country Moments The works of China Eastern - Ten Cities and Ten Encounters: Roman Holiday won the Excellent Work Award The works of China Eastern - Walking in Lantern Parade with Tang Xiaoyan won the Most Popular Overseas Work Award	China Public Diplomacy Association SASAC News Center huanqiu.com
2023 Pioneering Case of China Internal Audit Digital Transformation	China Academy of Information and Communications Technology (CAICT)
2022 China Commercial Aircraft Introduction Contribution Award	Commercial Aircraft Corporation of China, Ltd. (COMAC)
2023 Top 100 Shanghai Companies, 2023 Top 100 Tertiary Companies in Yangtze River Delta	Shanghai Enterprise Confederation
The "Eastern Miles" frequent flyers program of China Eastern was awarded the Most Popular Frequent Flyers Reward Program	The CAAC Inflight Magazine, FLYERT
2022-2023 Best CSR Performer	carnoc.com
2022-2023 Best Civil Aviation Employer	carnoc.com



## Feature

Bearing in Mind the Country's Most Fundamental Interests: the First Homegrown C919 Aircraft was put into Commercial Service

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## Launching C919 Commercial Service

On December 26, 2022, China Eastern started test flights of its first C919, also the world's first delivered C919 large airliner.

2022

On December 9, 2022, the world's first C919, China's homegrown large airliner, was officially delivered to China Eastern, entering a new phase of commercial service from the first phase of research and development.

2023

From December 2022 to May 2023, China Eastern conducted intensive test flights of the C919 at airports in Shanghai, Beijing, Chengdu, Xi'an, Haikou, Qingdao, Wuhan, Jinan, and Nanchang, etc.



On May 28, 2023, China Eastern operated the MU9191 flight utilizing the C919 from Shanghai Hongqiao International Airport to Beijing Capital International Airport, successfully completing its maiden commercial flight in the world.



Since May 29, 2023, China Eastern has conducted regular commercial operation of the C919 on the Shanghai-Chengdu route (from Shanghai Hongqiao International Airport to Chengdu Tianfu International Airport).



On December 9, 2023, the third C919 was delivered to China Eastern and put into service

2024

On February 17, 2024, the first C919 aircraft of China Eastern and the world as well successfully arrived in Singapore Changi International Airport after a nearly 6-hour non-stop flight covering approximately 4,200 kilometers. During the 2024 Singapore Airshow, five domestically produced C919 aircraft produced by COMAC, including the one delivered to China Eastern, were unveiled to the public, wrapping up the overseas debut of the C919 fleet.



On January 9, 2024, China Eastern started C919 commercial flights on the Shanghai-Beijing route (from Shanghai Hongqiao International Airport to Beijing Daxing International Airport), which was the second regular commercial flight route of China Eastern's C919 fleet after welcoming its fourth C919.

On January 26, 2024, the C919 aircraft of China Eastern were put into use for the Spring Festival travel rush for the first time.



On September 28, 2023, China Eastern inked an order for an additional 100 C919 aircraft, making it the world's largest user of C919 with regular, large-scale commercial operation.



On July 16, 2023, China Eastern officially received the second C919; on August 4, a pair of C919 aircraft were put into commercial service on the Shanghai-Chengdu route (from Shanghai Hongqiao International Airport to Chengdu Tianfu International Airport).



# Forging Ahead with the Four-pronged Goal

China Eastern has established a leading group for C919 operation support and formulated a special plan on C919 operation guarantee, making every effort to promote regular, large-scale commercial operation of the C919 aircraft.



## Letters of gratitude

Over the past year, China Eastern has taken active actions to implement the country's strategy to boost the cause of large airliner, providing strong support for the delivery & operation, design optimization, and quality improvement of the C919 and ARJ21 aircraft.

— Commercial Aircraft Corporation of China Limited

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The world's first C919 aircraft with the "Chinese Seal" logo stands out in the sunlight. This is a kind of unique romance and pride for the Chinese people.

— A pilot of China Eastern's C919 fleet

The C919 cabin is spacious and ensures high comfort, making it quite suitable for air travel. Moreover, the C919 is environmentally friendly, low-carbon, and efficient!

— Singapore Airshow Audience Review for the C919

Good morning to all crew members of MU9197! The first flight of the C919 is extraordinarily meaningful for everyone of us. The Chinese people are extremely proud. Wish you safe and sound in every flight!

— Message from a passenger to the C919 crew

We are so proud of taking a domestically produced airplane! Lv Jie take her first C919 flight with great comfort to return home in Chengdu City, Sichuan Province. She also enjoyed the tasty festival in-flight meals, which were offered exclusively during the Spring Festival.

— An excerpt from the front page headline of *People's Daily* on February 15, 2024, titled "The Flowing China is Full of Vitality"

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## Measures of China Eastern to secure stable operation of the C919



Meetings of the leading group for C919 operation support

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In terms of organizational management

We have established a leading group for C919 operation support, which is responsible for leading and coordinating the implementation of C919 operation safety work. Under this leading group, there are four working groups for flight operation, continuous airworthiness, marketing services, and brand management. The leading group implements a bi-weekly work meeting system. It timely collects and evaluates flight information on after-flight summary meetings and regular work meetings on maintenance & repair days, and urges rectification actions through weekly work meetings and special-theme work meetings, forming a closed-loop management mechanism.

In terms of building a professional team of C919 personnel

We have paid the same attention to the training and development of large airliner professionals, as well as commercial operation. By the end of December 2023, there have been 29 pilots in the C919 fleet, among which 16 are instructors. Besides, 26 cross pilots are undergoing training in three batches. A logistics support team of over 100 people has also been established. All these efforts help build a professional team of C919 personnel that secures C919 flight safety and better passenger service.

In terms of operation safety control

We have periodically conducted research on regular operation of the C919 based on the operation characteristics of the new aircraft model and fleet, and completed a set of special tasks such as test flights with no passengers on board, emergency evacuation tests, and flight crew training; moreover, we have regularly organized inspections on hidden safety hazards and taken a series of countermeasures, namely, formulating the *C919 Cabin Operations Manual*, *C919 Door Opening Checklist*, and luggage control risk reminders, etc.; in addition, we have developed the Operation Support Plan for China's Homegrown Large Airliner.

In terms of passenger travel experience

We have established a division of C919 crew service, offering premium services of the homegrown large airliner with an elite crew. On the C919, we offer "Jiu"-themed meals, and customized souvenir paper cups and cleaning bags; we display safety-briefing videos with Chinese characteristics to broadcast aviation safety instructions. Besides, we have developed C919-related air tickets and accessories.

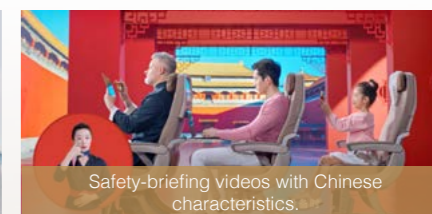
In terms of details-focused design

We have regularly conducted analyses of cabin design details and optimized 58 details such as "lifting the baggage stowage compartment by one degree angle" according to passenger experience feedback.

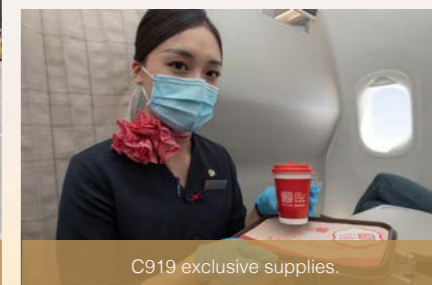
## The debut of C919 commercial operation marks a new page in the development of China's large airliner



On May 28, 2023, the C919 maiden commercial flight crew took a group photo at Beijing Capital International Airport.



Safety-briefing videos with Chinese characteristics.



C919 exclusive supplies.

In 2024, China Eastern continues to receive C919 airliners and launch new routes for this airliner model as scheduled, scaling up C919 operation with solid steps and working with stakeholders to build the C919 into a mainstream, mature aircraft model.





## Our Journey Towards Sustainability

The air transport industry is tasked with an essential mission of promoting humanistic exchange, economic and trade interactions, and cultural communication. Additionally, it plays a significant role in shaping individual lifestyles and corporate ecosystems. However, achieving sustainable development within the industry requires a delicate balance between aviation resources, societal needs, environmental factors, and economic benefits. Addressing the challenges of minimizing negative impacts on society and the environment while maximizing positive impacts on sustainability is a critical issue we have been thinking about. China Eastern believes that responsible and sustainable operations can make significant positive contributions towards sustainable development, which will also bring us more opportunities for innovation, stronger partnerships, and sustainable growth.

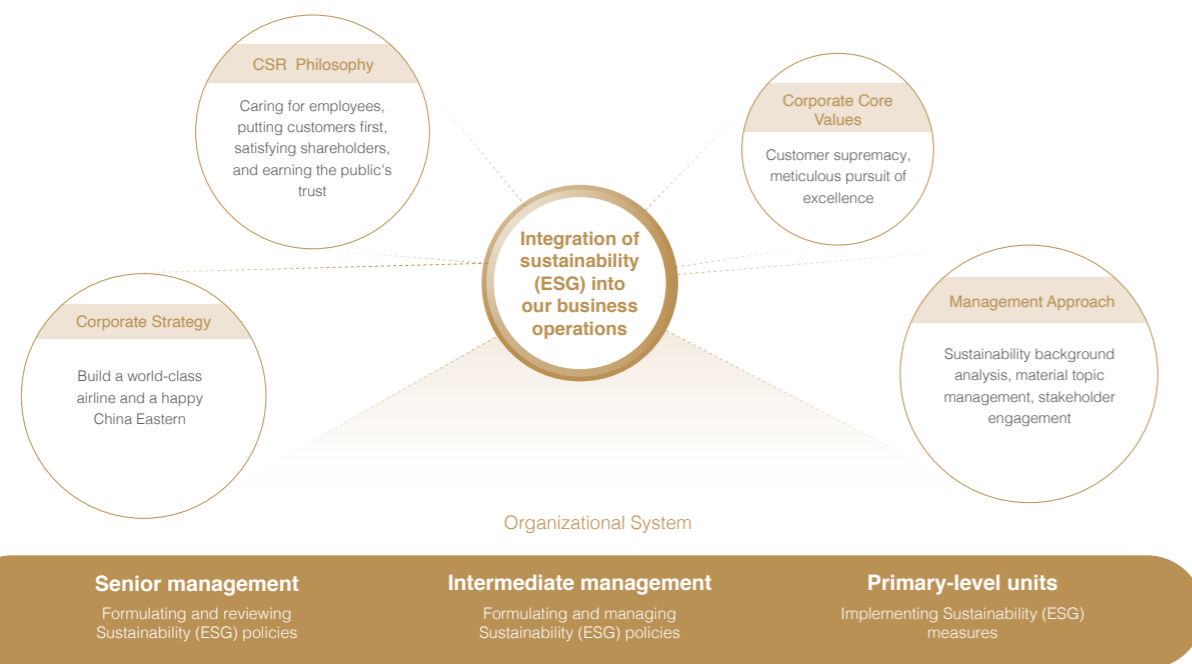
# Flights for Sustainability

## The background of sustainable development

- The 28th Conference of UNFCCC reached the "UAE Consensus", opening a new chapter in the process of global climate governance. The State Council's "Opinions on Comprehensively Promoting the Construction of a Beautiful China" points out that it is necessary to maintain the strategic focus on strengthening the construction of ecological civilization, unswervingly follow the path of civilized development with production development, affluent life and good ecology, and build a beautiful home with blue sky, green ground and clear water.
- The State Council issued the "Opinions on Accelerating the Construction of the 'Five Centers' in Shanghai", emphasizing "supporting the main base airlines to build air transport super carriers based in Shanghai". According to the white paper "Jointly Building the Belt and Road: Major Practices for Building a Community with a Shared Future for Mankind", the Information Office of the State Council issued a white paper on "Jointly Building the Belt and Road: Major Practices for Building a Community with a Shared Future for Mankind", saying that China will continue to take the Belt and Road Initiative as the master plan for opening up and foreign cooperation, achieve high-quality development in the process of opening up, and provide new opportunities for the world with China's new development.
- The State-owned Assets Supervision and Administration Commission of the State Council issued the "Special Study on the Preparation of ESG Reports of Listed Companies Controlled by Central Enterprises" to actively promote the ESG construction of state-owned listed companies. Responsible investment is increasingly attracting attention from the capital market, and as the Chinese market further opens up to international investors, and Chinese stocks and bonds are included in global benchmarks, ESG factors will be more deeply integrated into investment research and decision-making.
- The Civil Aviation Administration of China issued the "Guiding Opinions on Printing and Distributing the Overall Deployment for the Construction of Digital China and Accelerating the Development of Smart Civil Aviation", which proposes that by 2035, the digital development level of smart civil aviation construction will be at the forefront of the world, the data resources and element system will be complete, the superposition effect of digital technology and the multiplier effect of data elements will be fully released, and the digital ecosystem of civil aviation will be fully formed.

## Our strengths in sustainable development

- As one of the three largest state-owned airlines, China Eastern boasts the largest-scale widebody fleet with leading commercial and technical models in China, which is one of the youngest fleets in the world. Every year, China Eastern can provide aviation transport services for 150 million passengers.
- Advancing reform and technological innovation, we uphold a mindset of inclusive cooperation for stable, robust and innovation-driven development. Efforts are made to build a corporate governance mechanism that is standardized and efficient, a management & control mechanism that is stringent and meticulous, and a team-working mechanism that advocates enterprise and innovation. Another move lies in maximizing resource value through refined management. With the support of an intelligent, refined and internationalized approach, we speed up the pace in building a world-class airline and a happy China Eastern.
- We provide customers with air travel services that ensure safety, comfort and convenience, and a package of full-process personalized services beyond their expectations, making China Eastern customers' first choice of airlines. Joint efforts are made to build core values of the brand - "world-class flight with Chinese charm".
- We improve the environmental management system and the fleet structure. Concrete actions are taken to carry out energy conservation, emission reduction and waste management. Advocating green flight, we actively participate in carbon emission reduction, with an effort to achieve carbon peaking and carbon neutrality goals.
- Paying equal attention to economic and social benefits, we are committed to promoting harmonious social relations and social welfare undertakings, and fulfilling urgent, difficult, dangerous aviation tasks that require heavy workload, building a good image of corporate citizenship.



# Materiality Management

The Company conducted material topic identification and analysis in 2022 in accordance with the *GRI Standards*. Building on this foundation, we analyzed and adjusted material topics in 2023 and set work goals for 2024, taking into consideration important strategic directions and stakeholder demands.

## Reflecting on previous material topics and identifying material topics

Based on the material topics analyzed in the 2022 Report of China Eastern and taking into account internal and external feedback from stakeholders during the reporting period, we have added important topics, highlighted and refined core topics to provide reference for the analysis of material topics in 2023. In 2023, we analyzed the trends of social responsibility reports released both domestically and overseas. We benchmarked against the sustainability requirements and practices of the aviation industry, and identified and analyzed material topics in accordance with standards and rules such as the *GRI Standards* and the *Environmental, Social, and Governance Reporting Guide* issued by the Stock Exchange of Hong Kong Ltd.

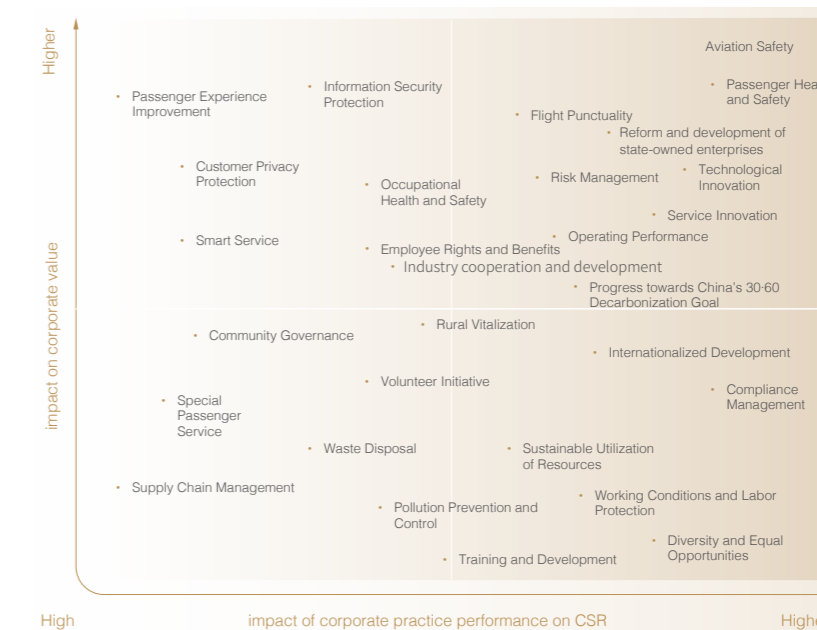
## Topic evaluation

Following the principles of materiality and stakeholder engagement, we prioritized the material topics to be analyzed. In 2023, we collected over 250 responses through questionnaires, surveys, interviews, and other methods, and adjusted the list of material topics to be analyzed based on this feedback. We then calculated the importance scores for each topic based on the responses received. Using this information, we prioritized the topics based on their importance to both stakeholders and the Company, and obtained preliminary evaluation results for the material topics.

## Topic verification

Based on the Company's strategy and business policy, we reviewed the preliminary evaluation results of material topics, sorted out 29 material topics that are more important to the Company and stakeholders, and assigned priority levels to them.

## Materiality



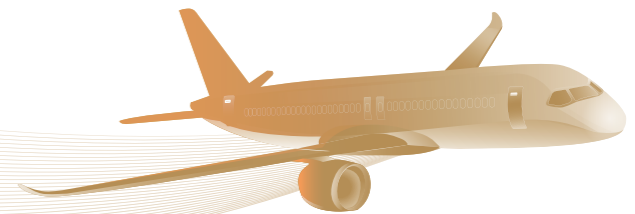
In preparing the 2023 Sustainability (ESG) Report of China Eastern, we have performed information collection and disclosure based on the aforementioned materiality management approaches and index. For the topics for which management or performance information is not available, we take them as a direction for sustainability (ESG) improvement. In the upcoming reporting periods, we will establish materiality management and information collection mechanisms to further improve the quality of sustainability (ESG) information disclosure.

Material Topic	GRI Topics	Progress in 2023	Plan for 2024
Aviation Safety		<ul style="list-style-type: none"> <li>Revised the <i>Cyber Security Management Manual</i> and other systems</li> <li>Improved the dual risk-prevention mechanism that integrates hierarchical control of risks and inspection &amp; rectification of hidden hazards</li> <li>Enhanced safety publicity, and built a safety culture</li> </ul>	<ul style="list-style-type: none"> <li>Adhere to the safety red line</li> <li>Strictly implement the accountability system for work safety</li> <li>Ramp up safety supervision and hidden hazards inspection</li> </ul>
Working Conditions and Labor Protection	GRI 403 Occupational Health and Safety	<ul style="list-style-type: none"> <li>Obtained approval to operate based on the Fatigue Risk Management System (FRMS) for flight crews</li> <li>Launched the "Cloud Clinic" service station at the Home of China Eastern</li> <li>Eastern into use</li> </ul>	<ul style="list-style-type: none"> <li>Fully launch the internet hospitals and "Cloud Clinic" service stations</li> <li>Improve employees physical and mental health management</li> </ul>
Occupational Health and Safety	GRI 403 Occupational Health and Safety	<ul style="list-style-type: none"> <li>Piloted employee health archives management</li> <li>Launched the applet of SinoPharm Cloud Medical Care Internet Hospital</li> <li>Continued to improve the five-dimensional employee mental health service system</li> </ul>	<ul style="list-style-type: none"> <li>Improve the services of internet hospitals and "Cloud Clinics"</li> <li>Improved employees' physical and mental health</li> </ul>
Employee Rights and Benefits	GRI 401 Employment	<ul style="list-style-type: none"> <li>Continued to build a happy China Eastern and ensured investment management quality of enterprise annuities</li> <li>Fully upgraded the mutual aid fund project for employees suffering from rare and serious diseases</li> <li>Increased targeted assistance to front-line workers and employees in hardship</li> </ul>	<ul style="list-style-type: none"> <li>Improve management of retirees</li> <li>Guarantee the rights and benefits of female employees</li> </ul>
Passenger Health and Safety	GRI 416 Customer Health and Safety	<ul style="list-style-type: none"> <li>Integrated route turbulence forecasting and real-time turbulence warning into the electronic platform for flight attendants</li> <li>Built the China Eastern -Ruijin Hospital on-board first-aid &amp; medical care platform, released the self-developed <i>Procedures of China Eastern on Air-Ground Tele-Medicine First-Aid Operations</i></li> <li>Strengthened inspection and resolution of hidden safety hazards</li> </ul>	<ul style="list-style-type: none"> <li>Optimize business strategies based on policies</li> <li>Continue to improve the regular systems and mechanisms for safety management</li> </ul>
Risk Management	GRI 201 Economic-performance	<ul style="list-style-type: none"> <li>Revised the risk classification framework of China Eastern</li> <li>Conducted internal control evaluation, revised the standards of internal control evaluation, and further improved the internal control system</li> </ul>	<ul style="list-style-type: none"> <li>Prevent and resolve major risks in critical areas</li> <li>Further improve the risk prevention and control system</li> </ul>
Flight Punctuality		<ul style="list-style-type: none"> <li>Improved the risk management and control mechanism</li> <li>Optimized flight operation procedures</li> <li>Actively aligned efforts with the changes in air transportation capacity, and ensured closed-loop management</li> </ul>	<ul style="list-style-type: none"> <li>Set up assessment indexes that cover airline punctuality and flight operation rate</li> <li>Improve operational synergy and decision-making capability</li> </ul>
Training and Development	GRI 404 Training and Education	<ul style="list-style-type: none"> <li>Promoted "the management to lecture"</li> <li>Formulated the <i>Implementation Plan for Renowned Instructors Program</i></li> <li>Formulated innovative development plans for the 6th sessions of the Swallow Program and the Wing Program, and organized the 2nd session of "Youth Marxists Training Project"</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen the development of the management</li> <li>Organize labor and skills competitions</li> <li>Issue the regulations on the innovation studio of model workers and advanced services for model workers</li> </ul>
Diversity and Equal Opportunities	GRI 405 Diversity and Equal Opportunity	<ul style="list-style-type: none"> <li>Paid great attention to the development and employment of female management personnel</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen the protection of female employees' rights and interests</li> </ul>
Passenger Experience Improvement		<ul style="list-style-type: none"> <li>Enhanced service quality management</li> <li>Enriched the connotations of the service brand of "four excellences"</li> </ul>	<ul style="list-style-type: none"> <li>Improve the service capability to better meet passenger needs</li> <li>Strengthened closed-loop management of the service standard system</li> </ul>
Customer Privacy Protection	GRI 418 Customer Privacy	<ul style="list-style-type: none"> <li>Prepared the <i>Collection of Civil Aviation Passengers Information Protection Cases</i></li> <li>Conducted the evaluation of personal information protection impacts</li> </ul>	<ul style="list-style-type: none"> <li>Ensure protection of passenger information security</li> </ul>
Information Security Protection	GRI 418 Customer Privacy	<ul style="list-style-type: none"> <li>Issued the revised version of the Cyber Security Management Manual and launched the "Cyber Security Publicity Week" campaign</li> <li>Enhanced data encryption and decryption capabilities</li> </ul>	<ul style="list-style-type: none"> <li>Promote the planning of the 365 security system</li> <li>Promote the building and application of the zero trust architecture (ZTA)</li> </ul>
Operating Performance	GRI 201 Economic-performance	<ul style="list-style-type: none"> <li>Increased the total volume of annual transportation</li> <li>Actively promote marketing to access more customer resources</li> </ul>	<ul style="list-style-type: none"> <li>Systematically advance refined management</li> <li>Promote the integration of main businesses, marketing and services of aviation</li> <li>Accelerate the planning for strategic and emerging sectors</li> </ul>
Special Flight Guarantee		<ul style="list-style-type: none"> <li>Successfully completed transportation tasks related to important events such as the 6th CIE, Asian Games 2023, air rescue for the quake-hit Gansu Province, and charter aircraft for medical personnel</li> </ul>	<ul style="list-style-type: none"> <li>Provide satisfactory air services for important events</li> </ul>
Service Innovation		<ul style="list-style-type: none"> <li>Launched updated versions of services&amp; products</li> <li>Became China's first airline to make in-flight Wi-Fi service available for passengers at an altitude of 3,000 meters or below</li> </ul>	<ul style="list-style-type: none"> <li>Improve the performance efficiency of the service brand of "four excellences"</li> <li>Make innovations in services and products</li> </ul>

Material Topic	GRI Topics	Progress in 2023	Plan for 2024
Compliance Management	GRI 419 Socioeconomic Compliance	<ul style="list-style-type: none"> <li>Issued the self-developed <i>Interim Measures for Effectiveness Evaluation of the Compliance Management System and Interim Measures for Compliance Risks Reporting and Compliance Concerns Resolution</i></li> <li>Conducted inspections on overseas legal compliance risks</li> <li>Prepared the <i>Cross-border Anti-Corruption Priorities of China Eastern in 2023</i></li> <li>Held the 2023 training courses for chief compliance officers (CCO) and "Legal Talent Pool"</li> </ul>	<ul style="list-style-type: none"> <li>Promote the integration of business operations and legal management, and improve the primary responsible person accountability mechanism in law-based corporate governance</li> <li>Strengthen the whole-process management of contracts</li> <li>Improve the legal compliance review mechanism on issues concerning major decision-making, appointment and dismissal of important officials, planning of major projects, and use of large funds</li> </ul>
Sustainable Utilization of Resources	GRI 301 Materials	<ul style="list-style-type: none"> <li>Developed the <i>Compilation of Environmental and Energy Management System Documents (2023 Edition) and the Compilation of Exotic Documents to the Environmental and Energy Management System (2023 Edition)</i></li> <li>Built the energy consumption evaluation system</li> </ul>	<ul style="list-style-type: none"> <li>Stimulate the endogenous driving force of resource conservation, intensification, and recycling</li> </ul>
Progress towards China's 30-60 Decarbonization Goal	GRI 305 Emissions	<ul style="list-style-type: none"> <li>Implemented the <i>Carbon Peak Action Plan</i></li> <li>Organized the North Bund International Aviation Forum and participated in Shanghai International Carbon Neutrality Expo and other activities</li> <li>Optimized existing air routes and improved the proportion of short-haul flights</li> <li>Introduced high-efficiency aircraft and promoted the application of light-weight airborne devices</li> <li>Launched the first sustainable flight</li> </ul>	<ul style="list-style-type: none"> <li>Improve green building standards, and use eco-friendly materials and energy-saving equipment</li> <li>Purchase more new energy vehicles (NEVs)</li> <li>Explore innovative energy-saving management models</li> <li>Advance the application and promotion of sustainable aviation fuel</li> </ul>
SOEs Reform and Development		<ul style="list-style-type: none"> <li>Fulfilled the <i>Implementation Plan of China Eastern to Promote Actions for Deepening SOE Reform (2023-2025)</i></li> <li>Organized thematic training</li> <li>Proposed a work plan for labor division in management and implementation of digital transformation</li> </ul>	<ul style="list-style-type: none"> <li>Implement the action plan for deepening SOE reform and the ledger mechanism</li> <li>Speed up the pace in building a world-class airline</li> <li>Step up top design for technological innovation and informatization construction</li> </ul>
Pollution Prevention and Control	GRI 305 Emissions	<ul style="list-style-type: none"> <li>Collaborated with cooperation partners to draft a group standard in the civil aviation industry - the <i>Rules on Alternatives of Disposable Non-degradable Plastics in Outbound Passenger Flights</i></li> <li>Implemented the relevant requirements of the EU, the state and local governments, as well as market-oriented emission reduction mechanisms in the industry</li> </ul>	<ul style="list-style-type: none"> <li>Intensify pollution prevention and control, and take specific actions to keep our skies blue, save energy, reduce pollution and carbon emissions, etc.</li> </ul>
Waste Treatment and Disposal	GRI 306 Effluents and Waste	<ul style="list-style-type: none"> <li>Developed more methods for old aircraft decommissioning and recycling to increase economic returns from the process</li> </ul>	<ul style="list-style-type: none"> <li>Continue with retired aircraft dismantling projects</li> </ul>
Smart Service	GRI 417 Marketing and labeling	<ul style="list-style-type: none"> <li>Built the China Eastern "Smart Platform" and launched the "Boarding Gate Working Station" for passengers' sake</li> <li>Promoted the application of AI in customer service</li> </ul>	<ul style="list-style-type: none"> <li>Improve passenger experience of online services</li> <li>Build an expertise inquiry system bound for China Eastern and beyond</li> </ul>
Technological Innovation		<ul style="list-style-type: none"> <li>Developed the the ELB, apron-friendly detergents, and the systematic management platform for flight training</li> </ul>	<ul style="list-style-type: none"> <li>Ramp up aviation technology innovation, especially in terms of flight technology, service, procedure, and safety management, etc.</li> </ul>
Rural Vitalization		<ul style="list-style-type: none"> <li>Launched and operated air routes for assistance</li> <li>Continued efforts to boost the bee sector of Cangyuan County through aviation</li> <li>Implemented the Three-Year Action to Facilitate Teacher Training in Cangyuan and Shuangjiang Counties</li> <li>Promoted the sales of agricultural produce from areas lifted out of poverty</li> </ul>	<ul style="list-style-type: none"> <li>Promote teacher capability building and boost local bee sector</li> <li>Conduct paired-up building with fixed-assistance Party branches</li> <li>Collaborated with other central SOEs to conduct fixed-assistance</li> </ul>
Industrial Collaboration and Development		<ul style="list-style-type: none"> <li>Advanced the building of a super carrier of air transport</li> <li>Steadily promote partnership</li> <li>Actively took part in industrial exhibitions and conferences</li> </ul>	<ul style="list-style-type: none"> <li>Speed up the pace in building a super carrier of air transport</li> <li>Increase the intensity and scope of external cooperation</li> </ul>
Internationalized Development		<ul style="list-style-type: none"> <li>Launched over 20 air routes along the Belt and Road to echo the country's call for taking eight major steps to support high-quality Belt and Road cooperation</li> <li>Expanding global brand communication channels to build global brand influence</li> </ul>	<ul style="list-style-type: none"> <li>Promote the launch of international long-haul routes</li> <li>Build the international air hub in Shanghai</li> <li>Prepare for and take part in international aviation expositions in 2024</li> </ul>
Volunteer Initiative	GRI 413 Local communities	<ul style="list-style-type: none"> <li>Conducted "Love in China Eastern" volunteer service activities</li> <li>Built playgrounds for rural children with charitable purposes</li> <li>Worked with libraries, museums and other institutions to organize culture volunteer activities</li> </ul>	<ul style="list-style-type: none"> <li>Continue to conduct "Love in China Eastern" volunteer service activities</li> </ul>
Supply Chain Management	GRI 414 Supplier Social Assessment	<ul style="list-style-type: none"> <li>Issued the <i>Green Procurement Catalogue (2023)</i> and developed the List of Green Suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Improve the green procurement system</li> <li>Advance digitalization and intensive control of procurement</li> </ul>

# Stakeholder Engagement

The Company gives priority to stakeholder engagement. By means of regular communication and the supervision mechanism, we aim to identify and address stakeholders concerns in pursuit of closer relations with them. In the meantime, we continue to improve our management of important topics concerned by our stakeholders to live up to their expectations.



Stakeholder	SASAC	CAAC	Stock exchanges/ investors	Local governments	Customers	Employees	Peers/industry associations/ airports	Dealer / suppliers/other partners	Communities/ public welfare organizations	Media
Main Topics	<ul style="list-style-type: none"> <li>• Preservation and appreciation of state-owned assets</li> <li>• High-quality development</li> <li>• Safety development</li> <li>• Improving the modern enterprise system with China characteristics</li> <li>• Building a world-class enterprise</li> <li>• Deepening overall reform</li> <li>• Fulfilling social responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• Aviation safety</li> <li>• Flight punctuality</li> <li>• Passenger experience improvement</li> <li>• Response to climate change</li> <li>• Facilitating industry development</li> <li>• Standard operation</li> </ul>	<ul style="list-style-type: none"> <li>• Operating performance</li> <li>• Risk Control</li> <li>• Compliance management</li> </ul>	<ul style="list-style-type: none"> <li>• Compliant operation</li> <li>• Response to climate change</li> <li>• Pollution control</li> <li>• Sustainable utilization of resources</li> <li>• Community engagement</li> <li>• Rural vitalization</li> </ul>	<ul style="list-style-type: none"> <li>• Flight punctuality</li> <li>• Product and service innovation</li> <li>• Passenger experience improvement</li> <li>• Customer privacy protection</li> <li>• Passenger health and safety</li> <li>• Special passenger service</li> </ul>	<ul style="list-style-type: none"> <li>• Occupational health and safety</li> <li>• Equity and benefits</li> <li>• Employee training and development</li> <li>• Diversity and equal opportunities</li> <li>• Working conditions and social security</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance management</li> <li>• Flight punctuality</li> <li>• Facilitating industry development</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance management</li> <li>• Risk control</li> <li>• Sustainable value chain</li> </ul>	<ul style="list-style-type: none"> <li>• Community engagement</li> <li>• Rural vitalization</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance management</li> <li>• Product and service innovation</li> <li>• Passenger experience improvement</li> </ul>
Engagement	<ul style="list-style-type: none"> <li>• Working conference</li> <li>• Regular report</li> <li>• Issuance of notices</li> </ul>	<ul style="list-style-type: none"> <li>• Working conference</li> <li>• Issuance of notices</li> <li>• Regular report</li> </ul>	<ul style="list-style-type: none"> <li>• Company announcements</li> <li>• Shareholders' meetings</li> <li>• Performance roadshows</li> </ul>	<ul style="list-style-type: none"> <li>• Routine communications</li> <li>• Working conference</li> <li>• Government-enterprise partnership</li> </ul>	<ul style="list-style-type: none"> <li>• Membership activities</li> <li>• Customer hotline</li> <li>• Weibo and WeChat online platforms</li> </ul>	<ul style="list-style-type: none"> <li>• Staff Congress</li> <li>• Online exchanges and seminars</li> <li>• Training, competing for positions</li> <li>• Reasonable suggestions</li> </ul>	<ul style="list-style-type: none"> <li>• Communication conferences</li> <li>• Exchanges among peers</li> <li>• Project cooperation</li> </ul>	<ul style="list-style-type: none"> <li>• Project cooperation</li> <li>• Routine business communications</li> <li>• Business meetings and negotiations</li> </ul>	<ul style="list-style-type: none"> <li>• Voluntary services</li> <li>• Community project cooperation</li> </ul>	<ul style="list-style-type: none"> <li>• Media interview</li> <li>• Interactive new media</li> <li>• New media interaction</li> </ul>
	Supervision	<ul style="list-style-type: none"> <li>• Business assessment</li> <li>• Inspection tour</li> <li>• Supervision and guidance</li> </ul>	<ul style="list-style-type: none"> <li>• Supervision and check</li> <li>• Operational guidance</li> </ul>	<ul style="list-style-type: none"> <li>• Regular information disclosure</li> <li>• Independent directors</li> <li>• Auditing system</li> </ul>	<ul style="list-style-type: none"> <li>• Submission of statistical reports</li> </ul>	<ul style="list-style-type: none"> <li>• Customer satisfaction survey</li> <li>• Customer complaints management</li> </ul>	<ul style="list-style-type: none"> <li>• Internal supervisors</li> <li>• Service satisfaction survey</li> <li>• Trade unions</li> <li>• Reporting mechanism</li> </ul>	<ul style="list-style-type: none"> <li>• Social supervision</li> <li>• Supervision/review</li> </ul>	<ul style="list-style-type: none"> <li>• Reporting mechanism</li> <li>• Auditing/assurance</li> </ul>	<ul style="list-style-type: none"> <li>• Social supervision</li> </ul>
Response	P81 P36 P18 P77 P41 P11 P9	P41 P49 P52 P61 P56 P14	P81 P41 P14	P14 P61 P63 P65 P77 P74	P49 P54 P52 P55 P45 P53	P46 P70 P72 P69 P69	P14 P49 P56	P14 P41 P66	P77 P74	P14 P54 P52

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THE WORLD'S FIRST C919



C919

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## Concerted Efforts to Improve Aviation Safety

With a strong sense of responsibility, we uphold a development paradigm in which high-quality development and high-level safety reinforce each other. To further solidify the foundation for work safety, we ramp up inspection and resolution of hidden safety hazards, ensuring absolute safety in aviation operations and the lives of people.



# Safeguarding Aviation Safety

China Eastern aligns itself with the *Work Safety Law of the People's Republic of China*, the *Civil Aviation Law of the People's Republic of China* and other laws and regulations on work safety, as well as the regulations in civil aviation sector. Adhering to the "Four Implements and Four Objections" and the "Five Management Rules for Work Safety", we properly handle the relations between safety and development, safety and profitability, safety and punctuality, safety and service. In each and every link of work safety, we bear zero tolerance to hidden safety hazards. Unremitting efforts are made to improve work safety, ensuring that "once a hidden hazard is eliminated, the problem of this kind will no longer arise".

## Solidifying the foundation for safety management

China Eastern continuously improves system building. With the focus on system building & improvement and work conduct improvement, we make solid steps to improve personnel training and development, and optimize the systems of safety management, production & operation, flight training, and aircraft maintenance & repair. In doing so, we manage to fully perform main responsibilities for work safety in accordance with the principle that "industry management must be in charge of safety, business management must be in charge of safety, and production and operation must be in charge of safety."



Wang Zhiqing, chairman of the board, communicated with the maintenance staff on production safety during the investigation of Yunnan Company.

### ◎ The safety management system

China Eastern makes coordinated efforts to promote the building of safety systems in six areas including flight, aviation ground, and air defense, etc. Specifically, we have revised the operation manual, safety management manual, flight training management manual, terminal operation management manual, and security management review & assessment rules. Moreover, we have improved hierarchical control of safety risks and the "dual-prevention mechanism" for risk inspection and resolution of hidden hazards, developed standards for identifying major hidden safety hazards, and conducted a special campaign in this regard. Besides, we have fully promoted the program of "1000-Mile Safety Supervision", and enhanced supervision, discipline enforcement and accountability to mitigate operation safety risks.

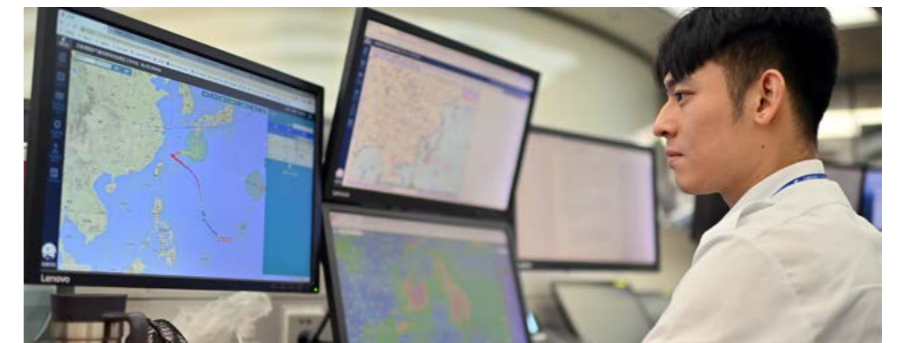
## ◎ China Eastern fully performs main responsibilities for work safety

- Prioritizing strictness** Strictly perform safety standards & systems, supervision & inspection, and accountability.
- Prioritizing a solid work style** Make solid efforts to fulfill responsibilities, improve management, and better work conduct.
- Prioritizing company-wide, whole-process and full-cycle management** Enhance system building and process control to ensure that safety management covers all employees, whole process, and full cycle.
- Prioritizing decomposition** Make every effort to decompose safety goals, production plans, and plans for hidden hazards inspection so as to facilitate the realization.
- Prioritizing wholehearted efforts** Improve team unity and cohesion with wholehearted efforts.



## ◎ The production and operation system

To ensure smooth operation, China Eastern strictly controls airplane flight release and monitoring, and timely release updates on flight operations. Furthermore, efforts are made to continuously improve the operation decision-making and consultation mechanism, optimize the allocation of abnormal flights, and enhance regional support capabilities. We have established a pre-flight registration hall for air security personnel preparing for flight release, and strengthened full-chain inspection of air security services in four stages. In addition, we have carried out special actions to resolve "airplane chaos". Guidelines are formulated for handling "airplane chaos" on board to maintain a normal order of air transport.





### ◎ The flight training system

China Eastern has figured out and improved relevant regulations on flight training, and clarified the pilot promotion review mechanism to ensure that pilots' capability meets the qualification. We have also unified and improved the standard operating procedures for crews of different aircraft models, and specified dispatching requirements for different aircraft models, with the goal of empowering the captain and crew to maximize their performance in work safety.



Participants in flight training	Hours of flight simulation training	Flight theory lectures
43,600	190,500	6

Captain training classes  
5

### ◎ The aircraft maintenance and repair system

To further improve the aircraft maintenance and repair system, we have enhanced monitoring of important system failures, analyzed the trend of failure rates, and strengthened maintenance & repair quality management; in line with the work card evaluation system, we have continuously improved the preparation quality of maintenance & repair work cards. In 2023, the Company strictly implemented the maintenance & repair management standards for C919 aircraft airworthiness, covering maintenance & repair management manual procedure standards, documents review and approval standards for airworthiness-purpose maintenance & repair, etc. At the same time, Eastern Airlines Technology Co., Ltd. (referred to as "the Technology Company" for short) won the first prize and Outstanding Performance Award for "Aircraft Maintenance and Repair" in the 2nd National Vocational Skills Competition of Civil Aviation Sector.

## Safeguarding higher flight efficiency and safety with digitalization and intelligentization

Adhering to the principle of "technology-empowered safety enhancement", we have continuously upgraded the six functions of the new-generation electronic flight bag (EFB), launched a new system for flight planning, and put the Electronic Log Book (ELB) into use in the entire fleet of China Eastern. Through advancing the application of digital technology in safety operation, we promote early identification and targeted control of operational risks.



The Research on Digital and Intelligent Application of Aviation Safety Reporting based on Machine Learning has obtained the national invention patent.

The digital management product for apron equipment - "Apron Safety Platform" has obtained the utility model patent.

The Civil Aviation Personnel Fatigue Prediction and Management Information System has won the third prize in the 5G Application Integration Product Competition and the third prize of the 2023 Science and Technology Progress Award issued by China Intelligent Transportation Systems Association.

The representative team of China Eastern has won the Outstanding Team Award in the 2nd China Civil Aviation Cybersecurity Skills Competition.

### The research, development and application of aircraft tow tractor collision avoidance devices enables "double prevention" for aircraft scratches.



China Eastern is the first in civil aviation sector to develop the "aircraft ground traction collision avoidance device", which employs 3D point cloud, AI recognition, electronic fence and other technologies to realize automatic warning of collision risks and traction safety in aircraft traction areas. With the "dual prevention" mechanism in which personnel observations and warnings of the collision avoidance system complement each other, we ensure that collision warnings are provided for pilots more comprehensively and timely. In this way, we reduce the occurrence of aircraft scratches resulting from the collision between towed aircraft and surrounding aircraft or other objects during traction.

### Building a strong safety culture

At China Eastern, we have actively cultivated a safety culture that advocates "life first, safety foremost, strictness & practicality, legal compliance & discipline enforcement". A series of safety publicity and awareness-raising activities, which include safety knowledge inculcation & utilization events, lectures by safety management personnel, and safety quizzes, etc., are organized to create a rich atmosphere where everyone takes safety seriously and knows how to tackle safety emergencies. In doing so, we manage to fortify the foundation for safety and development.



Participants in the management enhancement training for safety management personnel	Participants in the training for security audit inspectors	Voluntary safety reports received from employees
305	340	4,318

## Safeguarding Passenger Safety

To effectively ensure passengers' air travel safety and food safety, we have ramped up responsibility fulfillment, execution of regulations, hazard resolution quality and efficiency, production organization, and regulatory efficiency in all aspects. We have also improved the technical and emergency response capabilities of front-line operators to safeguard operation safety.

### Passenger air travel safety initiatives



#### Passenger safety

- We have comprehensively implemented the "SAFE 520" Safety Work Method.
- We have formulated the *Implementation Plan for Improving Safety Work Conduct and the Code of Conduct for Cabin Crew*.
- We have detailed instructions of operational guidance during turbulence in the *Operational Manual* and the *Cabin Crew Manual*.
- We have released the *Safety Risk Warnings for Passengers' Carriage of Lithium Batteries on Board*.
- We have integrated route turbulence forecasting and real-time turbulence warning into the electronic platform for flight attendants.
- We have organized "aircraft chaos" handling training and standardized operation drills to improve emergency response capabilities.

- We have prepared the *In-flight Catering Standard Management Manual*.
- We have issued the *Notification on Launching the Mechanism of Regular Quality Control for VIP Lounge Catering and In-flight Catering*. We have leveraged the quality supervision platform to realize closed-loop management of the whole processes of "feedback, investigation, rectification follow-up review".
- We have regularly conducted catering provision safety checks, covering 9,692 onsite flight checks and 207 onsite in-flight catering checks.
- We have regularly disinfected water tanks of clean water trucks to ensure that the internal environment meets transportation conditions.



#### Food safety

- We have issued the self-developed *Procedures of China Eastern for Air-Ground Telemedicine First-Aid*.
- We have signed the *Strategic Cooperation Framework Agreement* with Ruijin Hospital, a hospital affiliated to the School of Medicine, Shanghai Jiaotong University. According to the agreement, we will cooperate with Ruijin Hospital on the air first-aid and medical service project, which covers building an air-ground first-aid internet platform, updating on-board first-aid devices and other aspects.
- We have sorted out 333 typical cases of on-board incidents caused by passenger health emergencies during the period from 2018 to 2023.
- We have organized on-board emergency medical care training to improve the crew's capabilities in this regard.
- We have built an air-ground telemedicine first-aid platform.
- First-aid supplies are newly equipped for airborne first-aid kits.



#### Emergency medical services



## Caring for Employee Health and Safety

With unremitting efforts on the occupational health and safety (OHS) management system, we have improved medical and hygiene services, public health services, and occupational health services, etc. At the same time, we provide targeted, intelligent mental health services to finish the "last mile" in safeguarding employees' safety and health.

### Main measures for protecting passengers' safety and health

- We have developed crew fatigue management regulations and conducted company-wide self inspections according to the crew fatigue management checklist.
- We have ramped up physical examinations for the crew before a flight. Throughout the year, no crew member was prohibited from boarding because of excessive alcohol drinking.
- We have organized over 40 training sessions on fatigue management & recovery, heat stroke prevention and emergency response, etc.
- We have Launched the applet of SinoPharm Cloud Medical Care Internet Hospital.
- Throughout the year, the "Cloud Clinic" service station at the Home of China Eastern served 204 people onsite and 4,875 people online.
- We have conducted employee health questionnaire surveys, piloted employee health archives management, and formed the *Report on Spot Checks of Employees' Physical Conditions*.
- In 2023, we held 6 health knowledge lectures and 1 health awareness-raising event in ShangHai.

Medical and hygiene service

Employees' mental health

- We have formulated detailed versions of the Work Conduct Improvement System for China Eastern Crew Members and the Working Procedures for Employee Assistance Program (EAP).
- We have implemented the Overarching Scheme for Improving the Five-dimensional Employee Mental Health Service System.
- We have organized Labor Union chairmen round-table discussions, chats between management personnel, and "mental relaxation trips" for model workers, etc. We have held company-wide live streaming courses and other activities under the theme of mental health improvement, benefiting a total of 104,000 people.
- We have launched the smart cloud service platform for Labor Union to popularize mental health knowledge, benefiting more than 100,000 people.
- We offer mental health hotline service for our employees 24/7, benefiting a total of 9,995 people.



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## Comfortable Travel with Excellent Services

To implement the service philosophy of "Four Excellences" (in providing precise, delicate, refined, and splendid services), China Eastern constantly enhances its in-flight, ground and online service capabilities and creates a smart, convenient, and comfortable travel experience, in order to meet people's diversified needs for incredible experiences of air travel.



## Flight Punctuality

Flight punctuality has always been the core of civil aviation service quality. China Eastern keeps a close eye on flight punctuality management and strengthens flight control, striving to improve flight punctuality rate and ensure passengers a safe and pleasant journey through strict control and optimized measures.

### Measures for guaranteeing flight punctuality

#### Optimize processes and systems

We have sorted out and improved the service risk information database and established a risk reporting mechanism. Regular special discussions on service risks are conducted to transfer from "post-improvement" to "prior-prevention" in service quality control and ensure smooth flight operations. Various departments are deeply involved in flight operation decision-making and resources are allocated in a flexible way to effectively enhance the efficiency of operation and coordination.

#### Improve quality monitoring

We properly handle the ticketing issue for passengers of canceled or delayed flights, in the principle of early planning, early decision-making, and early arrangements.

#### Enhance process monitoring

We monitor abnormal flights through the Comprehensive Flight Support Coordination Platform. Investigation forms have been issued for 338 abnormal situations to ensure closed-loop management.

2023  
Domestic flight punctuality rate of China Eastern  
**87.47** %



## Heartfelt Customer Service

Being customer-oriented, China Eastern takes concrete actions to practice the "Four Excellences" service philosophy, creating a better, warmer, and more convenient travel experience for customers.

### Service quality improvement

To ensure the quality of service management, China Eastern continues to improve its service quality management system and supervise the implementation of service-related standards and requirements through service quality audits and special service inspections.

### Key measures for improving service quality

#### Strengthen quality control

We have revised the *Manual for Cabin Service Quality Management*, improved the analysis system for cabin quality data and typical incidents, and constantly improved cabin sanitation and equipment maintenance, etc. to further enhance the service quality system.

#### Optimize service manual

The newly revised *Cabin Service Manual* aims to create a new industry-leading standard of in-flight service with unique China Eastern features. It focuses on 33 key points throughout the service process and uses effect picture, flowcharts, and forms etc. to illustrate service products, thus standardizing service operations and visualizing service products.

#### Create an excellent service brand

China Eastern values key customers and has standardized operational guidelines for unaccompanied minors, elderly passengers, and first-time flyers, etc. We have refined our service products training such as "greeting cards, stickers, packaging bags, and birthday light signs", and further enhanced personalized services on key routes and first and business class to create the "Four Excellences" service brand.

#### Enhance service capabilities

We have conducted scenario-based exercises to improve the capability of handling complex scenarios and bilingual communication skills; We have carried out special training and targeted training for shift leaders to cultivate their beliefs, safety awareness, business skills and team cohesiveness. Experience sharing sessions have been held and special empowerment training and training check-ins were realized on the ThinkCloud platform.

2023

Passenger satisfaction for overall services

**95.1**

Passenger satisfaction for ground services

**95.46**

Passenger satisfaction for air services

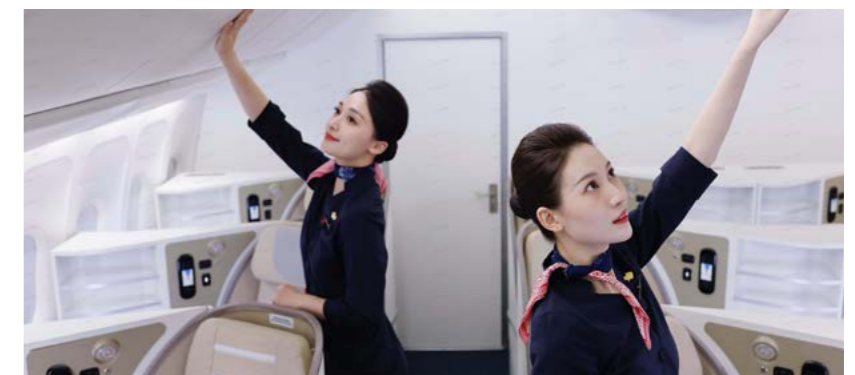
**94.75**

Complaint handling rate

**100** %

### Customer satisfaction improvement

China Eastern focuses on improving its comprehensive customer service capabilities. We strengthen control over the service process through the full-process service control platform, promote the integration of telephone, internet, and mobile services, and utilize E-Box and on-site services to quickly and effectively satisfy passenger demands and improve passenger satisfaction.



Serve the big world from a small cabin



In October 2023, Li Wenli, a "National Model Worker", a trainer of "Lingyan" flight attendant, China Eastern's chief technician, and leader of the "Li Wenli Air Service Innovation Studio", retired after providing 30,000 hours of warm air service to passengers over the past 36 years. Li Wenli created the "Innovative Service of Li Wenli Model Worker Team" and the "People-oriented 'Yan' Management" to combine both the ambitions and heartfelt services of China Eastern's flight attendants and constantly improve their service capabilities.



Li Wenli (first from the left in the front row) is on the last flight of her career



The Chinese-style Onboard Dining Series served starting from April 21, 2023.



The Onboard Dining Series (Five Blessings) served on the C919 flights of China Eastern.



Key measures for improving customer service

Upgrade the "Three Best Plan"

The "Three Best Plan" version 2.0 (the "best passenger experience" in the terminal service scenario, the "best baggage practice" in the baggage transportation process, and the "best performance on the apron" in the out-of-terminal support scenario) has been released in the ground service system to form service standards that are easy for employees to understand and implement on site, and the results of which can be evaluated, so as to improve the consistency of passenger service at all terminals.

Control "three-excess baggage"

We have strengthened the control of "three-excess baggage" (carry-on baggage that exceeds the limits of the baggage policy in size, weight, or quantity) by multiple measures such as setting standards, making requirements, conducting strict supervision, and establishing systems, striving to reduce flight delays caused by excess baggage.

Establish a "three-special" working mechanism

We have assigned personnel to make special phone calls to, provide special counters, and open special boarding passages for passengers who are about to be late for flights. We use the "check-in monitoring" function on the China Eastern mobile app to contact passengers in advance. Through the special service counter for late arrival passengers, we coordinate with relevant support units to make every effort to ensure that they can board their flights.

Guarantee the operation of the transfer hub

We have soon resumed the transfer function of the Satellite Terminal S1 of Shanghai Pudong Airport, providing passengers at Shanghai Pudong Airport with a convenient and efficient transfer experience between Terminal 1 and Satellite Terminal S1.

"Four Excellences" services with "gold standard"



China Eastern attached great importance to guaranteeing the passenger and baggage transport for the 19th Asian Games Hangzhou. We rapidly established a support team, formulated service guarantee plans and emergency response plans, and provided 24h ground services for the arrival and departure of passengers invited for the games. From September 9th to October 11th, 2023, China Eastern guaranteed a total of 947 flights for 6,834 passengers for the Asian Games, successfully completing the air transport tasks for the Asian Games Hangzhou.



### Customer care

We care the needs of special passengers and continuously improve service processes. Regulations and measures have been released such as the *Standards Manual for "Three Smalls and One Special" Services (Ground Service System)* ("Three Smalls" refer to services for special passengers and the transportation of small animals and human donated organs, which are small in scale yet with great social concerns; "One Special" refers to special baggage transportation service), so as to improve service and ensure passengers a comfortable journey with sincere care and professional service.

#### Brand new Flying Explorer and Passport for children

On February 23, 2023, China Eastern's "Eastern Miles" frequent flyers club upgraded the Flying Explorer, its frequent flyer product for children, hoping to add wonderful memories to children's flying journeys. Flying Explorer members can apply for a new physical membership card and passport through the China Eastern Airlines app. They can choose the card design on the "Electronic Membership Card" page after registering and logging into the Flying Explorer account on the app. China Eastern launched in 2008 the first ever frequent flyer membership card for children in Chinese civil aviation with a flying passport - China Eastern's Flying Explorer product has accompanied over 100,000 children passengers to embark on exciting flying journeys.



#### Thumbs up for China Eastern's first-time flyer services

On March 28, 2023, an 84-year-old elderly passenger who had never flown before took China Eastern's flight MU2207 from Xi'an to Kunming. In order to ensure him a good journey, the staff of China Eastern in both cities initiated a relay for the entire journey. They offered him a heartwarming flying experience by providing customized first-time flyer services, wheelchair services, special onboard meals, and blessing cards prepared in advance. The next day, China Eastern received a call from the elderly passenger's son to express his gratitude.



On December 20, 2023, the annual passenger turnover of China United exceeded 10 million for the first time since its establishment.

## Comfortable Travel Experience

Committed to improving travel experience, China Eastern creates a more convenient and comfortable journey for passengers and boosts the development of Smart Aviation through refined and excellent services.

### Optimization of aviation products

Focusing on the building of its aviation network with "multiple pillars", China Eastern facilitates the development of multimodal transport, transfer services, and Air Express Lines to build a global route network.

#### Key measures for upgrading products

We have optimized some unique products such as the "one-step service package" and the "overnight transit hotel service", and also introduced some new products such as "C919 Priority", "Special Offer for New Passengers", and "Random Fly" blind box, etc.

We became the first among Chinese airlines to achieve the availability of in-flight Wi-Fi below 3,000 meters, and we have launched the "In-flight Wi-Fi" card for multiple times of Wi-Fi services and opened up a points redemption channel to accelerate commercialization.

For passengers' convenience, our cut-off time for boarding at Shanghai Hongqiao International Airport has been reduced to 35 minutes before departure, and the minimum connecting time (MCT) for an international to international connection at Shanghai Pudong International Airport has been reduced to 85 minutes before departure.

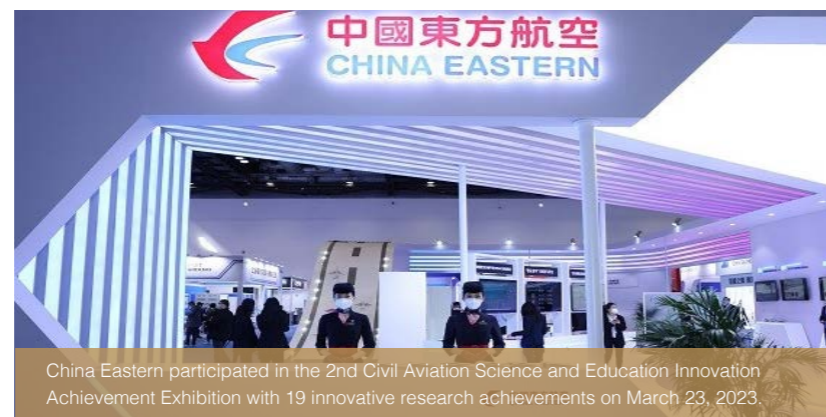
We have improved service functions of the Suzhou City Terminal and promoted the establishment of an air-rail transfer service center at Shanghai Hongqiao Station. The air-rail transport product has been applied in 46 cities, realizing the joint transport with 1,209 rail travels.

### Contributions to smart travel

Embracing digitization, we move faster to build a smart China Eastern and help in developing a new ecosystem of smart civil aviation, ensuring more efficient operations and more comfortable experience for passengers.

#### Technology-empowered smart travel

5G+ smart travel	With the goal of "smart travel", China Eastern's "smart platform" has realized self-service functions such as ticket purchase, change or cancel, seat selection, check-in, and flight information, enabling passengers to access to necessary information and enjoy a convenient and efficient travel.
In-flight emergency handling	An "AR+AI" in-flight emergency handling training platform for air security is built with VR technology, large space motion capture technology, and big data analysis technology.
AI smart customer service	The smart customer service combines AI technology with our business, transforming from traditional human service to smart service.
Gate Work Station	An integrated digital platform for employee operations and passenger services within terminals (Gate Work Station) has been developed to provide one-stop services for abnormal flight rescheduling and other flight delay cases.



## Privacy Protection

China Eastern continuously improves its customer information protection management mechanism. The main data management and classified data management have been formulated to refine customer information management. While minimizing the necessary data to be collected, we have standardized full lifecycle data management from data collection, use, transmission, storage, to deletion etc. A compliance assessment is carried out in accordance with the *Interim Measures for Personal Information Protection Influence Evaluation* before we conduct relevant personal information processing with third parties to ensure the effective protection and legal use of personal information. In 2023, there was no leakage of customer information from the online ticket booking system.

China Eastern obtained the **ISO 27000** information security management system certification

2023  
China Eastern promoted the revision of the Data Processing Agreement template and conducted personal information protection influence evaluation

11

## Shared Development

Bearing in mind its important role in promoting the development of the global aviation industry, China Eastern carried out close cooperation with various alliances and organizations in formulating industry rules and participating deeply in international affairs. By optimizing cooperation and improving the route network, we aim to increase international route coverage and flight frequency and continuously expand the scope of cooperation, working together with partners to further boost the development of the global aviation industry.

“ China Eastern was deeply involved in the service and guarantee of each China International Import Expo (CIIE), where we expanded our circle of friends to make 'new friends' and become 'good friends'. Everyone upholds the common development goal and works together to create a better future. ”



Wang Zhiqing, Chairman of China Eastern, delivered a speech on November 6, 2023 at the 6th CIIE China Eastern Air Holding Company Limited Signing Ceremony.



On November 6, 2023, China Eastern signed the first order of central SOEs at the 6th CIIE. 14 procurement agreements were signed with 13 suppliers from 9 countries and regions, including the purchase and maintenance of aircraft engines and materials, aviation fuel supply, in-flight meals, and the import of several goods and services such as seafood and agricultural products from countries along the BRI.



**China Eastern hosts the North Bund International Aviation Forum for three consecutive years.**



On September 22, 2023, China Eastern hosted the "North Bund International Aviation Forum 2023" and released several major achievements, including the "Construction of Air-Overland-Integrated Transport Network in CEA-Based Yangtze River Delta" and the "Aviation Health Travel Guide". The forum, with the theme of "New Landscape, New Prosperity", brought together more than 200 Chinese and foreign guests to discuss the topic of "Aviation +" and the key role of aviation transport in the process of economic globalization, share the development opportunities for aviation industry, and create new prosperity.



Li Yangmin, General Manager of China Eastern, delivered a speech on September 22, 2023 at the "North Bund International Aviation Forum 2023".



Since the BRI was proposed ten years ago, China Eastern has been actively engaged in communications with BRI countries to expand new air routes along the belt and road, with the aim of building an "air silk road" that connects the world. By the end of 2023, China Eastern has been operating 96 routes in 23 BRI countries and 40 destinations, with 34,000 flights operated and nearly 6.7 million seats supplied annually (chartered flights included).



On October 5, 2023, China Eastern successfully conducted a test flight at the Siem Reap Angkor International Airport in Cambodia, which is the first international airport invested, constructed, and operated by a Chinese company overseas. On November 12, 2023, China Eastern successfully conducted the first scheduled flight from Kunming to Siem Reap.



Huseyin Emre Engin, the Consul General of Turkey in Shanghai, attended the Air Route Launch Event and said that the opening of the route is a testament to the long-standing friendly cooperation between Turkey and China. He hoped that this route will become a bridge for friendship and cooperation between the two countries.



During the 2023 Shanghai "55 Shopping Festival", China Eastern, together with Shanghai Airport and other partners, integrated live streaming and community e-commerce to help Shanghai create a consumer carnival both within the civil aviation industry and across the whole country. We were committed to promoting nationwide Shanghai's brands in services, shopping, manufacturing, and culture, and unleashing the vitality of "big consumption". The live streaming received 1.725 million views.



On May 10, 2023, China Eastern participated in the "China Brand Day 2023" event. The interactive experience area at the featured booth showcased cabin services, in-flight meals, and technological innovation products, which demonstrated China Eastern's "Four Excellences" service philosophy and its brand features.



On September 25, 2023, China Eastern participated in the 15th International Exhibition on Transport Technology & Equipment, where we exhibited more than 20 practical achievements in "full-chain sustainable development", such as green flying, new energy special vehicles, and paperless operations.



On November 3, 2023, China Eastern made an impressive exhibition at the first CATA Aviation Conference. With the theme of "fine service and technological innovation create a greener flying experience", we showcased our new philosophies, services, products, technologies, and business models.



CHINA EASTERN

## Green Flying with Blue Sky

With the goal of achieving carbon peak and neutrality, China Eastern has joined hands with its stakeholders to create harmony between man and nature through energy-conserving and low-carbon green flying.



## Response to Climate Change

To explore the implementation strategy of carbon peak and neutrality, China Eastern takes a series of measures to save energy and reduce GHG emissions to get a good performance in green development and lead the industry's low-carbon and green development.

### Environmental and energy management systems

China Eastern abides by the *Environmental Protection Law* and other relevant laws and regulations to improve its environmental and energy management systems. We have issued the *Notice on Launching Environmental and Energy Management Systems in 2023*, and has compiled the *List of Documents for Environmental and Energy Management Systems (2023 Edition)* and the *List of External Documents for Environmental and Energy Management Systems (2023 Edition)*. We ensure the control of environment and energy according to the *List of Important Environmental Factors* and the *List of Major Energy Improvement Opportunities*. In addition, we strictly adhere to the requirements of the *Full Lifecycle Management Manual for Infrastructure Construction of China Eastern Airlines Co., Ltd. (Trial)* to strengthen the control of ground buildings to be green and low-carbon.

### Aviation emission reduction

China Eastern has fully implemented the relevant requirements of the state and local governments, as well as market-oriented emission reduction mechanisms in the industry. We have set the 2023 target of fuel consumption per flight volume required by the SASAC, contributing to carbon peak while playing the fundamental role of data-driven improvement. Meanwhile, we have implemented the *China Eastern Airlines Carbon Peak Action Program* in an orderly manner, and organized "dual-carbon" seminars, "dual-carbon" online courses, and the carbon neutrality action alliance, etc., to cultivate talents in the field of dual carbon to support for the exploration of a green path for high-quality development. China Eastern is making great efforts in the research of Sustainable Aviation Fuel (SAF) and has operated the first commercial SAF flight.

China Eastern actively participated in the work of the Aviation Environmental Protection Committee of China Air Transport Association, hosted the North Bund International Aviation Forum, and took part in activities organized by the Shanghai International Carbon Neutral Technologies, Products, and Achievements Expo, IATA's Sustainability & Environment Advisory Council (SEAC), and Hainan International Carbon Emissions Exchanges, etc.. We are committed to working with industry partners such as Japan Airlines and Carbon Engineering to practice energy-saving and low-carbon green flying and explore new solutions for green flying. China Eastern won the Greatest CO2 Reduction award at the 2nd SkyTeam Sustainable Flight Challenge for 2023. China Eastern actively participated in the work of the Aviation Environmental Protection Committee of China Air Transport Association, hosted the North Bund International Aviation Forum, and took part in activities organized by the Shanghai International Carbon Neutral Technologies, Products, and Achievements Expo, IATA's Sustainability & Environment Advisory Council (SEAC), and Hainan International Carbon Emissions Exchanges, etc.. We are committed to working with industry partners such as Japan Airlines and Carbon Engineering to practice energy-saving and low-carbon green flying and explore new solutions for green flying. China Eastern won the Greatest CO2 Reduction award at the 2nd SkyTeam Sustainable Flight Challenge for 2023.

### Sustainable themed flights

In May 2023, China Eastern launched 10 sustainable themed flights to practice sustainable measures of the Chinese civil aviation, such as the use of SAF, eco-friendly tableware, green meals, new energy vehicles, paperless passenger services, and in-flight waste sorting, exploring the path of sustainable development for Chinese airlines. Besides, we advocated passengers to practice low-carbon travel, guiding them to transform from witnesses of green flying to participants.

2023

Total fuel reduction  
**17,000** tons

Carbon emissions reduction  
across the Company  
**53,600** tons

2023

Pure SAF for 24 flights  
**37.417** tons

### China Eastern participates in the first Shanghai Carbon Expo



On June 11, 2023, China Eastern Airlines participated in the first Shanghai International Carbon Neutral Technologies, Products, and Achievements Expo, showcasing its initiatives and achievements in implementing the national 30-60 Decarbonization Goal strategy, reducing flight emissions, providing green travel services, and participating in carbon trading markets.



### Energy efficiency management

China Eastern has implemented refined fuel-saving management from the source, that is, by reducing aircraft weight and optimizing flying distance, etc., to ensure sustainable green flying.

2023

Available tonne kilometers (ATK)  
**0.2178**

### Main measures for improving energy efficiency

Reduce aircraft weight	<ul style="list-style-type: none"> <li>We promoted the application of lightweight onboard equipment.</li> <li>We chose integrated and lightweight avionics systems for the newly introduced A320 series aircraft, which reduced the weight of the entire aircraft by 25 kilograms.</li> <li>We optimized the in-flight entertainment system and upgraded the passenger power system for the newly introduced A320 series aircraft, which reduced the weight of the entire aircraft by 38 kilograms.</li> </ul>
Strictly control the fuel remaining after landing	<ul style="list-style-type: none"> <li>A320 and B738 fleets achieved a planned fuel remaining of 4.6 tons after landing.</li> <li>Newly introduced aircraft have all been equipped with new engines, which can save an average of 10% fuel consumption.</li> <li>Newly introduced aircraft have all been equipped with winglets, which can save an average of 1% -2% fuel consumption.</li> <li>We have applied the flying altitude optimization plan on European, American, and Australian routes further to Japanese, South Korean, and Southeast Asian routes, which can reduce fuel consumption by approximately 11,000 tons.</li> </ul>
Optimize flying distance	<ul style="list-style-type: none"> <li>We optimized existing routes to increase short-haul flights.</li> <li>We opened the route X54 for a total of 2,251 flights throughout 2023, which shortened distance by around 424,000 kilometers and reduced fuel consumption by 1,612 tons.</li> <li>We used temporary routes to shorten distance and reduce fuel consumption by about 5,000 tons.</li> </ul>
Introduce energy-saving aircraft	<ul style="list-style-type: none"> <li>We introduced 22 new-generation high-efficiency aircraft, including 5 A350-900s, 14 A320 NEOs, and 3 Comac C919s.</li> <li>We decommissioned 15 narrow-body aircraft, including 2 A319s, 5 A320s, 4 B737-700s, and 4 B737-800s.</li> </ul>
Tap aircraft performance	<ul style="list-style-type: none"> <li>We allocated two aircraft with 22-minute oxygen system to Wuhan Company, and the operation rate of the Wuhan-Urumqi south route increased from 55% to 97%, with 40 tons of fuel consumption reduced in total.</li> <li>We increased the planned daily utilization rate of A320NEO and B737MAX from 9.6 and 7.9 hours for the summer schedule to 10.5 and 9.4 hours respectively for the winter schedule.</li> <li>We utilized more fuel-efficient A320NEO and B737MAX to fly the Hangzhou-Singapore and Hongqiao-Urumqi routes.</li> </ul>



# Lucid Waters and Blue Sky Protection

With the idea of "lucid waters and lush mountains are invaluable assets", China Eastern strictly abides by the *Water Pollution Prevention and Control Law*, the *Law on the Prevention and Control of Environment Pollution Caused by Solid Wastes*, the *Atmospheric Pollution Prevention and Control Law* as well as local regulations. We strive to control the discharge of pollutants such as exhaust gas, wastewater, noise and solid waste from the source, contributing our bits to a beautiful China with blue sky and lucid waters.

## Main measures for promoting pollution prevention and control



- We strengthened the management of exhaust gas, strictly controlled the emissions from sources and conducted daily management of boiler exhaust gas emissions as required.
- We strictly implemented the use of "Auxiliary Power Unit (APU) alternatives", and improved the monitoring platform of those facilities to lower the frequency of using APU.
- We boosted the transition from fuel vehicles to NEVS.
- We conducted in-depth communication with the Shanghai Municipal Commission of Transport and other departments in building a green shipping center and promoting the transition to NEVs.



- We implemented closed-loop circulation of domestic wastewater and comprehensive treatment of industrial wastewater.
- We strictly implemented local sewage discharge standards.



- We clarified and expanded the scenarios and scope of the use of plastic in-flight items and 12 in-flight items were required to be made from biodegradable materials.
- We jointly drafted with major Chinese airlines a group standard: *Specifications for the Replacement of Non-degradable Disposable Plastic Products on Domestic Passenger Flights*.
- We strictly implemented the national and Shanghai municipal standards for the management of hazardous waste, and all hazardous waste was disposed of by qualified companies.
- We entrusted third parties with processing qualifications to carry out unified collection, incineration, and physical and chemical treatment of solid waste.

2023

Overall utilization of APU alternatives

99.9 %

Newly purchased and leased NEVs

77

Biodegradable materials used for

28

in-flight items provided to passengers

100 %

## Solid waste classification and treatment & disposal methods

Sorting & Disposal of Hazardous Wastes		
Category	Method of Disposal	Performance in 2023
Waste medicine	Carrying out category-based management and storage of medical waste according to the <i>Catalogue of Classifications of Medical Wastes</i> , and regularly sending medical waste to qualified organizations that have signed related agreements with China Eastern for proper treatment	2.97 tons
Waste organic solvents and waste containing organic solvents		72.7 tons
Waste mineral oil and waste containing mineral oil		198.5 tons
Oil-water and hydrocarbon-water mixtures or emulsions	Entrusting qualified third-party organizations for harmless treatment of wastes, including incineration and physicochemical treatment	2.3 tons
Waste dyes and paints		7.5 tons
Organic resin waste		1.7 tons
Waste containing Hg		1.1 tons
Dispose of electronic waste	Collecting the waste and sending to suppliers with ISO 14001 Environmental Management System Certification and e-waste treatment qualification to process	2,881

Sorting & disposal of non-hazardous wastes		
Cabin waste	Sending to the qualified third-party agency for sorting and recycling after collection and classification	36,586 tons
Domestic waste	Sending to a qualified third-party agency for unified recycling and treatment after collection and classification	7,413 tons
Kitchen waste	Sending to the catering company for landfill or incineration after collection and classification	1,972 tons



## Sustainable Utilization of Resources

In compliance with the *Environmental Protection Law*, the *Circular Economy Promotion Law*, the *Energy Conservation Law*, as well as other relevant laws and regulations, we have strengthened innovation and application of green technologies and stimulated the internal driving force for resource conservation, intensification, and recycling, promoting the development of high-tech green production methods with low resource consumption and environmental pollution.

### Main measures for promoting resource conservation

#### Save water

- We collected and recycled rainwater for landscape and waterscape watering.
- We set up metering instruments in the office area to monitor water metering and provide data support for enhanced water conservation.
- We cleaned 65% of aircraft exterior with wet wash instead of dry wash to reduce water consumption.

#### Reduce energy utilization

- We intensified energy consumption monitoring and analysis with our energy consumption data and monitoring system.
- We built energy-saving cooling towers.
- We piloted new models for energy conservation at the Home of China Eastern, and developed an energy consumption evaluation system.

#### Save resource consumption

- We dismantled aircraft for reuse. 2 aircraft were dismantled in 2023 and the dismantled parts and components were handed over to relevant companies.
- We extended the life cycle of equipment such as those with touch screens through maintenance and upgrading.
- We implemented the regulations on the standard clothing point system to reduce clothing inventory and waste of consumables.
- With a variety of information systems, we implemented "paperless" office, and promoted "paperless" smart travel projects.
- We launched the Electronic Log Book (ELB) for the entire fleet.

Coverage of Electronic Log Book (ELB)

100 %



## Sustainable Value Chain

China Eastern fully leverages its strength in technology, talent, and capital to conduct close collaboration with partners such as suppliers and dealers. We strive to seize opportunities of the times and stick to an open and cooperative path of extensive consultation, joint planning, shared benefits, and common development, working together to create new spaces for high-quality development.

### Supplier management

China Eastern continues to promote the integration of the philosophy of sustainable development and the supplier management system. We have formulated new requirements and systems in areas such as business ethics, labor, and human rights. Suppliers are required to have integrity talks and sign the *Letter of Undertaking of Supplier Social Responsibility*. Those who violate the regulations shall be blacklisted, and banned from dealing within a time limit or permanently.

In order to build a greener supply chain system, China Eastern requires suppliers to comply with the *Technical Requirements for Environmental Labeling Products* and ensure that the consistency and performance specifications of their green products shall meet the requirements of relevant laws and regulations. We have also released the *China Eastern Group Green Procurement Catalog (2023 Edition)* and the *List of Green Suppliers* to support suppliers in using eco-friendly products and services. In addition, suppliers are also assessed on whether they have established and run any effective management systems concerning quality, energy, environmental protection, and occupational health and safety.

China Eastern is dedicated to working together with its suppliers to improve their ability to fulfill their responsibilities through various ways such as holding supplier conferences, forums and talks for excellent suppliers and joint training, and making improvement plans for both upstream and downstream partners. We have released the *China Eastern Assistance Program for SMEs Relief and Collaborative Development* to alleviate funding problems for SMEs and individual businesses, reduce their burdens, and help them overcome challenges.

### Distributor management

China Eastern has resumed its worldwide cooperation with American Express (AMEX) and other travel management companies (TMCs). We have further strengthened collaboration with online travel agencies (OTAs) to launch overseas products such as "International Flash Sale," "International Package," and "International Connection," as well as domestic transfer products such as "China Roaming" "Transfer via Kunming" and "Transfer via Xi'an". We incorporated our products into OTA advertisements, social media and other resources to empower partners and win new market opportunities together.



Domestic distributors

1,801

Overseas distributors (with sales volume)

7,820



## Love Connects in Every Flight

Committed to the strategic goal of "Build a world-class airline and a happy China Eastern", China Eastern intensifies efforts in talent selection, cultivation, use and retaining, and endeavors to create a talent-centered atmosphere. The Company is also dedicated to advancing rural vitalization and community public welfare activities. By leveraging its unique edges, China Eastern has taken on grave tasks head-on in securing major flights, relieving earthquake-and flood-stricken areas and safeguarding special flights, performing its responsibility for high-quality development.



# Supporting Employee Development

Building a world-class airline that cares for employees is one of China Eastern's visions. China Eastern is committed to building an equal, diverse and inclusive working environment, protecting employee rights and benefits, and continuously empowering their competence improvement and career development. We strive to improve their quality of life and sense of achievement, belonging and happiness, and eventually share the fruit of high-quality development with every employee.

## Diversity and equality

Diversified corporate culture can create a dynamic and creative workplace environment, the company focuses on creating a diverse, inclusive and equal corporate culture, and resolutely eliminates the phenomenon of discrimination against employees on the basis of race, color, gender, religious beliefs and other reasons in the recruitment process. In the meantime, we prioritize the training and use of female official, and make it a crucial part of building our high-performing professional team. We make sure female employees are suitable for their positions and optimize the organization in a coordinated manner to empower their growth. As a result, we recruited a total of 90 female pilots in the flight to diversify our flight team.

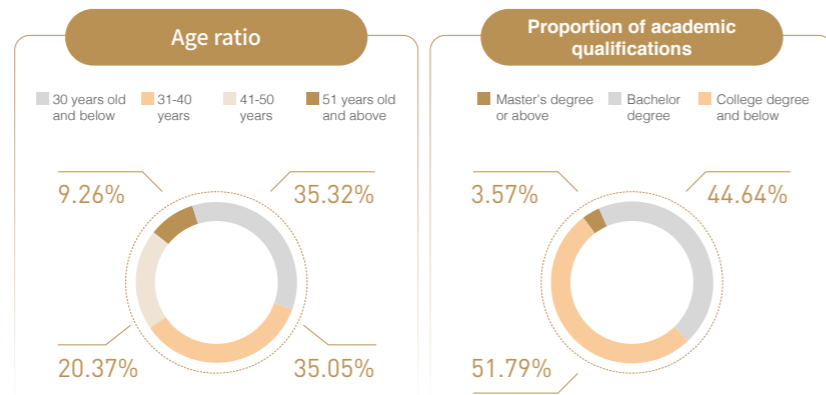


Total employees  
**81,781**

Minority employees  
**3,064**

Foreign employees  
**831**

Female employee proportion  
**36.65 %**



**Employer Excellence 100 China 2023 (51Job)**

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**Excellence in Employee Care Plan of Employer Excellence China 2023 (51Job)**

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**Best Employer Award 2023 (Zhaopin)**

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**2022-2023 Best Employer in Civil Aviation Industry (CARNOC.com)**

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**2022-2023 The Most Responsible Employer in Civil Aviation Industry (CARNOC.com)**

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**2022-2023 The Most Favorite Employer among College Students in Civil Aviation Industry (CARNOC.com)**



Labor contract signing rate  
**100 %**

Social security insurance coverage rate  
**100 %**

Annuity coverage rate  
**95.82 %**

## Compensation and benefits

China Eastern strictly abides by such laws as the *Company Law* and the *Contract Law*. The Company implements the "important officials, planning of major projects, and use of large funds" decision-making system, introduces employee compensation management policy and ensures their compensations are paid in time and equally regardless of gender.

In 2023, the Company continued with the goal of building a happy China Eastern. To that end, we satisfied employee needs, helped those in difficulty, advanced the "Serving people with concrete actions" project, and held diverse recreational activities to enhance their sense of gain and happiness.

Outdoor worker stations newly built or renovated  
**42**

Outdoor worker stations in total  
**234**

Civil aviation-level and company-level employees in difficulty archived  
**537**

Support fund  
RMB **1.536** million

"Warmth-sending" and "Cool in Summer" donations  
RMB **65.2962** million

Employees visited  
**188,000**

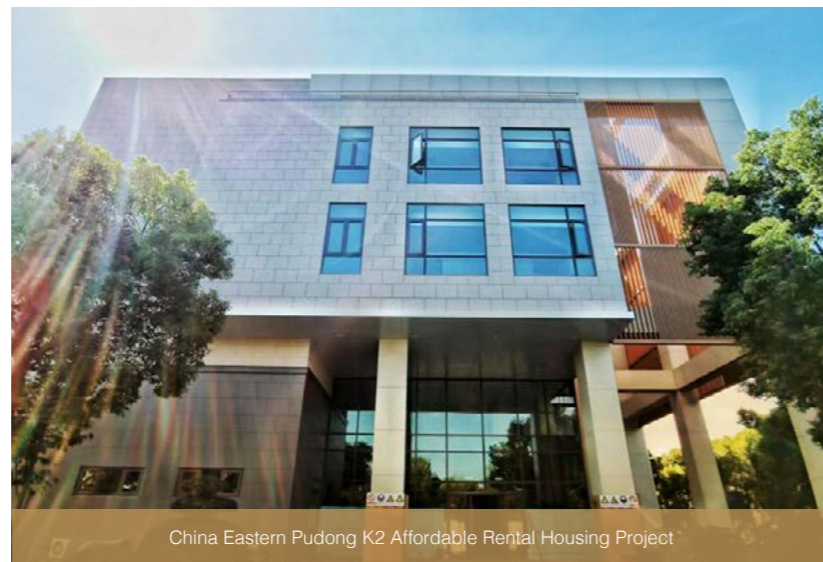
### Measures for protect employee benefits and interests protection

Safeguarding employee compensation	Satisfying employee needs	Assisting employee in need
<ul style="list-style-type: none"> <li>We provided comprehensive benefits for every employee including endowment insurance, medical insurance, unemployment insurance, employment injury insurance, maternity insurance, housing provident fund, commercial medical insurance, group accident insurance and annuities, etc.</li> <li>We launched the household property insurance project to provide tailored insurance service for our employees.</li> </ul>	<ul style="list-style-type: none"> <li>We revised the Management Measures for Employee Recuperation.</li> <li>We launched the Outdoor Worker Station Reconstruction Plan.</li> <li>We analyzed the sense of happiness among young employees and gave suggestions on their work.</li> <li>We advanced ten projects including the affordable rental housing project, employee free travel initiative and employee healthcare plan.</li> </ul>	<ul style="list-style-type: none"> <li>We constructed the employee targeted care system and entered the information of employees in difficulty in the system for dynamic management.</li> <li>We approved 152 serious disease support fund cases and gave out RMB 1.775 million in total.</li> <li>We piloted the summer care project to help front-line workers look after their children in summer vacation, serving 441 children in total.</li> </ul>

### China Eastern Pudong Affordable Rental Housing Project is accepted with success



The Pudong K2 Affordable Rental Housing Project is nearby Shanghai Pudong International Airport. It is an affordable rental housing reconstruction project aiming to solve the urgent housing problem of employees and support the Company to attract talents and secure the talent team. Completed on November 25, 2023, the project will provide 147 houses for employees.



China Eastern Pudong K2 Affordable Rental Housing Project



The affordable rental housing project was rated as the 2023 Outstanding Employee Service Project by Shanghai Federation of Trade Unions.



In April 2023, Jiangsu Branch put online the HIS outpatient system and the online medical insurance invoice system and QR code payment system. As a result, the one-stop service integrating outpatient treatment, medicine-taking, invoice and reimbursement has materialized for employees, underpinning the 5-minute health management service circle.

On October 13, 2023, Guangdong Branch attended the 1st 2023 Baiyun Airport Sports Festival and the 3rd Fun Sports Games.



## Training and development

China Eastern is committed to implementing the strategy for invigorating China through science and education and the strategy on developing a quality work force. To this end, the Company continuously strengthens the talent training model, and has established a multi-level training mechanism and broad career development channels, contributing to a number of high-quality training brands.

### Measures for employee training and development

#### Developing a high-quality training system

- We vigorously promoted "manager on platform". As a result, 1,441 leaders gave lectures, with 56,400 hours of lecturing time.
- Outstanding lecturers were selected in C919 transfer training to enhance their training ability, consolidating our talent reserve for follow-up curriculum development.
- We held 6 flight theory lectures and 5 captain training sessions.
- We advanced the "Service Ability Training Program".

#### Enhancing skills training

- We trained all employees to provide firm talent support for the flight, safety, service and management.
- We continuously strengthen the training of lecturers. We have formulated the *Outstanding Lecturer Project (Trial)*, and carried out 17 rounds of Lecturer Training Camps.
- We continuously improve our curriculum system. We have formed an evidence-based training (EBT) working group, and prepared the *China Eastern EBT Implementation Plan* and other documents.
- We invested in the "VR Technology-based Civil Aviation Ground Service Vehicle Training Project" to develop new training models.

#### Building a high-performing talent team.

- We enhance the training of backup talents. We proceeded with the 6th Swallow Program and Wing Program, and implemented the 2nd Youth Marxists Training Project.
- By conducting senior executive lectures, the opening ceremony of Youth Marxists Training Project, exclusive Party spirit education and thematic Party spirit visits, we aim to strengthen the spiritual guidance among young talents and improve the overall political performance.
- We rolled out three-stage collective training for Wing Program to improve employee leadership.

#### Fostering a learning atmosphere

- Relying on China Eastern Management Platform, we unveiled the "Law-based China Eastern for Safe Flights" column to communicate our management philosophy and gather new ideas.
- We organized the online reading campaign to help create a learning atmosphere.



32 collective and 26 individuals in China Eastern's trade union system won the advanced honors at national, provincial and ministerial levels. Three employee representatives were elected as the representatives of the 18th Trade Union Congress.

54 members in China Eastern's Communist Youth League system won the advanced honors at the provincial and ministerial levels and beyond. Three youth collectives won the prestigious "2-star National Youth Civilization" title.



Total investment in training

RMB **123** million

Total trainees (including online training)

**1.3766** million

Per capita training hour by gender and employee category:

Female

**92.2** hours

Male

**118.9** hours

Manager

**98.2** hours

Ordinary employees

**109.2** hours

### The Stage-one collective training under the 6th Wing Program is rolled out



The Stage-one-collective training-under the 6th Wing Program was rolled out in November 2023. The program aimed to select 70 young talents in a multiple of fields. Besides the training courses, we also formulated individual development plans, introduced mentorship, launched a workshop project and a learning campaign to encourage students to clarify their direction, leverage their advantages and apply what they have learned.



The Stage-one collective training under the 6th Wing Program



China Eastern Group launched a "three advantages" training class, enrolling 162 members.



On December 8, 2023, China Eastern held a special lecture on enhancing flight attendant service spirit.

## Vitalizing the Country

China Eastern has vigorously studied and implemented the spirit in Xi Jinping's letter to the Party branch secretaries at Border Village, Cangyuan County, Yunnan Province. Learning from the experience of Qian Wan Project, we endeavor to vitalize the industry, talent reserve, culture, ecology and organization in rural areas and make Cangyuan County and Shuangjiang County more livable and beautiful with the political awareness of "we are all addressees".

In 2023, China Eastern timely re-designated the leading organization in paired assistance, and held a thematic workshop on which the Company released such documents as the Opinions of China Eastern Party Group on Implementing the Spirit of 2023 Party Central Committee No.1 Document, Three-year Action Plan for Paired Assistance(2023-2025) and 2023 Consumption Support Recommended Product Category, in a bid to improve the system and organizational support for paired assistance.

### China Eastern measures for rural vitalization

#### Boosting economic growth with industrial advantages

We grew investment in flight operations in rural areas, including two new round-trip air lines, Cangyuan-Kunming-Shanghai Hongqiao Line and Lincang-Kunming-Beijing Line. Since the beginning of 2023, in terms of these two lines, we have operated over 3,500 flights, served over 320,000 passengers and contributed to more than RMB 570 million of local GDP. Our support products debuted on the first commercial flight of C919, China's homegrown large airliner.

Increase in local GDP through new airlines  
RMB **570** million

#### Vitalizing the industry with distinctive products

We heightened the industrial support for bee products, got Cangyuan Black Honey listed in the National Famous and Excellent New Agricultural Product Catalog and helped Cangyuan sell the first bee species. In 2023, the per capita income of beekeepers in Cangyuan quadrupled compared with 2019. We continued with the development and promotion of our support product China Eastern Tea Series, whose raw materials derive from our support regions and which has been promoted in all of our airlines and many passenger lounges, driving the development of the tea industry in paired assistance areas.

#### Vitalizing talents with comprehensive training

In cooperation with Tsinghua University, Fudan University and PLA General Hospital, etc., we conducted on-spot training for grassroots officials, industry leaders and technical personnel, and cooperated with the Department of Teacher Education of the Ministry of Education of the People's Republic of China in the Three-year Action to Train Teachers in Cangyuan and Shuangjiang. Furthermore, we joined hands with Lincang Disabled Persons Federation in organizing training courses on intangible cultural heritage skills for the disabled.

#### Vitalizing the nature with green tourism

We helped build Jingkang Village in Shuangjiang County into a beautiful countryside. As a result, Jingkang Village became the best tourist attraction in Yunnan Province.

#### Vitalizing culture with education support

We built "China Eastern Bookstores" and "Ling Yan Libraries" in Cangyuan County and Shuangjiang County. The libraries are blessed with tremendous book resources worth RMB 120,000 donated by China Foundation for Rural Development.

#### Vitalizing Party organization with partnership

Our primary-level Party branch paired up with 12 village-level Party organizations in Cangyuan County and Shuangjiang County and together conducted paired assistance activities and Party branch exchanges to the quality of Party members and Party organizations.

#### Scaling up consumption support

We vigorously participated in the consumption support campaign and agricultural product support week under the guidance of the State-owned Assets Supervision and Administration Commission of the State Council, and rolled out exhibitions in Beijing, Chongqing and Shaanxi, as well as Yunnan Food Festival. In addition, we built the first aviation agricultural assistance platform in the Beijing office and held a consumption support fair.



China Eastern shows up at Lincang press conference to support the high-quality development of local cultural tourism

On June 27, 2023, China Eastern was invited to an exclusive press conference in Cangyuan County organized by Wengding Primitive Tribe. At the event, the Company introduced its efforts in boosting local tourism with the power of new flights, supporting local tea and honey industries, conducting all-round assistance and applying enterprises assistance to local industries. We also invited experts on rural vitalization and tourism and scholars from well-known universities to Cangyuan County to provide professional guidance on local tourism resource exploration and tourism model upgrading.



China Eastern presents Cangyuan honey on China International Consumer Products Expo to vitalize Wa ethnic-inhabited area



In 2023, Rice Tuanhua Black Honey from Wa Village of Cangyuan County debuted on the 3rd China International Consumer Products Expo. China Eastern's apicultural industry assistance project won two national certifications by the Ministry of Science and Technology of the People's Republic of China and the Ministry of Agriculture and Rural Affairs of the People's Republic of China. In addition, our paper on Rice Tuanhua Black Honey was published on world-class agricultural food journals. China Eastern is leveraging resources to optimize its joint assistance model, thereby driving the high-quality development of the bee industry in Cangyuan and even in the Southwest of Yunnan Province.

China Eastern joins hands with Chinese PLA General Hospital in the free diagnosis campaign in Cangyuan



China Eastern, in cooperation with Chinese PLA General Hospital, formed a medical service team to roll out the voluntary diagnosis activity in Cangyuan County, Yunnan Province. We held two free diagnosis sessions and received 565 patients in total. We also organized professional exchanges between our physicians and front-line medical workers, visits and guidance, on-site teaching and healthcare lectures. As a result, we lectured 174 medical workers, and conducted 6 training sessions, providing in-depth guidance for primary-level medical workers in Cangyuan County.



China Eastern launches the opening ceremony for China Eastern Voluntary Education Service in Banlaoxiang Central School



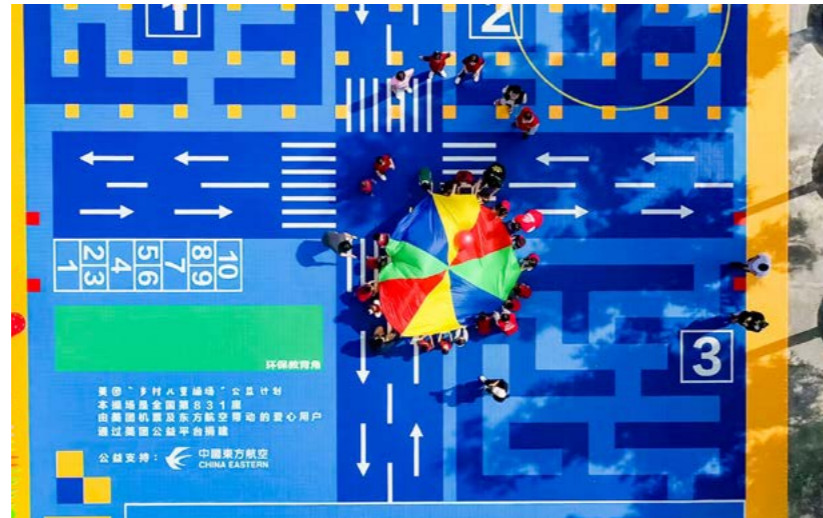
On October 17, 2023, China Eastern held the opening ceremony for China Eastern Voluntary Education Service to support Banlaoxiang Central School in Cangyuan County. We established a volunteer class to team up with poor students for the purpose of one-to-one long-term assistance, cultivating local talents. Moreover, China Eastern handed over student aid funds to Banlaoxiang Central School, and donated books, cultural and sports supplies and learning materials. The volunteers paid a visit to poor student families to learn about their financial condition and performance in school, laying solid foundation for follow-up one-to-one assistance.

# Giving Back to Community

The people are the root of a country, therefore a country prospers as long as its people thrive. Improving people's well-being is the ultimate goal of development. China Eastern strives to advance volunteer services and public welfare. To this end, the Company continuously deepens the "Love in China Eastern" volunteer service campaign, improving livelihood and contributing to more prosperous communities.

## China Eastern and Meituan together unveils the first Rural Children Playground

In October 2023, China Eastern and Meituan jointly held an unveiling ceremony for the first Rural Children Playground. During this public welfare activity, every time a passenger bought a domestic flight ticket from China Eastern on Meituan APP and took the flight, China Eastern Airlines would donate one yuan as to Rural Children Playground. In addition, individual donations were available to help build multi-functional playgrounds for children in underdeveloped rural areas, supporting their growth.



"Love in China Eastern" activities held

1,128

Employees involved

22,571

Public welfare recipients

180,560

Service hours

180,500

Registered volunteers

9,100



The "Love in China Eastern" Lingyan Service Team won the 14th China Youth Volunteer Outstanding Organization

China Eastern was given the honorary title of "Public Welfare Partner" by Shanghai Federation of Trade Unions and Shanghai Model Workers Association

China Eastern R&D Center was certified as "China Civil Aviation Science Popularization Base"



In 2023, the "Lecture - Into China Eastern", sponsored by the China Soong Ching Ling Foundation and China Eastern, co-hosted by China Soong Ching Ling Youth Science and Technology Cultural Exchange Center and China United Airlines, was successfully held at China Eastern Daxing Base.

## China Eastern sends children with congenital heart diseases from Yunnan to Shanghai for medical treatment



On November 13, 2023, China Eastern initiated with a hope project in cooperation with Shanghai Traffic Radio's "1057 Everyone's Help" Column to help diagnose and aid children with congenital heart diseases in Yunnan Province. Leveraging its aviation network, China Eastern offered free tickets to 10 young patients and their family from Dagan County, Zhaotong City. The Company also provided heart-warming services such as opening green channels and arranging special guidance to a warm and comfortable journey. On November 22, after receiving free diagnosis and treatment in Shanghai, the children returned home by China Eastern flight.



## The first "Shanghai Library - China Eastern Lingyan Volunteer Day" debuts with success



Since China Eastern and Shanghai Library signed a joint construction agreement in November 2022, the Lingyan Service Team eventually showed up at Shanghai Library after assiduous training and preparation on 11 February 2023. The volunteers guided leaders there with well-rounded services and professional guidance.







On the International Museum Day on May 18, 2023, China Eastern launched a thematic activity.



In 2023, China Eastern volunteers walked into campuses to popularize airline knowledge.



In 2023, China Eastern launched the "Open Day Visit to SOE Enterprise" campaign in cooperation with Sina Weibo.

# Guarding Special Flight

China Eastern is ready to take off whenever the country and the people need it. In 2023, the Company assumed its responsibility as a central enterprise and leveraged its advantages to perform a special flight. We fulfilled several special support tasks including delivering relief materials to rescuers in disaster-stricken areas and transporting donated organs.

## China Eastern the first airline company sending 3 rescue flights and 2 tons of materials to relieve disaster



On December 18, 2023, a 6.2-magnitude earthquake struck Jishishan, Linxia, Gansu. China Eastern immediately announced an emergency response for the purpose of emergency rescue and transport security. As of December 20, China Eastern had sent 8 rescue flights with 60 rescuers, 6 rescue dogs and 2,320-kg relief supplies on board to Lanzhou.



Special support flights secured

# 417

Flights carrying donated organs secured

# 988

(includes China Eastern Airlines and its subsidiaries Shanghai Airlines, China United Airlines and OTT Airlines)



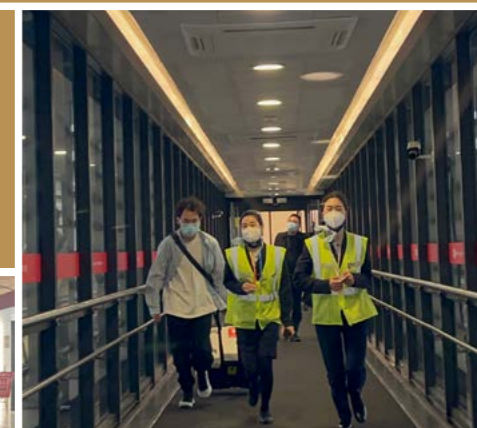
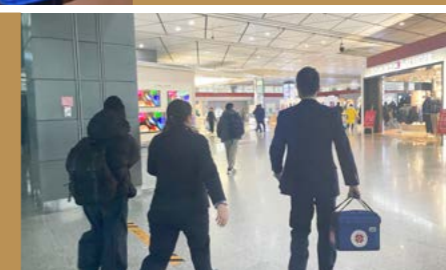
China Eastern escorted rescuers from Beijing, Shanghai, Xi'an, Ji'nan and other places to Lanzhou for disaster relief.

At noon of March 25, 2023, to safely transport a donated organ, passengers on board the MU2928 flight from Guangzhou to Wuxi waited with patience in spite of 72 minutes of delay. As a result, the organ was successfully transported to Wuxi.



At 19:25 pm on February 9, 2023, three members of Nanjing Blue Sky Rescue Team on board MU9767 took off on an international rescue to Turkey.

On December 22, 2023, China Eastern employees assisted passengers in checking in only 14 minutes, safeguarding the transport of human hematopoietic stem cells from Xi'an to Shanghai.



On April 24, 2023, China Eastern's MU5204 flight from Liuzhou to Shanghai Pudong transported two donated organs with success.

## Appendix

### Performance Indicators

Classification	Indicators	Unit	2021	2022	2023		
	Total assets	RMB billion	287.60	286.19	282.49		
	Operating revenue	RMB billion	67.34	46.31	113.74		
	Total profits	RMB billion	-17.41	-40.11	-8.28		
	Interest payment	RMB billion	5.81	6.58	6.55		
	Total tax payment	RMB billion	4.00	2.22	5.52		
				Total: 2,987	Total: 3,756	Total: 4,392	
				Shanghai(Headquarters overall situation): 1,639 OTT: 3	Shanghai(Headquarters overall situation): 1,781 OTT: 10	Shanghai(Headquarters overall situation): 2,232 OTT: 12	
<b>Economy</b>			Shanghai China Eastern Airline flight training Co.,Ltd.: 32 Shanghai Airlines: 65 China United Airlines: 174 China United Airlines and Hebei: 27	China Eastern R&D Center: 134 Shanghai Airlines: 65 China United Airlines: 191 The Technology Company: 525 Yunnan: 202 Beijing: 138	China Eastern R&D Center: 160 Shanghai Airlines: 68 China United Airlines: 231 The Technology Company: 524 Yunnan: 256 Beijing: 142		
			Yunnan China Eastern Airlines flight training Co.,Ltd.: 1 Yunnan: 132 Beijing: 135	Beijing New Airport China Eastern Airlines Base Project Construction Headquarters: 41 Sichuan: 101 Anhui: 35 Shandong: 11 Shanxi: 67 Guangdong: 46 Wuhan: 204 Jiangsu: 43 Jiangxi: 45 Zhejiang: 24 Gansu: 27 Northwest China: 50 Xiamen: 16	Beijing New Airport China Eastern Airlines Base Project Construction Headquarters: 41 Sichuan: 112 Anhui: 36 Shandong: 12 Shanxi: 78 Guangdong: 48 Wuhan: 225 Jiangsu: 45 Jiangxi: 48 Zhejiang: 25 Gansu: 28 Northwest China: 52 Xiamen: 17		
				Beijing New Airport China Eastern Airlines Base Project Construction Headquarters: 4 Sichuan: 68 Anhui: 78 Shandong: 116 Shanxi: 108 Guangdong: 29 Wuhan: 83 Jiangsu: 102 Jiangxi: 156 Zhejiang: 80 Gansu: 69 Northwest China: 115			
		Number of suppliers	-				
				Overseas(with sales): 1,775 Domestic: 1,300	Overseas(under jurisdiction): 6,611 Domestic: 1,768	Overseas(with sales): 7,820 Domestic: 1,801	
		Contract compliance	%	100	100	100	
		Utilization rate of aircraft	hour/day	6.66	4.02	8.16	
	<b>Operation Overview</b>			B777 20 B787 10 A350 15 A330 56 A320 372 B737 284 C919 1 ARJ21 17 Fright aircraft 3	B777 20 B787 10 A350 15 A330 56 A320 372 B737 284 C919 1 ARJ21 17 Fright aircraft 3	B777 20 B787 10 A350 20 A330 56 A320 379 B737 276 C919 4 ARJ21 17	
			Fleet structure	frame			
			Average age of aircraft	year	7.8	8.1	8.66

Classification	Indicators	Unit	2021	2022	2023
<b>Operation Overview</b>	Total transport volume	billion ton-km	13.05	8.03	18.52
	Passenger turnover	million	79.10	42.51	115.64
	Number of routes	-	1,383	814	1,279
	Number of destination countries/regions	-	170	184	166
	Number of destinations	-	1,036	1,088	1,050
	Number of code-sharing routes	-	856	1,018	1,618
		Flight hours	10,000 hour	175.45	107.72
<b>Safety</b>	Incidents	-	0	1	1
	Incident rate per ten thousand hours	-	0	0.01	0.004
	Simulator training hours	hour	-	151,350.4	190,524.60
	Safe ground driving distance	10,000km	442.7	472.4	430.65
	Flight punctuality rate	%	88.71	95.39	87.47
	Investment in smart technologies	RMB million	33.58	34.81	36.18
	Number of Fly-Fi fleets	-	97	99	106
	Number of frequent flyers	million	48.15	51.03	57.33
	Copies of passenger satisfaction questionnaires	-	530,600	328,000	513,400
	Passenger satisfaction	point	94.04	95.19	95.1
	Number of passenger commendation letters	-	13,084	12,076	29,195
<b>Service</b>	Complaints from passengers	-	16,820	25,802	33,167
			Handled cases; The transport volume of airlines showed a "roller-coaster" instability due to the force majeure. The frequent change of flight schedule caused a large number of complaints from passengers about flight schedule and ticketing.	Influenced by force majeure, the frequent change of flight schedule caused a large number of complaints from passengers about flight schedule and ticketing.	Flight volumes have resumed, and correspondingly, there has been an increase in passenger complaints, with complaints primarily focused on flight schedule adjustments and ticketing issues.
	Complaints handling rate	%	100	100	100
	Complaints about passenger privacy	-	218	286	420
			118 cases of suspected passenger information leakage, 100 cases of unauthorized bonus point losses	203 cases of suspected passenger information leakage, 19 cases of text messaging scams and 64 cases of unauthorized bonus point losses	79 cases of suspected passenger information leakage, 24 cases of text messaging scams and 317 cases of unauthorized bonus point losses
	Customer data losses	-	0	0	0
	Baggage mishandling rate*	thousandths	1.9	2.34	2.67
	Self check-in for domestic flights	%	68.73	45.08	59.73
	Coverage of self check-in machines in domestic terminals	%	100 (Domestic destinations under navigation)	100 (Domestic destinations under navigation)	100 (Domestic destinations under navigation)

Classification	Indicators	Unit	2021	2022	2023
Service	Domestic destinations of "Through Check-in" flights	-	75	75	75
	International destinations of "Through Check-in" flights	-	60	66	61
	Special passengers	-	53,697 (Hongqiao International Airport and Pudong International Airport)	22,852 (Hongqiao International Airport and Pudong International Airport)	89,751 (Hongqiao International Airport and Pudong International Airport)
Environment	Water consumption	kiloton	4,596.30	3,974.54	4,118.19
	Water consumption density	ton/10,000 ton-km	3.52	4.95	2.22
	Aviation fuel consumption	Thousand ton	4,975.08	3,103.42	6,367.10
	Natural gas consumption	Thousand m <sup>3</sup>	7,693.89	6,818.29	7,760.15
	Gasoline consumption	Thousand liter	1,731.12	1,272.02	1,635.73
	Diesel consumption	Thousand liter	9,944.10	7,234.41	9,740.11
	LPG consumption	ton	41	31.53	26.57
	Consumption of other petroleum	ton	559.09	436.74	667.01
	Electricity consumption	10,000 kWh	19,205.42	18,713.50	19,268.33
	Consumption of fossil energy	Thousand metric tons of standard coal	-	-	9,392.65
	Consumption of non-fossil energy	Thousand metric tons of standard coal	-	-	0.45
	Carbon dioxide emissions	ton	15,870,835.87	9,943,049.92	20,250,351.29
	Scope 1 emissions	ton	15,735,725.73	9,823,642.37	20,124,649.29
	Density of Scope 1 emissions	ton/10,000 ton-km	12.06	12.24	10.87
	Scope 2 emissions	ton	135,110.14	119,407.56	125,702.00
	Density of Scope 2 emissions	ton/10,000 ton-km	0.1	0.15	0.07
	Total energy consumption	TCE	7,404,212.26	4,642,632.73	9,456,301.46
Energy consumption per RMB 10,000 of operating revenue	TCE/ RMB 10,000	1.1	1.01	0.83	
Energy consumption per transport volume	tons (of aviation fuel)/10,000 ton-km	3.81	3.87	3.44	
Fuel consumption available per ton-km	ton/10,000 ton-km	2.14	2.10	2.18	
Fuel consumption per flight hour	ton/hour	-	3.18	3.25	
Fuel saving	10,000 ton	Total fuel saved 390,000 tons during the period from 2018 to 2021. (In 2021, fuel saved 21,000 tons. Flight operation was greatly affected by COVID-19, and the fuel saving data fluctuated significantly)		5.4	1.7

Classification	Indicators	Unit	2021	2022	2023
Environment	Carbon dioxide emissions per ton-km	ton/10,000 ton-km	12.01	12.18	10.83
	Sewage discharge	ton	4,136,670.00	3,577,088.95	3,706,373.59
	Total non-hazardous waste produced	ton	Total: 61,525 Cabin: 32,366 Domestic waste: 24,572 Kitchen waste: 4,587	Total: 41,367 Cabin: 16,788 Domestic waste: 21,491 Kitchen waste: 3,088	Total: 45,971 Cabin: 36,586 Domestic waste: 7,413 Kitchen waste: 1,972
	Total hazardous waste produced	ton	Total: 205.721 Waste medicine: 1.375 Waste organic solvents and waste containing organic solvents: 29.230 Waste mineral oil and waste containing mineral oil: 127.081 Oil-water and hydrocarbon-water mixtures or emulsions: 20.732 Waste dyes and paints: 24.999 Organic resin waste: 0.273 Waste containing Hg: 2.031	Total: 240.87 Waste medicine: 1.06 Waste organic solvents and waste containing organic solvents: 72.8 Waste mineral oil and waste containing mineral oil: 132.9 Oil-water and hydrocarbon-water mixtures or emulsions: 7.04 Waste dyes and paints: 23 Organic resin waste: 1.97 Waste containing Hg: 2.1	Total: 286.77 Waste medicine: 2.97 Waste organic solvents and waste containing organic solvents: 72.7 Waste mineral oil and waste containing mineral oil: 198.5 Oil-water and hydrocarbon-water mixtures or emulsions: 2.3 Waste dyes and paints: 7.5 Organic resin waste: 1.7 Waste containing Hg: 1.1
	Recycling electronic devices	-	Number of China Eastern's scrapped devices: 511	Number of scrapped electronic devices in Shanghai area: 1,679 Number of recycling electronic devices in Shanghai area: 296	2,881
	Number of employees	-	80,321	80,193	81,781
	Total remuneration for employees	RMB billion	12.46	12.52	13.49
	Percentage of female employees	%	37.28	36.75	36.65
	Proportion of senior executives by gender and age	%	Female : 11.7 Male: 88.3 Aged below 30: 0 Aged between 31 and 40: 2.6 Aged between 41 and 50: 46.8 Aged above 51: 50.6	Female : 11.38 Male: 88.62 Aged below 30: 0 Aged between 31 and 40: 1.03 Aged between 41 and 50: 37.5 Aged above 51: 61.38	Female: 10.65 Male: 89.35 Aged below 30: 0 Aged between 31 and 40: 0.38 Aged between 41 and 50: 32.70 Aged above 51: 66.92
	Number of ethnic minority employees	-	2,912	2,891	3,064
Employee	Number of foreign employees	-	971	873	831
	Collective contract signing rate	%	100	100	100
	Number of new employees by gender and age	-	Female : 1,156 Male: 2,763 Aged below 30: 3,375 Aged between 31 and 50: 536 Aged above 51: 8	Female : 1,224 Male: 2,426 Aged below 30: 3,181 Aged between 31 and 50: 462 Aged above 51: 7	Female : 2,104 Male: 3,274 Aged below 30: 4,595 Aged between 31 and 50: 773 Aged above 51: 10
	Labor contract signing rate	%	100	100	100
	Total number of employees categorized by gender and region	-	-	By gender: Male: 50,720 Female: 29,473 By region: Shanghai: 33,341 Beijing: 7,412 Kunming: 8,010 Xian: 6,973 Others: 24,457	By gender: Male: 51,808 Female: 29,973 By region: Shanghai: 31,454 Beijing: 7,127 Kunming: 7,852 Xian: 6,711 Others: 28,673

Classification	Indicators	Unit	2021	2022	2023						
	Distribution of major	-	Management personnel: 3,792 Professional technicians: 15,344 Pilots: 9,506 Flight crew: 16,094 Flight security guards: 4,424 Salesmen: 3,716 Financial staff: 589 Ground services and others: 26,856	Management personnel: 3,855 Professional technicians: 15,355 Pilots: 9,944 Flight crew: 16,032 Flight security guards: 4,434 Salesmen: 3,645 Financial staff: 590 Ground services and others: 26,338	Management personnel: 3,301 Professional technicians: 14,642 Pilots: 10,559 Flight crew: 16,704 Flight security guards: 4,347 Salesmen: 3,329 Financial staff: 544 Ground services and others: 28,445						
			Distribution of age	%	Aged below 30: 37.00 Aged between 31 and 40: 35.54 Aged between 41 and 50: 18.74 Aged above 51: 8.72	Aged below 30: 35.39 Aged between 31 and 40: 35.95 Aged between 41 and 50: 19.38 Aged above 51: 9.28	Aged below 30: 35.32 Aged between 31 and 40: 35.05 Aged between 41 and 50: 20.37 Aged above 51: 9.26				
					Distribution of educational structure	%	Junior College and below: 48.34 Bachelor: 48.35 Master and above: 3.31	Junior College and below: 46.55 Bachelor: 49.99 Master and above: 3.46	Junior College and below: 46.64 Bachelor: 51.79 Master and above: 3.57		
							Starting salary for contract employees in major operating locations	RMB	Shanghai: 6,251 Beijing: 5,951 Kunming: 4,811 Xian: 4,751 *The amount includes working meal benefits	Shanghai: 6,429 Beijing: 6,129 Kunming: 5,829 Xian: 5,889 *The amount includes working meal benefits	Shanghai: 6,429 Beijing: 6,129 Kunming: 5,829 Xian: 5,889 *The amount includes working meal benefits
									Coverage rate of social insurance	%	100
			Employee	Coverage rate of Enterprise annuity	%	92.76	94.22	95.82			
				Employee turnover rate	%	By gender: Male 5.03 Female 7.46	By gender: Male 3.25 Female 4.70	Total employee turnover rate: 4.44 By gender: Male 4.01 Female 5.19			
			By nationality: Domestic: 5.86 Foreign: 12.38			By nationality: Domestic: 3.72 Foreign: 9.98	By nationality: Domestic: 4.33 Foreign: 15.26				
			By age: Aged below 30: 11.76 Aged between 31 and 50: 2.74 Aged above 50: 1.15			By age: Aged below 30: 6.74 Aged between 31 and 50: 2.28 Aged above 50: 1.13	By age: Aged below 30: 7.50 Aged between 31 and 50: 2.98 Aged above 50: 1.67				
			By major: Management personnel: 0.82 Pilots: 0.65 Flight crew and security guards: 7.29 Professional technicians: 3.91 Salesmen: 8.05 Others: 8.58			By major: Management personnel: 0.41 Pilots: 0.53 Flight crew and security guards: 4.10 Professional technicians: 2.57 Salesmen: 5.97 Others: 5.75	By major: Management personnel: 0.32 Pilots: 0.34 Flight crew and security guards: 4.23 Professional technicians: 2.18 Salesmen: 7.91 Others: 7.92				
By region: Chinese mainland: 5.87 Overseas: 11.50	By region: Chinese mainland: 3.75 Overseas: 7.38 (Regional divisions subject to adjustment based on actual circumstances)	By region: Chinese mainland: 4.35 Overseas: 13.59 (Regional divisions subject to adjustment based on actual circumstances)									
Percentage of employees who received health examinations	%	77.2	73			73					
Work injuries	-	69	79			53					

Classification	Indicators	Unit	2021	2022	2023		
Employee	Work-related fatalities	-	1 For personnel "under centralized shift and closed-loop management" who has sudden diseases during the rest time	10 1 person involved in ground transportation accidents, 9 persons in the "3.21" incident	1 traffic accidents during commuting		
			Participants in EAP consultation	hours	360	4,869	4,637 10,035 times
			Total investment in trainings	RMB million	151	112	123
			Training participants	million	0.64	2.27 (online training)	1.38 (online training)
			Percentage of trained employees by gender and category of employees	%	By gender: Female: 43.5 Male: 56.5	By gender: Female: 37.2 Male: 62.8	By gender: Female: 37.2 Male: 62.8
					By category: Management personnel: 5.6 Ordinary employees: 94.4	By category: Management personnel: 4.1 Ordinary employees: 95.9	By category: Management personnel: 4.1 Ordinary employees: 95.9
			Training hours per employee	hour	By gender: Female: 52.9 Male: 58.6	By gender: Female: 98.9 Male: 109.4	By gender: Female: 92.2 Male: 118.9
					By category: Management personnel: 45.1 Ordinary employees: 57.4	By category: Management personnel: 108.5 Ordinary employees: 105.3	By category: Management personnel: 98.2 Ordinary employees: 109.2
			Proportion of employees accepting performance appraisal	%	By gender: Female: 98.5 Male: 99.4	By gender: Female: 100 Male: 100	By gender: Female: 100 Male: 100
					By category: Management personnel: 100 Ordinary employees: 99.1	By category: Management personnel: 100 Ordinary employees: 100	By category: Management personnel: 100 Ordinary employees: 100
Occurrence of discrimination	-	0	0	0			
Financial support for disadvantaged employees	RMB million	3.25	3.49	1.54			
Society	Investment in fixed-pointed poverty alleviation	RMB million	41.21	41.73	43.14		
	Special flights	-	398	623	417		
	Registered employee volunteers	-	9,200	9,100	9,100		
	Public welfare projects	-	1,085	2,450	1,128		
	Employees participating in volunteering activities	-	25,172	83,000	22,571		
People benefited from public welfare activities	-	140,166	186,000	180,560			
Public welfare service	10,000 hours	26.35	20	18.05			

\*Statistical targets do not include Jiangsu, Yunnan, OTT, Technology Company, and Wuhan companies

## GRI Index

General Disclosures	Introduction	Chapter	Page	Note
<b>GRI 2: General disclosures</b>				
2-1	Organizational details	About China Eastern	P7	
2-2	Entities included in the organization's sustainability reporting	About the Report	P5	
2-3	Reporting period, frequency and contact point	About the Report	P5	
2-4	Restatements of information	Some historical data have been corrected, and the latest data in "Performance Indicators" of this report shall prevail.		
2-5	External assurance	Assurance Statement	P95	
2-6	Activities, value chain and other business relationships	Investor Relations	P14	
2-7	Employees	Supporting Employee Development	P69	
2-8	Workers who are not employees	Performance Indicators	P81	
2-9	Governance structure and composition	Corporate Governance	P11	
2-10	Nomination and selection of the highest governance body	Corporate Governance	P11	
2-11	Chair of the highest governance body	Corporate Governance	P11	
2-12	Role of the highest governance body in overseeing the management of impacts	Corporate Governance	P11	
2-13	Delegation of responsibility for managing impacts	Corporate Governance	P11	
2-14	Role of the highest governance body in sustainability reporting	About China Eastern ESG Management	P7,P13	
2-15	Conflicts of interest	Stakeholder Engagement	P35-P38	
2-16	Communication of critical concerns	Stakeholder Engagement	P35-P38	
2-17	Collective knowledge of the highest governance body	Corporate Governance	P12	
2-18	Evaluation of the performance of the highest governance body	Corporate Governance	P12	
2-19	Remuneration policies	Supporting Employee Development	P72	
2-20	Process to determine remuneration	Supporting Employee Development	P70	
2-21	Annual total compensation ratio	Performance Indicators	P84	
2-22	Statement on sustainable development strategy	ESG management, Our Journey Towards Sustainability	P13,P33	
2-23	Policy commitments	Compliance Management	P14	
2-24	Embedding policy commitments	Compliance Management	P14	
2-25	Processes to remediate negative impacts	Compliance Management	P14	
2-26	Mechanisms for seeking advice and raising concerns	Materiality Management	P34	
2-27	Compliance with laws and regulations	Compliance Management	P14	
2-28	Membership associations	About China Eastern Shared Development	P7,P56-P58	
2-29	Approach to stakeholder engagement	Stakeholder Engagement	P37-P38	
2-30	Collective bargaining agreements	Supporting Employee Development	P70	
<b>GRI 3: Material Topics</b>				
3-1	Process to determine material topics	Materiality Management	P34	
3-2	List of material topics	Materiality Management	P35-P36	
3-3	Materiality Management	Materiality Management	P34	

General Disclosures	Introduction	Chapter	Page	Note
<b>Economic</b>				
<b>GRI201: Economic-performance</b>				
201-1	Direct economic value generated and distributed	Performance Indicators	P81	
201-2	Financial implications and other risks and opportunities due to climate change	Response to Climate Change	P61	
201-3	Defined benefit plan obligations and other retirement plans	Supporting Employee Development	P70	
201-4	Financial assistance received from government	Vitalizing the Country	P75	
<b>GRI202: Market Presence</b>				
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Performance Indicators	P85	
202-2	Proportion of senior management hired from the local community	Performance Indicators	P85	
<b>GRI203: Indirect Economic Impacts</b>				
203-1	Infrastructure investments and services supported	Vitalizing the Country	P74-P76	
203-2	Significant indirect economic impacts	Vitalizing the Country	P75	
<b>GRI204: Procurement Practices</b>				
204-1	Proportion of spending on local suppliers	Performance Indicators	P81	
<b>GRI205: Anti-Corruption</b>				
205-1	Operations assessed for risks related to corruption	Anti-Corruption	P16	
205-2	Communication and training about anti-corruption policies and procedures	Anti-Corruption	P16	
205-3	Confirmed incidents of corruption and actions taken	Anti-Corruption	P16	
<b>GRI206: Anti-competitive Behavior</b>				
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Compliance Management	P14	
<b>GRI207: Tax</b>				
207-1	Approach to tax	Risk Control	P14	
207-2	Tax governance, control, and risk management	Risk Control	P14	
207-3	Stakeholder engagement and management of concerns related to tax	Risk Control	P35-P36	
207-4	Country-by-country reporting	About the Report	P5	
<b>Environment</b>				
<b>GRI301: Materials</b>				
301-1	Materials used by weight or volume	Sustainable Utilization of Resources	P65	
301-2	Recycled input materials used	Sustainable Utilization of Resources	P65	
301-3	Reclaimed products and their packaging materials	Sustainable Utilization of Resources	P65	
<b>GRI302: Energy</b>				
302-1	Energy consumption within the organization	Response to Climate Change Performance Indicators	P62,P83	
302-2	Energy consumption outside of the organization	Response to Climate Change Performance Indicators	P62,P83	
302-3	Energy intensity	Response to Climate Change Performance Indicators	P62,P83	
302-4	Reduction of energy consumption	Response to Climate Change Performance Indicators	P62,P83	
302-5	Reductions in energy requirements of products and services	Response to Climate Change	P62	

General Disclosures	Introduction	Chapter	Page	Note
<b>GRI303: Water and Effluents</b>				
303-1	Interactions with water as a shared resource	Lucid Waters and Blue Sky Protection Sustainable Utilization of Resources	P63,P65	
303-2	Management of water discharge-related impacts	Lucid Waters and Blue Sky Protection Sustainable Utilization of Resources	P63,P65	
303-3	Water withdrawal	Lucid Waters and Blue Sky Protection Sustainable Utilization of Resources	P63,P65	
303-4	Water discharge	Lucid Waters and Blue Sky Protection Sustainable Utilization of Resources	P63,P65	
303-5	Water consumption	Performance Indicators	P83	
<b>GRI304: Biodiversity</b>				
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas			China Eastern does not own, lease, or manage operations located in or near the Protected area and biodiversity-rich areas outside the Protected area
304-2	Significant impacts of activities, products and services on biodiversity	Response to Climate Change	P62	
304-3	Habitats protected or restored			No protected or restored habitat
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations			Species on the IUCN Red List and National Conservation Rolls in habitats that are not affected by operations
<b>GRI305: Emissions</b>				
305-1	Direct (Scope 1) GHG emissions	Performance Indicators	P83	
305-2	Energy indirect (Scope 2) GHG emissions	Performance Indicators	P83	
305-3	Other indirect (Scope 3) GHG emissions			Indirect greenhouse gas emissions generated within the value chain have not been accounted for. Further efforts will be undertaken in this regard.
305-4	GHG emissions intensity	Performance Indicators	P83	
305-5	Reduction of GHG emissions	Response to Climate Change Performance Indicators	P61,P83	
305-6	Emissions of ozone-depleting substances (ODS)			The exhaust gas generated in the daily production process of China Eastern is basically from aviation oil consumption. The standard of conversion coefficient for other exhaust gas types in the industry is still unclear.
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions			The exhaust gas generated in the daily production process of China Eastern is basically from aviation oil consumption. The standard of conversion coefficient for other exhaust gas types in the industry is still unclear.
<b>GRI306: Waste</b>				
306-1	Waste generation and significant waste-related impacts	Lucid Waters and Blue Sky Protection	P63	
306-2	Management of significant waste-related impacts	Lucid Waters and Blue Sky Protection	P63	
306-3	Waste generated	Lucid Waters and Blue Sky Protection	P63	
306-4	Waste diverted from disposal	Lucid Waters and Blue Sky Protection	P63	
306-5	Waste directed to disposal	Lucid Waters and Blue Sky Protection	P63	

General Disclosures	Introduction	Chapter	Page	Note
<b>GRI307: Environmental Compliance</b>				
307-1	Non-compliance with environmental laws and regulations			No violation occurred
<b>GRI308: Supplier environmental assessment</b>				
308-1	New suppliers that were screened using environmental criteria	Sustainable Value Chain	P66	
308-2	Negative environmental impacts in the supply chain and actions taken	Sustainable Value Chain	P66	
<b>Social</b>				
<b>GRI401: Employment</b>				
401-1	New employee hires and employee turnover	Performance Indicators	P84,P86	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Supporting Employee Development	P70	
401-3	Parental leave	Supporting Employee Development	P70	
<b>GRI402: Labor/management relations</b>				
402-1	Minimum notice periods regarding operational changes	Supporting Employee Development	P69	
<b>GRI403: Occupational health and safety</b>				
403-1	Occupational health and safety management system	Caring for Employee Health and Safety	P46	
403-2	Hazard identification, risk assessment, and incident investigation	Caring for Employee Health and Safety	P46	
403-3	Occupational health services	Caring for Employee Health and Safety	P46	
403-4	Worker participation, consultation, and communication on occupational health and safety	Caring for Employee Health and Safety	P46	
403-5	Worker training on occupational health and safety	Caring for Employee Health and Safety	P46	
403-6	Promotion of worker health	Caring for Employee Health and Safety	P46	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Caring for Employee Health and Safety	P46	
403-8	Workers covered by an occupational health and safety management system	Caring for Employee Health and Safety	P46	
403-9	Work-related injuries	Performance Indicators	P86	
403-10	Work-related ill health	Caring for Employee Health and Safety	P46	
<b>GRI404: Work-related ill health</b>				
404-1	Average hours of training per year per employee	Supporting Employee Development Performance Indicators	P72,P86	
404-2	Programs for upgrading employee skills and transition assistance programs	Supporting Employee Development	P72	
404-3	Percentage of employees receiving regular performance and career development reviews	Performance Indicators	P86	
<b>GRI405: Diversity and equal opportunities</b>				
405-1	Diversity of governance bodies and employees	Supporting Employee Development Performance Indicators	P69,P84	
405-2	Ratio of basic salary and remuneration of women to men	Performance Indicators	P85	
<b>GRI406: Non-discrimination</b>				
406-1	Incidents of discrimination and corrective actions taken	Supporting Employee Development	P69	
<b>GRI407: Freedom of association and collective bargaining</b>				
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk			No operations and suppliers in which the right to freedom of association and collective bargaining may be at risk

General Disclosures	Introduction	Chapter	Page	Note
<b>GRI408: Child labor</b>				
408-1	Operations and suppliers at significant risk for incidents of child labor			No operations and suppliers at significant risk for incidents of child labor
<b>GRI409: Forced or compulsory labor</b>				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor			No operations and suppliers at significant risk for incidents of forced or compulsory labor
<b>GRI410: Security practices</b>				
410-1	Security personnel trained in human rights policies or procedures			No involved
<b>GRI411: Rights of indigenous peoples</b>				
411-1	Incidents of violations involving rights of indigenous peoples			No incidents occurred
<b>GRI412: Human Rights Assessment</b>				
412-1	Operations that have been subject to human rights reviews or impact assessments			No involved
412-2	Employee training on human rights policies or procedures			No involved
412-3	Employee training on human rights policies or procedures			No involved
<b>GRI413: Local communities</b>				
413-1	Operations with local community engagement, impact assessments, and development programs	Vitalizing the Country Giving Back to Community	P74-P76 P77-P79	
413-2	Operations with significant actual and potential negative impacts on local communities			No operations with significant actual and potential negative impacts on local communities
<b>GRI414: Supplier social assessment</b>				
414-1	New suppliers that were screened using social criteria	Sustainable Value Chain	P66	
414-2	Negative social impacts in the supply chain and actions taken	Sustainable Value Chain	P66	
<b>GRI415: Public policy</b>				
415-1	Political contributions	Giving Back to Community	P77	
<b>GRI416: Customer health and safety</b>				
416-1	Assessment of the health and safety impacts of product and service categories	Safeguarding Passenger Safety	P45	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services			No incidents occurred
<b>GRI417: Marketing and labeling</b>				
417-1	Requirements for product and service information and labeling	Flight Punctuality Heartfelt Customer Service Comfortable Travel Experience	P49 P50-53 P54-55	
417-2	Incidents of non-compliance concerning product and service information and labeling			No incidents occurred
417-3	Incidents of non-compliance concerning marketing communications			No incidents occurred
<b>GRI418: Customer privacy</b>				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data			No substantiated complaints occurred
<b>GRI419: Socioeconomic Compliance</b>				
419-1	Non-compliance with laws and regulations in the social and economic area			No violation occurred

## HK-ESG Index

Disclosure Item	Description	Chapter	Page
<b>A. Environmental</b>			
Aspect A1 Emissions	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Response to Climate Change Lucid Waters and Blue Sky Protection	P61,P63
	A1.1 Types of emissions and respective emissions data	Note: The exhaust gas generated in the daily production process of China Eastern is basically from aviation oil consumption. The standard of conversion coefficient for other exhaust gas types in the industry is still unclear.	
	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility).	Performance Indicators	P83
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility)	Lucid Waters and Blue Sky Protection Performance Indicators	P64,P84
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility)	Lucid Waters and Blue Sky Protection Performance Indicators	P64,P84
	A1.5 Description of emission target(s) set and steps taken to achieve them.	Note: China Eastern developed a special plan for achieving green development during the 14th Five-Year Plan period and the Carbon Peak Action Plan, and established a leading group and a working group for sustainable aviation fuels.	
Aspect A2 Use of Resources	A1.6 Description of how hazardous and nonhazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Lucid Waters and Blue Sky Protection	P63
	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials	Sustainable Utilization of Resources	P65
	A2.1 Direct and/or indirect energy consumption by type (e.g., electricity, gas or oil) in total (kWh in'000s) and intensity (e.g., per unit of production volume, per facility)	Performance Indicators	P83
	A2.2 Water consumption in total and intensity (e.g., per unit of production volume, per facility)	Performance Indicators	P83
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Note: During the reporting period, China Eastern has not set up energy use efficiency initiatives, and will carry out relevant work next.	
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Note:China Eastern does not have the issue in sourcing applicable water.	
Aspect A3 The Environment and Natural Resources	A2.5 Total packaging materials used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Note: Not applicable; the operation of China Eastern does not involve manufacturing process.	
	General Disclosure Policies on minimizing the issuer's significant impact on the environment and natural resources	Response to Climate Change Lucid Waters and Blue Sky Protection Sustainable Utilization of Resources	P61,P63,P65
A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Note: China Eastern abides by the Wildlife Protection Law of the People's Republic of China and prohibits the transportation of all kinds of illegal wildlife and their products.		

Disclosure Item	Description	Chapter	Page
Aspect A4 Climate Change	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted and may impact the issuer.	Response to Climate Change	P61
	A4.1 Description of the significant climate-related issues which have impacted and may impact, the issuer, and the actions taken to manage them.	Response to Climate Change	P61
<b>B. Social</b>			
<b>Employment and Labor Practices</b>			
Aspect B1 Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Supporting Employee Development	P69
	B1.1 Total workforce by gender, employment type, age group and geographical region	Supporting Employee Development Performance Indicators	P69 P85
	B1.2 Employee turnover rate by gender, age group and geographical region	Performance Indicators	P85
Aspect B2 Health and Safety	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Caring for Employee Health and Safety	P46
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Performance Indicators	P86
	B2.2 Lost days due to work injury	Note: There is no statistics in 2023.	
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored	Caring for Employee Health and Safety	P46
Aspect B3 Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	Safeguarding Aviation Safety Supporting Employee Development	P42 P72
	B3.1 The percentage of employees trained by gender and employee category (e.g., senior management, middle management)	Performance Indicators	P86
	B3.2 The average training hours completed per employee by gender and employee category	Performance Indicators	P86
Aspect B4 Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	Supporting Employee Development	P69
	B4.1 Description of measures to review employment practices to avoid child and forced labor.	Supporting Employee Development	P69
	B4.2 Description of steps taken to eliminate such practices when discovered.	Note: China Eastern strictly abides by the national laws and regulations, and has no child labor or forced labor.	
<b>Operating Convention</b>			
Aspect B5 Supply Chain management	General Disclosure Policies on managing environmental and social risks of the supply chain	Sustainable Value Chain	P66
	B5.1 Number of suppliers by geographical region	Performance Indicators	P83

Disclosure Item	Description	Chapter	Page
Aspect B5 Supply Chain management	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Sustainable Value Chain	P66
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Sustainable Value Chain	P66
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Sustainable Value Chain	P66
Aspect B6 Product Responsibility	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Digital Transformation Heartfelt Customer Service Privacy Protection	P15 P50 P55
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Note: Not applicable; the business of China Eastern does not involve product production.	
	B6.2 Number of products and service related complaints received and how they are dealt with.	Heartfelt Customer Service Performance Indicators	P50 P82
Aspect B7 Anticorruption	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Technological Innovation	P15
	B6.4 Description of quality assurance process and recall procedures.	Note: Not applicable; the business of China Eastern does not involve product production.	
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored	Privacy Protection	P55
	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-Corruption	P16
	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Note: During the reporting period, there were no corruption cases.	
Aspect B8 Community Investment	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Anti-Corruption	P16
	B7.3 Description of anti-corruption training provided to directors and staff.	Anti-Corruption	P16
	<b>Community</b>		
Aspect B8 Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure that its activities take into consideration the communities' interests	Vitalizing the Country Giving Back to Community	P74 P77
	B8.1 Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sport)	Vitalizing the Country Giving Back to Community Guarding Special Flight	P74-76 P77-79 P80
	B8.2 Resources contributed (e.g., money or time) to the focus area	Vitalizing the Country Giving Back to Community Guarding Special Flight	P74-76 P77-79 P80



## Assurance Statement

**TÜVNORD**

VerificationStatement No.CN-202403-CSR-05

### Verification Statement of Sustainability Report

TÜV NORD (Hangzhou) Co., Ltd ('TÜV NORD' for short) has been commissioned by the management of China Eastern Airlines Co., Ltd. ('China Eastern' for short) to carry out an independent verification to the 2023 Sustainability(ESG) report ('report' for short).

China Eastern is responsible for the collection, analysis, summary, and presentation of information within the Report. TÜV NORD is responsible for conducting this work (verification the report) is in accordance with terms of reference agreed in the scope of engagement with China Eastern. China Eastern is the intended users of this statement.

This statement is based on the 2023 Sustainability(ESG) report which prepared by China Eastern, who is responsible for the integrity and authenticity of the information and data in the report.

#### Verification Scope

- Key Environment, Social And Governance performance and relevant information disclosed in the 2023 Sustainability(ESG) report.
- Verification address: No.36 Hongxiang 3rd Road, Minhang District, Shanghai, China, the headquarter of China Eastern, we didn't visit other branches or sites.
- We evaluate the collection, analysis, aggregation of the information and data.
- The economic data is audited by other third party, so no repeated verification.

Verification of the Report was done from 7th Mar. 2024 to 8th Mar 2024.

#### Verification Methodology

Verification process including following activities:

- Review the document information which provide by China Eastern;
- Interview the person who collected the report information;
- View the related websites and media reports, verify the data and information through sampling method;
- Evaluates reports in accordance with the requirements of the Hongkong Stock Exchange's Environmental, Social and Governance Reporting Guidelines (HK-ESG) for materiality, quantitative, balance and consistency;
- Verification activity is based on TÜV NORD Report Verification supplement Procedure.

#### Verification Conclusion

The 2023 Sustainability(ESG) Report of China Eastern objectively reflects the company's environmental, social, and governance performance in 2023. The data in report is reliable and objective, TÜV NORD didn't find the system or substantial error.

- **Materiality:**China Eastern conduct the material topic evaluation, disclosed the important objective performance of China Eastern in the economic, social and environmental fields in 2023 from 29 material topic such as "Aviation Safety", "Passenger Health and Safety" and "SOEs Reform and Development ", and responded to the expectations of investors and other stakeholders in a timely manner;
- **Quantitative:**In the report, various forms such as appendix "Performance Indicators" and chapter "Key Performance" are used to disclose three-year performance data in the environmental, economic, and social fields, including total assets, utilization rate of aircraft, energy consumption, and carbon dioxide emissions, which have a certain degree of quantification and comparability;

**TÜVNORD**

VerificationStatement No.CN-202403-CSR-05

- **Balance:**The report discloses data such as employee turnover rate ,the number of customer complaints, with a certain balance;
- **Consistency:**The Corporate Culture and Brand Management Department of China Eastern is responsible for collecting, recording, arranging, and analyzing the information and processes used in the preparation of the report. The data sampled during the verification process can be traced to the source, ensuring the quality and substance of information to a certain extent.

#### Suggestion for improvement

Through verification and evaluation, we had following improvement suggestion on CSR practice and management of Jinmao Service:

- It is suggested to collect suggestions and opinions from various stakeholders through multiple channels as input for the evaluation of the company's substantive issuesl.
- It is suggested to benchmark the report of foreign excellent airlines and domestic excellent cross-industry enterprises, learn from their excellent practical experience, and comprehensively improve the company's sustainable development (ESG) management level.

#### Special statement

This statement excluding:

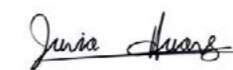
- The activity outside information reveal;
- The position, idea, faith, object, future developing direction, and promise which stated by China Eastern.

#### Statement of Independence and Competence

TÜV NORD Group is the world's leader Certification Authority in inspection, testing and verification, operating in more than 70 countries throughout the world and providing services which includes management systems and product certification; quality, environmental, occupational health and safety, social responsibility auditing and training; environmental, social responsibility and sustainability report verification.

TÜV NORD (Hangzhou) Co., Ltd. is an independent organization registered and established by TÜV NORD Group in China, ensure that there are no conflicts of interest with China Eastern. or its branches and stakeholders during the implementation of the verification process of social responsibility report. All information in this report was provided by China Eastern, and TÜV NORD was not involved in the report preparation process.

TUV NORD (Hangzhou) Co., Ltd.



The team leader:Ms.Huang Li

Date :15.3.2024



The Authorized person:Mr.Song Haining

Date: 15.3.2024

Note: In case of conflict between the Chinese and English versions of this statement, the Chinese version shall prevail

## Reader Feedback

### Dear Sir/Madam

Thank you for reading the *Sustainability (ESG) Report 2023 of China Eastern Airlines Corporation Limited*. To provide more valuable information, facilitate your monitoring of our CSR work and improve our CSR management, we sincerely invite you to share your opinions and suggestions. Please scan the QR code below to give your feedback on the report, or mail it to us:

Contact Department: Department of Corporate Culture and Brand Management

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