

ESG



Common Future
Rural Revitalization
Artificial Intelligence
Hub Network Collaboration
Aviation Safety
Co-construction And sharing
High Efficiency/Internationalization
"Three Flights" Strategy
New Quality Productive Forces
"Four Excellences" Service
Passenger-Cargo Synergy

Sustainability
Profitability
Climate Action
Three Vanguard Roles
Flight Punctuality
Safety-First Development
Intelligence
Digital Transformation
Aviation:
World-Class

2025 Forging Ahead Together for a Bright Future
China Eastern Airlines Co., Ltd.
Sustainability (ESG) Report



Showcasing Eastern Charm
Connecting a World of Wonders

The text is centered on the right side of the image. Above the text is a silhouette of a commercial airplane in flight, flying from the bottom left towards the top right. The background is a soft, golden-hued sky with wispy white clouds, suggesting a sunrise or sunset.

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Message from Chairman



Forging Ahead Together for a Bright Future

Fulfilling Our Mission in the Journey Towards Sustainability

Time tempers progress, and we uphold the great path with unwavering dedication. During the remarkable 14th Five-Year Plan period, in facing intertwined global challenges of changes, turmoil, and intensifying instability, China has embarked on a new journey toward the second centenary goal to advance Chinese modernization under the leadership of the CPC Central Committee with Xi Jinping at its core. With its commitments including the Global Governance Initiative and the 2035 Nationally Determined Contributions (NDCs), China has taken firm strides on the path of sustainable development, fulfilling its responsibility as a major power through practical actions and adding the greatest stability and reliability to global peace and development.

General Secretary Xi Jinping pointed out that inclusive development is true development, and sustainable development is good development. As a bridge connecting China with the world, while benefiting from globalization, the Company is also dedicated to sustainable development and the building of a community with a shared future for mankind. Sustainability holds the key to tackling global challenges and shaping enterprise development. Standing on the threshold of the 15th Five-Year Plan period, we should uphold our commitment to sustainable development for an accelerated drive toward a world-class airline. Through unwavering investment in improving stakeholder engagement, consolidating ESG foundations, and building resilience for high-quality development, we will promote steady and sustainable civil aviation development and deliver excellent travel services for all.

To promote "true development", we pursue further connectivity and broader cooperation. In serving China's high-level opening-up and the high-quality development of the Belt and Road Initiative (BRI), we are committed to "flying further, flying global, and flying to emerging markets". Since 2025, we have launched 24 new international air routes, with the total number of international and regional air routes reaching 249, covering six continents around the world, facilitating the flow of global production factors and empowering economic recovery. The comprehensive and balanced air route network coverage has driven a sharp increase in inbound and international transfer passengers. The Southern Link, the world's longest air route spanning half the globe and connecting three continents, facilitates both the Going Global and China Travel trends and boosts the interconnection of economic and cultural exchanges. At the Shanghai Pudong aviation hub, tens of millions

of international transfer passengers chose China Eastern in 2025 to travel around the world, share Chinese opportunities and experience the charm of Shanghai. We fully support Shanghai in accelerating the construction of the Five Centers, increase investment in the core pivots of the "Four Major Economic Poles" including the Beijing-Tianjin-Hebei Region, the Yangtze River Delta, the Guangdong-Hong Kong-Macao Greater Bay Area (the GBA) and the Chengdu-Chongqing Region, and contribute to the development of Hainan Free Trade Port. We have now expanded the "Air Express" service coverage to 47 air routes, accelerating the formation of a unimpeded domestic route network, and injecting aviation momentum and vitality into China's transportation development.

Facing a shared future of highly synergistic industrial chains and deeply integrated cross-border ecosystems, we have joined hands with partners in terms of China-made large passenger airliner operation. From inaugurating a "Shanghai to Hong Kong" commercial flight service with striking "Shining China Red" livery on New Year's Day of 2025 to launching the first plateau flight to Lanzhou Zhongchuan International Airport at the end of the year, 14 C919 aircraft have shuttled between 16 airports and 19 routes, forming a high-quality large-scale operation network. China Eastern cooperates with global industrial chain partners and focuses on high-tech products of the core aviation business, with its annual booth transaction volume at the China International Import Expo hitting a record high. The cross-industry cooperation model has become more diverse, with a three-dimensional multimodal transport network including air-rail, air-bus, air-water and air-rail services connecting hundreds of cities and thousands of stations. The Through Check-in flight services and PVG+SHA transportation services have been

upgraded to make the journey more comfortable. From fueling the passion of the Harbin 2025 Asian Winter Games, to partnering with the National Museum of China and Shanghai Museum to spark a cultural sensation, to unlocking new cross-border collaborations of China Eastern + trendy IP, the "aviation + culture, tourism, commerce, sports and exhibitions" model has achieved remarkable success.

To achieve "good development", we adhere to the principle of safety first and people's livelihood foremost. Safety is a prerequisite for development and the cornerstone of sustainability. We thoroughly adopt a holistic approach to national security. In 2025, we saw a significant growth in operating performance, with indicators hitting record highs including the total flight time, passenger traffic volume, and total transport turnover, etc. This sound development trend of stable progress stems from the solid implementation of systematic construction and the promotion and cultivation of safety culture. It also constantly reminds us to take a zero-based mindset as the norm, embed risk prevention and control into every link of corporate governance, and lay a solid security foundation for the high-quality development during the 15th Five-Year Plan period.

To provide safer and more thoughtful travel services, we keep in mind that "people's livelihood is of paramount importance", fully integrate the concept of sustainable development into the practice of serving passengers, caring for employees and benefiting people's livelihood to achieve more people-centered development. We upgrade "Four Excellences" service philosophy (i.e. meticulous, precision, exquisite, refined service) with meticulousness as the core, and infuse sincerity into every detail of the whole service process. In addition to achievements including continuously improving passenger satisfaction, significantly decreasing complaint rate across all channels and flight punctuality rate higher than the industry average, we also make substantial progress in the accessibility of personalized services such as special passenger services, unaccompanied children services and "pets in the cabin" services, adding more wonderful experiences to the journey. Upholding the principle of "Build and Share a Happy China Eastern Together", we listen to the urgent needs and worries of employees. The "Housing Provision Project" has provided more than 1,000 "employee houses"; the "Summer Care Center" offers childcare services for employees; and front-line positions are given priority in terms of salary and benefits improvement... Through a series of practical projects, we strive to make all hard work rewarded and every dream promising, gathering the endogenous motivation for the sustainable development. We also promote rural revitalization by focusing on key areas such as "prosperity empowerment aviation network, industrial development, talent team cultivation, people's livelihood projects and co-construction platforms", enabling diverse and precise assistances to truly benefit people's livelihood and advancing common prosperity.

To achieve "excellent development", we are committed to developing new quality productive forces and advancing toward intelligence and green development. Innovation is the primary driving force for high-quality development. Cultivating and developing new quality productive forces, enhancing digital & intelligent capabilities, and leading green transformation are the keys to sustainable development. In 2025, through digital transformation,

we have further promoted the "Artificial Intelligence +" initiative and built an AI application map covering 227 scenarios. Innovative achievements in digital marketing, intelligent maintenance, operation services and other fields have driven the improvement of efficiency and effectiveness; Services such as "All-in-one Code", "Online Ordering", Wi-Fi connectivity and luggage robots are now fully accessible. We have joined hands with industrial chain partners to establish joint innovation centers, set up a sci-tech innovation alliance and 4 company-level laboratories, and deepened digital and intelligent integration to promote enterprise innovation.

Facing the challenge of global climate change, carbon reduction in aviation is not an option but a must. To advance environment protection, we adopt a comprehensive approach for the coordinated development of "green flight, green service and green apron", integrating the goals of low-carbon development and carbon neutrality into every take-off and landing. We have optimized fuel efficiency through refined flight planning; refueled more than 10,000 tons of sustainable aviation fuel (SAF); empowered energy conservation, carbon reduction, quality improvement and efficiency enhancement through digitalization with the use of "green operation dashboard"; and continuously increased the investment and application of new energy vehicles and equipment to accelerate the construction of low-carbon and efficient aprons. In terms of inflight services, we have launched the "Self-selected Catering Service", rolled out catering supplies made of degradable materials, and carried out thematic activities such as "Low-Carbon, Enjoyable Flight", turning the green ideas into tangible, participatory actions willingly taken by passengers. In 2025, China Eastern's carbon emission per unit turnover decreased by 12.9% compared with 2019. The concept of ecological priority runs through the whole process of air-ground operations and is integrated into the entire operation field, injecting lasting momentum for green development.

Forging ahead together and embarking on a new journey. Looking ahead to the 15th Five-Year Plan period, we are taking more solid strides to consolidate the foundation of safe development, improve the modern governance system, reinforce our green development commitment, and chart a blueprint for sustainable growth, with a view to accelerating the march toward the goal of becoming a world-class airline. The confidence to fulfill the "five-year commitment" for a bright future comes from the trust of every passenger, the partnership of every collaborator, and the perseverance and dedication of every member of China Eastern. Let us join hands, answer the call of the times, ride the wave of national rejuvenation, and gather strength for the journey ahead, as we embark on a new path toward Chinese modernization in an ever-changing world.



Chairman & Party Secretary of China Eastern Air Holding Company

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

March 2026

About the Report

Report System

This is an annual report and the 18th ESG Report released by China Eastern Airlines Co., Ltd. The previous report was released in March 2025.

Reporting Period

The report mainly focuses on the management and practices from January 1 to December 31, 2025, with additional notes for matters beyond this time frame.

Reporting Scope

The main scope of the report is consistent with the consolidated statement scope of the Company's annual financial report, with some matters involving the controlling shareholder, China Eastern Airlines Holding Co., Ltd.

Reference

To facilitate presentation and reading, "China Eastern Airlines Co., Ltd." in this report is also referred to as, "China Eastern Airlines", "China Eastern", "the Company" and "We". The controlling shareholder "China Eastern Air Holding Company" is referred to as "China Eastern Group". The subsidiary "Shanghai Airlines Co., Ltd." is referred to as "Shanghai Airlines", "Eastern Airlines Technology Co., Ltd." as "the Technology Company", "China Eastern Airlines Technology R&D Center Co., Ltd." as "China Eastern R&D Center", "China United Airlines Co., Ltd." as "China United Airlines", "Shanghai Eastern Airlines Digital Technology Co., Ltd." as "the Digital Technology Company", and "China Eastern Airlines E-Commerce Co., Ltd." as "the E-Commerce Company". Other subsidiaries are referred to as "the name of region + Branch".

Preparation Basis

- *IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information* and *IFRS S2 Climate-related Disclosures*, issued by the International Sustainability Standards Board (ISSB)
- *2030 Agenda for Sustainable Development*, issued by the United Nations
- *ISO 26000 2010 Guidance on Social Responsibility*, issued by International Organization for Standardization (ISO)
- *GRI Standards*, issued by Global Reporting Initiative (GRI)
- *The Guidelines to the State-Owned Enterprises Directly under the Central Government on Fulfilling Social Responsibilities by High Standards in the New Era* issued by the State-owned Assets Supervision and Administration Commission of the State Council (SASAC)
- *The Corporate Sustainability Disclosure Standards—Basic Standards (Trial)* and *the Corporate Sustainability Disclosure Standards: Part 1—Climate (Trial)*, issued by the Ministry of Finance of the People's Republic of China (MOF)
- *The Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial)* and *the Self-Regulatory Guide No. 4 for Listed Companies on the SSE—Compilation of Sustainability Reports*, issued by Shanghai Stock Exchange (SSE)
- *The Environmental, Social and Governance Reporting Code*, issued by the Stock Exchange of Hong Kong Ltd.
- *GB/T 36001-2015 Guidance on Social Responsibility Reporting*, issued by National Standardization Administration
- *Corporate Sustainability Development Report in China (CASS-ESG6.0)* issued by China Enterprise Reform and Development Society, the CSR Cloud Research Institute

Preparation Principles

Materiality

Combining stakeholder expectations and due diligence, material topics are identified from two dimensions: "importance to the Company's finances" and "importance to economic, social and environmental impacts". After being reviewed and approved by the Board of Directors, they are disclosed in detail in the report.

Quantification

Information on the standards, methods, assumptions and calculation tools used for reporting emissions and energy use, as well as the sources of conversion factors used, is disclosed in the report, and quantitative targets are set for material topics.

Balance

The report presents the Company's practices and achievements in environmental, social and governance aspects in an impartial manner, does not deliberately avoid negative information, and provides stakeholders with content that enables reasonable evaluation of the company's overall performance.

Consistency

The statistical methods used in the report are consistent with those of previous years. If there are any changes or modifications to the statistical methods or key performance indicators, clear explanations are made in the corresponding positions.

Data Source

Relevant data, figures and cases were collected from China Eastern. All the materials have been reviewed by relevant departments. The Company's promises that there are no false records, misleading statements or material omissions in the content of the report, and is responsible for the authenticity, accuracy and completeness of its content.

Report Access

This 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. The electronic version can be downloaded from the website of Stock Exchanges of Hong Kong Ltd., the website of Shanghai Stock Exchange and our website (www.ceair.com). For printed reports or any suggestions, please contact us as follows.

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About China Eastern

About Us >>>

China Eastern Airlines Co., Ltd., headquartered in Shanghai, is one of the three major state-owned aviation transportation groups in China. It originated from the first civil aviation squadron, which was established in Shanghai in January 1957. The company is publicly listed on both the Shanghai and Hong Kong stock exchanges.

China Eastern operates a fleet of over 820 aircraft, which is one of the youngest fleets in the world. Moreover, it boasts the largest-scale widebody fleet with leading commercial and technical models in China. China Eastern is the global launch customer for the domestically manufactured C919 aircraft and currently operates the largest C919 fleet, with the most commercial routes served by this aircraft.

As a member of the SkyTeam Alliance, China Eastern boasts an aviation transport network covering 945 destinations in 145 countries and regions, serving over 150 million passengers in 2025 and ranking among the world's top ten 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 worldwide. Currently, China Eastern operates dual hub systems in the two municipalities of Beijing and Shanghai, along with regional hubs in Xi'an, Kunming, and other key cities. Its network fully covers all provincial capitals and airports handling over 10 million passengers annually, and runs more than 100 domestic and international offices. In recent years, China Eastern has launched multiple new international routes covering six continents around the world, making it the Chinese airline with the most international (regional) destinations and the largest international transport turnover.

China Eastern has long been a leader in green aviation, consistently optimizing its fleet structure, implementing energy conservation, emission reduction, and waste management initiatives. The airline has launched green products such as "Light Flight" and "Low-Carbon Premium," actively participates in industry-wide carbon reduction efforts, and strongly supports China's "dual carbon" goals—carbon peaking and carbon neutrality.

China Eastern is accelerating its journey toward becoming a world-class airline, striving to deliver high-quality, fantastic travel experiences through meticulous, precise, exquisite and refined service. Widely trusted by passengers, China Eastern works together with its customers to uphold its brand core value: "World-class Hospitality with Eastern Charm." For consecutive years, China Eastern has been named one of the BrandZ Top 100 Most Valuable Chinese Brands by WPP, and has also ranked among Brand Finance's Top 50 Most Valuable Global Airline Brands. The company has also received numerous domestic and international awards and honors for its operational excellence, service quality, and strong commitment to corporate social responsibility, etc.

2025 Fleet Composition (Unit: Aircraft)

Aircraft Type	2025	2024	2023
B777 Series	20	20	20
B787 Series	17	12	10
A350 Series	20	20	20
A330 Series	56	56	56
A320 Series	390	383	379
B737 Series	278	279	276
C919	14	10	4
C909	31	24	17
Total	826	804	782

In 2025

New international routes launched:
24

Total international (regional) routes:
249

40 countries and regions and 93 overseas destinations covered

Domestic "Air Express" routes expanded to:
47

Annual passenger volume:
150 million

Year-on-year growth of 6.7%

Note: The data of freight aircraft of China Eastern Group are excluded



Corporate Culture >>>

Mission

Showcasing Eastern Charm, Connecting a World of Wonders

Vision

World-Class Airlines, Happy China Eastern

— To be a premier aviation enterprise, a world-class airline, and a global carrier of joy, distinguished by loyal customers, exceptional social recognition, and proud employees

Core Values



Safety Philosophy

- Life-and safety-Oriented
- Rigorous, Pragmatic, Fair & Just
- Compliant & Responsible, Honest
- Upright, Open & Inclusive

Service Philosophy

- Attentive, Targeted, Refined, Meticulous Services for Exceptional Travel Experiences
- Code of Conduct for All Employees
- Professional, Rigorous, Responsible, Collaborative

Code of Conduct for Managers

- Upright & Principled
- Sincere & Pragmatic
- Teamwork-Oriented & Collaborative
- Responsible & Exemplary



Party Building as Guidance >>>

2025 marks the conclusion of the 14th Five-Year Plan and the planning for the 15th Five-Year Plan, a critical year for the Company's drive quality and efficiency enhancement. Adhering to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, China Eastern thoroughly implements General Secretary Xi Jinping's important thoughts on Party building and the guiding principles of the 20th National Congress of the Communist Party of China and the successive plenary sessions of the 20th Central Committee. With a reform spirit and strict standards, the Company implements the Five Major Projects of Party building, deepens the construction of the Party building system, and provides solid support for achieving the goal of forging ahead with new and greater strides on the new journey of Chinese modernization.

Carrying out the "Soul Casting Project" · Consolidating and Expanding the Advantages of Ideological and Political Guidance

- The Company upholds theoretical guidance as the basic work to underpin fundamentals and ensures correct direction, firmly keeping to the right political course. By strengthening theoretical training and refining the Top-of-Agenda Issue System, we consistently reinforce Party leadership in corporate governance improvement.

Carrying out the "Capacity Building Project" · Consolidating and Expanding the Advantages of Cadre and Talent Support

- With a longer-term perspective and more effective measures, the Company strategically plans and coordinates the work on cadres and talents. We establish reasonable principles for selecting and appointing personnel, unify strict management and supervision with care and concern for cadres, and improves the mechanisms for talent training, introduction and appointment.

Carrying out the "Foundation Strengthening Project" · Consolidating and Expanding the Advantages of Organizational System Execution

- Focusing on the foundation, the Company improves the organizational system for unimpeded connection between upper and lower levels and strong execution, and enhances the political and organizational functions of Party organizations. We launch the China Eastern Intelligent Party Building platform to empower the standardization of frontline work.

Carrying out the "Cohesion Building Project" · Consolidating and Expanding the Advantages of Broad-Based Unity

- By focusing on the center and serving the overall situation, the Company gathers the joint force for entrepreneurship. We strengthen corporate culture construction, update and upgrade the corporate culture concept system, and integrate the Company's cultural concepts, core spirits and core values into all links of safety management, efficient operation and team building.

Carrying out the "Integrity Promotion Project" · Consolidating and Expanding the Advantages of Discipline Guarantee

- The Company resolutely implements the political responsibility of comprehensive and strict Party self-governance, strengthens political supervision, improves the power allocation and operation restriction mechanism, promotes the improvement of discipline, upholds integrity against corruption, enhances the construction of an integrity culture in the new era, fully implements inspection regulation, and ensures compliance with requirements.

Key Performance Indicators

Study on the guiding principles of General Secretary Xi Jinping's latest important speeches and instructions	Centralized study sessions of the Theoretical Study Center Group of the Party Committee	Meeting of the Standing Committee of China Eastern Party Committee	Major matters undergone preliminary review that are related to the Company's overall reform and development
36	7 covering a total of 43 study items	38	39

China Eastern Air Holding Co., Ltd. received an **A** rating in the 2024 central SOEs Party building accountability assessment

State-Owned Enterprise Reform >>>

The year 2025 marks the first year for implementing the guiding principles of the Third Plenary Session of the 20th CPC Central Committee. China Eastern has set the tone for its reform with a high-quality completion of the action to deepen SOE reform and a high-quality start of the action to further deepen reform comprehensively. Using work logs and reform lists as key instruments, the Company has implemented key reform tasks at every level. All 189 key tasks identified in the action to deepen SOE reform have been fully completed, while 43 tasks and 127 specific measures for the action to further deepen reform comprehensively are progressing in an orderly manner.

Key Performance Indicators

Completed key tasks of the action to deepen SOE reform

189



On October 23, 2025, the inauguration ceremony of the General Flight Division of China Eastern was held at the "Home of China Eastern." Chairman Wang Zhiqing presented the flag to the General Flight Division.

Improving the reform promotion mechanism

The Company has held dedicated research sessions on reform opinions and convened reform promotion meetings for systematic deployment. Throughout the year, six routine reform meetings and review sessions were held to strengthen targeted deployment. A system of contact between company leadership and frontline reform units has been established, enabling on-the-ground research and special supervision. Reform assessment and evaluation have been strengthened, with special reform assessments incorporated into tenure assessments. Enterprises with specialized projects are urged to make bold breakthroughs and strive to become reform benchmarks.

Implementing list-based management

The Company used work logs as a tool to implement list-based management of reform tasks. In 2025, four rounds of log refinements were carried out to ensure that reform measures are actionable, progress is verifiable, and milestone achievements are tangible. Focusing on the Company's reform opinions, second-tier units are guided to formulate their own work lists and conduct quality reviews of reform measures, effectively driving reform down to the grassroots level.

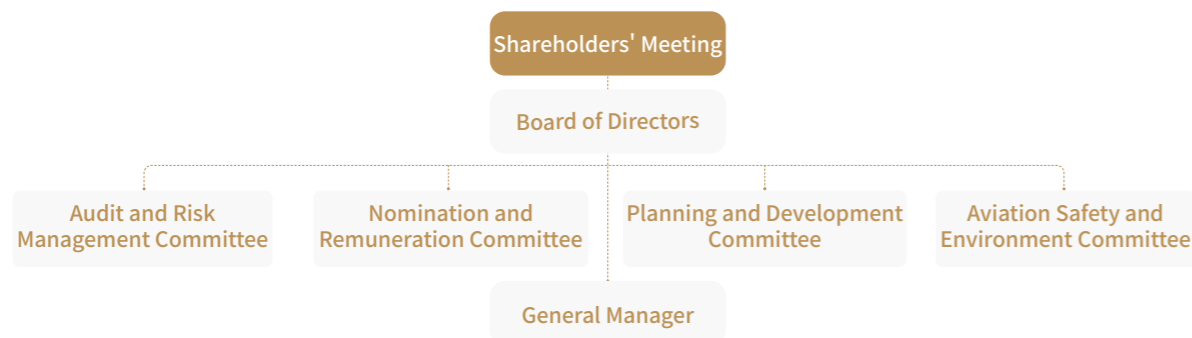
Conducting inspections covering all levels

For the first time, the Company conducted an inspection covering all levels, collecting data on seven key areas—including board governance and market-oriented operating mechanisms—from second-tier subsidiaries, branch companies, business operation units, as well as third-tier and lower-level subsidiaries under management (including those under delegated management). The findings were examined in special meetings to identify weaknesses and analyze root causes, resulting in the formation of improvement lists that are being implemented item by item.

Corporate Governance >>>

In strict accordance with the *Company Law, Securities Law, Code of Corporate Governance for Listed Companies in China* issued by China Securities Regulatory Commission, and the *Corporate Governance Code* issued by the Stock Exchange of Hong Kong Ltd., as well as related Chinese laws and regulations, China Eastern has continuously optimized its corporate governance structure and made operations more standardized. We have built a modern legal-person governance framework, which covers the Shareholders' Meetings, Board of Directors, and the management, forming a corporate governance system where powers and responsibilities are legitimately defined and transparent, and coordinated operation and effective balance are guaranteed. In 2025, in response to the new *Company Law*, the Company revised its *Articles of Association, Rules of Procedure for the Shareholders' Meeting, Rules of Procedure for the Board of Directors*, and other relevant regulations, thereby improving its corporate governance system centered on the *Articles of Association*.

Corporate Framework



The Company implements the instruction from the State-owned Assets Supervision and Administration Commission (SASAC) on strengthening the construction of boards of directors at central SOEs, strictly adheres to the compliance requirements for listed companies by regulatory bodies, regularly conducts effectiveness assessments for the Board of Directors, and fully leverages the board's core functions—"setting strategy, making decisions, preventing risks, and strengthening supervision"—to support high-quality development with better governance efficiency. The Company has assembled a diverse board team with extensive experience in corporate governance, business operations, civil aviation management, financial auditing, digital technology, and international perspective. As of the end of 2025, the board consists of 9 directors, including 5 independent directors and 1 female director.

The Company places strong emphasis on enhancing directors' capabilities and providing specialized training to ensure that directors refine their professional skills and foster an open, inclusive, and enterprising board culture. In 2025, the Company actively organized directors and senior executives to participate in various professional training programs conducted by domestic and overseas regulatory authorities and industry associations. The monthly *Director Information Bulletin* regularly includes typical capital market cases and the latest regulatory updates. Regular board meetings include collective study sessions on securities regulatory policies and market violation penalty cases, thereby reinforcing directors' fulfillment of their fiduciary duties.

Key Performance Indicators

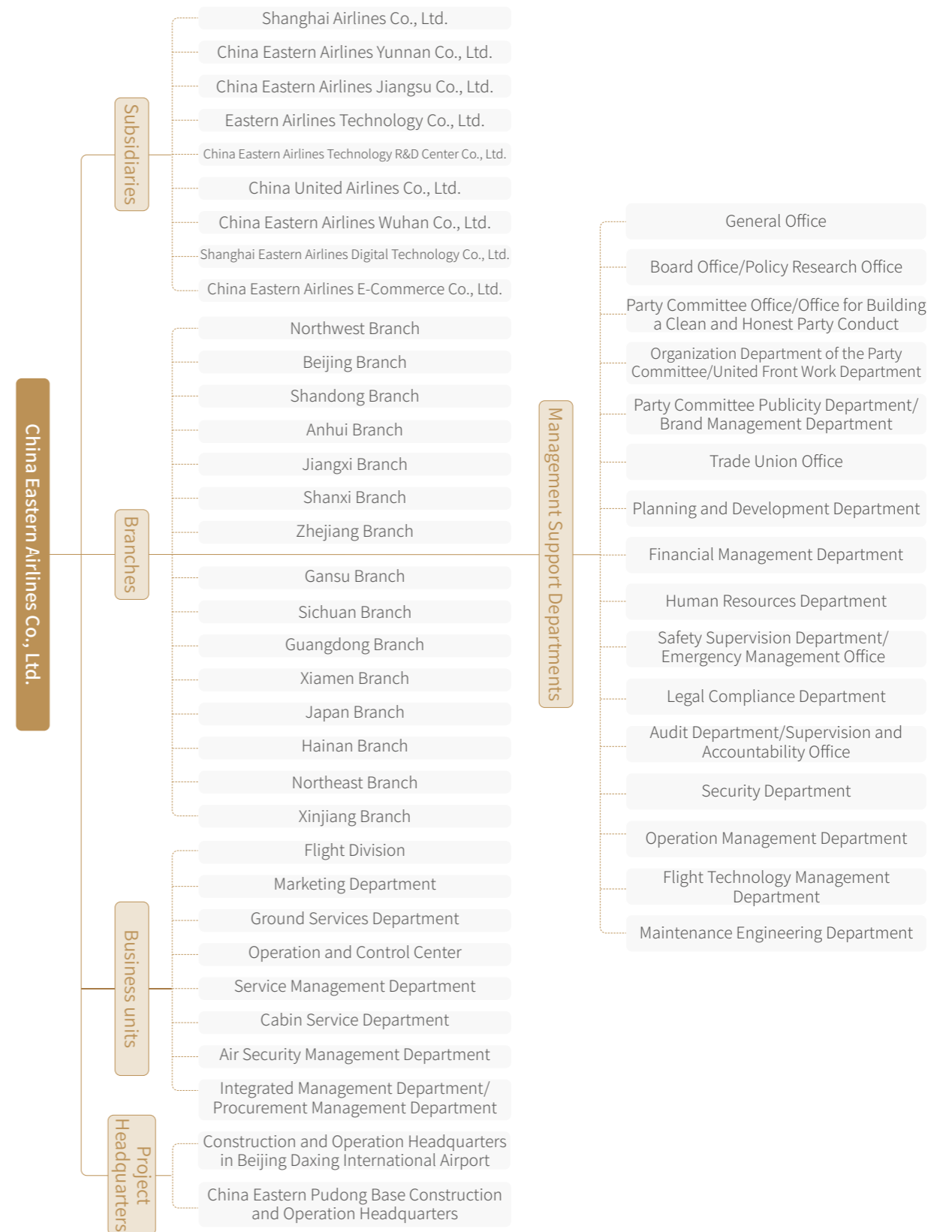
Proportion of independent directors	Proportion of female directors	Shareholders' meetings held	Board meetings held	Meetings of special committees under the Board of Directors and meetings of independent directors
55.56 %	11.11 %	4	13	26

Organized **11** special research for directors, covering topics such as work safety, marketing, brand service, and digital transformation

Recognized by the China Association for Public Companies as a "2025 Best Practice Case of Board Governance for Listed Companies"



Organizational Framework



Investor Relations >>>

China Eastern is committed to high-quality information disclosure and multi-level investor communication, safeguarding the legitimate rights and interests of investors, particularly small and medium-sized investors. In 2025, focusing on operational highlights such as the Three Flying strategy and the Aviation + Culture, Tourism, Commerce, Sports, and Exhibitions model, the Company responded to investor concerns through channels including the SSE e-Interaction platform, investor email, and hotline, thereby improving the quality of investor communication. By implementing the requirements of the State Council's 9 Opinions, the Company keeps on strengthening market value management through measures such as share repurchases and cancellations.

Key Performance Indicators



Results briefings held

3

Investment bank strategy sessions, annual analyst conference calls, annual roadshows, and reverse roadshows by invited institutional investors

Total sessions

47

Investment institutions engaged

287

Investors reached

441

Obtained the **A**-Level information disclosure rating from the Shanghai Stock Exchange for **12** consecutive years

2025



Compliance Management >>>

The Company regards compliance and the rule of law as the cornerstone of its sustainable development. It places strong emphasis on fostering a compliance culture, integrating compliance requirements into strategic decision-making and business operations, and ensuring that all business activities conform to applicable laws, regulations, industry standards, and both domestic and international requirements.

- In terms of organization development, the Company has established a Compliance Committee to operate jointly with the Leading Group for Building a Law-Based China Eastern. This forms a "three defense lines" structure consisting of specific implementation by various units and departments, overall coordination by the compliance management department, and collaborative oversight. The Company has integrated its compliance personnel, clarified compliance responsibilities, and ensured full and thorough compliance coverage. At the same time, the Company regularly conducts compliance training and cultural promotion, disseminating key points and recommendations on compliance across the organization to enhance overall compliance awareness and risk prevention capabilities.
- In terms of regulation development, the Company has built and continuously improved a compliance management system centered on the compliance management measures, supported by compliance guidelines in key areas such as anti-corruption and anti-commercial bribery, anti-monopoly, data security, and export controls. The Company continuously reinforces the primary responsibility for compliance management and improves the operational mechanisms of compliance management. The Company has established open reporting channels, and strictly protects the confidentiality of whistleblower information to prohibit any form of retaliation, effectively safeguarding the legitimate rights and interests of whistleblowers.
- The Company prioritizes anti-unfair competition and anti-monopoly in compliance management. By formulating and improving relevant compliance guidelines for further incorporation into compliance training and communication programs, and strengthening its anti-unfair competition compliance management system, the Company keeps on enhancing its capacity for risk monitoring and response.
- The Company attaches great importance to the management of related-party transactions. We have systematically reviewed 12 major categories comprising 25 sub-items of routine related-party transactions, and completed the review and information disclosure procedures for routine related-party transactions for the three-year period of 2026–2028 in compliance with regulations, establishing a scientific and standardized related-party transaction management mechanism.



Hosted by China Eastern, the IATA 2025 World Legal Symposium was held in Shanghai on February 19, 2025, bringing more than 330 international aviation legal experts from around the world to discuss the legal implications of emerging forces driving the development of the aviation industry. Topics of the symposium included the application of AI, alternative dispute resolution (ADR) mechanisms, cybersecurity, and the surge of privacy and consumer protection regulations.



Risk Control >>>

China Eastern adheres to the philosophy of "prioritizing prevention while integrating punishment," promoting a full-cycle upgrade of risk management through precise prevention & control and strict accountability, thereby building a strong safety foundation for the Company's high-quality development. In 2025, no major operational risk events occurred.

Risk management system

Governance structure

Board of Directors level

The Audit and Risk Management Committee of the Board of Directors is responsible for guiding the development of the Company's risk management system, internal control system, legal compliance management system, and the accountability system for non-compliant business operations and investment. The Committee also guides and supervises the Company's internal audit work, ensuring the standardization and effectiveness of risk management.

Management level

The Company has established a risk management execution mechanism with risk-responsible units at its core. Each business area has designated risk management departments (for example, the Marketing Department is responsible for market risks) to fulfill primary responsibilities for risk management, forming a risk management network featuring horizontal coordination and vertical integration.

Management process

Stage	Key tasks	Annual practice
Risk identification and update	Each risk-responsible unit updates its risk classification framework, risk indicators, and any changes thereto by the end of the year.	During the reporting period, the Company enhanced its risk indicator library, updated and maintained risk classifications and definitions, identifying six primary-level risks and 45 secondary-level risks, and refining 111 risk indicators. This ensured that the risk classification framework comprehensively and objectively reflects the Company's risk profile, covering environmental, social, and governance factors.
Risk assessment	The Audit Department prepares a questionnaire based on feedback from various units for evaluation and scoring by the Company's management to comprehensively assess the likelihood and potential impact of risks.	During the reporting period, the Company designed risk assessment questionnaires, conducted multi-level and comprehensive risk identification and assessment, mapped risk coordinates, and organized risk symposiums.
Risk prioritization and determination	The Audit Department determines the significant risks for the following year through data analysis.	During the reporting period, the Company determined the major risks for 2025 based on comprehensive assessment results.
Risk response and control	Each risk-responsible unit implements targeted response and control measures for relevant major risks.	During the reporting period, the Company designated the primary responsible units for risk control, formulated targeted risk response measures and risk monitoring indicators, and set scientific early-warning thresholds to ensure timely detection of risk trends and effective risk response.

Deepening internal control governance

Adhering to the control objectives of "strengthening internal controls, preventing risks, and promoting compliance," the Company has its primary leaders as the first responsible persons for the supervision and management of the internal control system. The Company has established a management system for internal control development, supervision, evaluation featuring top-level planning by the Party Committee, overall leadership by the Board of Directors, primary implementation responsibility shouldered by the management, and coordinated cooperation among business departments, functional departments, and the Audit Department. The Company deepens internal control supervision and inspection by establishing an Internal Control Evaluation Leading Group and a Working Group to formulate internal control evaluation plans, and carry out the comprehensive annual internal control evaluation.

Strengthening audit supervision

The Company builds a strong control barrier through high-quality audit supervision, closely focusing on its core operations and precisely targeting areas of high stakeholder concern, high-risk areas, and key business processes. We enhance corporate governance efficiency through improvement in audit quality and effectiveness to underpin high-quality development. The Company has formulated the *Implementation Plan for Full-Chain Business Supervision*, establishing a full-chain business supervision framework of three defense lines—business execution units, business line management departments, and audit supervision—with separate responsibilities and concerted efforts. The Company is vigorously advancing the digital transformation of auditing, leveraging the China Eastern Intelligent Audit Supervision Platform and focusing on audit-centered large model innovation, thereby comprehensively improving the intelligence, precision, and efficiency of audit supervision and building a new digital audit landscape with China Eastern characteristics.

The Three Important and One Major Intelligent Supervision Model was recognized by the State-owned Assets Supervision and Administration Commission (SASAC) in the 2025 Intelligent Supervision Business Model Innovation Awards

Outstanding Achievement



Anti-Corruption >>>

China Eastern resolutely fulfills its political responsibility for comprehensive and strict governance of the Party. We take coordinated action to strengthen Party consciousness, improve Party conduct and enforce Party discipline, integrating the correction of misconduct, enforcement of discipline, and the fight against corruption. The Company advances in depth Party conduct improvement, integrity promotion and the anti-corruption work, providing strong disciplinary guarantees for the successful conclusion of the "14th Five-Year Plan" period.

Advancing the correction of misconduct and enforcement of discipline

The Company promotes the study of the Central Committee's eight-point regulation on improving work conduct, establishing a Three-Tier Linkage mechanism to ensure quality learning, effective investigation, and tangible reform. We persistently correct the Four Forms of Official Misconduct while fostering new ethos, continuously deepen the fight against formalism to reduce burdens at the grassroots level, allowing cadres to focus on practical work. The Company consolidates and expands the achievements of Party discipline education with deepening studies on Party rules and discipline, covering over 25,000 participants.

Advancing the Three Non-Corruptions initiative

The Company always maintains a strict tone, strict measures, and a strict atmosphere. We focus on areas where power is concentrated, capital is dense, and resources are abundant; on key targets such as "key minority" leaders and young cadres; and on misconduct and corruption issues close to the people, along with deepening special governance and increased punitive measures. The Company seriously investigates and handles disciplinary and legal violations, imposing disciplinary and administrative sanctions on 57 individuals. We strengthen supervision over the "first-in-charge" and leadership teams of directly affiliated units, reinforce the checks and constraints on the exercise of power, and continuously improve the prevention system on integrity risks. The Company enhances the development of integrity culture in the new era for a solid cultural foundation, and increases the pertinence and effectiveness of warning education.

Advancing the fulfillment of responsibilities

The Company shoulders its primary responsibilities and revises the list of responsibilities for implementing comprehensive and strict governance of the Party, ensuring responsibilities are itemized, tasks are specified, and implementation is targeted. We insist on regular study on comprehensive and strict governance of the Party, the improvement of Party conduct and integrity, and the fight against corruption, analyzing and assessing China Eastern's political ecosystem as well as the characteristics and risks of the anti-corruption efforts, and promoting the units bearing the Two Responsibilities to jointly address the same issues and make concerted efforts.

Key Performance Indicators



Participants in the courses on deepening education on Party rules and discipline

25,000+

Coverage rate of anti-corruption training for directors, management, and employees

100%

CHINA EASTERN



2025

High-Quality Development
Footprints

Imprint of Responsibility

Keywords Planning for the 15th Five-Year Plan period

China Eastern has thoroughly studied and implemented the guiding principles of the Fourth Plenary Session of the 20th CPC Central Committee, serving national strategies, balancing development and safety, and deepening reform and innovation. In formulating our development plan for the 15th Five-Year Plan period, we have pooled insights, conducted extensive research, and ensured communication across all levels, mapping out a new path for high-quality development.



Highlight interpretation

Looking ahead to the 15th Five-Year Plan period, China Eastern has set a clear course, focusing on strengthening its core functions and enhancing core competitiveness. We have effectively improved the quality of planning by adopting an inclusive approach, and staying committed to a single blueprint through to completion, aiming for breakthrough progress in building a world-class enterprise during the 15th Five-Year Plan period, with the goal of basically becoming a world-class airline by 2035.

Keywords C919 move to a new stage of routine operation

In 2025, China Eastern's C919 inaugurated the "Shanghai to Hong Kong" routine commercial flight service with striking "Shining China Red" livery. On May 28, the C919 fleet marked the second anniversary of commercial operation. At the end of the year, the C919 aircraft completed the first plateau flight to Lanzhou Zhongchuan International Airport, and the world's first C919 flight simulator for airline was delivered. By the end of 2025, China Eastern's C919 fleet had grown to 14 aircraft, having safely flown over 45,000 hours and carried more than 2.6 million passengers. The fleet's daily utilization rate and operational efficiency have seen steady growth. The C919 Flight Division of China Eastern was awarded the title "Model Central SOEs" by the SASAC.



Highlight interpretation

As the world's launch customer for the C919, China Eastern has achieved a series of "firsts." The C919 fleet has transitioned from "initial operation" to "large-scale operation" and then to "routine operation." The operational quality of China's domestically produced large passenger aircraft has continued to improve, with steadily increasing market recognition, and growing commercial and social values.

On March 30, 2025, China Eastern's C919 made its first flight to Shenyang.



On May 25, 2025, China Eastern's C919 made its first flight to Xiamen.



On December 1, 2025, China Eastern's C919 made its first flight to Lanzhou.



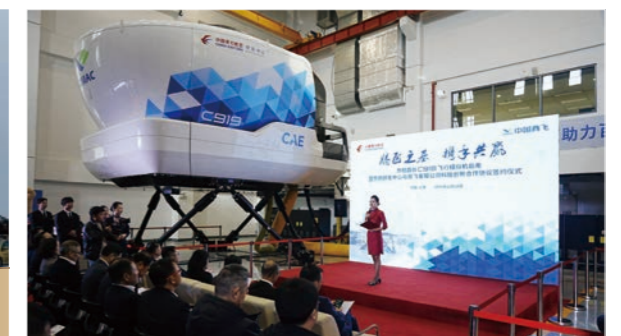
On May 28, 2025, China Eastern celebrated the second anniversary of C919 commercial operation.



On December 19, 2025, China Eastern took delivery of and put into use the world's first C919 flight simulator for airline.



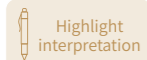
On September 10, 2025, the domestically produced C909 aircraft made its maiden flight to Macau, and China Eastern launched a new regular flight from Nanchang to Macau.



Launch the Southern Link



On December 4, 2025, China Eastern launched the world's longest air route: Shanghai Pudong–Auckland–Buenos Aires, opening the first Southern Link from China to Latin America via New Zealand with a single aircraft. This enables multi-directional passenger and cargo flows among aviation hubs across three continents, bringing Argentine cherries and Chilean salmon directly to Chinese tables.

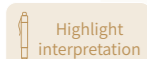


The SouthernLink is a typical innovation under China Eastern's ongoing Three Flying strategy. While serving the country's high-level opening-up, it has built a core competitive advantage for China Eastern's global development. Spanning approximately 20,000 kilometers one-way—the world's longest—and leveraging the fifth freedom rights to achieve "three-way convergence" of passenger and cargo, it serves as an air bridge connecting emerging markets in Latin America. The route has been well received by travelers, merchants, and farmers in New Zealand and Argentina, and has attracted widespread attention from international media and all sectors of society.

"Aviation+" integrated development



In 2025, China Eastern unveiled its "National Museum of China" and "Shanghai Museum" themed livery aircraft. The "Museum Premium" products sold well, with cumulative sales exceeding 100,000 units. The Company also teamed up with Disney, Pop Mart, and other brands to unlock new cross-border collaborations with trendy IPs, and partnered with Starbucks to activate mutual membership systems, creating a new "aviation + coffee" cross-border experience. Intermodal transportation—air-to-air, air-to-rail, air-to-bus, air-to-sea, and air-to-metro—has grown strongly. Suzhou City Terminal and Xiong'an City Terminal have been assigned IATA three-letter codes, and city terminal services have been extended to customers' doorsteps, creating a new model of air travel.



China Eastern has broken industry boundaries, enriching travel options with intermodal transportation under "one order" and "one ticket." Technology, consumer culture, and the arts are now integrated into the air travel experience. New quality productive forces have unlocked the limitless possibilities of the Aviation+ model, enabling vibrant and innovative synergies across culture, tourism, commerce, sports, and exhibitions.

Year of action for digital transformation



The Company regards digital transformation as a critical imperative. By establishing an "AI+" special working group and a digital transformation working group, the Company has mapped out its AI application map, empowering 227 scenarios. Fifty-two projects across seven digital transformation domains have achieved 303 milestone targets, strongly supporting the Company's development. On October 19, 2025, China Eastern hosted the Fifth North Bund Forum under the theme "Innovation & Intelligence: Shaping Aviation's Next Era," where an embodied intelligent robot attracted attention.

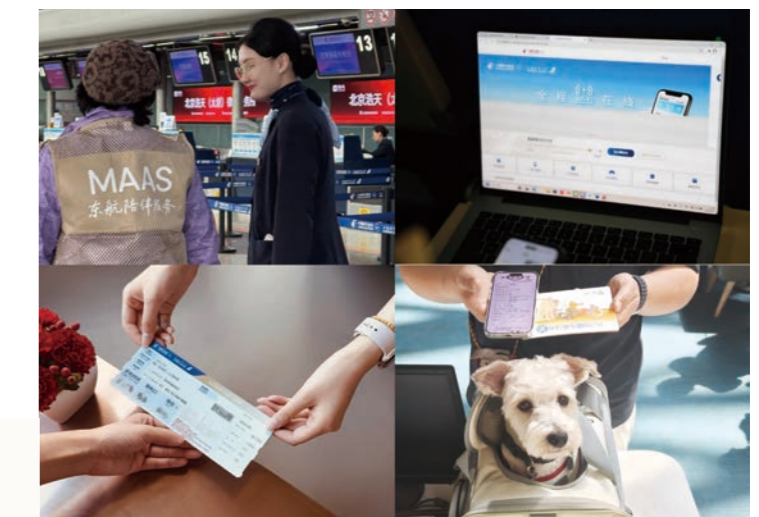


With sustained effort and breakthrough innovation, the Company is deeply implementing the "AI+" initiative, cultivating and developing new quality productive forces, and promoting the deep integration of AI with civil aviation. We aim to link digital efforts into a coherent system, weave that system into a broad network, and foster innovation through integration, striving to lead the industry in digital transformation.

Upgrading the Four Excellences service



In 2025, China Eastern focused on core passenger needs and comprehensively upgraded its service system. Scenarios such as All-in-one Code, Online Ordering, Wi-Fi connectivity and luggage robots are now fully accessible. Personalized services such as special passenger services, unaccompanied children services and Pets in the Cabin services make journeys warmer. The Through Check-in flight services and PVG+SHA transportation services simplify processes, making travel more leisurely.



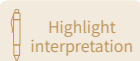
From intermodal transport to passenger-friendly initiatives, from smart upgrades to experience optimization, with a view to delivering satisfying travel for passengers, China Eastern innovatively integrates the "Four Excellences" concept into every detail of service, making air travel more convenient, comfortable, and thoughtful.



Keywords Silver Swallow shines at the Asian Winter Games



During the 2025 Spring Festival, China Eastern devoted itself to serving the 9th Harbin Asian Winter Games, presenting a comprehensive "China Eastern Solution" embodying the idea that "ice and snow are valuable assets." Two "Asian Winter Games" themed aircraft flew at home and abroad to promote the event. Ice and Snow Routes and Ice and Snow Cultural Tourism were highly successful. Spokesperson Hu Ge and champion Xu Mengtao engaged in lively interactions. Handling air ticketing services, Games-related arrival and departure services, etiquette services, award ceremony attire, and brand promotion—both on and off the competition venues—China Eastern personnel were everywhere, contributing to the success of the Asian Winter Games.

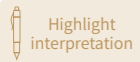


While ensuring Spring Festival travel rush, China Eastern devoted full effort to transport support for the Asian Winter Games. In particular, more than 200 frontline staff from various local units engaged in the support of 2,796 flights and 449,600 passengers with 76 days of dedication, and received 805 commendation letters and positive feedback. All this exemplifies the spirit of "Dream of Winter, Love among Asia", enriching the Four Excellences service through concrete action.

Keywords 40th Anniversary of Shanghai Airlines



On December 30, 2025, the Celebration for the 40th Anniversary of Shanghai Airlines and Brand Launch Ceremony, themed "Crane Spirit of Shanghai—Soaring Far and Wide," was held in Shanghai, unveiling a new brand image and service philosophy and unfolding a new chapter in Shanghai Airlines' high-quality development.



Forty years mark a milestone in Shanghai Airlines' development and a new starting point for its journey ahead. Shanghai Airlines aims to "become an airline with international standards," adhering to its development positioning of "full-service, regional, and distinctive." It is striving to build a safe, enterprising, and refined Shanghai Airlines, dedicated to becoming a shining symbol of Shanghai, an important engine driving China Eastern's high-quality development, and a significant force in writing a new chapter of civil aviation as part of building a strong transportation nation.

Keywords New branches and Air Express routes launched



In 2025, following the official launch of its Hainan Branch, China Eastern established the Northeast Branch, Xinjiang Branch, and Fuzhou Base, among others, improving the domestic route network with seamless trunk-branch connectivity. China Eastern intensified its trunk route network and expanded domestic air corridors, increasing the number of domestic Air Express routes to 47 to better cater to business travelers with a preference for "fly anytime" and "early-departure, late-return" schedules.



China Eastern focuses on the Major Economic Poles including the Beijing-Tianjin-Hebei region, Yangtze River Delta, Guangdong-Hong Kong-Macao Greater Bay Area, and Chengdu-Chongqing region—as core pivots, while seizing policy opportunities such as the full revitalization of Northeast China in the new era, Xinjiang's five strategic roles in national development, the island-wide independent customs operation of the Hainan Free Trade Port, and the construction of the cross-strait integrated development demonstration zone. The Company increases investment in relevant regions, enhances service support capabilities, and promotes cooperation across the entire aviation industry chain.

Keywords Always ready for takeoff—a commitment to act



In early 2025, after the earthquake in Xigaze, China Eastern urgently deployed a wide-body aircraft to transport the first Shanghai medical team and over 7 tons of relief supplies to Lhasa. In March, after the earthquake in Myanmar, China Eastern operated the first international rescue flight, carrying 37 members of the Chinese rescue team and 5 tons of supplies to Myanmar to assist the quake-hit area. Over the past year, China Eastern also successfully completed numerous special flights, including transporting donor organs and responding to in-flight medical emergencies, racing against time to save lives. The Company has launched new poverty-alleviation routes such as the "Cangyuan-Chengdu" route with 5,300 flights traveling to and from Lincang and Cangyuan throughout the year, helping bring in visitors and take out local products in Wa Mountain region and driving local GDP by over RMB 1.2 billion.



From the snowy plateau to foreign lands, from emergency rescue to lifeline missions, from industrial assistance to poverty-alleviation routes, China Eastern has embodied the great love of mutual assistance through its commitment: always ready for takeoff.

CSR Honors and Awards

Award	Issuer
2025 Top 60 Central SOEs Brand Value	SASAC, All-China Federation of Industry and Commerce, Xinhua News Agency
Top 30 in the 2024 Central SOEs Brand Building Capacity Rating	SASAC
Model Central SOEs (Recipient: C919 Flight Division of China Eastern)	SASAC
Recognized as an Outstanding Service Brand in the 2 nd batch of outstanding achievements of the central SOEs brand leading campaign (honor-winning case: Eastern Miles)	SASAC
Outstanding cases featured in: <i>Blue Book of Central SOEs Social Responsibility (2025)</i> , <i>Blue Book of Central SOEs Listed Company ESG (2025)</i> , <i>Report on Central SOEs Green Low-Carbon Supply Chain Development (2025)</i> , <i>Blue Book of Central SOEs Support for Rural Revitalization (2024)</i>	SASAC
Outstanding Work in the "Original Aspiration and Mission" category of the 6 th Central SOEs Core Socialist Values Theme Micro-film (Micro-video) Competition (prize-winning works: <i>Calming the Waves</i>)	SASAC
Selected for the 11 th State-Owned Enterprise Good News (honor-winning case: five achievements including the large-scale integrated media communication event "Shining You")	SASAC
Outstanding Prize in the 8 th Central SOEs' Outstanding Stories Collection (prize-winning works: Two works including the <i>37 Years of Flying: A Youth Dedicated to the Blue Sky</i>)	SASAC
"Outstanding" rating in the special assessment for "Science and Technology Reform"	SASAC
Outstanding Achievement in the 2025 Intelligent Supervision Business Model Innovation Awards	SASAC
A rating in the central SOEs Party building accountability assessment	Party Committee of SASAC
2024 Excellent Case of International Communication for Central SOEs	Bureau of Publicity of SASAC
2025 BrandZ Top 100 Most Valuable Chinese Airline Brands	WPP and Kantar
2025 Brand Finance Top 10 Most Valuable Global Airline Brands	Brand Finance
2025 <i>Fortune</i> Top 500 Chinese Companies	The <i>Fortune</i> Magazine
Recognized on the "Responsibility List" for 2023–2025 Global Brand Communication Power Rankings	Xinhua News Agency
Top 100 China ESG Listed Central SOEs, Top 100 China ESG Listed Companies in the Yangtze River Delta, Top 50 Supply Chain ESG Companies	China Media Group
The 7 th National Civilized Unit (Recipient: Wuhan Branch)	Central Leading Group for Publicity, Culture and Ideology
First Prize of the Jiangsu Provincial Science and Technology Award (Recipient: Jiangsu Company)	Jiangsu Provincial People's Government
A rating for information disclosure	Shanghai Stock Exchange
Top 100 China Enterprise Supply Chain ESG Index (Top Bull Index)	China Enterprise Reform and Development Society, CSR Cloud Research Institute
Excellent Case of 2025 Central SOEs Industrial Chain Innovation and Development (Recipient: Interline and Multi-Airport Transfer Service)	China Enterprise Reform and Development Society
Typical Case of 2025 National User Experience Innovation (Recipient: <i>Construction and Application of China Eastern's Digital Human + Multi-Agent Smart Aviation Service System</i>)	China Quality Management Association for Electronics Industry, User Experience Alliance

Award	Issuer
2025 Listed Companies' Board of Directors with Best Performance	China Association for Public Companies
Best Case of 2024 Listed Companies Rural Revitalization (Recipient: The Project of Continued Focus on Teacher Workforce Development to Support High-Quality Education Development in Cangyuan and Shuangjiang)	China Association for Public Companies
2025 CAPSE Most Valuable Chinese Airline Brand	2025 CAPSE Annual Summit
Ranked second among central SOEs and first in the transportation industry in the 2024 <i>Report on the Development of Overseas Online Communication Power of Central SOEs</i>	China Daily, Beijing Normal University, <i>International Communication</i>
Best Award for International Communication Products (Video), and Excellence Award for International News of the 2024 Silver Pigeon Award in Shanghai	International Communication Office of the CPC Shanghai Municipal Committee
Second-Class Excellence Award in the "Cultural China" Section of the Short Video Section at the 15 th Beijing International Film Festival	Beijing International Film Festival
Gold Prize Corporate Culture and Internal Communication / Silver Prize for Corporate Brand Activity Communication/Gold Prize for Short Video Visual Communication/Silver Prize for ESG and Corporate Image in the 21 st China Public Relations Best Case Competition	China International Public Relations Association
2025 Outstanding Public Relations Case	China Public Relations Association
First Prize in the Shanghai Quality Brand Story Competition (Recipient: Shanghai Airlines)	Shanghai Association for Quality
"Responsibility Top Bull Award"—"Responsibility Brand Award"	CSR Cloud Research Institute
Evergreen Award for GoldenBee 2025 Outstanding Corporate Sustainability Reports	GoldenBee Think Tank
Selected for the 2025 GoldenBee CSR · China List at the 20 th China CSR/ESG International Forum, and won the ESG Competitiveness Model · Sustainable Development Award	GoldenBee Think Tank
First Prize for Science and Technology Award of Shanghai Society of Aeronautics (Recipient: Application of Multi-terminal Aircraft Digital Intelligent Information Interaction System Based on Dynamic Perception and Monitoring Technology)	Shanghai Society of Aeronautics
IATA Operational Safety Audit	International Air Transport Association (IATA)
Excellence Award in the National Finals of the 8 th "Blooming Cup" 5G Application Competition	China Academy of Information and Communications Technology, China Communications Standards Association
First Prize of the 6 th Safety Science and Technology Award	China Association of Work Safety
Recognized as a 2024 Exemplary Unit in Promoting High-Quality Development of Internet Age-Friendly and Barrier-Free Construction	Internet Society of China, China Association of Volunteers for Persons with Disabilities, China Silver Industry Association
Third Prize in the Intelligent Supervision Competition of the Golden Flash China Internet Innovation Competition	Internet Society of China
Data Management Capability Maturity Model (DCMM) Five-Star Certification	China Federation of Electronics and Information Industry
Capability Maturity Model Integration (CMMI) Level 3 Certification	CMMI Institute
Awards including the Most Valuable Chinese Airline Brand, Excellence Award in Customer Service and Ticketing Service Improvement, Excellence Award in Flight Irregularity Protection Service Improvement, among others	Civil Aviation Passenger Service Evaluation (CAPSE)

CHINA EASTERN



Special Focus

- ◎ **Three Flying Strategy Connecting Six Continents**

Flying Further, Flying Global, and Flying to Emerging Markets

- ◎ **Promote Integrated Development**

Build a Multi-Dimensional Ecosystem of Aviation + Culture, Tourism, Commerce, Sports, and Exhibitions

Three Flying Strategy Connecting Six Continents

Flying Further, Flying Global, and Flying to Emerging Markets

State-owned enterprises must serve as vanguards in implementing the new development philosophy, promoting innovation-driven development, and executing major national strategies. Facing a complex and volatile domestic and international environment, a new round of technological revolution and industrial transformation, and increasingly fierce market competition, China Eastern has clearly defined its Three Flying strategy. Flying Further—extend flight distances, optimize route networks, and reduce operating costs. Flying Global—support high-level opening-up and the development of Shanghai as an international shipping center. Flying to Emerging Markets—support the high-quality joint construction of the Belt and Road Initiative, respond to the needs of industrial relocation, corporate global expansion, and shifts in international trade structure, and explore new development space.

Key Performance Indicators



New international routes launched
24

Domestic airline with the most international and regional destinations covering all six continents

The number of domestic routes for Air Express expanded to
47

A preliminary layout of **unimpeded domestic route network** has been formed

Average flight distance reached
1,652 km

an increase of **55.8** km year-on-year

New BRI destinations added
8

Served **48** destinations in **27** BRI partner countries throughout the year, operating **139** "Silk Road" routes

A total of **81,000** flights, carrying **12.721** million passengers



Highlight 1 Direct to the Antipodes! China Eastern launches the world's longest one-way route



On June 18, 2025, the China Eastern & Auckland Airport Southern Link MOU & Route Announcement was held.



On December 4, 2025, inaugural flight passengers boarded at Shanghai Pudong International Airport.

Launch of the “Shanghai - Auckland - Buenos Aires” route

Strategically launching the Southern Link

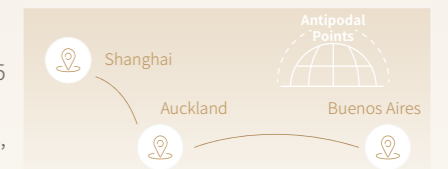
Listed among the Central SOEs' 10 Touching Moments Overseas in 2025

New global route record

- Spanning over 20,000 km, filling the gap in direct flights from Shanghai to core cities in South America
- Achieving a strategic milestone of full continental coverage for China Eastern

Innovative Southern Link

- Flight duration shortened by approximately 4-5 hours (from nearly 30 hours to about 25 hours)
- Shorter time difference between connecting flights, significantly reducing passenger fatigue



Geographical locations at opposite ends of the same diameter on Earth (antipodal points)

Fifth freedom rights breakthrough

- Securing the fifth freedom rights for embarking and disembarking passengers and cargo in Auckland, enabling multi-directional passenger and cargo flows across across Asia, Oceania, and South America
- Leveraging New Zealand's new transit visa waiver policy (NZeTA) to enable a through-plane service connecting the three countries

Serving the BRI development and multilateral cooperation

- Building an Air Silk Road between Asia-Pacific and South America, promoting trade in high-value agricultural products and precision instruments, and deepening economic, trade, and people-to-people exchanges among China, New Zealand, and Argentina
- Obvious advantage of off-season tourism

Highlight 2 Explore global wonders on newly launched belt and road routes

The Belt and Road Initiative has drawn a blueprint for win-win cooperation across the globe. Using the blue sky as its canvas and air routes as threads, China Eastern serves as a steadfast contributor to the Air Silk Road.

Selected newly launched belt and road routes

Kuala Lumpur–Kunming–Xi'an

On February 23, 2025, the Kuala Lumpur–Kunming–Xi'an route was officially launched. This route connects Xi'an with Kuala Lumpur, the capital of Malaysia, with a stopover in Kunming. This is the first international route opened at Xi'an Xianyang International Airport after Terminal 5 was put into operation.

Shanghai–Abu Dhabi

On April 28, 2025, the first direct flight route between Shanghai and Abu Dhabi was launched, operated jointly by China Eastern and local hub carrier Etihad Airways.

Xi'an–Istanbul

Effective June 24, 2025, the direct flight route Xi'an–Istanbul was opened. This is the Company's second international route to Turkey, following the Shanghai–Istanbul route.

Shanghai–Almaty

On July 4, 2025, the direct flight route Shanghai–Almaty was officially launched. The new route continues the Silk Road ties between China and Kazakhstan, building a more convenient and efficient air bridge for the people of both countries.

Nanchang–Singapore

On August 7, 2025, the Nanchang–Singapore route was launched. This is the Company's second international route launched from Nanchang in 2025, following the Nanchang–Osaka route.

Shanghai–Casablanca

On September 25, 2025, Shanghai Airlines launched a new direct flight route from Shanghai to Casablanca. Additionally, on January 19, Shanghai Airlines launched a route from Shanghai Pudong to Casablanca via Marseille, becoming the first Chinese airline to operate this route.

Beijing Daxing–Muscat

Effective November 30, 2025, the Company launched the direct flight route Beijing Daxing–Muscat, connecting the capital of China with the capital of the Sultanate of Oman.

Shanghai–Auckland–Buenos Aires

On December 4, 2025, this world's longest one-way route was officially launched, spanning half the globe, connecting three continents in terms of culture, economy, and trade.



Promote Integrated Development

Build a Multi-Dimensional Ecosystem of Aviation + Culture, Tourism, Commerce, Sports, and Exhibitions

As an important pillar of the modern economic system, the aviation industry not only serves as an air bridge connecting the world but also acts as a powerful engine driving industrial integration and consumption upgrading. Its unique network effects and radiating capacity effectively promote the efficient aggregation and deep integration of passenger flows, logistics, capital flows, technology flows, and information flows, injecting strong momentum into regional economic development. China Eastern embraces the philosophy of integrated development, vigorously promoting the Aviation+ model. By integrating aviation with culture, tourism, commerce, sports, exhibitions, and other sectors, the Company aspires to build an open and win-win industrial ecosystem, creating greater value for stakeholders, and supporting high-quality economic and social development.

Deepening Aviation + Cultural Tourism

The Company has partnered with the National Museum of China and the Shanghai Museum to launch "Museum Premium" products, with cumulative sales exceeding 100,000 units. We have also introduced "National Museum of China" and "Shanghai Museum" themed liveries, curating cultural exhibitions that move through the sky. China Eastern promotes in-depth cooperation with cultural institutions such as the Emperor Qinshihuang's Mausoleum Site Museum and the Anhui Museum, innovatively developing a "flight ticket + museum ticket" product matrix that seamlessly connects air travel with cultural experiences. Focusing on key projects such as the China-South Asia Expo in Kunming, the International Horticultural Exposition in Chengdu, and Following Wukong (Monkey King) to Visit Shanxi themed activity, the Company meticulously crafts differentiated cultural tourism integration products. We innovatively collaborate with various well-known IP resources, launching themed activities with Shanghai Disney Resort. Together with Pop Mart, China Eastern launched a special livery celebrating the 50th anniversary of China-Thailand diplomatic relations, leveraging youth-oriented and trendy innovative services to enhance brand influence and customer loyalty.

"Shanghai Museum" themed livery aircraft—a "museum in the air" flying across the globe

In 2024, China Eastern established a strategic partnership with the Shanghai Museum. In April 2025, the second temporary exhibition hall of the Shanghai Museum East was officially named the China Eastern Exhibition Gallery. In the same month, the wide-body themed livery "Shanghai Museum," featuring ancient Chinese art, made its maiden flight. China Eastern and Shanghai Museum join hands to deepen the integrated development of aviation and cultural heritage exhibition through multiple dimensions, including themed aircraft, exhibition support, and air travel products.



On April 18, 2025, the China Eastern Exhibition Gallery in the Shanghai Museum East was inaugurated, promoting continuous innovation in the integrated development of "aviation + culture + tourism."

Bronze art spanning millennia, soaring on global routes

The "Shanghai Museum" themed livery features a spring green hue as its main color. The fuselage displays the name and logo of the Shanghai Museum, blending bronze ornamentation such as animal-face patterns, wave-curve patterns, and geometric patterns. Inside the cabin, overhead bins, tray tables, headrests, and other areas feature more than 30 images of bronze artifacts from the Shanghai Museum's collection, accompanied by artifact descriptions and characteristic decorative patterns, creating an immersive cultural experience. The aircraft mainly operates on long-haul international routes to Europe and the Americas, while also serving key domestic destinations. Leveraging China Eastern's global route network, it brings the unique charm of millennia-old bronze culture to travelers around the world, helping Chinese culture reach a global audience.



Aviation-tourism collaboration: a date with ancient Egyptian civilization

China Eastern deeply participated in the themed exhibition, On Top of the Pyramid: The Civilization of Ancient Egypt, held by Shanghai Museum, setting up a brand service counter at the venue and launching special products such as "Museum Premium" and "flight ticket + museum ticket" to provide high-quality travel services for visitors coming to Shanghai. This exhibition was the largest-scale and highest-level exhibition of ancient Egyptian artifacts ever held overseas, attracting over 2.77 million visitors and generating more than 30 billion online views. Through the innovative "flight ticket + museum ticket" model, the two sides effectively promoted the two-way conversion of "air passengers" and "tourists," exploring a new path for the deep integration of aviation and cultural tourism.



Passenger-cargo coordination: safeguarding the cross-ocean exhibition of national treasures

On February 27, 2025, the themed exhibition, Recasting the Past: The Art of Chinese Bronzes, 1100-1900, co-organized by the Shanghai Museum and the Metropolitan Museum of Art in New York, opened in New York. The exhibition brought together more than 200 bronzes and other artistic treasures from the Song, Yuan, Ming, and Qing dynasties, interpreting the inheritance and innovation of Chinese civilization through the beauty of artifacts. As a key supporter of the exhibition, China Eastern leveraged both its passenger and cargo capabilities to provide full-chain support for the travel of curatorial teams, experts, scholars, and staff, as well as the cross-ocean transport of cultural relics. With its hard power in air transportation and soft power in cultural tourism integration, China Eastern injected "Eastern momentum" into this transnational cultural event.



"National Museum of China" themed livery aircraft takes flight, bringing national treasures to life in the clouds!



On September 29, 2025, the "National Museum of China" themed livery aircraft, jointly presented by China Eastern and the National Museum of China, made its official debut and launched its maiden flight. The aircraft features a double-sided full fuselage livery design. Six cultural relics spanning more than 5,000 years of history were selected from over 1.43 million treasures in the collection of the National Museum of China as the main visual elements painted on the aircraft: the Jade Dragon, Jade Phoenix, Eagle-shaped Pottery Ding, Houmuwu Bronze Square Cauldron, Empress Xiaoduan's Phoenix Crown, and the Indigo Glazed Porcelain Zun with Swallows and Gold-painted Design. The aircraft thus becomes the "49th exhibition hall" beyond the museum's 48 standard exhibition halls.



China Film Consumption Year themed flight makes its "premiere" in the sky

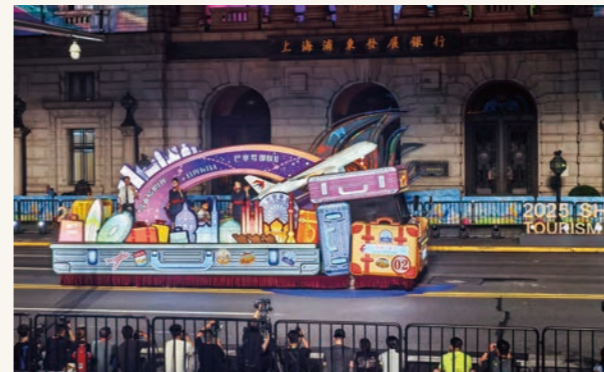


On April 19, 2025, China Eastern, together with the China Film Administration and CCTV, launched the "China Film Consumption Year" themed flight. Conducted on the domestically produced C919 aircraft with striking "Shining China Red" livery, the flight transformed the cabin at over 10,000 meters above the ground into a space for film culture dissemination, featuring decorations with classic movie lines, in-flight broadcasts recorded by artists, film-themed meals, and more. Reported live by CCTV, the event was featured on CCTV's News Simulcast, sparking enthusiastic public response. The Company also launched a service on its China Eastern Online Mall for movie ticket redemption with membership points and sponsored the China Night event at the Cannes Film Festival. The China Film Administration sent a letter thanking China Eastern for injecting strong momentum into the "China Film Consumption Year," innovatively expanding cultural consumption scenarios and boosting confidence in cultural consumption.



On May 15, 2025, China Eastern and Disney Pictures launched a cross-border collaboration, introducing the Lilo & Stitch movie-themed flight. The Company integrated IP elements into check-in counters, cabin decorations, themed boarding passes, and gift items, enhancing passengers' cultural travel experience.

On July 4, 2025, China Eastern participated in the launch ceremony of the 2025 Shanghai Summer International Consumption Season, offering over one million discounted air tickets.



On September 13, 2025, China Eastern's Wing of Huangpu River float appeared at the 2025 Shanghai Tourism Festival grand parade.

On November 19, 2025, the newly upgraded "Disney Zootopia" themed livery aircraft, jointly launched by China Eastern and Disney Pictures, officially took off, operating a themed flight and creating an airborne adventure from ground to cloud for its inaugural passengers.



Driving Aviation + Business Travel

As a global strategic partner of the 2025 Shanghai Summer International Consumption Season, the Company, together with the China Center of International Cultural Exchange and Tourism Promotion and Shanghai Jiushi (Group) Co., Ltd., innovatively launched a travel card, providing overseas visitors with a one-stop solution covering the entire chain of dining, accommodation, travel, shopping, and entertainment, strongly supporting the development of Shanghai as an international consumption center. China Eastern deeply participates in major events such as China Tourism Day and Shanghai's May 5 Shopping Festival, established a joint membership system with Starbucks, and innovatively launched cross-border special offers and exclusive value-added services. The Company fully leverages important platforms such as the China International Import Expo and the China International Travel Mart, strategically integrates high-quality tourism and hotel resources, and establishes a multi-tiered benefits system. The strategic cooperation with Starbucks has achieved remarkable results: within three months, the cooperation brought over 45,000 new memberships to the Company, and company members enjoyed over 110,000 cups of Starbucks coffee for free, achieving a dual enhancement of brand value and customer experience.

Aviation + Coffee cross-border integration, co-creating a new sustainable development ecosystem



On July 14, 2025, the Company reached a comprehensive cooperation agreement with Starbucks China in Shanghai, striving to create a brand new Aviation + Coffee cross-border ecosystem experience.



Business travel integration, creating a new paradigm for green travel

Taking this cooperation as an opportunity, and relying on its global route network and Starbucks' more than 7,700 stores in China, the Company has launched Aviation + Coffee themed activities, adding more enjoyment to members' travel experiences and injecting more vitality into local economies. In addition, both parties, adhering to the principles of green travel and environmental protection, jointly launched a series of "green flight" projects, carried out in-flight environmental protection themed activities, and advocated low-carbon travel.



Deepening roots in Yunnan, jointly supporting rural revitalization

On October 22, 2025, the Company and Starbucks China jointly launched the Yunnan coffee themed flight. With the core concept of Yunnan's Essence in Every Cup, the themed flight integrated Yunnan coffee culture into the air travel experience. Through multi-dimensional visual presentations covering cabin overhead bins, seat headrest covers, and in-flight reading materials, the story of Yunnan coffee "from seed to aromatic beverage" was vividly showcased, helping Yunnan coffee reach customers across the country and around the world.

Expanding Aviation + Sports

The Company actively participates in sports events to expand the boundaries and depth of cooperation. From the 23rd Tour of Qinghai Lake Cycling Race, the World Snooker Shanghai Masters, the Shanghai Future Star Basketball Championship, the Wuhan Open, and the Jiangxi Taihe Water Sports Season, to supporting the 2025 Harbin Asian Winter Games as an official partner, China Eastern, through innovative measures such as providing professional customized aviation support services, creating immersive event-themed scenes, and carrying out multi-dimensional joint brand promotion, comprehensively explores new models of Aviation + Sports for industrial integration, contributing to the promotion of national fitness and the building of a sports powerhouse.



As an official partner of the 9th Asian Winter Games, the Company deeply participated in the preparation of the 9th Asian Winter Games with full support, building a multi-dimensional event support system based on the Four Excellences service philosophy of meticulous, precision, exquisite, and refined service. During the preparation and running of the Games, the Company increased capacity investment, opened multiple special domestic and international routes, launched two "Asian Winter Games" themed livery aircraft, and devoted comprehensive efforts in air ticketing, Games-related arrival and departure services, VIP etiquette, award ceremony attire, and publicity, effectively contributing to the success of the Games. At the same time, we also helped alleviate air transport pressure during the winter tourism season in Heilongjiang Province to respond to tourists' travel needs. After the event, the CPC Heilongjiang Provincial Committee and the People's Government of Heilongjiang Province sent a letter of thanks, affirming the Company's outstanding contributions to the Asian Winter Games.



In July 2025, China Eastern, as a "Chief Honorary Partner," deeply participated in the Shanghai Future Star Basketball Championship for the second consecutive year.

CHINA EASTERN



Our Journey Towards
Sustainability

Board of Directors Statement

The Board of Directors of China Eastern Airlines Co., Ltd. attaches great importance to sustainable development (ESG) and assumes comprehensive oversight responsibilities for the Company's ESG affairs. The Board of Directors is responsible for determining the Company's ESG strategic direction, approving major ESG policies, reviewing annual ESG reports, and overseeing the identification and management of ESG-related risks. Under the Board of Directors, the Aviation Safety and Environment Committee assists in coordinating ESG matters and regularly reports ESG progress to the Board of Directors; the Audit and Risk Management Committee is responsible for guiding and supervising the development of the Company's risk management system, including ESG risk management and control. The Company's management is responsible for the specific execution of ESG strategies, while various functional departments implement ESG management requirements according to their respective duties, forming a three-tier ESG governance structure of "decision-making by the Board of Directors—execution by the management—implementation by functional departments."

The Company has established a systematic ESG issue assessment and management mechanism. Measures including stakeholder communication, industry benchmarking analysis, internal and external risk assessment, and due diligence are applied to identify the impacts, risks, and opportunities of ESG issues. The materiality matrix is employed to assess the degree of impact of each issue on the Company's business and stakeholders. Priorities of the issues are then determined based on the results thereof, and are subject to final approval by the Board of Directors. For important issues such as aviation safety, climate change, customer service, employee rights and interests, supply chain management, and business ethics, the Company has formulated special policies and management systems, clarified responsible departments and control measures, and integrated ESG risks into the Company's overall risk management system, ensuring that significant ESG risks are effectively identified, assessed, and addressed.

The Board of Directors regularly reviews the progress and effectiveness of the Company's ESG goals. The Company has set quantitative targets in key areas such as safe operations, and has incorporated the fulfillment of these targets into the performance assessment of management. During the reporting period, the Board of Directors reviewed the Company's annual ESG work report, listened to reports on the progress of various goals, and assessed the reasonableness of goal setting and its relevance to the Company's business development. The Board of Directors believes that the Company's ESG goals are closely aligned with its overall strategic vision, and the various ESG initiatives help enhance operational efficiency, reduce operational risks, and strengthen brand value, laying a solid foundation for the Company's long-term sustainable development.



On October 16, 2025, Gao Fei, Director, President, and Deputy Secretary of the Party Leadership Group of China Eastern Airlines Holding Co., Ltd., and General Manager and Vice Party Secretary of China Eastern Airlines Co., Ltd., delivered a keynote speech at the 2025 ESG Global Leaders Conference.

Sustainable Development Management

As a company listed on both the Shanghai Stock Exchange and the Stock Exchanges of Hong Kong Ltd., China Eastern places high importance on the development of its ESG governance system. It has established a three-tier ESG governance structure encompassing the decision-making level, management level, and execution level, forming a comprehensive management network that extends across all functions and levels, and ensuring that ESG concepts are integrated into the entire process of corporate governance and daily operations, thereby promoting the Company's sustainable and high-quality development. The Board of Directors and its special committees are responsible for formulating ESG strategies and making decisions on major issues; the management coordinates ESG work deployment and resource allocation; various functional departments and business units implement specific tasks and report information; the Publicity Department of the Party Committees/Brand Management Department serves as the leading department for the Company's ESG work, establishing a CSR Office to take charge of CSR and ESG strategic planning, policy interpretation, cross-departmental coordination, the compilation of ESG reports, and special projects management.

Level	Composition	Scope of responsibilities
Decision-making level	Board of Directors, Aviation Safety and Environment Committee, Audit and Risk Management Committee	Responsible for grasping sustainable development policies and the Company's overall operations, reviewing the Company's sustainable development strategy, goals, and sustainable development reports, supervising goal progress and risk-opportunity assessments, and monitoring and guiding implementation.
Management level	The Management	Responsible for identifying and managing material issues, providing analysis and recommendations to the Board of Directors, determining and allocating resources required for sustainable development work, drafting work plans and related systems, and handling other relevant matters.
Execution level	Subsidiaries, Branches, Business Operation Units, Management Support Departments	Responsible for promoting stakeholder communication, coordinating the compilation of sustainable development reports, advancing capacity building, improving management systems and executing work plans, and regularly reporting work progress to the management.

Material Issues Management

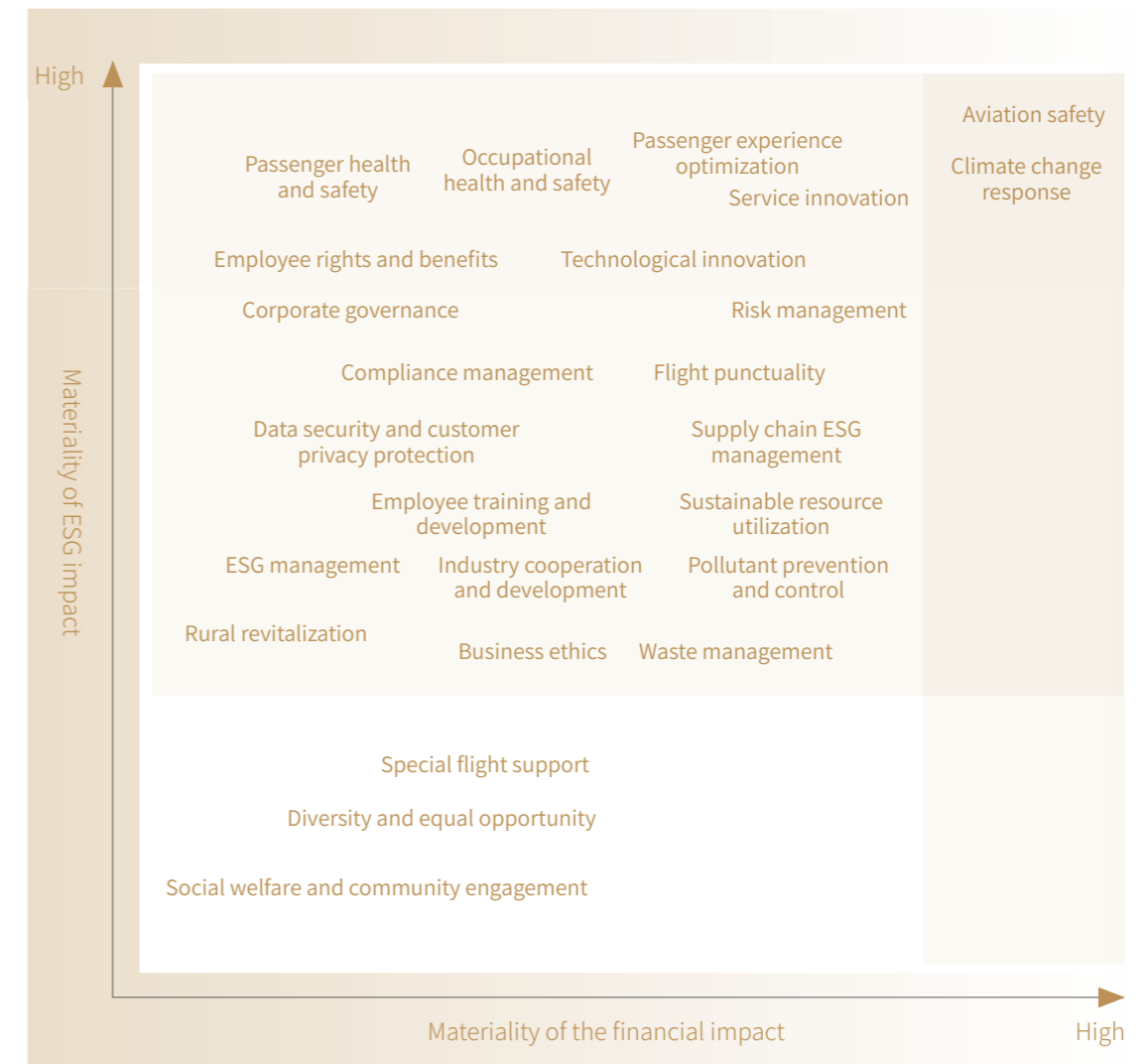
China Eastern adopts a double materiality analysis approach to identify and assess important ESG issues, conducting systematic analysis from the two dimensions of financial materiality and impact materiality. In terms of financial materiality, the Company evaluates the impact of ESG issues on its financial condition, operating performances, and development prospects; in terms of impact materiality, the Company identifies the actual or potential impacts of its operations and value chain activities on the economy, environment, and society. By conducting ESG due diligence, the Company systematically reviews key risks and opportunities under the two dimensions, and combines internal and external stakeholder survey feedback to determine the annual list of important ESG issues and their priorities, providing a scientific basis for the Company's ESG strategy formulation and information disclosure.

Double materiality analysis process



Double materiality analysis results

Based on the above analysis process, the Company conducted extensive surveys among stakeholders including employees, customers, shareholders and investors, value chain partners, government and regulatory agencies, media, industry organizations, research institutions, and public welfare organizations, collecting a total of 631 valid questionnaires to fully understand the extent to which stakeholders are concerned about ESG issues and the impact on them. At the same time, the Company organized relevant responsible personnel from various subsidiaries, branches, business operation units, and management support departments, as well as internal and external experts, to conduct comprehensive assessments, systematically evaluating the potential risks and opportunities of each issue on the Company's financial condition, operating performances, and development prospects. On this basis, the Company conducted an integrated assessment and prioritized each ESG issue from the two dimensions of financial materiality and impact materiality, forming the 2025 list of ESG material issues. The specific distribution and priority ranking of the issues are shown in the figure below.



Stakeholder Engagement

China Eastern places high importance on stakeholder engagement, establishing a multi-level, regular communication and feedback mechanism to promptly identify, thoroughly analyze, and earnestly respond to the demands and expectations of various stakeholders, thereby deepening the cooperative relationship of mutual trust. We systematically identify key issues of concern to stakeholders, clarify engagement methods, and integrate their demands into the Company's strategic planning and operational management. By improving management efficiency, we create shared value through concrete actions and promote the common development of the Company and its stakeholders.



CHINA EASTERN



Rigorous, Meticulous, Pragmatic and Resilient:

Advancing Aviation Safety to a
Higher Level and Standard

"Safety is the lifeline of the civil aviation industry." China Eastern has always prioritized safety as its foremost concern, promoting safety management with a strict approach, precise measures, practical conduct, and resilient spirit. By strengthening its safety culture development, enhancing management efficiency, and preventing major risks, the Company lays a solid safety foundation for its high-quality development.

Response to the United Nations
Sustainable Development Goals (SDGs)



Fortifying the Foundation of Aviation Safety

China Eastern upholds and implements General Secretary Xi Jinping's important directives on workplace safety and critical instructions concerning civil aviation security. The Company has rigorously enforced the all-staff safety accountability system, fostered the growth of professional talent and a robust safety culture, and further strengthened its Four Major Systems of safe operations. By navigating the challenges brought by sustained peak flight volumes, intricate systemic weather patterns, and a dynamic operational landscape, the Company has successfully maintained a consistent and stable record of safe operations.

Governance

Improving the governance structure

The Company consistently places safety above all else in its work, establishing a safety governance system characterized by "Board-level oversight and supervision, management-level implementation and execution, and participation by all employees," ensuring that safety responsibilities extend across all functions and levels.



Board of Directors

The Aviation Safety and Environment Committee, established under the Board of Directors, is primarily responsible for implementing the national aviation safety laws and regulations, as well as the research, review, proposal formulation, supervision, and management of the Company's aviation safety management work, ensuring that safety receives adequate attention and effective oversight at the corporate governance level.



The management

In accordance with the principles of joint Responsibility of the Party and Government, Dual Responsibility for One Position, and Accountability For Dereliction of Duty and Safety Must be Managed in Industries, Businesses, and Production and Operation, the Company has established a comprehensive work safety responsibility system at all levels, clarifying the safety responsibilities of management personnel and employees at each position. This ensures that safety responsibilities are fully implemented at every level and assigned to specific individuals, with strict accountability pursued in accordance with requirements, forming a safety management system that covers all employees and extends throughout the entire process. In 2025, the Company developed a safety performance competency model for management personnel, launched 8 safety training courses, implemented a mechanism for safety management personnel covering pre-service training, retraining, and assessment, and completed safety management certification training for 826 participants and safety management personnel training for 710 participants across all levels.

Key Performance Indicators



Safety training courses developed

8

Participants in the training courses on safety management certification

826

Participants in the training courses targeting safety management personnel at all levels

710

Deepening system development

The Company vigorously promotes the development and integration of the four major systems of safety management, training and development, operational control, and aircraft maintenance, effectively enhancing safety governance efficiency through systematic development.

Each professional system within the Company focuses on capability enhancement, promoting the deep integration of Basic Units, Basic Expertise, and Basic Practices with practical training. The flight system has added a medium-to-long-term plan for the full lifecycle management for pilot skills, designed and developed a Competency-Based Training and Assessment (CBTA) course for B737 aircraft initial training, and established the Flight Division to promote integrated training. The maintenance system adheres to a combination of theoretical training and on-the-job training. The operational control system follows the principle of "daily practice, monthly examination, and year-end competition." The ground services system sent instructors to overseas stations for training for the first time. The cabin systems department leverages the CEA Easy Learning platform to achieve comprehensive, systematic learning coverage.



On March 10, 2025, China Eastern conducted an emergency evacuation and ditching drill for the Boeing 787 aircraft. The image shows the flight crew practicing boarding a life raft and setting up a support tent.

The Company adheres to the Seven Safety Questions and regularly conducts self-reflection and self-assessment against the Twenty Criteria. We steadily advance the three-year campaign for fundamental improvements in work safety, improve the comprehensive work safety responsibility system, and conduct training and education at all levels. The Company has carried out the Thunder Action for investigating and rectifying potential safety hazards, covering all safety areas, and revised the criteria for identifying major safety hazards. We also promote the digital transformation of safety management, developing multiple digital safety management functions.



The Company makes meticulous arrangements for the Spring Festival travel season, peak production periods, and seasonal flight schedule changes, continuously optimizing the production coordination conference system. We clarify total monthly flights and adjust weekly flight schedules for rational coordination of "flight cycle, aircraft cycle, and crew cycle" to prevent over-capacity operations. The Company optimizes its risk decision-making models and processes, conducts weather consultations with meteorological agencies, develops contingency plans for typhoons and ice/snow conditions, and strictly enforces weather minima for flight release. We implement a dynamic control mechanism for crew deployment, achieving refined control on a per-flight and per-segment basis.

The Company has launched the Foundation Consolidation and Foundation Strengthening initiatives, covering on-site control improvement, negative cases list compilation, typical case database establishment, relevant training and education, as well as self-inspection/self-correction activities to prevent work errors at the source and improve maintenance quality. The Company deepens the development of frontline maintenance teams, reviews and summarizes best practices for Team-Oriented Four Advancements Training Initiative, and revises and improves the team leader management manual. The Company strengthens control over engine in-flight shutdown prevention, establishing 114 engine monitoring models, revising and improving 12 related procedures, and formulating 40 control measures. The Company also enhances control over typical failures in key systems, completing software installation for 19 critical failure monitoring logic across multiple aircraft types, and developing 5 proprietary monitoring models to improve aircraft performance monitoring and handling.



Promoting safety culture

Upholding the philosophy of people-oriented development, the Company explores and employs effective approaches and methods for safety culture development, striving to embed safety concepts into the minds of employees and make safety behaviors become a habit.

Summarizing and refining safety culture

The Company has compiled and released its first safety culture handbook, establishing "Life-and safety-Oriented, Rigorous, Pragmatic, Fair & Just. Compliant & Responsible, Honest, Upright, Open & Inclusive" as the core values of its safety culture. A team of over 30 safety culture ambassadors has been established to conduct in-depth promotion across various units, reaching over 60,000 employees.

Embedding the handbook into practice

The Company has launched a "Handbook Year" initiative and carried out a campaign entitled My Suggestions for the Handbook, receiving over 1,300 suggestions from the employees. The activity has helped enhance the effectiveness, practicality, and relevance of the handbook, advancing the development of a handbook-oriented culture.

Organizing safety education and training

The Company has conducted extensive safety education and skill enhancement activities for its workforce, organized themed events for safety education day, and held skills competitions for flight, maintenance, and other systems, vigorously promoting the spirit of role models, the spirit of hard work, and the spirit of craftsmanship.

Giving full play to employee initiative

The Company gives full play to employee reporting as a driver for improving safety management. Our employees have submitted over 74,000 safety reports, a year-on-year increase of 29.83%. In particular, a total of 562 revisions to various manuals and 96 updates to aeronautical chart procedures have effectively facilitated the "early detection and early warning" of risks and potential hazards.



Key Performance Indicators 2025

Participants of safety culture promotion

60,000+

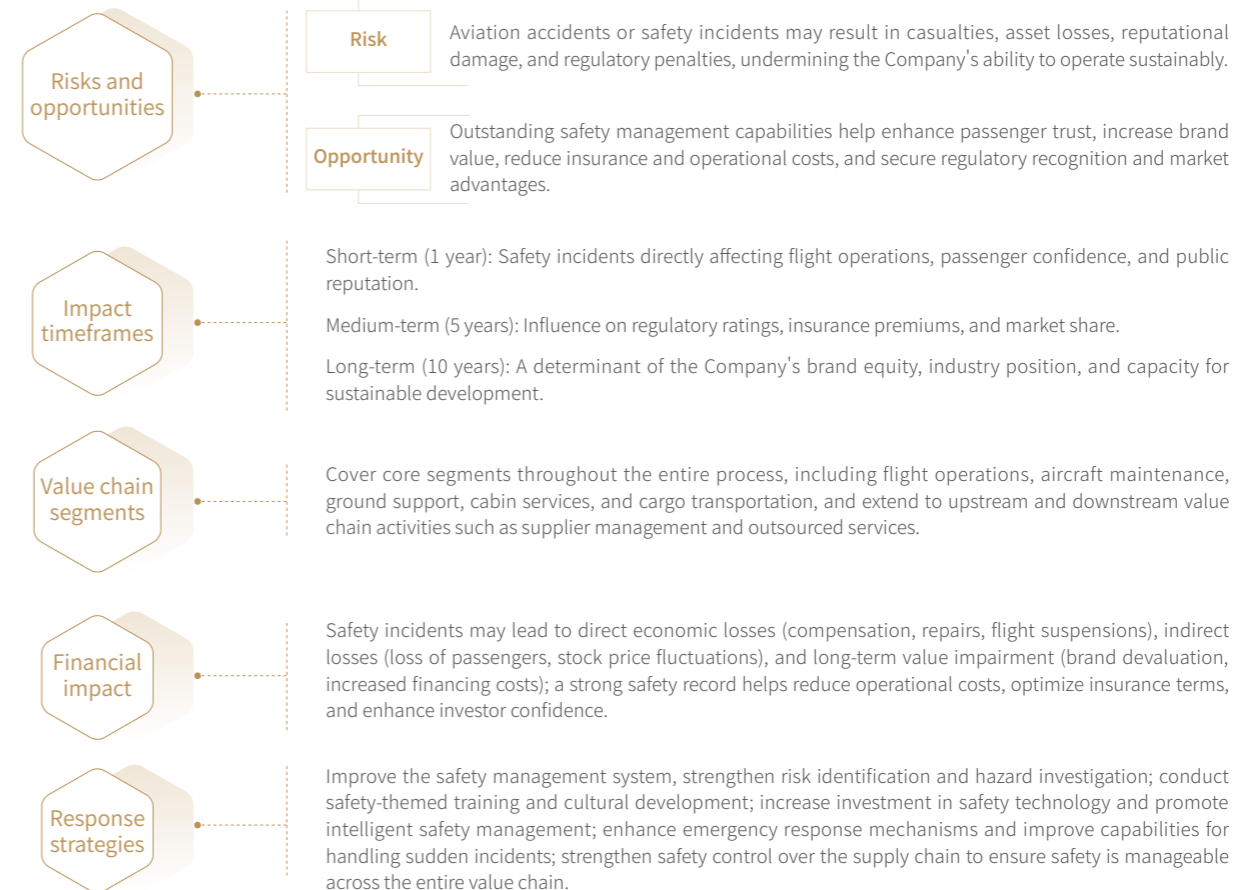
Handbook improvement suggestions submitted by employees

1,300+

Voluntary safety reports submitted by employees

74,000+

Strategy



Impact, risk, and opportunity management

The Company integrates aviation safety risk management into its overall enterprise risk management framework, establishing a closed-loop management process of "risk identification—assessment and grading—control and governance—monitoring and improvement" to achieve coordinated management of safety risks and operational risks.

Risk identification and assessment

The Company establishes and improves the dual prevention mechanisms of safety risk grading and control as well as hazard identification and remediation, regularly conducts hazard identification and risk assessment, establishes a systematic and comprehensive identification mechanism, and employs scientific and effective risk assessment methods to enhance its capability of safety risk prediction and prevention.

Risk grading and control

The Company implements a safety risk grading mechanism, and adopts corresponding control measures based on risk levels for dynamic management. For major hazard sources, the Company formulates special monitoring measures and management plans, fully implements the safety responsibility system for major hazard sources, and ensures that major hazard sources remain under control at all times.

Hazard identification and remediation

The Company comprehensively employs technical and management means to conduct safety hazard identification, allocates rectification funds and responsible persons for each identified hazard, completes rectification within specified timeframes to close the loop, and strictly prohibits organizing production before hazards are eliminated. Meanwhile, the Company promotes the deep integration of the dual prevention mechanisms with the Safety Management System (SMS), and establishes an incident investigation causal analysis model to dive into the root causes of management, extending efforts from hazard remediation to source prevention.

Information disclosure and continuous improvement

The Company faithfully documents the status of safety hazard identification and remediation, notifies employees of identified hazards through staff congresses and information disclosure boards, and reports the status of major safety hazard identification and remediation in accordance with laws and regulations to ensure transparency and traceability of safety risk management, thereby continuously improving safety management performance.

Indicators and targets

Targets	Progress
Eliminate liability accidents in commercial air transport, aviation maintenance, general aviation, and aviation ground operations, as well as major ground production accidents and food safety accidents	Completed
Eliminate major and above-level cybersecurity incidents	Completed
Eliminate hijacking and bombing incidents while ensuring the safety of personnel and aircraft	Completed
The rate of human-caused incident in commercial air transport per 10,000 flight hours shall not exceed 0.065	0.0035
The rate of serious human-caused incident in commercial air transport per 10,000 flight hours shall not exceed 0.03	0.0035
The rate of mechanism-caused incident in commercial air transport per 10,000 flight hours shall not exceed 0.05	0.007
The rate of human-caused commercial air transport ground incident per 10,000 flight movements shall not exceed 0.03	0

Key Performance Indicators



Hours of safe flight	Year-on-year increase	Takeoffs and Landings	Year-on-year increase
2.7462 million	5.12 %	1.0504 million	2.05 %

Participants in the "Fully Implementing Safety Responsibilities" Safety Lecture Series

80,000+



Ensuring Healthy Travel for Passengers

China Eastern adheres to a people-oriented philosophy and places the highest priority on life. The Company regards passenger health and safety as the foremost concern in its service operations, continuously improving its management systems and innovating service measures to ensure travel safety for passengers. From cultivating a proactive safety awareness to providing medical assistance in emergencies, from routine food hygiene control to offering compassionate care in special circumstances, the Company consistently upholds a strong sense of responsibility and professional service capability to ensure the health and safety of every passenger.

Comprehensive protection of passenger health

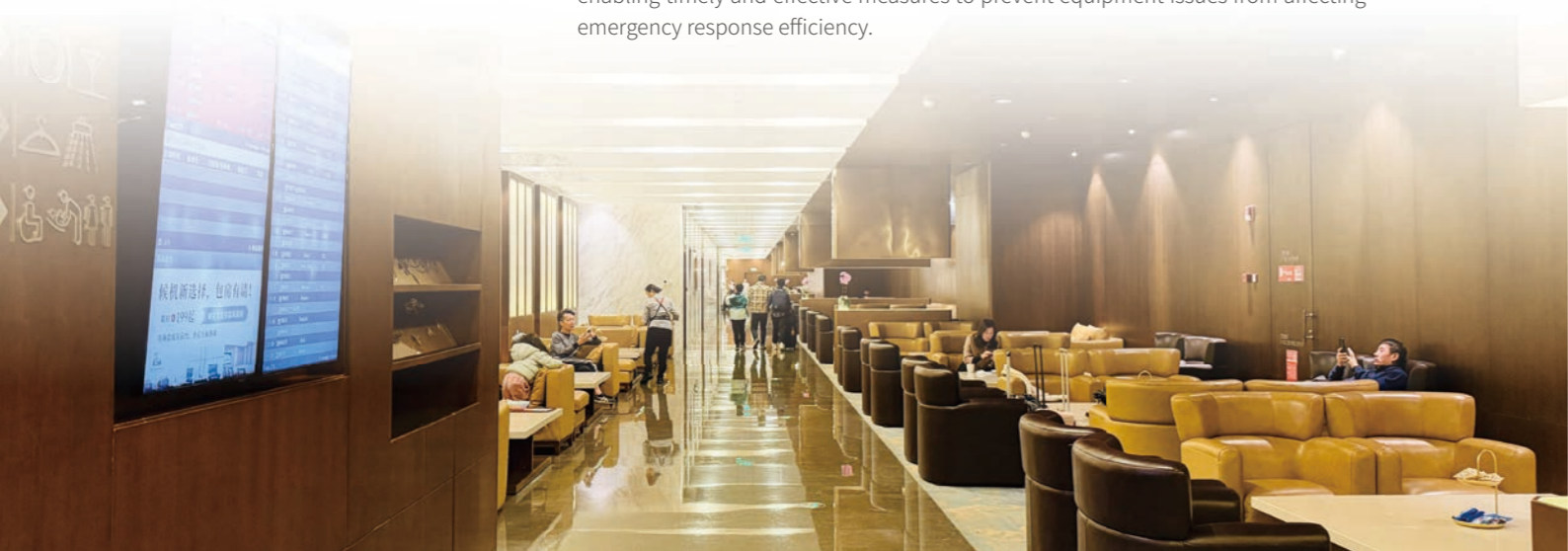
The Company has systematically established an integrated air-ground emergency medical support system, providing a solid safeguard for passenger health and safety.

Standardizing ground services to ensure travel safety from the first step

The *Check-in Operation Manual* stipulates that check-in staff must provide safety reminders to passengers, covering key information such as flight safety regulations, emergency exit instructions, and prohibited items (including dangerous goods). This approach enhances passenger safety awareness from the very beginning and ensures that passengers fully understand and comply with all safety requirements.

Improving operational standards to strengthen the emergency medical system

The *Aviation Health Operation Manual* includes guidelines for aviation health personnel, defining work standards for pre-flight medical checks and clearance, air-ground medical emergency support, and ground emergency medical response, ensuring the health of flight crew and passengers. In particular, the mechanism for reporting anomalies in onboard medical equipment has been reinforced to ensure that any equipment irregularities are reported swiftly and accurately, enabling timely and effective measures to prevent equipment issues from affecting emergency response efficiency.



China Eastern offers in-flight Wi-Fi service for seamless internet connectivity.



Innovating service models to establish an in-flight emergency medical platform

The Company has vigorously advanced the development of the Air-Ground Remote Medical Care and First-Aid Platform, partnering with Ruijin Hospital affiliated with Shanghai Jiao Tong University School of Medicine to build a comprehensive "air-ground" emergency medical network. The project focuses on three core areas: strengthening emergency medical training for flight crew to enhance in-flight first-aid capabilities; upgrading onboard medical equipment to ensure adequate support for rescue operations; and establishing a medical expert support mechanism to provide professional and timely medical guidance for passengers experiencing sudden illness during flights.

Continuous optimization to ensure efficient operation of the rescue system

The Company regularly conducts high-quality validation of the in-flight emergency medical platform in collaboration with multiple internal and external units. Through practical drills, post-incident reviews, and process optimization, the Company continuously improves the response speed and quality of emergency medical services, ensuring that professional and efficient medical rescue is accessible for passengers in need.

End-to-end safety of in-flight catering

Adhering to the requirements of the Civil Aviation Administration of China regarding the safety control of in-flight cold chain food under the *Rules of Carrier Operation Certification for Large Aircraft in Public Air Transport*, and in alignment with the *National Standard for Food Safety—Hygienic Specifications for Aviation Food* (GB 31641), the Company issues special notices on cold chain food quality control and develops aviation food safety management guidelines that define operational standards and assign responsibilities across all processes. Utilizing the CEA Easy Learning platform, the Company conducts specialized aviation food safety training for all crew members, and revises the *Work Guidance Manual for Shift Leaders* and the *Cabin Service Manual* to ensure that food safety standards are complied with by frontline staff. An end-to-end control mechanism encompassing "source control-process supervision-emergency response" has been established, standardizing food acceptance and confirmation procedures for crew after boarding, defining quality control requirements for cold chain food throughout flight operations, and refining food management contingency plans during flight delays, thereby effectively safeguarding in-flight food safety.



Ensuring Physical and Mental Health for Employees

China Eastern Airlines consistently regards employee health and safety as the cornerstone of the Company's high-quality development and a core element in building a "Happy China Eastern." Based on the occupational characteristics of the civil aviation industry, the Company has established a comprehensive health promotion mechanism and developed a health management system centered on "prevention first, prevention and treatment integration, full coverage, and targeted measures," effectively safeguarding employees' physical and mental health, thereby solidifying the human resources foundation for the Company's safe operations and sustainable development.

Ensuring the physical health of employees

Professional training system

The Company has launched its first specialized training program for aviation medical personnel, commissioning the Civil Aviation Medicine Center of CAAC to cultivate 55 qualified aviation health professionals. In collaboration with the Red Cross Society of Shanghai Branch, the Company organizes CPR and AED training for all aviation health staff to enhance emergency response capabilities.

Upgrading medical support

The Company has established an end-to-end health service model covering equipment support, medical collaboration, and service delivery. Self-service registration machines have been installed at the Employee Service Center, providing access to multiple high-quality medical institutions for convenient medical treatment. The scope of medical examination institutions and service locations has been expanded, enhancing both the coverage and quality of medical examination services.

Pilot health management

The Company has formulated the *Implementation Plan of China Eastern Pilot Physical and Mental Health Promotion*, integrating pilot health management into the Safety Management System (SMS). A dedicated leading group was established, along with a cross-departmental coordination mechanism. Health management spans the entire career lifecycle: comprehensive physical and mental assessments are conducted during the entry phase, with initial health records established; dynamic monitoring and evaluation are implemented during active service; and during the transition to retirement, specialized medical examinations and customized health maintenance plans are provided. Leveraging the Aircrew Health Management System (AHM), multi-dimensional data are integrated to enable tiered dynamic management. An intelligent early warning module has been developed, and exploration of wearable device adoption is underway. Health indicators have also been incorporated into annual performance assessments. The Company has launched the first health promotion campaign, set up employee interest groups and organized cultural and sports activities to promote a health culture in which "everyone takes primary responsibility for their own health."



Ensuring the mental health of employees with comprehensive approaches

The Company has advanced the Employee Assistance Program (EAP), establishing a mental health service system that covers all employees and spans the entire employment lifecycle.

Institutional support

The Company has issued the *Implementation Plan for the China Eastern Aircrew EAP (2025 Edition)*, establishing a four-tier working mechanism of "screening-prevention-intervention-support." Differentiated mental health training outlines have been developed for various positions to ensure precise and appropriate services.

Digital empowerment

The Company has developed the "Heart-to-Heart Talk" AI-integrated training platform and opened for trial use by multiple departments. The functions of the "Wings of Mind Cloud Wisdom" platform on the Mobile CEA application have been optimized, with several new self-service modules added to provide employees with convenient and diverse mental health support.

Service delivery and education

The Company has improved its online and offline psychological counseling service system. In 2025, the psychological assistance hotline served 9,523 employees, covering topics such as career development, stress management, and family relationships. The Heartful Guardian for Flight Safety Pilot Mental Health Theme Month was held, featuring educational lectures that reached over 9,700 participants. 12 psychology courses have been launched on the CEA Easy Learning platform, comprehensively enhancing employees' awareness of mental health.

Workforce development

A three-tier service team of psychological supporters, counselors, and monitors has been established, with a total of over 4,500 members. By the end of 2025, 1,240 psychological supporters had obtained certification, and the number of psychological monitors had exceeded 3,000, achieving full coverage among flight captains within the Flight Division. Concurrently, specialized training has been promoted across multiple regional branches, comprehensively strengthening grassroots mental health service capabilities.



CHINA EASTERN



Innovation-Driven Striding Toward a Bright Digital Future

China Eastern regards digital transformation as a critical breakthrough and primary direction for driving reform and innovation and invigorating the enterprise. The Company comprehensively advances the integrated development of digitalization, intelligence transformation, and green transformation. A dedicated digital transformation working group has been established, and an "AI+" initiative has been implemented to drive the digitalization of core business processes such as work safety, market operations, and passenger and cargo services, empowering improvement in flight safety, operation efficiency, and higher-quality services.

Response to the United Nations
Sustainable Development Goals (SDGs)



Remarkable Progress in Technological Innovation

China Eastern has continuously enhanced its technological innovation capabilities by establishing corporate-level laboratories, refining end-to-end management processes, increasing R&D investment, strengthening talent development, and taking the lead in forming an industry chain technological innovation alliance, thereby creating an open and collaborative innovation landscape.

Refining the organizational system

The Company has optimized its organizational structure for technological innovation by establishing four corporate-level laboratories including the Civil Aviation Engineering Maintenance Technology Innovation Laboratory, the Civil Aviation Safety Operations Laboratory, the Digital Joint Innovation Laboratory, and the Artificial Intelligence Application Innovation Center. These laboratories have been granted greater autonomy, enhancing the Company's capacity for identifying and independently developing major corporate-level projects.

Improving institutional frameworks

The Company has refined its end-to-end management mechanism for technological innovation. In 2025, the Company introduced four new policies: the *Implementation Plan for Building a Science and Technology Talent Team*, the *Guidelines for Establishing Corporate-Level Science and Technology Innovation Laboratories*, the *Guidelines for Corporate-Level Science and Technology Innovation Projects*, and the *Guidelines for High-Value Patents*. Five policies were revised as well: the *Management Measures for Science and Technology Innovation Projects*, the *Management Measures for the Funding of Science and Technology Innovation Projects*, the *Measures for the Promotion and Commercialization of Scientific and Technological Achievements*, the *Regulations for the Accounting and Statistics of R&D Funding*, and the *Plans of the Assessment, Incentive and Support Mechanism for Advancing Technological Innovation and Emerging Industries of Strategic Importance*. Together, these regulations form a comprehensive end-to-end institutional framework covering project management, funding accounting, intellectual property, achievement commercialization, talent cultivation, and assessment and incentives. At the same time, the Company upholds the principle of "technology for good", and adheres to the technology ethics of lawfulness, fairness, and transparency in its digital operations, defining the boundaries for the application of new technologies such as artificial intelligence and big data, and safeguarding passengers' legitimate rights and interests.

Enhancing top-level planning

The Company has organized research and exchange activities involving 18 key units and completed the initial draft of its specialized plan for science and technology innovation for the 15th Five-Year Plan period. In addition, 18 review meetings for science and technology innovation project initiation in 2025 have been held, ensuring the high-quality advancement of innovation initiatives.

Developing the talent pipeline

The Company has formulated and issued the *Implementation Plan for Building a Science and Technology Talent Team*, enhancing the systematic planning for developing three tiers of science and technology talent—leading experts, core professionals, and young researchers—and established 3-5 year talent development goals, providing robust talent support for technological innovation.

Key Performance Indicators 2025

Review meetings for science and technology innovation project initiation held in 2025

18

Increasing R&D investment and achieving significant results

In 2025, the Company's R&D investment reached RMB 485 million, representing steady growth compared to 2024. During the year, 26 new patents were granted (including 15 invention patents), bringing the total number of patents to 122 (including 46 invention patents), reflecting a continuous stream of innovation outcomes.

Deepening open collaboration and building an innovation ecosystem

In April 2025, the Company held its first Science and Technology Innovation Conference, open to both internal and external participants. At the conference, the Company announced 17 innovation demand scenarios and took the lead in establishing the Air Transport Service Industry Chain Science and Technology Innovation Alliance, comprising 15 entities, to promote in-depth collaboration between industry, academia, and research.

Key Performance Indicators 2025

R&D Investment (RMB)
485 million

Total patents
122

The Company's first Science and Technology Innovation Conference successfully held

On April 16, 2025, the Company held its first Science and Technology Innovation Conference under the theme "Innovation Drives Development, Technology Shapes the Future." The conference brought together over 200 representatives from government agencies, industry associations, enterprises, universities, and research institutions in fields such as civil aviation, artificial intelligence, and electronic information, collectively exploring new pathways for empowering civil aviation development through technology.



Presenting awards

The first China Eastern Science and Technology Progress Award was presented at the conference to eight projects including "Research and Application of a Multi-Terminal Aircraft Digital Information Interaction System Based on Dynamic Sensing and Monitoring Technology Using Electronic Flight Logbooks." Four science and technology innovation laboratories and innovation centers were inaugurated, including the Digital Joint Innovation Laboratory.

Establishing alliance

The Company, together with 16 enterprises and universities including COMAC, has jointly established the Air Transport Service Industry Chain Science and Technology Innovation Alliance.

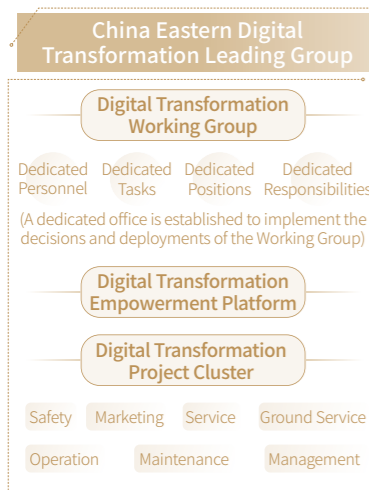
Announcing demands

17 innovation demand scenarios, including route maintenance decision support, were announced at the conference for solution solicitation from all parties.



From May 26 to 28, 2025, China Eastern exhibited a number of innovation achievements at the 3rd Exhibition of Technology and Education in Civil Aviation.

New Breakthroughs in Digital Transformation



Facing the trend of increasing digital application scenarios in the civil aviation industry, China Eastern has made digital transformation the main direction for high-quality development at this critical stage of reform and development. Centered on business value increment, the Company coordinates the advancement of process optimization, organizational collaboration, data governance, and IT capability building, striving to further enhance refined management, reduce operating costs, strengthen innovation capabilities and risk resilience, and build an efficiently coordinated business and operations system. The Company deeply implements the "AI+" initiative, promoting the deep integration of artificial intelligence with civil aviation operations, cultivating and developing new quality productive forces, accelerating the penetration and coordination of digital capabilities across various business segments, and striving to lead the industry in digital transformation.

On January 2, 2025, China Eastern issued its 2025 Document No. 1, establishing the Digital Transformation Working Group. Under the guidance of the Digital Transformation Leading Group, and following the working principle of "dedicated personnel, dedicated tasks, dedicated positions, and dedicated responsibilities," the Working Group is responsible for coordinating and advancing the Company's digital transformation efforts.

In 2025, as the Digital Transformation Leading Group made overall deployments, and each special working group focused on core business, the Company's digital transformation has seen fruitful achievements through coordinated efforts from the top down. Throughout the year, 52 projects across seven major areas have made steady progress, successfully achieving 303 milestone targets with a series of breakthroughs and remarkable results.

Seven major digital transformation projects and progress

- Digital safety**
 - Achieving digital safety management across 6 categories and 7 dimensions
 - Deep integration of operations and training data to enhance flight safety management efficiency
- Digital service**
 - Achieving full-process visualization of all flight services, with closed-loop management of risk events
 - Launching the Digital Human + Multi-Agent Smart Aviation Service, which is selected as a Typical Case of 2025 National User Experience Innovation
- Digital marketing**
 - Achieving full online interaction of the "three-circle" data, improving route network and transport capacity coordination capability by 50%
 - Launching a product shopping cart, establishing a unified order library, and pioneering a new model of Acceptance by Airline, Refund through Channel
 - The self-developed smart cabin control system has covered 60% of China Eastern's domestic flights, with automated command processing reaching 80%
- Digital ground service**
 - First domestic airline to launch a transfer decision-making agent, vigorously promoting digital loading systems and digital terminal systems. The pioneering industry-first Interline and Multi-Airport Transfer Service has been recognized as an Excellent Case of 2025 Central SOEs Industrial Chain Innovation and Development
 - Digital aprons at Hongqiao and Pudong airports have achieved initial results, enabling visual tracking and monitoring of ground handling production factors
- Digital maintenance**
 - Aircraft health management platform enables real-time monitoring and fault warning for all aircraft types
- Digital operations**
 - Improving the integration of three-line data in the operations ecosystem, achieving digital connectivity of flight, crew, and passenger data for the first time
 - First in China to deploy eSIM-based Electronic Flight Bag (EFB) equipment at scale
- Digital management**
 - Preliminarily achieving full-chain, tiered regulatory oversight across the Company
 - Systematically advancing the development of large enterprise resource planning (ERP)* system
 - Launching new administrative and service platforms, facilitating the goal of Unified Network Governance, and Unified Online Service Processing
 - Deep integration of business, finance, and information data, achieving significant results in detailed review of variable costs

*Large ERP (Human Resource Management System, Financial Management System, Asset Management System)



On October 19, 2025, the 2025 North Bund Forum, themed "Innovation & Intelligence: Shaping Aviation's Next Era," was held at the THE GRAND HALLS in Shanghai. China Eastern and Shanghai Airport Authority have jointly organized this grand event for five consecutive years.

Key Performance Indicators

Passenger services Passengers using Change and Go service 330,000+	Aircraft maintenance Real-time monitoring models established 112	Predictive maintenance models established 609
Safety assurance Digital apron system improved flight support decision-making efficiency by 40%	AI applications Scenarios covered by AI application map 227	Intelligent agents launched 43

China Eastern's Digital Human + Multi-Agent Smart Aviation Service System for a brand-new companion-style air travel experience

In July 2025, the Company launched the Digital Human + Multi-Agent Smart Aviation Service System on the China Eastern APP, using the digital human as a unified entry point to build a smart service system with multi-agent collaboration. Passengers can obtain intelligent support through natural language interaction during pre-trip planning, in-trip services, and post-trip feedback. The system now covers 71 process guidance scenarios and 17 business handling scenarios, achieving a leap in air service from "functional" to "companion-style," bringing passengers a smarter and more convenient travel experience.



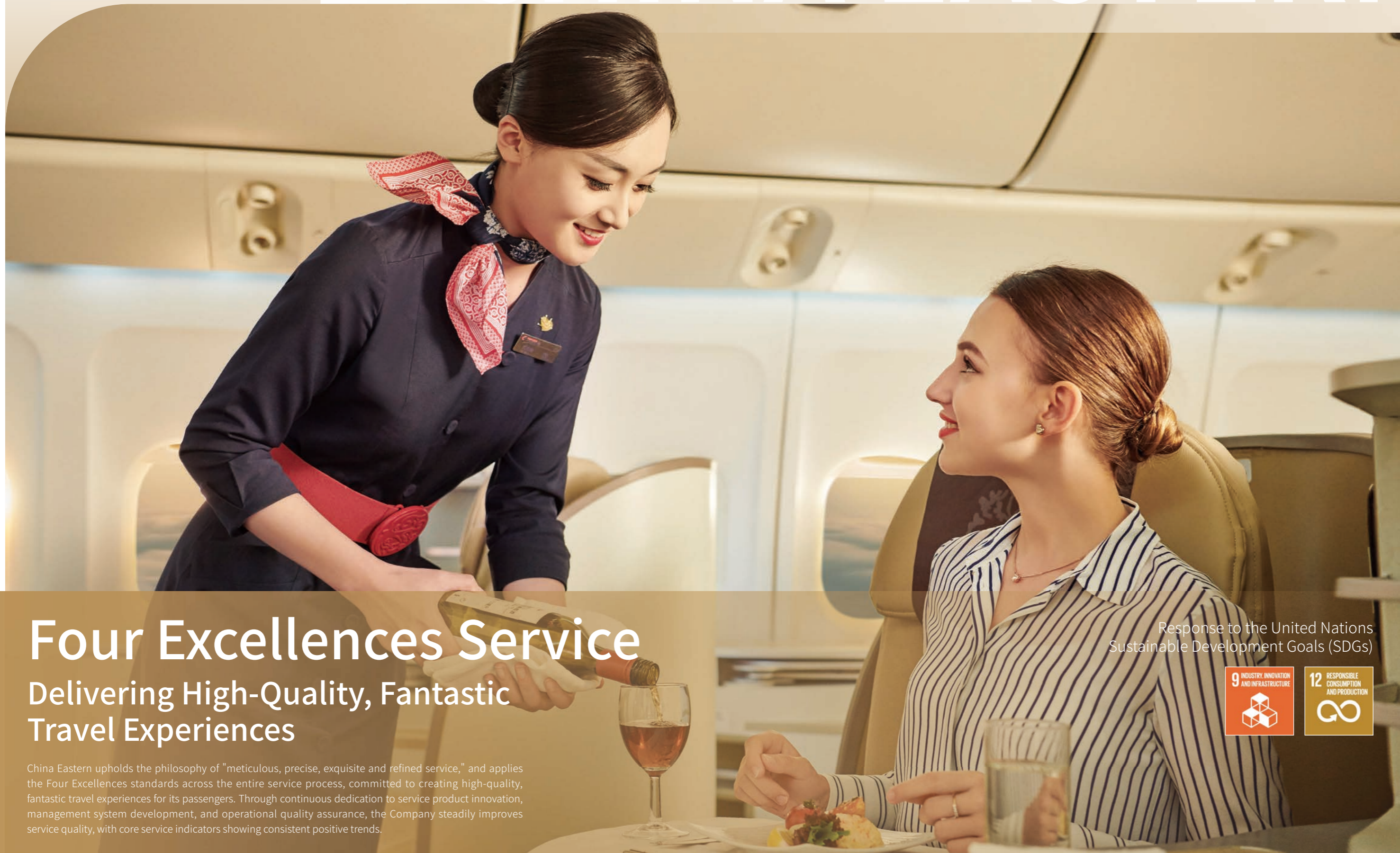
The Digital Human + Multi-Agent Smart Aviation Service System was recognized by the China Quality Management Association for Electronics Industry as a **Typical Case of 2025 National User Experience Innovation**



China Eastern's "Bridge Connection Assistant"

To address management pain points such as manual reliance and time-consuming processes in takeoff and landing fee audits, the Company has launched the "Bridge Connection Assistant" and a mobile cabin bridge-removal recording function, achieving real-time monitoring and intelligent control of aircraft bridge occupancy duration, and improving the accuracy of related statistics. The system automatically identifies flights with excessive bridge occupancy and generates closed-loop reminders, reducing the number of such flights from 1,300 in March 2025 to 80 in June. The average bridge occupancy duration has dropped from 2.20 hours to 1.87 hours in 2025, saving RMB 40.97 million in costs.

CHINA EASTERN



Four Excellences Service

Delivering High-Quality, Fantastic Travel Experiences

China Eastern upholds the philosophy of "meticulous, precise, exquisite and refined service," and applies the Four Excellences standards across the entire service process, committed to creating high-quality, fantastic travel experiences for its passengers. Through continuous dedication to service product innovation, management system development, and operational quality assurance, the Company steadily improves service quality, with core service indicators showing consistent positive trends.

Response to the United Nations Sustainable Development Goals (SDGs)



Quality First for Fantastic Experience

China Eastern insists on heartfelt service, continuously improves its service system, and promotes the deep integration of digital intelligence and humanistic care to enhance travel experiences, with a view to building an excellent service brand with Eastern charm.

Customer service management system

Guided by passenger needs, the Company has established a full-chain management mechanism covering service standards, quality control, privacy protection, and flight operations. By strengthening the development of service support position system, dynamically optimizing service standards, consolidating service quality responsibilities, improving customer privacy protection systems, and comprehensively enhancing flight punctuality, the Company improves passenger travel experience and steadily elevates service quality.

Deepening service system reform

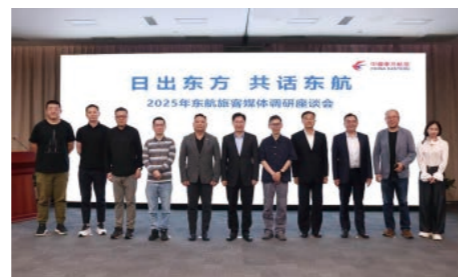
A company-wide service support position system has been established. Focusing on the development of service support manager teams as a key lever, a hierarchical control and air-ground coordination mechanism has been put in place, enabling risk anticipation and efficient handling of special situations, and forming a control system of "pre-planning, in-process control, and post-process summary."

Optimizing service standard management

China Eastern dynamically benchmarks against industry leaders and international standards such as SKYTRAX to continuously optimize specialized service processes. The Company has published the general conditions of carriage in 10 languages and an English version of the *Cabin Service Manual*, enhancing international service adaptability. China Eastern has launched an AI Business Assistant integrating 259 manuals, enabling intelligent querying and decision support for service standards.

Strengthening service quality management

The Company has issued the *Complaint Handling and Control Optimization Plan*, consolidating the primary responsibilities of each unit; formulated the *Implementation Rules for Passenger Satisfaction Survey Management*, completing special surveys on in-flight catering and passenger satisfaction of international interline transfer service. Through multi-level conference mechanisms covering weekly review meetings, monthly case meetings, air-ground coordination meetings, and product full-lifecycle management meetings, the Company strives to promote the rectification of typical issues, comprehensively improving service governance efficiency.



On June 9, 2025, China Eastern held its 2025 Passenger and Media Research Symposium. Chairman Wang Zhiqing stated during the exchange that the trust and support of all stakeholders are the greatest driving force for China Eastern's progress, and their opinions and suggestions point the direction for China Eastern's service improvement.

Improving customer privacy protection

The Company has revised and issued core policies such as the *Passenger Information Protection Management Measures*, *Measures for Personal Information Protection Impact Evaluation*, *Implementation Measures for Handling Passenger Information Security Incidents*, *Regulations of China Eastern on Data Management*, and *Implementation Rules for Passenger Data Storage Management*, establishing a privacy protection system covering the entire lifecycle of information collection, use, storage, and deletion. China Eastern is the first airline in China to achieve Data Management Capability Maturity Model (DCMM) Five-Star Certification. The Company pledges not to rent, sell, or provide personal data to third parties except to complete transactions or services. If cooperation with external units requires providing personal information to third parties, the Company will comply with the *Personal Information Protection Law*, inform the individual, and obtain separate consent. The Company has established clear data retention periods, after which data is deleted or anonymized.

The Company has designated dedicated departments for data security and privacy protection and clarified management's data security responsibilities. The Company has established a privacy and data security training mechanism covering all employees and regularly conducts internal and external audits of data governance and information security systems. The Company implements strict hierarchical access control for data to ensure the security of sensitive data. The Company legally safeguards consumers' rights to query, correct, delete, and withdraw consent for their personal information. China Eastern also incorporates data protection requirements into the management of suppliers and business partners, ensuring that data security responsibilities extend to the supply chain.

Ensuring flight punctuality

Adhering to the work policy of "guarantee the first flight, seize turnaround opportunities, focus on key points, and strengthen coordination," the Company has established a full-process control mechanism, strengthened severe weather forecasting and meteorological response capabilities, and regularly reviewed delayed flight cases to identify one problem and solve a category of problems, steadily improving flight punctuality. Focusing on the construction of the Pudong hub, the Company deepens operational coordination with the airport's operations management committee and air traffic control centers, optimizes internal core support processes, implements rapid turnaround control, strengthens transfer flight warnings and ground support, thereby effectively reducing passenger transfer miss rates. The Company continues to advance the construction of a domestically developed flight planning system and the disaster recovery deployment of core systems, building a multi-dimensional monitoring network to provide solid digital support for safe and efficient flight operations.



Shanghai Delegation of the 15th National Games thanked China Eastern for its comprehensive and refined support services.

A blind passenger praised China Eastern for its Four Excellences service.

Passenger Ms. Bai wrote a handwritten letter of thanks praising China Eastern's thoughtful elderly care service. "Every time I recall the moment, I am still moved by the 'enthusiasm, initiative, and sincerity'. China Eastern is truly upholding its slogan of 'sincere service'!" she said in her letter.

Key Performance Indicators

2025

Passenger satisfaction score

9.707

Year-on-year increase 0.26

Passenger complaint rate (per 10,000 passengers)

0.96

Year-on-year decrease 31.42 %

Net Promoter Score

64 %

Year-on-year increase 2 %

No severe human-caused service incidents occurred

Flight punctuality rate

91.74 %

Higher than the industry average by

0.65 %

Ranked first among airlines of the same type

Diverse aviation-tourism products and services

With innovative services and excellent products, the Company is committed to meeting passengers' diverse travel demands by continuously innovating its product and service system, building a diversified service matrix covering all travel scenarios, and enriching product offerings, thereby fostering a more flexible, convenient, and comfortable travel experience.

Creating a distinctive service brand

Focusing on the brand core value of "World-class Hospitality with Eastern Charm," the Company anchors on passenger experience to create a diversified brand experience matrix. Air Express now supports the Fly Anytime product with online self-service rebooking, and domestic routes (operated by wide-body aircraft) offer free in-flight Wi-Fi throughout the cabin. A flight rebooking service has been introduced with Air Macau on the Shanghai-Macau route, providing passengers between the two cities with more flexible and convenient travel options. The Company has created distinctive services around the C919, launching seasonal festive meals and eight cultural and creative products. The Company deepened cross-border co-branding collaborations, developing merchandise with Pop Mart, the National Museum of China, Starbucks, and others, extending the brand ecosystem and enhancing brand recognition and market competitiveness.

Innovating service products

In 2025, the Company launched more marketing and service products covering all travel scenarios. New products included outbound call upgrades, SMS-recommended online upgrades (domestic), VIP lounge rentals, C909 premium services, and E-Code Pass, enhancing passenger experience through precise targeting, simplified processes, and exclusive services.

Expanding product systems

The Company has comprehensively advanced "Aviation+" services. In terms of intermodal transportation, new products including Shanghai Route Exclusive, Jiangxi Air-Bus Intermodal Transport, and Air-Water Intermodal Transport (Phase II) have been launched, achieving seamless integration between air and ground transportation. For aviation-tourism products, the Company has launched the Museum Premium series, Timeless Romance Premium, Huangpu River Cruise, and Discover Southern Fujian, covering multiple well-known attractions. For innovative services, the Company has introduced overnight layover VIP lounges and PVG+SHA transportation service (seamless transfer), which allows passengers to check in for their entire journey at the departure station, and proceed directly to Pudong airport without collecting baggage upon arrival at Hongqiao airport, greatly simplifying the process.

Key Performance Indicators



Domestic departure stations supporting PVG+SHA transportation service (seamless transfer)

13

International destinations

51

Accumulated passengers served

23,000+

Checked baggage

16,700+

The Interline and Multi-Airport Transfer Service has been recognized as an **Excellent Case of 2025 Central SOEs Industrial Chain Innovation and Development** by China Enterprise Reform and Development Society



Digital and intelligent service upgrades

The Company focuses on key air travel scenarios, innovatively applying AI, mobile internet, and other technologies to drive the transformation of service from traditional manual model to intelligent and proactive model, making technology the core driver of service efficiency and passenger satisfaction improvement.

Building an intelligent service system covering the entire journey

In 2025, the Company launched a "Digital Human + Multi-Agent Smart Aviation Service System" designed to meet passenger travel needs. Online customer service has achieved real-time multi-language translation, serving an average of over 1,000 overseas passengers daily. The Company has developed China's first "Hub Transfer Decision-Making Agent," contributing to a 12.6% year-on-year reduction in the transfer miss rate at the Pudong hub.

Innovating digital terminal services

The Company has developed the "Digital Terminal" service, allowing employees to set up a virtual city terminal in just 5 minutes with one mobile phone and two Bluetooth printers to handle check-in, print boarding passes and baggage tags "anytime, anywhere," and reducing transfer rebooking time from 30 minutes per person to 5 minutes per person.

Promoting E-Code Pass service product

Employees can provide passengers with convenient ground upgrades and other services through the product. Since its launch on January 20, 2025, E-Code Pass service has covered 94 domestic and international stations, with continuous improvements to international/regional upgrades, excess baggage fee charge, and interline transfer flight upgrades, serving over 133,800 transactions.

Developing a passenger lost item system

The Company has pioneered an "item-to-finds person" proactive service. Since its launch on April 25, 2025, the service has fully covered all flights operated by the Company. Over 250,000 lost item records have been entered; around 11,500 lost items have been retrieved through online reports via the China Eastern APP/mini-program. At the same time, proactive contact with passengers has successfully reunited about 41,000 lost items with their owners.

Services for special passengers

The Company has built a service support system for special passengers, caring for the travel needs of every customer. Focusing on special service scenarios such as passengers with autism, unaccompanied children, and passengers traveling with pets, the Company has adopted detailed service standards, optimized support processes, and innovative service models, making special care a vivid embodiment of China Eastern's thoughtful service philosophy.

Dedicated support for passengers with autism

The Company has launched the Star Wing Escort Action, focusing on the travel needs of passengers with autism to refine service standards and operational guidelines, covering the entire process from pre-flight coordination, in-flight support, to post-flight feedback. As of the end of the reporting period, the Company has served 73 passengers with autism across 114 flight segments.

Innovative Pets in the Cabin service

Responding to the growing travel needs of pet-owning families, the Company has launched the Pets in the Cabin service, extending civil aviation services toward greater refinement and personalization. As of the end of the reporting period, the service has expanded to 32 airports and 125 routes for 958 customers, providing convenient travel options for passengers traveling with pets.

Refined support for unaccompanied children

The Company has improved its service system for unaccompanied children, clarifying cabin capacity limits and key service focuses based on service standards and support requirements. The Company has conducted system-wide training and operational guidance for cabin crew to ensure service personnel are proficient in operating procedures, providing safe and caring travel support for unaccompanied children.

Travel care for elderly passengers

The Company has introduced new boarding passes with larger fonts, higher contrast, and highlighted key information in prominent colors, making it easier for elderly passengers to read and find the information. The Company has also launched the China Eastern Companion Service at multiple stations nationwide, providing elderly passengers traveling alone with full-process guidance through check-in, security inspection, and boarding, making travel convenient and reassuring for silver-haired passengers.

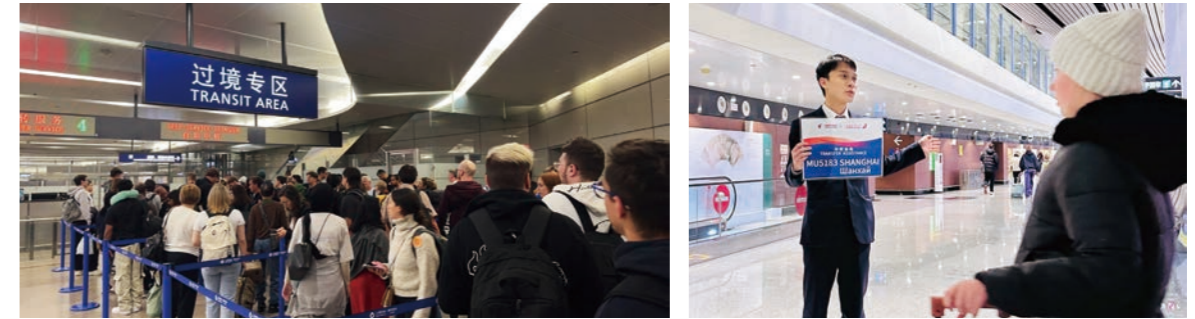


Promoting Hub Development to Serve the Globe

As the main hub operator in Shanghai, China Eastern actively participates in the construction of the Shanghai International Aviation Hub, serves the development of the Shanghai International Shipping Center, and contributes to Shanghai's urban competitiveness. At the same time, the Company fulfills corporate social responsibility in global markets, integrating into local development through cultural exchange and community engagement, demonstrating the sense of responsibility of Chinese civil aviation enterprises. As the main hub operator in Shanghai, China Eastern actively participates in the construction of the Shanghai International Aviation Hub, serves the development of the Shanghai International Shipping Center, and contributes to Shanghai's urban competitiveness. At the same time, the Company fulfills corporate social responsibility in global markets, integrating into local development through cultural exchange and community engagement, demonstrating the sense of responsibility of Chinese civil aviation enterprises.

Enhancing the capacity of the Shanghai aviation hub

China Eastern is committed to increasing resource investment to comprehensively improve Shanghai hub operation management capabilities. By promoting the wave system development, the Company has built four major transfer corridors at Pudong airport: Europe-Southeast Asia, Europe-Japan-Korea, Europe-Australia, and Middle East-Japan-Korea. The Company has integrated resources from Pudong and Hongqiao airports to create a Hongqiao-Pudong Dual Airport Integrated service model; promoted efficient connectivity between Shanghai Hongqiao Railway Station and the two airports to build an intermodal transport network; optimized transfer processes to shorten minimum connection times; developed overnight transfer services and promoted 24-hour full-time service; established a precise passenger service system with multilingual services and intelligent alerts, targeting scenarios such as premium passengers, tight connections, missed connections, foreign tour groups, and passengers with special needs.



Enhancing sustainable development of overseas operations

The Company proactively fulfills social responsibility in overseas operations, deepening its internationalization process through diverse initiatives such as cultural exchange, brand promotion, and integration into local communities. As a member of the "Hello! China" Inbound Tourism Partnership Program, the Company actively participates in a series of overseas promotion activities hosted by Sino-foreign cultural and tourism centers in multiple countries, such as "Taste of China" and "China Showcase," facilitating "China Travel" and "China Shopping" trends.

Key Performance Indicators



In North America

The Company participates in various events including the Los Angeles Travel & Adventure Show, the China-California Business Forum, and the bronze exhibition hosted by Metropolitan Museum of Art in New York, achieving synergy between cultural dissemination and commercial promotion.

In Europe

The Company collaborates with alliance partners such as Air France-KLM to host China Day themed events, cultural tourism promotion meetings, intangible cultural heritage and creative cultural exhibitions, and participates in international fairs such as ITB Berlin.

In Oceania

The Company has built an omnichannel brand communication matrix, innovated an "aviation + sports" model, participated in World Marathon Majors events, established a strategic partnership with Swimming New Zealand, and set up an AUD 200,000 promotion fund jointly with Melbourne Airport.

In Asia

The Company has held celebrations and exchange events marking the 30th anniversary of its development in South Korea and the 30th anniversary of China-Singapore air services, and launched a special livery aircraft for the 50th anniversary of China-Thailand diplomatic relations.



CHINA EASTERN



Green Flight Track Charting a Blueprint for Sustainable Development

Green development is the essential path to high-quality growth in the civil aviation industry. China Eastern integrates the concepts of ecology priority and green, low-carbon development into its corporate development strategy, building a comprehensive green operation system—from climate change response and efficient resource utilization to environmental compliance governance—and promoting green and low-carbon transformation.

Response to the United Nations Sustainable Development Goals (SDGs)



Green fly with CE Air

Proactive Response to Climate Change

China Eastern regards response to climate change as a strategic priority in its ESG and sustainable development efforts. Through measures such as reducing fuel consumption and promoting sustainable aviation fuel (SAF), the Company is committed to advancing low-carbon transition and contributing to the green development of the civil aviation industry in collaboration with upstream and downstream enterprises across the industry chain.

Climate change governance

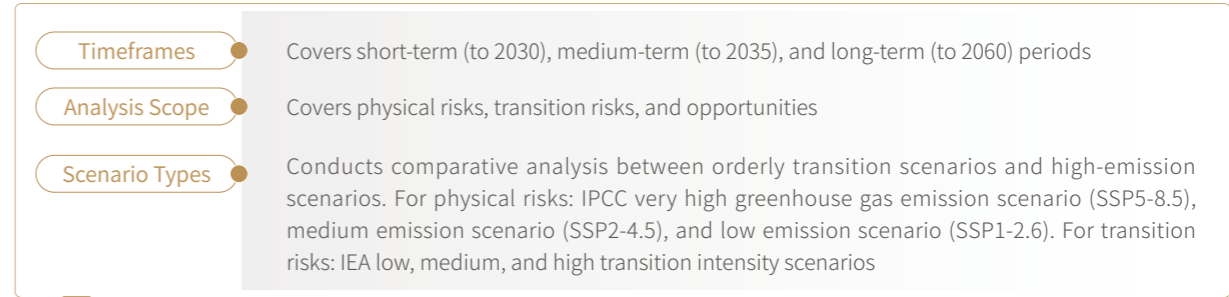
The Board of Directors of China Eastern places great importance on climate change governance. The Aviation Safety and Environment Committee established under the Board is dedicated to researching, deliberating, proposing recommendations, and supervising the implementation of major environmental protection issues related to domestic and international aviation carbon emissions, with a view to comprehensively coordinating the Company's climate risk identification, assessment, and response efforts. In 2025, the Aviation Safety and Environment Committee, following the *Work Rules of the Aviation Safety and Environment Committee under the Board of Directors*, held regular thematic meetings to conduct in-depth deliberations on major issues such as aviation carbon emission policy development, climate risk management, and low-carbon transition pathways, ensuring that climate-related matters receive effective oversight and strategic guidance at the Board level.

At the management level, the Company strictly implements the Board's decisions and deployments, integrating climate change response into daily operations and management. In 2025, the Company adopted a systematic approach to cultivating talents through diverse formats including seminars and online courses on carbon peaking & carbon neutrality, as well as participation in Carbon Neutrality Action Alliance, comprehensively enhancing the low-carbon development capabilities of management teams and key personnel, and providing solid talent and organizational support for exploring green pathways to high-quality development.

Climate change strategy

The Company integrates climate change response into its overall strategic planning, committing to addressing the risks and opportunities brought by climate change while promoting sustainable business development. The Company's climate strategy focuses on three core directions: low-carbon transition, risk management, and opportunity identification. By optimizing energy structure, improving operational efficiency, and exploring sustainable aviation fuel applications, the Company steadily advances its carbon reduction goals. Through systematic identification and assessment of climate-related risks, the Company incorporates climate factors into its business decision-making frameworks, and simultaneously focuses on strategic opportunities in low-carbon technologies, green finance, and other areas.

To scientifically assess the potential impact of climate change on the Company's business, we conduct climate scenario analysis following the recommended framework of the Task Force on Climate-related Financial Disclosures (TCFD). Climate scenario analysis is a forward-looking strategic tool that simulates and analyzes the physical risks, transition risks, and potential opportunities the Company faces under different hypothetical climate change pathways, thereby assessing the climate resilience of the Company's strategy and operations, and providing decision support for developing response measures and long-term plans. The Company's scenario analysis considers the following dimensions:



Based on the above analytical framework, and taking into account the characteristics of aviation operations, the Company systematically assessed the major climate risks and opportunities it faces under different scenarios, drawing on representative climate scenarios published by the Intergovernmental Panel on Climate Change (IPCC) and the International Energy Agency (IEA). The specific analysis results are as follows:

Physical risks					
Risk category	Risk description	Impact timeframe	Value chain segment	Potential impact/financial impact	Response strategies
Acute risks					
Extreme weather events	Typhoons, heavy rain, snowstorms, thunderstorms, etc., leading to flight delays, cancellations, or diversions	Short to medium term	Flight operations	Decreased flight punctuality rates, increased aviation operating costs, revenue loss, and increased insurance claims	Improve meteorological monitoring and early warning systems, optimize flight scheduling mechanisms, and enhance crew training for extreme weather response
Extreme heat	High temperatures restricting runway and apron operations, affecting ground support efficiency	Short to medium term	Ground services	Reduced ground operation efficiency, increased equipment maintenance costs, and increased employee health risks	Optimize high-temperature work processes, provide heat prevention and cooling facilities, adjust work schedules, and strengthen labor protection
Flooding	Extreme precipitation causing flooding around airports, affecting passenger travel and airport facility safety	Short to medium term	Infrastructure, flight operations	Airport facility damage, flight disruptions, and increased passenger stranding costs	Establish coordination mechanisms with airport operators, and dynamically optimize flight scheduling and passenger service contingency plans
Chronic risks					
Rising average temperatures	Long-term temperature increases reduce air density, affecting aircraft takeoff and landing performance	Medium to long term	Flight operations	Increased load restrictions, higher fuel consumption, and increased operating costs on some routes	Optimize route planning, introduce new efficient aircraft types, and adjust flight schedules
Sea level rise	Coastal and low-lying airports face saltwater intrusion and facility submersion risks	Long term	Infrastructure	Increased facility maintenance costs, and long-term asset impairment risks	Monitor risk assessments of coastal airports, and participate in infrastructure protection upgrade planning
Changing precipitation patterns	Regional drought or precipitation anomalies affect airport operations and route network stability	Medium to long term	Flight operations, infrastructure	Operational restrictions at some destinations, and increased overall operating costs	Strengthen climate trend analysis, and flexibly adjust route layouts
Changing ice and snow weather conditions	Longer or shorter winter ice and snow periods in some regions affect de-icing operations	Medium to long term	Ground services	Fluctuating de-icing costs, and changing flight delay risks	Improve de-icing capabilities, and establish regional coordination support mechanisms

Transition risks					
Risk category	Risk description	Impact timeframe	Value chain segment	Potential impact / financial impact	Response strategies
Policy and regulatory risks					
Increasingly stringent carbon emission regulations	Domestic and international carbon emission policies are tightening, including China's carbon market, the EU carbon market and Carbon Border Adjustment Mechanism (CBAM), and Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA)	Short to medium term	Flight operations	Increased compliance costs for carbon emissions, higher carbon allowance procurement expenses, and increased operating costs on international routes	Strengthen carbon emission monitoring and accounting capabilities, reserve carbon allowances in advance, and participate in policy research and industry consultations
Enhanced environmental disclosure requirements	Regulatory requirements for climate-related information disclosure are becoming more rigorous, with disclosure standards trending toward uniformity	Short to medium term	Corporate governance	Increased compliance costs, and risk of regulatory penalties or reputational damage due to non-compliance with disclosure requirements	Improve climate information management systems, align with ISSB and stock exchange disclosure requirements, and enhance disclosure quality
Mandatory blending of sustainable aviation fuel	Some countries and regions are implementing mandatory SAF blending ratios, such as the EU ReFuelEU regulation	Medium term	Fuel procurement	Significant increase in fuel procurement costs, and increased pressure on supply chain security	Proactively develop SAF supply channels, promote the development of the domestic SAF industry, and participate in SAF standard development
Mandatory blending of sustainable aviation fuel					
Technological risks					
Insufficient maturity of low-carbon technologies	Low-carbon technologies such as sustainable aviation fuel, hydrogen-powered aircraft, and electric aircraft are still in the development stage, with uncertainties in commercial application	Medium to long term	Flight operations, fleet renewal	Uncertain returns on technology investment, constrained fleet renewal pace, and increased difficulty in achieving emission reduction targets	Closely track technology developments, engage in collaborative R&D with aircraft manufacturers and fuel suppliers, and conduct timely pilot projects for new technologies
Premature obsolescence of existing assets	High-emission aircraft models may face policy restrictions or reduced economic viability, leading to accelerated asset depreciation	Medium to long term	Fleet assets	Asset impairment losses, increased fleet renewal costs	Optimize fleet structure planning, phase out old high-energy-consumption aircraft in an orderly manner, and introduce next-generation fuel-efficient aircraft
Market risks					
Changing preferences for low-carbon travel	Growing consumer environmental awareness leads to a shift, as some passengers prefer travel modes or airlines with lower carbon footprints	Medium to long term	Marketing	Risk of market share loss, pressure on brand competitiveness	Build a green aviation brand, promote carbon offset products, strengthen low-carbon travel awareness campaigns
Higher entry barriers for green finance	Financial institutions incorporate ESG performance into credit assessments; enterprises lagging in low-carbon transition face higher financing costs	Short to medium term	Financing	Narrowing financing channels, increased financing costs	Improve ESG management and ratings, expand access to green bonds, sustainability-linked loans, and other green financing channels
Reputational risks					
Scrutiny of inadequate climate action	Stakeholders are increasingly focused on the Company's climate targets, emission reduction actions, and information disclosure; insufficient action may trigger negative public opinion	Short to medium term	Corporate governance, marketing	Damage to brand image, decreased investor confidence, risk of customer loss	Set and disclose science-based carbon reduction targets, regularly communicate climate action progress, and address stakeholder concerns

Transition opportunities					
Opportunity category	Opportunity description	Impact timeframe	Value chain segment	Potential impact/ financial impact	Pursuit strategies
Resource efficiency improvement					
Fuel efficiency optimization	Improve fuel efficiency through route optimization, refined fuel management, weight reduction, and energy-saving measures	Short to medium term	Flight operations	Fuel cost savings, reduced carbon emissions, and improved operational efficiency	Promote smart flight systems, optimize route design, and further refined fuel management
Fleet energy efficiency upgrades	Replace older aircraft with next-generation high-efficiency models to enhance overall fleet fuel economy	Medium to long term	Fleet assets	Lower fuel consumption per unit of capacity, reduced operating costs, and improved carbon emission intensity	Optimize fleet renewal planning, prioritize next-generation fuel-efficient aircraft, and phase out high-energy-consumption models in an orderly manner
Energy mix transition					
Application of sustainable aviation fuel	Accelerated commercialization of SAF provides a low-carbon fuel solution that can be scaled up in the aviation industry	Medium to long term	Fuel procurement	Significantly reduced lifecycle carbon emissions, compliance with international route requirements, and enhanced green competitiveness	Expand SAF supply sources, conduct SAF flight demonstration operations, and promote collaborative development of the industry chain
Electrification of ground equipment	Promote the electrification of airport ground service vehicles and equipment to reduce carbon emissions from ground operations	Short to medium term	Ground services	Reduced ground carbon emissions, energy cost savings, and alignment with green airport policy requirements	Develop ground equipment electrification and replacement plans, build supporting charging facilities, and coordinate with airports
Product and service innovation					
Development of green aviation products	Introduce low-carbon travel products and services such as carbon offsets and green miles for passengers	Short to medium term	Marketing	Increased passenger loyalty, new value-added revenue streams, and enhanced brand reputation	Enrich the carbon offset product system, promote green frequent flyer benefits, and strengthen low-carbon travel awareness campaigns
Digital low-carbon solutions	Adopt digital technologies to achieve energy consumption monitoring, carbon emission management, and operational efficiency optimization	Short to medium term	Flight operations, corporate governance	Improved management efficiency, greater decision-making accuracy, and support for refined emission reduction	Build a digital carbon emission management platform, and advance smart operations system development
Market opportunities					
Green finance support	Rapid development of green financial tools such as green bonds and sustainability-linked loans provides financial support for low-carbon transition	Short to medium term	Financing	Expanded financing channels, reduced financing costs, and optimized capital structure	Explore applications for green finance support, and incorporate ESG indicators into financing terms
Growth of low-carbon travel market	Growing consumer environmental awareness drives increased demand for green aviation services	Medium to long term	Marketing	Increased market share, improved customer satisfaction, and revenue growth potential	Strengthen green aviation brand building, enhance low-carbon service experiences, and precisely promote green travel products
Industry collaboration opportunities					
Green collaboration across the industry chain	Upstream and downstream partners in the aviation industry jointly advance green transition, releasing emission reduction potential through synergies	Medium to long term	Supply chain management	Reduced overall carbon footprint of the supply chain, deepened partner relationships, and increased industry influence	Promote ESG management among suppliers, participate in the development of industry green standards, and join climate action alliances

Climate change risk management

China Eastern integrates climate change risk management into its overall risk management system, establishing a climate risk management mechanism covering the entire process of risk identification, assessment, response, and monitoring. Relying on its existing risk management framework, the Company systematically manages climate-related physical risks and transition risks as important risk categories, ensuring that climate risks are considered and addressed in coordination with other operational, strategic, and compliance risks.

Identification

Assessment

Response

Monitoring

- The Company regularly conducts climate risk scans, combining factors such as industry development trends, policy and regulatory changes, and extreme weather events, to identify climate risk matters that may have a significant impact on the Company's operations, assets, and finances.
- The Company uses tools such as scenario analysis to assess the likelihood and potential impact of various risks under different climate scenarios and determines risk priorities.
- The Company formulates corresponding control measures and emergency plans for identified major climate risks, clarifying responsible departments and response procedures.
- The Company incorporates climate risk indicators into its daily monitoring scope, regularly reports climate risk management status to the Aviation Safety and Environment Committee and the management, tracks risk trends, and dynamically optimizes response strategies.

Climate change indicators and targets

The Company strictly implements the strategic deployment of the CPC Central Committee and the State Council on carbon peaking and carbon neutrality, unwaveringly promoting high-quality development featuring ecological priority and green, low-carbon growth. In 2025, the Company further aligned with the goal proposed in the *2035 China Nationally Determined Contribution (NDC) Report*—"to strive for carbon-neutral growth in civil aviation transportation by 2035"—and ramped up efforts to achieve the energy-saving and carbon reduction target of steadily reducing carbon emission intensity per unit of turnover. The Company has released the *Action Plan of China Eastern Air Holding Company for Carbon Peaking*, established a dedicated working mechanism, updated the *Annual Work Logs of Green and Low-Carbon Development* each year, and tracked the work progress of various units quarterly to promote the orderly implementation of key carbon peaking tasks.

Key Performance Indicators

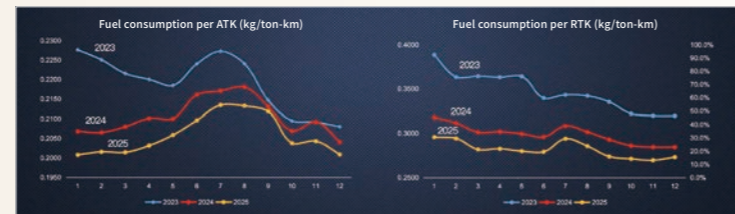


Fuel consumption per unit of turnover decreased to **2.82** tons/10,000 ton-km

Carbon emissions per unit of turnover decreased to **8.94** tons/10,000 ton-km

Both with a year-on-year decrease of **5.8%**

In 2025, the Company's cumulative fuel consumption per ATK was 0.2059 kg/ton-km, a decrease of 2.2% compared to 2024, and 33 basis points lower than the budget of 0.2092 kg/ton-km. Cumulative fuel savings reached 127,000 tons, reducing CO₂ emissions by 400,050 tons. Fuel consumption per RTK reached 0.2818 kg/ton-km, a decrease of 5.7% compared to 2024. **Both fuel consumption per ATK and RTK* indicators reached the best historical levels since the Company began collecting data.**



*ATK: Available ton-km RTK: Revenue ton-km

Value chain emissions (Scope 3) management

Identification and quantification

This year, the Company systematically reviewed and accounted for value chain emission sources. In particular, purchased goods and services, capital goods, and employee commuting are key areas of focus for emission reduction. This accounting enhances the transparency of the Company's environmental information and lays a data foundation for subsequent formulation of a whole-industry-chain carbon reduction roadmap.

Partnerships and mitigation pathways

The Company incorporates sustainability performance into its supplier performance evaluation system, establishes regular communication mechanisms, conducts surveys on partners' carbon management capabilities and emission reduction plans, and optimizes resource allocation in procurement. The Company also engages in joint research and development with business partners in green technology fields, promoting collaborative carbon reduction across the value chain and supporting the low-carbon transition of the civil aviation industry.

Category	Carbon emissions (tCO ₂ e)	Category	Carbon emissions (tCO ₂ e)	Total
Category 1: Purchased goods and services	244,875.62	Category 5: Waste generated from operations	4,411.96	342,055.31
Category 2: Capital goods	45,403.72	Category 6: Business travel	529.48	
Category 3: Fuel and energy-related activities	18,648.53	Category 7: Employee commuting	28,186.00	

Building a multi-dimensional green flight system

The Company integrates the national carbon peaking and carbon neutrality goals into its corporate development strategy, and promotes low-carbon transformation in air transportation through systematic measures such as refined management, technological innovation, sustainable aviation fuel (SAF) application, and carbon market mechanisms, putting the green development philosophy into practice through concrete actions.

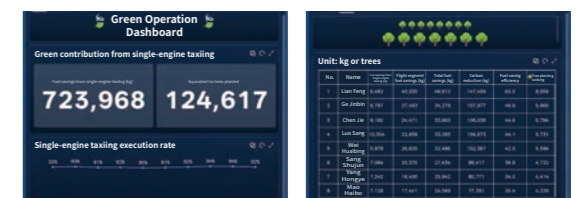
Refining operation management

In terms of flight operations, the Company optimizes route design, promotes single-engine taxiing technology, applies Auxiliary Power Unit (APU) substitution technologies and new navigation technologies, systematically improving operational energy efficiency and reducing carbon emissions at the source. In terms of cabin management, the Company has launched an electronic handover module for passenger lost items, fully replacing paper-based handover methods, promoting paperless cabin operations.

Digital transformation empowers energy saving and carbon reduction



The pilot team of Zhejiang Branch took the initiative to develop a Green Operation Dashboard, creating a digital platform for fuel management with China Eastern characteristics. The platform is equipped with an innovative dual-dimension incentive system, consisting of a fleet fuel-saving ranking, and a Digital Ecological Forest. The system converts pilot fuel savings into carbon reduction data, which is then converted into virtual trees. Each time a pilot completes a fuel-saving operation, they can "plant" a tree on the platform, making green operations visible and engaging. In 2025, the fleet under Zhejiang Branch achieved annual fuel savings of 864 tons from single-engine taxiing, a year-on-year increase of 19.4%, saving approximately RMB 5.18 million in fuel costs, achieving a dual improvement in energy saving & carbon reduction, and economic benefits.



Annual fuel savings from single-engine taxiing

864 tons

Approximate fuel cost savings (RMB)

5.18 million

Year-on-year increase

19.4%

Green fleet development

The Company has established a fleet with new and fuel-efficient aircraft. In 2025, the Company introduced 37 next-generation high-efficiency aircraft and retired 22 narrow-body aircraft, optimizing the fleet structure. Through measures such as introducing new-generation fuel-efficient aircraft, optimizing aircraft selection, and adopting weight reduction design, the Company's fleet is younger on average and more fuel-efficient, laying a solid foundation for low-carbon operations.

Onboard service plastic reduction initiative

In terms of onboard service, the Company has taken the lead in fully implementing the principle of "replace wherever possible" for single-use non-degradable materials in passenger services, phasing out 53 types of onboard items and replacing them with degradable materials in stages, covering 90% of passenger service scenarios. In addition, the Company has participated in formulating the industry group standard *Alternative Specifications for Single-Use Non-Degradable Plastic Products on Domestically Originating Passenger Flights*, providing a "China Eastern Solution" for plastic pollution control in the civil aviation industry.

Low-carbon ground operations

In terms of ground operations, the Company has completed the development and fully domestic production of 26 models of new energy special vehicles across 11 major categories, serving various airports. The Company promotes photovoltaic power generation technology at office premises, with annual power generation exceeding 1.7 GWh. In addition, the Company explores energy storage technology, low-voltage DC power applications, and intelligent building management, promoting technology innovation to empower green upgrades across the entire industry chain.

Sustainable aviation fuel (SAF) applications

As an active practitioner of sustainable aviation fuel (SAF) application in China, the Company has made continuous breakthroughs and innovations since its first test flight with bio-jet fuel in 2013. In 2022, the Company completed the first flight with SAF for new aircraft delivery in cooperation with Airbus. In 2023, the Company launched the first commercial flight using SAF. In 2024, the domestically produced large aircraft C919 achieved its first commercial flight fueled with SAF. The Company fully participated in the pilot projects for SAF application in China's civil aviation industry, and its flights departing from EU territories use a 2% SAF blend. SAF is mainly refined from raw materials such as waste cooking oil, municipal solid waste, and agricultural and forestry residues—a transformation from "kitchen waste" to "aviation fuel"—making every flight a vivid practice of sustainable flying.

Key Performance Indicators

2025

Refueling volume of sustainable aviation fuel (SAF)

8,253 tons

(excluding the refueling volume of all-cargo aircraft under China Eastern Air Holding Company)

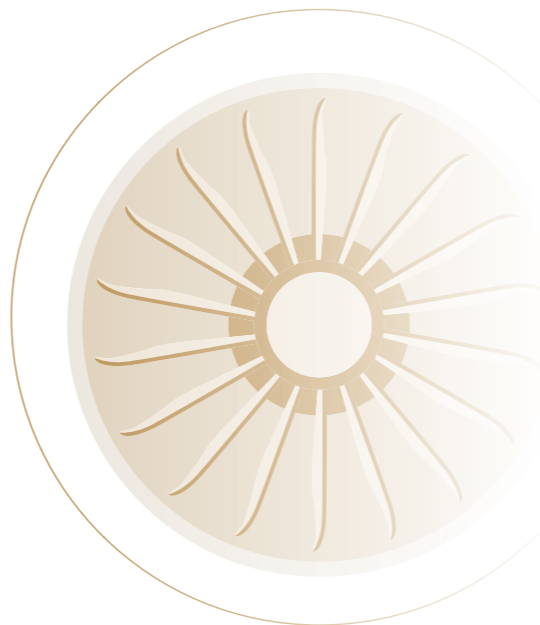
Carbon market participation and carbon asset management

The Company participates in carbon market mechanisms of the civil aviation industry, local carbon market mechanisms, and the EU ETS for carbon emission management, complying with requirements for carbon emission monitoring, reporting, verification, and fulfillment of compliance obligations. To enhance its responsiveness in international and domestic carbon market systems and improve carbon asset management, the Company also engages in beneficial explorations through equity investments and memorandums of cooperation, and has reached international carbon sink cooperation intentions with relevant parties, building a multi-level carbon asset management system.

Passenger green low-carbon services

Combining with themed flights, the Company innovatively launches the Smart Flying, Green Eastern sustainable flight zone, and integrates green and low-carbon products and services such as Light Flight, e-invoices, in-flight Wi-Fi, e-membership cards, e-boarding passes, passenger carbon emission calculators, and intermodal transportation, guiding passengers to "travel light." By launching Sustainable Flying themed flights, the Company helps passengers to truly engage in and contribute to green flying.

Resource Recycling with High Efficiency



China Eastern adheres to the concept of prioritizing conservation and green development. By improving the energy management system, promoting green buildings, and strengthening water resource management and control, the Company enhances the utilization efficiency of energy and water resources, taking concrete actions to fulfill its green development commitment and making unremitting efforts to build a resource-conserving enterprise.

Energy management and efficiency improvement

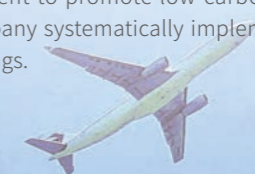
The Company undertakes the energy consumption Dual Control targets assigned by the Shanghai government, incorporating energy efficiency-related indicators into its annual performance assessment and three-year term assessment system. The Company establishes a monthly energy consumption monitoring mechanism, regularly compares and analyzes energy consumption data of various units and publishes the results. The Company also requires units with poor energy efficiency performance to dive into data analysis to identify causes, and propose improvement measures, thereby promoting energy utilization efficiency.

Water resource management

China Eastern strictly complies with the *Environmental Protection Law of the People's Republic of China*, the *Water Pollution Prevention and Control Law of the People's Republic of China*, and relevant local laws and regulations. The Company has also issued and implemented the *China Eastern and Shanghai Airlines Unified Aircraft Water Control and Fuel Saving Standard* to regulate water management, striving to achieve the overall goal of continuously reducing water consumption intensity. The Company strengthens water use monitoring and control by collecting water consumption data from various units. A system has been launched to automatically identify units with abnormal year-on-year or month-on-month changes and require verification. If the anomaly is confirmed, the relevant unit must provide an explanation for manual confirmation of water consumption reasonableness by the reviewing department, thereby ensuring rational use of water resources. In addition, in terms of operation and maintenance, the Company optimizes work cards to ensure engine washing is conducted strictly in accordance with the maintenance manual to prevent water waste. The Company also optimizes the frequency of engine washing to reduce water consumption and improve water resource utilization efficiency.

Green building management

The Company has formulated the *Infrastructure Project Full Lifecycle Management Manual (Trial)* to promote institutionalized, standardized, and refined management of infrastructure projects. In the design phase, the Company prioritizes green and low-carbon design solutions; in the construction phase, the Company strengthens environmental protection management; in the operation phase, the Company enhances property operation management to promote low-carbon office practices. Through full lifecycle control, the Company systematically implements green and low-carbon requirements for ground buildings.





Environmental Compliance Through Comprehensive Governance

China Eastern regards ecological environmental protection as an important cornerstone of corporate sustainable development. By improving the environmental management system, strengthening supervision and inspection, deepening pollution prevention, participating in biodiversity conservation, and enhancing green publicity, the Company has established a systematic environmental governance framework, contributing to building a beautiful China.

Environmental management system

The Company strictly complies with national environmental protection laws and regulations, improves its environmental and energy management system, integrates green development concepts into daily operations and management, and enhances environmental governance capabilities and management levels.

Improving the institutional system

The Company responds to the requirements of the State-owned Assets Supervision and Administration Commission (SASAC) on improving the environmental governance capabilities of central SOEs, and strictly complies with the *Environmental Protection Law of the People's Republic of China*, the *Water Pollution Prevention and Control Law of the People's Republic of China*, the *Atmospheric Pollution Prevention and Control Law of the People's Republic of China*, the *Law on the Prevention and Control of Environmental Pollution Caused by Solid Waste of the People's Republic of China*, and relevant local laws and regulations. In accordance with the *Supervision and Management Measures for Energy Conservation and Ecological Environmental Protection of Central SOEs*, the *Measures for Administrative Penalties for Ecological Environment Violations*, the *Regulations on Public Disclosure of Administrative Penalty Information by the State Administration for Market Regulation* and other documents, and in light of adjustments to the organizational structure and management functions, the Company has revised and issued the *Management Measures for Energy Conservation and Ecological Environmental Protection*, standardizing various work in the areas of energy conservation, ecological environmental protection, and carbon peaking and neutrality. These measures are closely aligned with the Company's existing performance and organizational assessment system to improve the application of assessment tools in the environmental field.

Continuously promoting system operation

To advance the construction of its environmental and energy management system, the Company has issued the *Notice on 2025 Work Promotion for China Eastern Environmental and Energy Management System*, clarifying the key points of annual low-carbon environmental protection. The Company has promptly reviewed policy documents issued by the government and industry organizations since 2025, and continuously updates the *List of Document on Environmental and Energy Management System* and the *List of External Document on Environmental and Energy Management System*.

In line with the principle of localization, the Company has completed the review of policies and regulations within the system, compliance assessments, environmental factor identification, and energy reviews, and has required all units to conduct self-inspections on energy and environmental matters. Each unit has conducted environmental and energy controls in accordance with the *List of Significant Environmental Factors* and other relevant documents.

Environmental supervision and emergency management

The Company proactively organizes special ecological and environmental protection inspections, conducting comprehensive self-inspections for all departments within the system, and carrying out on-site inspections in Beijing, Qingdao, and Chengdu. Through self-inspections, document reviews, cross-inspections, and other methods, the Company implements remediation and improvement actions.

At the same time, in accordance with SASAC requirements, the Company carried out a special investigation and rectification campaign for environmental protection improvement of central SOEs from October to December 2025, formulating the *Overall Work Plan for Special Investigation and Rectification of Environmental Protection Improvement*. Targeting the 125 specific issues in 13 aspects outlined in the *Key Points for Special Investigation and Rectification of Environmental Protection Improvement*, the Company has conducted in-depth systematic environmental protection improvement investigations and rectifications, carried out comparative self-inspections and remediation, producing a special summary report.

Emergency early warning mechanism

The Company's *Management Measures for Energy Conservation and Ecological Environmental Protection* includes a special chapter on Management of Environmental Emergencies, and the *Comprehensive Emergency Response Plan for Emergencies* contains emergency response plans and operating procedures for environmental emergencies. Key units regularly conduct emergency drills to promote the implementation of new emergency plans and enhance personnel's emergency response capabilities. In 2025, the Company experienced no environmental emergencies.

Energy and environmental protection training

The Company organizes green and low-carbon thematic training, covering the Company's energy and environmental systems, policy interpretation, key points of environmental protection inspections, etc., reaching all subsidiaries and business units of China Eastern. At the same time, leveraging resources from third parties such as the Carbon Neutrality Action Alliance and China Air Transport Association, the Company conducts professional training on carbon peaking and carbon neutrality to enhance the environmental awareness and professional capabilities of all employees.

Pollution prevention

The Company has established a systematic pollution prevention system, and is committed to achieving the control targets of gradually reducing emission intensity of wastewater, exhaust gas, and solid waste, ensuring 100% compliant disposal of hazardous waste to reduce the environmental impact of its production and operations.



Exhaust gas

The Company implements the requirements of the Civil Aviation Administration for regular discharge and emission control under the Blue Sky initiative, advancing the special project of auxiliary power unit (APU) substitution and the "oil-to-electricity" transformation for on-site vehicles. In 2025, the Company's APU substitution equipment utilization rate reached 100%. At the same time, in line with the relevant policies of the Civil Aviation Administration and the Shanghai Municipal People's Government, the Company surveys data on new energy vehicles and non-road mobile machinery, and formulates new energy vehicle replacement plans to systematically promote the green transformation of ground equipment.



Wastewater

The Company's Shanghai headquarters strictly implements the *Integrated Wastewater Discharge Standards* of the city, and all other subsidiaries strictly comply with local wastewater discharge management standards, ensuring compliant wastewater discharge.



Solid waste

The Company comprehensively promotes waste classification. Shanghai is the country's first pilot city for waste classification. According to the localization management principle of shared responsibility for waste generation and management, onboard waste in the Shanghai area is handled in accordance with Shanghai's waste classification system, achieving seamless integration of air and ground services. In addition, all hazardous waste is entrusted to qualified third parties for compliant disposal.

Biodiversity protection

Biodiversity protection is crucial to the balance of the natural ecosystem. Leveraging the ecological synergy advantages of China Eastern Air Holding Company, the Company collaborates with its subsidiary Eastern Air Logistics in areas such as live animal air transport, jointly contributing to biodiversity protection. Eastern Air Logistics has deep expertise in the field of live animal air transport, building a standardized service system covering the entire chain. Through refined support measures such as dedicated cabin layout, full-process temperature control management, professional epidemic prevention and disinfection, and stress risk prevention and control, Eastern Air Logistics ensures the physiological condition and welfare of animals during long-distance cross-border transport. From precious horses transport for nearly 10,000 kilometers to breeding poultry sensitive to environmental changes, the Four Excellences service standards are kept to ensure safe and smooth delivery.



Green development philosophy promotion

The Company is committed to enhancing the environmental awareness of employees and the public, fostering a favorable atmosphere for the whole society to participate in green development.

Green promotion and public engagement

The Company strictly implements the requirements of the Civil Aviation Administration for regular discharge and emission control under the Blue Sky initiative. In accordance with the requirements of national and local ecological and environmental protection authorities, the Company actively promotes the philosophy of ecological and environmental protection and energy conservation and emission reduction, contributing to green development. In conjunction with activities such as the National Energy Efficiency Promotion Week, the Company employs diverse approaches, including promotion via the WeChat official account and video displays on office building facades, to cultivate employees' environmental awareness and sense of responsibility.

Sustainable aviation fuel (SAF) application promotion

During the 35th National Energy Efficiency Promotion Week, the Company published special feature articles focusing on its achievements in SAF application. Mainstream and industry media such as the SASAC official website, Xinhua News Agency, Guangming Daily, and CAAC News reported on the Company's SAF commercial application and the C919's commercial flight with SAF, amplifying the influence of green practices.

Green travel themed activities

The Company, together with Shanghai Airport Authority, launched the "Low-Carbon, Enjoyable Flight" green travel themed activity. With the communication theme of "Airline Joining Hands with Passengers," and focusing on the win-win model of "zero-carbon travel + points incentive," China Eastern promotes its green travel philosophy and practical achievements to the broader passenger community.



CHINA EASTERN



Harmony and Dedication

Fulfilling the Mission of "Civil Aviation Serves the People"

China Eastern upholds the people-oriented philosophy and comprehensively promotes the development of a happy China Eastern where employees share in the fruits of development. The Company deepens open cooperation to build a mutually beneficial ecosystem with various partners. The Company is committed to serving the overall interests of the Party and the nation, shouldering its responsibility as a central SOE at critical moments.

Response to the United Nations Sustainable Development Goals (SDGs)



Building and Sharing a Happy China Eastern Together

China Eastern regards its employees as the core force driving the Company's development. By creating an equal and inclusive workplace, building a comprehensive training and development system, and focusing on employees' work-life balance, the Company enhances employees' sense of gain, growth, and happiness, allowing every employee to realize their value at China Eastern and share in the fruits of development.

Equal employment

The Company strictly complies with national labor laws and regulations, practices the principle of fair and just employment, and respects and protects employees' legitimate rights and interests. The Company refines management in key areas such as employment management, compensation and benefits, diversity and inclusion, and democratic participation, striving to create a workplace environment featuring equality, respect, and common development.

Employment management

The Company strictly complies with the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, and relevant local labor laws and regulations, respecting and protecting employees' legitimate rights and interests. Adhering to the principles of openness, fairness, and justice in recruitment, the Company has established a transparent and standardized promotion mechanism, providing employees with clear career development paths. The Company strictly implements national regulations on working hours, rest and leave, ensuring that employees enjoy various leave rights such as statutory holidays and paid annual leave in accordance with the law. The Company also standardizes the procedures for labor contract termination and dissolution in accordance with the law, ensuring that employees' legitimate rights and interests are not infringed. For flexible employment personnel such as dispatched and outsourced workers, the Company requires relevant partners to employ them in compliance with laws and regulations, ensuring equal treatment in terms of working conditions, labor protection, and compensation, and effectively safeguarding the legitimate rights and interests of all types of employees.

Remuneration and benefits

The Company has established a scientific and reasonable compensation and benefits system. In accordance with the principle of "distribution according to work, equal pay for equal work," the Company pays social insurance and housing provident fund for employees in accordance with the law, and provides diversified benefits such as supplementary medical insurance and enterprise annuities. In 2025, the Company implemented the requirements of the three-system reform, deepening compensation distribution reform. The Company has adopted mechanisms such as lump-sum budget management, highlighting "determination by performance, adjustment by efficiency, and regulation at the overall level," and strengthening the incentive and guiding role of compensation distribution. Focusing particularly on frontline positions, the Company has optimized compensation distribution and formulated multiple incentive and preferential policies, further enhancing employees' sense of gain.

Equal opportunity, diversity, and anti-discrimination

The Company advocates an equal, inclusive, and diverse workplace culture, respecting employees' dignity and individual differences. The Company upholds the principle of fairness in all aspects including recruitment, compensation, training, promotion, and benefits, and ensures no discrimination against factors such as gender, age, ethnicity, religious belief, marital status, or disability status. The Company has formulated and implemented anti-discrimination and anti-harassment policies, established open complaint and reporting channels, and conducted timely investigations and proper handling of related complaints, effectively safeguarding employee rights and workplace fairness.

Prevention of child labor and forced labor

The Company strictly complies with the *Law on the Protection of Minors of the People's Republic of China*, the *Regulations on Prohibiting the Use of Child Labor*, and relevant International Labour Organization conventions, explicitly prohibiting the recruitment of child labor and any form of forced or compulsory labor. The Company strictly verifies the age and identity information of applicants during the recruitment process, ensuring that all employees have reached the legal working age. Employment relationships are established on the basis of mutual consent, and these requirements extend to supply chain management. During the reporting period, the Company had no incidents of child labor or forced labor.

Democratic management

The Company improves its democratic management system with the staff congress as its basic form, making it the main channel to safeguard employees' rights to information, participation, expression, and oversight. In 2025, the Company collected 890 employee opinions and suggestions related to production operations, management improvement, and employee care. Of these, 757 have been resolved or answered, with a resolution and response rate of 85%. The remaining matters have been included in work logs for follow-up or long-term planning, ensuring that every employee demand receives a response and resolution. At the same time, the Company uses digital tools to innovate democratic management methods by launching the Voice of China Eastern Employees online platform, creating a comprehensive channel through which employee concerns can be directly raised, the processing progress tracked, and feedback evaluated, further enhancing the convenience and effectiveness of employee participation in corporate management.

Key Performance Indicators



Nearly various democratic management meetings held

200 sessions

Collective contract signing rate

100 %

Employee training and development

Talent is the primary resource. The Company continuously improves its talent cultivation system, opens up talent development pathways, strengthens the construction of professional talent teams, and strives to build a knowledgeable, skilled, and innovative industrial workforce to provide solid talent support for the Company's high-quality development. The Company improves the construction of the CEA Easy Learning digital learning platform, promotes the organic integration of online and offline training resources, effectively expands training coverage, and enhances learning engagement, gradually building a digital learning ecosystem covering all employees throughout career life.



On June 17, 2025, the China Eastern Ground Service System Skills Competition Final was held in Shanghai. The competition, themed "Shining Skills to Empower the Future," focused on three core business areas in ground services: load balancing, aircraft ground equipment operation, and civil aviation passenger service.



On November 21, 2025, the second China Eastern Flight Dispatcher Skills Competition concluded, drawing 379 dispatchers from 9 operating units. The event further stimulates healthy competition in flight release and monitoring expertise.



In 2025, the China Eastern R&D Center closely aligned with the development needs of various business lines, conducting 4,101 training sessions throughout the year, covering 98,079 employees. The number of training sessions and participants increased by 13.25% and 18.26% year-on-year respectively, reaching a new high in training scale.

Improving talent management mechanisms

The Company advances the development of a professional talent team with a focus on key areas including flight technology, aircraft maintenance, and operations control. The Company improves the talent cultivation system, comprehensively revises and publishes the *Training Management Manual Version 08-00*, revises the subsidy policy for training in shortage areas, and prioritizes the budget for employee education funds to support qualification training and key projects in safety management and digital transformation. The Company strengthens overseas employment management, steadily increases the proportion of local foreign employees, and enhances the localization capability of overseas office operations.



On February 28, 2025, overseas employees began their "journey home," visiting the Home of China Eastern.

Strengthening talent reserve

The Company enhances its talent selection mechanisms across multiple dimensions, clarifying the online assessment requirement of "must take an exam for every ground staff hire" to raise the recruitment threshold for cabin crew and air security personnel. The Company deepens tripartite cooperation with pilot training schools, and launches order-based program with 10 institutions to advance professional training into college curriculum. The Company participates in special recruitment programs for youth from Taiwan, Xinjiang, Xizang, and Qinghai, launches the Soaring Swallow project, conducts special recruitment for talent with specific foreign language skills, and formulates a talent reserve plan for international marketing and services, laying a solid talent foundation for the Company's strategic development.

Deepening industrial workforce development

To promote the spirits of model workers, labor, and craftsmanship, the Company organizes recognition and selection programs for model workers among frontline staff, and holds "May Day" and "Youth Day" themed promotion activities, amplifying the influence of role models. The Company holds and participates in multiple skills competitions in aircraft maintenance, ground services, flight dispatching, and network security, effectively enhancing employees' skill levels. The Company advances the implementation of the "New Eight-Level Worker Evaluation" system and completes the record-filing with the Ministry of Human Resources and Social Security, taking the lead in carrying out independent vocational skill level certification for civil aviation passenger service and other job categories, gradually building a skill evaluation system that fits the characteristics of aviation enterprises, and broadening the growth pathways for industrial workers.

Key Performance Indicators

Total participants in the company-wide training sessions
3.5469 million

In particular

Annual new courses added on the "CEA Easy Learning" online platform
4,330

Participants completing courses
2.874 million

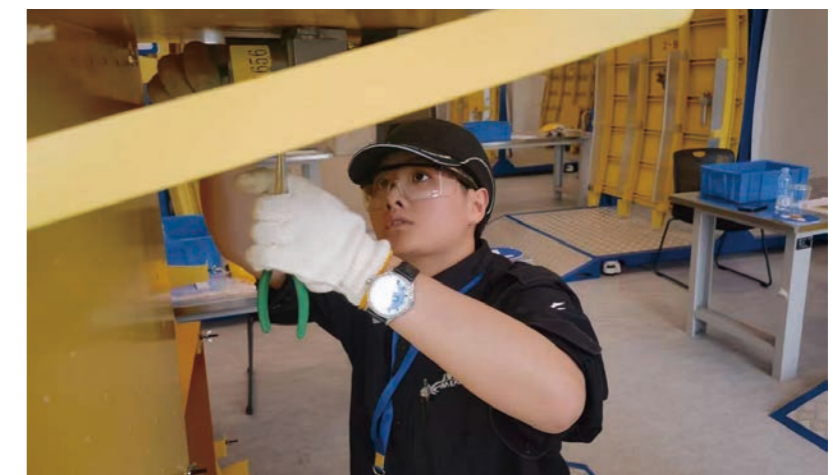
Total learning hours about
4.71 million

Key Performance Indicators

Employees participating in skills competitions
58,000

Skill leaders selected
150+

New senior professional titles in civil aviation for specialized fields including flight, maintenance, and operations control increased year-on-year by
102.8 %



On May 16, 2025, the Civil Aviation Industry Selection Trial for the "Aircraft Maintenance" project of the 3rd Vocational Skills Competition was held in Shanghai, drawing 12 male contestants and 2 female contestants from 10 airlines and 4 civil aviation colleges. After intense competition, Qiu Mengying, a "post-2000s" female maintenance engineer from China Eastern, won first place in the competition and was awarded the title of "National Civil Aviation Technical Expert."

Work-Life balance

The Company proactively addresses the diverse needs of its employees, providing targeted support in areas such as living security, hardship assistance, physical and mental health, and protection of female employees' rights, building a comprehensive, multi-level care service system.

Building a multi-level support system

The Company carries out in-depth "warmth delivery" activities during the New Year and Spring Festival and "cooling" activities in summer, precisely delivering care and concern to frontline employees, model workers, and disadvantaged groups. The Company improves the mutual assistance mechanism for employees with major illnesses, effectively strengthening the line of defense for employee health. The Company simultaneously advances the standardized development of employee service centers, improves the working environment for frontline employees, and enhances the accessibility and convenience of grassroots service facilities. The Company solidly promotes the Delivering Real Services for the People initiative, focusing on resolving urgent and difficult issues. The Housing Provision Projects in Pudong and Hongqiao have been implemented, with over 1,000 units of subsidized rental housing newly built in Hongqiao. The commuting support system has been systematically improved, and Summer Care Center projects for children have been launched, pragmatically addressing issues such as "difficulty in housing" in Shanghai, "difficulty in commuting" to Pudong Airport, and "difficulty in child care" for employees.



The China Eastern Headquarter Trade Union launched the 2025 Summer Care Center project for children.

Precision assistance for employees in difficulty

The Company has formulated and issued the *Implementation Plan for the Use and Management of Employee Assistance Funds* and the *Implementation Measures for Precision Employee Assistance*, promoting the standardization, normalization, and institutionalization of assistance work. The Company establishes digital dynamic archives for employees in difficulty to enable precise identification and dynamic tracking of assistance recipients, ensuring "clear information, transparent circumstances, and accurate assistance." The Company expands the network of Heartwarming Service Stations, promoting a shift from "isolated sites" to "connected network" and from "basic services" to "quality services," creating "warm harbors" close to employees.

Strengthening the protection of female employees' rights

The Company focuses on both the comprehensive quality improvement and the protection of legitimate rights and interests of female employees, fully stimulating their creativity and cohesion. The Company has built growth-driving platforms for female employees, and strives to broaden their career development channels through skills training, on-the-job training, and innovation competitions. With a view to reinforcing the protection of female employees' special rights and interests, the Company provides targeted services in areas such as labor protection, maternity care, and occupational health. By effectively safeguarding the legitimate rights and special interests of female employees, the Company drives its high-quality development with "her power", showcasing the outstanding achievements of women in civil aviation in the new era.



On March 7, 2025, China Eastern held an Awards Ceremony and Exchange Forum themed "Women Shine in the East, Writing a New Chapter of Grace" to commemorate the 115th anniversary of International Women's Day.

Launching physical and mental health promotion projects

Focusing on the high-intensity, high-pressure characteristics of the civil aviation industry, the Company systematically promotes the development of a physical and mental health service system for employees. In coordination with the revitalization of existing assets, the Company has opened multiple basketball courts, badminton courts, and other sports and cultural venues according to local conditions, providing hardware support for employees' sports and cultural activities. The Company actively provides platforms for sports and cultural activities, and has successfully held brand events such as the third "Happy China Eastern Cup" Employee Basketball Tournament, the first Employee Dragon Boat Competition, and the first Employee Tennis Elite Competition. Cultural activities including the Spring Festival greeting, the Lantern Festival garden party, and the "Crossing Mountains and Seas, Sharing the Moon" Mid-Autumn Poetry Gathering have drawn wide participation both online and offline, fostering a healthy, positive, cohesive, and harmonious corporate culture.



Key Performance Indicators



Annual investment in special assistance funds (RMB)

49.28 million

Open Cooperation for Mutual Benefit and Win-Win Results

China Eastern upholds the philosophy of open cooperation, and builds a mutually beneficial and win-win cooperation ecosystem with various partners. The Company has deeply participated in the China International Import Expo for consecutive years to facilitate global resource flows, and engaged in the affairs of SkyTeam Alliance as an important member. The Company consolidates and expands strategic cooperation to achieve coordinated development, attaches importance to supply chain security and resilience, integrates ESG concepts into supply chain management, and works with partners to build a responsible and sustainable industrial ecosystem.

Dedication to the China International Import Expo

As a senior partner, designated carrier, purchaser, and service provider of the China International Import Expo (CIIE), the Company has always progressed in tandem with CIIE, jointly building a bridge connecting China with the world and promoting the smooth flow of international trade.

Purchasing advanced & sophisticated technical equipment with a focus on aviation business

On November 6, 2025, at the centralized signing ceremony of the central SOEs trade mission during the 8th China International Import Expo, as the first central enterprise to sign agreements, China Eastern Air Holding Company signed 19 procurement agreements with 15 suppliers from 9 countries and regions, with a total value of 1.211 billion US dollars. In particular, the annual booth transaction volume reached 330 million US dollars, an increase of 23.3% over the previous year, setting a new historical record since participating in CIIE.



Deepening BRI economic and trade cooperation, innovating global passenger service experiences

At the 8th CIIE, one-third of China Eastern Air Holding Company's procurement products originated from BRI partner countries/regions, with a total value of 160 million US dollars.

Continuous volunteer services, providing more attentive support for exhibitors and visitors

The Company has organized the "Lingyan" volunteer service team for 8 consecutive years, with a total of about 550 volunteers offering etiquette reception and guided tour services for 150,000 visitors. In particular, a 16-member team undertook the guided tour service in the core area of the exhibition hall, covering exhibition layout, highlights, previous achievements, and development history to provide an immersive exhibition experience for visitors from different cultural backgrounds.

Key Performance Indicators



Procurement agreements signed centrally

19

Total value of procurement agreements (USD)

1.211

 billion

Deepening strategic cooperation

Committed to open cooperation for mutual benefit and win-win results, the Company expands development space through strategic synergy and enhances growth momentum through ecosystem co-building. The Company has built a multi-level, broad-scope cooperation ecosystem, deepened strategic alignment with local governments, strengthened coordination with airports and on-site units, and promoted resource sharing with strategic partners, all to optimize the external development environment. The Company advances in-depth cooperation with international partners such as Delta Air Lines, Air France-KLM, and Etihad Airways, continuously expanding its global network and enhancing international competitiveness.

February 19, 2025

The IATA 2025 World Legal Symposium, organized by China Eastern Air Holding Company, was held in Shanghai.

February 14, 2025

China Eastern Air Holding Company and China Post signed a strategic cooperation agreement to deepen cooperation in areas such as route capacity, air tickets, financial services, cargo logistics, and brand promotion.

April 11, 2025

China Eastern Air Holding Company and Guotai Haitong signed a strategic cooperation agreement to cooperate in areas such as asset management and business travel, jointly innovating financial service models for the aviation industry.

February 21, 2025

China Eastern and Shandong Airport Management Group signed a strategic cooperation agreement to further optimize China Eastern's aviation market network in Shandong and enhance the radiation and aggregation capacity of airports across the province.

May 8, 2025

China Eastern Air Holding Company and China UnionPay signed a strategic cooperation agreement to deepen cooperation in areas such as full-scenario payment acceptance for domestic and international aviation, user management, and digital-intelligent integration.

April 18, 2025

The China Eastern Exhibition Gallery in the Shanghai Museum East was inaugurated, focusing on the integration of "culture, tourism, commerce, sports, and exhibitions" and jointly exploring new paths for the integrated development of culture and the aviation industry.

June 11, 2025

China Eastern Air Holding Company and Jin Jiang International signed a strategic cooperation framework agreement to promote resource integration and complementarity, as well as cooperation in areas such as catering consumption scenario innovation, hotel and travel services, and supply chain synergy.

May 23, 2025

China Eastern Air Holding Company and Industrial and Commercial Bank of China signed a strategic cooperation agreement to leverage their respective advantages to create a new model of "civil aviation + finance" collaborative development, thereby contributing greater strength to improving China's development in transportation and financial industries.



October 18, 2025

China Eastern Air Holding Company and Royal Air Maroc signed a memorandum of understanding on cooperation, integrating route resources to provide passengers of both countries with more travel options.

July 19–20, 2025

The semi-finals and finals of the 2025 Shanghai Future Star Basketball Championship were held at the Shanghai Gymnasium. As the "Chief Honorary Partner" of the event, China Eastern carried out a series of brand promotion activities and provided high-quality aviation services.

October 24, 2025

China Eastern participated in the 3rd CATA Aviation Conference, showcasing new achievements across multiple fields.

October 21, 2025

China Eastern Air Holding Company and Tongji University signed a strategic cooperation agreement to jointly build high-level research platforms, increase cooperation in technological innovation and achievement transformation, and strengthen joint training of high-level talents.

November 6, 2025

China Eastern Air Holding Company and China Logistics signed a strategic cooperation agreement. The two sides agreed to strengthen collaboration and strive to become the "mainstay" of the modern circulation system.

October 31, 2025

China Eastern Air Holding Company and the China International Import Expo Bureau signed a strategic cooperation agreement to further deepen the content of cooperation based on previous achievements, contributing to the promotion of higher-level opening-up.

December 12, 2025

China Eastern Air Holding Company and Sinopharm Group signed a strategic cooperation framework agreement to expand the "aviation + health" innovative business model, promoting the integration of medicine, comprehensive health care, and aviation services.

November 21, 2025

The People's Government of Zhejiang Province and China Eastern Air Holding Company signed a strategic cooperation agreement, while China Eastern Airlines Co., Ltd. and Zhejiang Provincial Airport Group Co., Ltd. signed a memorandum of cooperation, with both agreements aiming to jointly enhance the layout and service level of air transport industry in Zhejiang.

December 30, 2025

China Eastern Air Holding Company and TravelSky signed a strategic cooperation agreement to conduct in-depth cooperation in areas such as civil aviation information system development, independent security application development, data element application, and innovation in cutting-edge digital technology.

December 18, 2025

China Eastern Air Holding Company and COMAC signed a strategic cooperation framework agreement to increase cooperation in areas such as aircraft import and export, aircraft parts maintenance, logistics and warehousing, new technology application, aircraft parts support, and maintenance support.

China Eastern deepens its cooperation with the China Center of International Cultural Exchange and Tourism Promotion under the Ministry of Culture and Tourism, contributing to the development of China's tourism industry.



May 19, 2025

China Eastern became the "Strategic Partner—Official Designated Aviation Service Provider" for the 9th China-South Asia Expo.



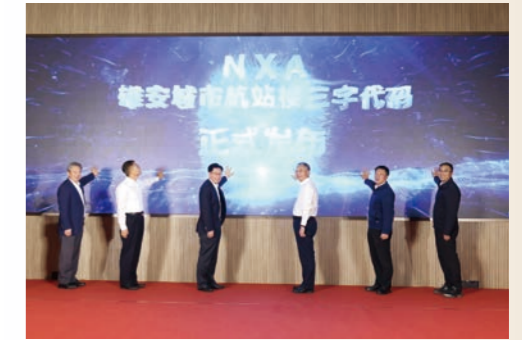
June 12, 2025

China Eastern launched the Shanghai Pudong-Ruijin route, supporting the economic and social development of the old revolutionary base area.



September 28, 2025

China Eastern established the Xiong'an Sales Office, and the Xiong'an City Terminal was assigned IATA three-letter code.



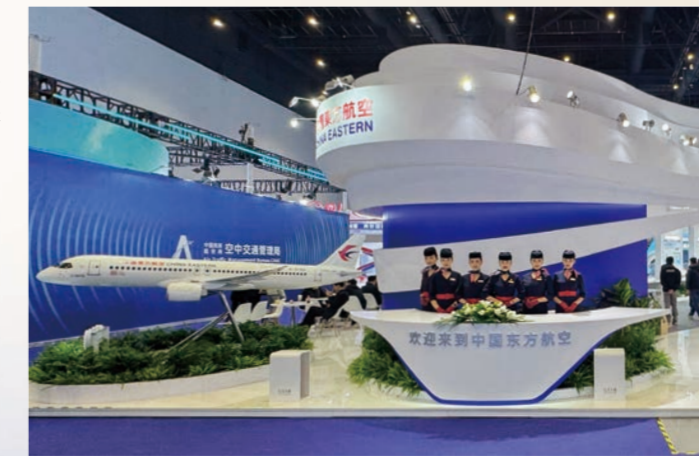
September 29, 2025

Starting from July 15, 2025

All 10 routes operated by China Eastern in Wuhan to and from countries and regions including Singapore, Malaysia, and Vietnam now support through-check services, enabling connections with 52 domestic cities and 74 routes. Passengers transiting through Wuhan—whether departing from China or arriving from abroad—can enjoy "baggage through-check and one ticket to the destination" service.



The 3rd CATA Aviation Conference, held by the China Air Transport Association, opened at the Capital International Exhibition & Convention Center in Beijing. China Eastern deeply participated in various segments of the event, including the opening ceremony, industry forums, and professional exhibitions, presenting an independent booth under the theme "Experience the Wonders, Connect the World" to highlight its latest achievements in brand image, technological innovation, and service experience.



October 24, 2025

Deepen strategic cooperation with SkyTeam to enhance global network synergy

The Company enhances the synergy of its global aviation network and brand influence by participating in SkyTeam governance, deepening multilateral cooperation, and improving service standards.

Enhance participation in alliance governance, strengthen strategic influence

The Company maintains close communication with the alliance management company, and participates in meetings at various levels of the alliance, including Alliance Manager Meetings, Alliance Advisory Committee Meetings, Alliance Executive Committee Meetings, and Video Conferences between China Eastern and Alliance Senior Management, highlighting the Company's development achievements and management practices on the alliance platform to convey its voice and share best practices.

Strengthen compliance system development, solidify the foundation for alliance cooperation

The Company successfully completed the "Alliance Member Compliance Audit" conducted by the SkyTeam audit team, fully demonstrating the high alignment between the Company's service standards and alliance specifications. Taking this audit as an opportunity, the Company further benchmarked against alliance standards, optimized passenger service processes, improved service consistency, earnestly fulfilled its responsibilities as a core member of SkyTeam, laying a solid foundation for building a world-class airline, and contributing to international hub construction.



Development of responsible supply chain

Strengthen supply chain risk management, build a solid operational safety assurance system

The Company has compiled and issued the *Procurement and Supply Chain Development Outline for the 14th Five-Year Plan Period*, systematically developed a supply chain risk management, assessment, and response mechanism, comprehensively enhanced risk prevention and control capabilities, and increased supply chain resilience, thereby providing solid guarantees for accelerating the construction of a world-class airline.

Aviation fuel supply assurance: Establish a multi-level emergency response mechanism

The Company has formulated an aviation fuel supply assurance plan, systematically identifying stations prone to fuel supply restrictions, conducting in-depth research on local upstream and downstream supply chain conditions, and establishing a fuel supply mechanism with two suppliers serving as backups for each other. For international conflict zones, the Company relies on local business departments and overseas branches to promptly identify supply disruption risks and quickly activate supply assurance plans. For nearby domestic stations, the Company ensures stable production operations by measures including fuel tankering on round-trip flights. Through measures such as establishing a dedicated team, implementing refined fuel quantity management, and strengthening supplier relationship management, the Company maximizes the acquisition of fuel resources.

Aircraft parts supply assurance: Implement dynamic monitoring and graded early warning

The Company established the *List of Aircraft Parts with Supply Difficulties*, setting three early warning levels including red, orange, and yellow based on the degree of difficulty, and assigning each part number to a specific responsible person. The Company has also formulated handling plans from both procurement and repair dimensions, contacted various suppliers and manufacturers, established a monitoring system for parts requiring continuous support, provided weekly progress feedback, and implemented differentiated response strategies and coordination levels. By increasing spare parts procurement, exploring new sources of supply, and shortening repair cycles, the Company strives to ensure stable parts supply. In 2025, against the backdrop of complex international situations and the spread of international supply chain crises, the Company managed to ensure the stable global operation of the entire China Eastern fleet.

Improve supply chain ESG management, strengthen full lifecycle control of suppliers

Enhance the access evaluation system, integrate ESG management elements

The Company systematically embeds ESG management requirements into the entire process of supplier access, evaluation, and audit management, covering key areas such as environment, business ethics, and labor and human rights. The Company clarifies suppliers' ESG responsibilities and requires them to sign a commitment letter during the access phase, incorporating environmental health and safety management standards into the category certification system. At the same time, the Company extends anti-corruption requirements throughout the supply chain, sets integrity clauses in access, evaluation, and cooperation agreements, and strictly implements the bribery blacklist system, promoting the construction of a clean and trustworthy cooperation ecosystem.

Implement annual comprehensive risk assessments, establish a dynamic elimination mechanism

The Company conducts annual comprehensive risk assessments of suppliers to effectively control supply risks and eliminate unqualified suppliers in a timely manner. The procurement management manual specifically includes a procurement business risk control list, strictly identifying environmental and social risks in supplier management to ensure sustainable supply chain development.

Promote common growth of suppliers, achieve value co-creation

Through various means such as supplier conferences, excellent supplier symposiums, training programs, and joint upstream and downstream improvement projects, the Company helps suppliers enhance their sense of responsibility and capabilities, promoting the coordinated development of the entire supply chain for common growth.

The founding member of the **China Supplier ESG Rating Platform**
Listed in the **Top 50 Supply Chain ESG Companies** index launched by
China Media Group



Adopt green procurement philosophy to drive sustainable supply chain development

The Company fully implements green procurement across its procurement and supply chain operations, integrating environmental protection requirements into the entire procurement lifecycle. Suppliers are required to comply with the *Technical Requirement for Environmental Labeling Products*, with green raw materials, products, and services meeting green procurement standards, including conformance specifications, performance specifications, service specifications, and sustainability specifications.

In the procurement review phase, environmental protection and other relevant requirements are incorporated, and preferential selection criteria of suppliers are defined for all procurement implementing entities. Priority is given, for instance, to suppliers rated as Environmentally Trustworthy Enterprises, as well as triple priority products. A green supplier rating system is established to evaluate suppliers' environmental performance in terms of management system development, environmental protection, and resource & energy conservation, thereby driving the holistic green transformation of the supply chain.

Support the development of small and medium-sized enterprises (SMEs)

Eliminate hidden barriers and uphold a fair and competitive market environment

The Company mandates that its subsidiary bidding companies explicitly prohibit the inclusion of any specific business scope in a bidder's business license as a prerequisite for bidding, bonus points, or contract award. No enterprise size thresholds irrelevant to operational capabilities or performance thresholds that significantly exceed project requirements shall be imposed, ensuring equitable competition for all market entities.

Implement comprehensive relief measures to support the coordinated growth of SMEs

The Company has developed and issued the *China Eastern Assistance Program for SMEs Relief and Collaborative Development*, systematically establishing an SMEs support framework. The Company commits to "pay what's due, pay promptly," alleviating SMEs' cash flow strains. The Company strengthens compliance oversight, revokes unfair clauses, and promotes the substitution of cash security deposits with guarantees (insurance). The Company accelerates rent reduction and exemption initiatives to support small and micro service enterprises and self-employed households. Leveraging its supply chain service platform, the Company shares its robust credit standing with SMEs across the industrial and supply chains, fostering synergistic industrial chain development.



Advancing Comprehensive Rural Revitalization

China Eastern actively implements the Five Ones Poverty Alleviation Program, reinforcing organizational support via top-level governance, catalyzing development momentum with its aviation industry strengths, fostering endogenous drivers via talent support, cultivating a civilized rural ethos through cultural empowerment, and enhancing public welfare through livelihood projects. This approach forges a rural revitalization model that integrates "external support" and "internal capacity-building," and combines "aspiration cultivation" with "skill development", contributing to consolidating poverty alleviation achievements and advancing comprehensive rural revitalization.

Key Performance Indicators



Annual flights operated in poverty alleviation areas	Passengers transported	Local GDP growth (RMB)
5,300+	660,000	1.2 billion
Annual grant assistance funds invested (RMB)	Non-grant assistance funds invested (RMB)*	Grant assistance funds introduced (RMB)
44.497 million	266 million	6.337 million
Non-grant assistance funds introduced (RMB)*	Direct procurement and assisted sales of agricultural products (RMB)	
10.749 million	168 million	



Grassroots officials, industry leaders, and technical personnel trained
22,000+

*Note: Non-grant assistance funds represent corporate or social capital investments, equity participation, or joint ventures, with returns shared per contractual agreements.

China Eastern has been consecutively rated **"Excellent"**—the highest grade—in the annual assessment of targeted assistance effectiveness by central authorities for **7** years
China Eastern's education assistance program was selected as a **Best Case** of 2024 Listed Companies Rural Revitalization Practice by the China Association for Public Companies (CAPCO)



Establishing a collaborative platform

Strengthen strategic leadership and ensure high-level accountability

The Company's leadership is responsible for coordinating rural revitalization initiatives. The Chairman reviewed and approved annual work priorities and attended symposiums with the local government of Lincang City. The General Manager led a team for on-the-ground inspection of project progress in Cangyuan and Shuangjiang, the designated assistance counties of the Company.

Enhance organization development and build strong grassroots foundations

The grassroots Party branches of 16 subsidiaries have established paired partnerships with village-level Party organizations in the targeted regions, covering all nine villages referenced in General Secretary Xi Jinping's 2021 important reply to veteran Party secretaries of border villages in Cangyuan County. Over 150 personnel from relevant units were deployed to the assistance zones for education and medical support programs throughout the year.

Build a prosperity empowerment aviation network

The Company strengthens flight investment for rural revitalization routes, implementing a low-fare operation model. In 2025, on the basis of operating routes such as "Cangyuan/Lincang-Kunming," "Cangyuan-Kunming-Hongqiao," "Lincang-Kunming-Daxing," "Lincang-Chengdu," and "Lincang-Pudong," the Company launched a new direct flight route "Cangyuan-Chengdu." Throughout the year, the Company operated over 5,300 flights to and from Lincang and Cangyuan, transporting more than 660,000 passengers, driving local GDP by over RMB 1.2 billion, and creating employment for over 18,000 individuals.



On September 12, 2025, the 4th "Central SOEs Consumption Assistance for Rural Revitalization Week" and the China Eastern 2025 Mid-Autumn Festival Consumption Assistance Grand Bazaar launching ceremony were held at the Home of China Eastern. During the event, the Company invited 35 merchants from relevant ministries and commissions and counties supported by fellow central SOEs to participate in the exhibition, with the largest number of product categories ever. Including both personal purchases by China Eastern employees and centralized procurement, the bazaar achieved sales exceeding RMB 10 million, a record high.



China Eastern participated in the central SOEs consumption assistance rally for rural revitalization in Ningxia.

Chart a blueprint for industrial development

The Company collaborated with the Institute of Apicultural Research of the Chinese Academy of Agricultural Sciences to carry out bee industry development assistance. In Cangyuan County, two honey processing plants, one bee equipment factory, one bee science park, 59 demonstration bee farms, and 109 moderately scaled beekeeping farms have been established. The national group standard for "Cangyuan Dark Honey" was released, with product extensions to jelly, toothpaste, toiletries, etc. In 2025, honey product sales reached over RMB 26 million, and beekeepers' income increased by over RMB 4.1 million, driving stable employment for 40 individuals and flexible employment for 3,800 individuals.

Cultivate a talent team

The Company, together with the Department of Teacher Education under the Ministry of Education, Beijing Normal University, and East China Normal University, has launched teacher capacity improvement initiatives. In 2025, 800 teachers from the Cangyuan and Shuangjiang counties participated in training in Beijing and Shanghai, and the two universities provided on-site training to over 10,000 participants. A three-year action plan for training grassroots officials, industry leaders, and technical personnel from the designated counties was launched in partnership with Fudan University and Tongji University, building a talent pool for rural development.

Implement a batch of livelihood projects

Promote excellent culture to shape civilized rural customs

The Company supports the filming of the movie *Mysterious Realm · Execution*, which is adapted from the story of Comrade Bao Weizhong (former member of the Party Committee and former Director General of the Execution Bureau of the People's Court of Cangyuan Va Autonomous County), a Role Model of the Time and Role Model Judge, helping to strengthen local ideological and moral development. The Company supports Shuangjiang County in developing a training project on intangible cultural heritage empowerment for rural revitalization and integrated development of culture and tourism, helping to establish a protection and inheritance system for excellent traditional culture and tapping into the value of intangible cultural heritage revitalization.

Improve living environment to build beautiful villages

In Cangyuan County, the Company has helped install streetlights in Banhong Village, build a basketball court in Banlao Village, and improve living service facilities in border towns. The Company has also helped build a forest fire prevention access road in Yanshuai Town, protecting natural forest resources. In Shuangjiang County, the Company has supported six townships in carrying out living environment improvement actions, contributing to the construction of beautiful villages.

Consolidate poverty alleviation achievements, enhance people's livelihood and welfare

The Company has helped low-income households in Palang Village of Cangyuan County and Tonghua Village of Shuangjiang County with house renovation and repair, and provided free round-trip air tickets to newly enrolled university students from financially disadvantaged families for eight consecutive years. The Company has carried out medical assistance in collaboration with the Shanghai International Peace Maternity and Child Health Hospital of China Welfare Institute, supported the drinking water facility renovation project in Tonghua Village of Shuangjiang County, and organized bamboo weaving training classes for people with disabilities in Cangyuan and Shuangjiang counties.



Serving People's Livelihood, Demonstrating Commitment

On the new journey, China Eastern fully recognizes its duties and mission, bravely assumes social responsibility, and proactively serves to protect and improve people's livelihood. The Company takes on urgent, difficult, dangerous, and important tasks at critical moments, practices public welfare philosophy in community co-building, and interprets the mission of "civil aviation serves the people" with concrete actions.

Undertake special flight missions to safeguard life safety

The Company always prioritizes people's life safety, establishing a sound rapid response mechanism for special flight missions. In 2025, the Company fully supported special flight missions, including transporting rescue personnel and supplies to disaster areas and transporting donor organs. Facing every emergency mission, the Company quickly activates emergency plans, optimizes flight schedules, opens green channels, and makes every effort to ensure transport timeliness, contributing to timely life-saving mission, and demonstrating its commitment as a leading SOE in the aviation industry.



On January 7, 2025, an earthquake struck Xigaze, Xizang. China Eastern quickly activated its emergency response mechanism, and adjusted the operating aircraft to the high-altitude wide-body Airbus 330 with greater capacity, opening a "green channel" for medical personnel and relief supplies. On January 8, China Eastern flight MU2335 took off from Shanghai Hongqiao Airport to transport 13 members of the first Shanghai medical team and 7.45 tons of relief supplies to the disaster area, fully supporting earthquake relief efforts.



On April 5, 2025, China Eastern escorted Chinese rescue personnel in Myanmar back home safely.

Fulfill community responsibilities to build a better home together

The Company integrates community responsibility into its corporate development strategy, ensuring that its growth advances in step with the well-being of society. In 2025, the Company further promoted the Love in China Eastern volunteer service activities, widely mobilizing employee engagement in social welfare development through diverse volunteer services. Throughout the year, we have launched volunteer service activities in areas such as community service, environmental protection, cultural heritage, elderly and disability support, and child care, while also engaging in grassroots governance to contribute to shared community development, fulfilling our corporate social responsibility through concrete actions and extending warmth and love across the society.

Key Performance Indicators

Public welfare activities launched

352

Service hours

42,500

Assistance recipients

40,910



China United Foshan Airport held the first anniversary celebration of its terminal operation, and organized a prize-winning collection activity titled "My Story with Foshan Airport," as well as a series of activities including lion dance interaction, Lingnan cultural performances, and intangible cultural heritage experiences, using the airport as a platform for local culture promotion to enhance community connections.



Shanghai Airlines won the first prize at the 2025 Shanghai Quality Brand Story Competition.



China Eastern cooperated with Tongji University to hold the "Tongji China Eastern Day" series of activities, including a campus fair, workplace etiquette open class, and 2026 special recruitment presentation, helping young students with career development and growth.

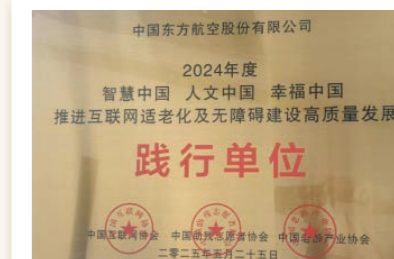


Starting from the arrival of the first team for the 12th National Games for Persons with Disabilities and 9th Special Olympics on November 26, during the 21-day arrival and departure support mission for the Games, the Guangdong Branch completed a total of 133 Games-related flights to and from Guangzhou, Shenzhen, Zhuhai, and Huizhou, supporting 1,343 Games participants, over 1,300 pieces of luggage, and 103 wheelchair passengers.

Love in China Eastern, Warmth Along the Way



Jiangxi Branch has been carrying out the "Warm Community" public welfare activity for 28 consecutive years.



China Eastern was recognized as a 2024 Exemplary Unit in Promoting High-Quality Development of Internet Age-Friendly and Barrier-Free Construction.



Northwest Branch organized free home visit medical consultation service.



China Eastern provided full-process support for the medical team from the Children's Hospital of Fudan University to carry out public welfare screenings for congenital heart disease for children in Yunnan.



Sichuan Branch launched China Eastern Mini Classroom lectures.

Appendix

Performance indicators

Classification	Indicator	Unit	2023	2024	2025
Economy	Total assets	RMB billion	282.491	276.6	291.764
	Operating revenue	RMB billion	113.741	132.12	139.941
	Total profits	RMB billion	-8.278	-3.904	0.274
	Interest payment	RMB billion	6.551	5.148	4.185
	Total tax payment	RMB billion	5.518	5.59	6.078
	Anti-corruption training	-	2,000	8,270	6,180
	Number of suppliers	-	Total: 4,392 Shanghai (Headquarters overall situation): 2,232 China Eastern R&D Center: 160 OTT: 12 Shanghai Airlines: 68 China United Airlines: 231 Eastern Airlines Technology Co., Ltd.: 524 Yunnan: 256 Beijing: 142 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	Total: 3,156 Shanghai (Headquarters overall situation): 508 China Eastern R&D Center: 187 Shanghai Airlines: 5 China United Airlines: 212 Eastern Airlines Technology Co., Ltd. (including China Eastern Airlines Import & Export): 803 Yunnan: 290 Beijing: 145 Beijing New Airport China Eastern Airlines Base Project Construction Headquarters: 8 Sichuan: 82 Anhui: 48 Shandong: 100 Shanxi: 92 Guangdong: 54 Wuhan: 129 Jiangsu: 201 Jiangxi: 59 Zhejiang: 86 Gansu: 50 Northwest China: 77 Xiamen: 20	Total: 7,597 Shanghai (Headquarters overall situation): 3,022 China Eastern R&D Center: 473 Shanghai Eastern Airlines Digital Technology Co., Ltd.: 259 Shanghai Airlines: 11 China United Airlines: 618 Eastern Airlines Technology Co., Ltd.: 233 Yunnan: 252 Beijing: 287 Beijing New Airport China Eastern Airlines Base Project Construction Headquarters: 13 Sichuan: 118 Anhui: 130 Shandong: 207 Shanxi: 208 Guangdong: 103 Wuhan: 283 Jiangsu: 527 Jiangxi: 139 Zhejiang: 257 Gansu: 89 Northwest China: 213 Xiamen: 70 E-commerce: 62 Hainan: 23
	Number of distributors	-	Overseas (with sales): 7,820 Domestic: 1,801	Overseas (with sales): 12,126 Domestic: 1,854	Overseas (with sales): 8,183 Domestic: 2,004
Contract compliance	%	100	100	100	
Utilization rate of aircraft	hours/day	8.16	9.15	9.34	
Operation Overview	Fleet structure	frame	B777 20 B787 10 A350 20 A330 56 A320 379 B737 276 C919 4 C909 17	B777 20 B787 12 A350 20 A330 56 A320 383 B737 279 C919 10 C909 24	B777 20 B787 17 A350 20 A330 56 A320 390 B737 278 C919 14 C909 31

Classification	Indicators	Unit	2023	2024	2025
Operational Overview	Average age of aircraft	Year	8.66	8.53	9.4
	Total transport volume	100 million ton-km	185.22	252.5	279.81
	Passenger turnover	million	115.6399	140.5832	149.9444
	Number of routes	-	814	1,279	945
	Number of destinations countries/regions	-	166	160	145
	Number of destinations	-	1,050	1,000	945
	Number of code-sharing routes	-	1,618	1,771	2,238
	Flight hours	10,000 hours	228.17	259.14	274.62
Safety	Incidents	-	1	1	1
	Incident rate per ten thousand hours	-	0.004	0.00385	0.00364
	Simulator training hours	hour	190,524.60	201,071.30	210,122.00
	Safe ground driving distance	10,000 km	430.65	521.94	595.84
	Flight punctuality rate	%	87.47	86.42	91.93
	Investment in smart technologies	RMB million	36.1809	41.9467	43.6798
	Number of Flight-Fi fleets	-	106	107	113
	Copies of passenger satisfaction questionnaires	10,000	51.34	110	140
Service	Passenger satisfaction	point (full score of 100 points)	95.1 (full score of 100 points)	9.37 (full score of 10 points)	9.71 (full score of 10 points)
	Number of passenger commendation letters	-	30,639	24,162	27,887
	Complaints from passengers	-	20,779	17,963	11,615
	Complaints handling rate	%	100	100	100
	Complaints about passenger privacy	-	271 265 cases of unauthorized bonus point losses 5 cases of suspected passenger information leakage 1 case of text messaging scams	72 69 cases of unauthorized bonus point losses 3 cases of text messaging scams	6 6 cases of unauthorized bonus point losses 0 cases of text messaging scams
	Customer data losses	-	0	0	0
	Baggage mishandling rate	‰	2.67	3.33	3.33
	Self check-in for domestic flights	%	59.73	66.12	70.98
Operational Overview	Coverage of self check-in machines in domestic terminals	%	100 (Domestic stations under navigation)	100 (Domestic stations under navigation)	100 (Domestic stations under navigation)
	Domestic destinations of "Through Check-in" flights	-	75 (Domestic stations under navigation)	100 (Domestic stations under navigation)	113 (Domestic stations under navigation)
	International destinations of "Through Check-in" flights	-	61 (International stations under navigation)	-	79 (International stations under navigation)
	Special passengers	-	89,751 (Hongqiao International Airport and Pudong International Airport)	147,827 (Hongqiao International Airport and Pudong International Airport)	182,339 (Hongqiao International Airport and Pudong International Airport)

Classification	Indicators	Unit	2023	2024	2025
Environment	Investment in environmental governance	RMB million	-	-	243.28
	Water consumption	kiloton	4,118.19	4,408.36	4,211.12
	Water consumption intensity	tons/10,000 ton-km	2.22	1.75	1.50
	Fresh water consumption	kiloton	4,118.19	4,408.36	4,211.12
	Aviation fuel consumption	kiloton	6,367.10	7,544.57	7,886.03
	Natural gas consumption	Thousand m ³	7,760.15	7,829.54	7,170.27
	Gasoline consumption	Thousand liters	1,635.73	1,656.62	1,774.32
	Diesel consumption	Thousand liters	9,740.11	10,515.40	10,991.65
	LPG consumption	Thousand m ³	26.57	0	0
	Consumption of other petroleum	ton	667.01	774.93	833.16
	Electricity consumption	1,000 kWh	192,683.27	202,416.01	212,650.43
	Consumption of fossil energy	Thousand metric tons of standard coal	9,392.65	11,166.63	11,628.51
	Consumption of non-fossil energy	Thousand metric tons of standard coal	0.45	0.36	12.33
	Consumption ratio of renewable energy	%	0.005	0.003	0.11
	Greenhouse gas emissions (carbon dioxide emissions)*	ton	20,250,351.29	23,971,290.29	25,024,104.44
	Scope 1 GHG emissions	ton	20,124,649.29	23,816,108.43	24,889,560.36
	Scope 1 GHG emission intensity	tons/10,000 ton-km	10.87	9.43	8.90
	Scope 2 GHG emissions	ton	125,702.00	155,181.86	134,544.06
	Scope 2 GHG emission intensity	tons/10,000 ton-km	0.07	0.06	0.05
	Scope 3 GHG emissions	ton	-	-	342,055.31
	Scope 3 GHG emission intensity	tons/10,000 ton-km	-	-	0.12
	GHG emission intensity (t·km CO ₂ emissions)	tons/10,000 ton-km	10.83	9.41	8.94
	Total carbon emission allowance	tons CO ₂ e	-	-	10,608,963 (Shanghai)
Total carbon emission compliance	tons CO ₂ e	-	-	10,272,924 (Shanghai) +63 (EU)	
Total carbon emission trading volume	tons CO ₂ e	-	-	53 (EU)	
Total energy consumption	TCE	9,456,301.46	11,166,625.88	11,662,551.02	
Energy Consumption per RMB 10,000 operating revenue	Tce/RMB 10,000	0.83	0.76	0.8	
Energy consumption per transport volume	ton (of aviation fuel)/10,000 ton-km	3.44	2.99	2.82	
Fuel consumption per available ton-km	ton/10,000 ton-km	2.18	2.10	2.06	
Fuel consumption per flight hour	ton/hour	3.25	2.82	2.9	
Fuel saving	10,000 tons	1.70	21.60	12.7	

*GHG accounting refers to the Greenhouse Gas Protocol: Corporate Accounting and Reporting Standard, Greenhouse Gas Protocol: Corporate Value Chain (Scope 3) Accounting and Reporting Standard, and the Interim Measures for Monitoring, Reporting and Verification of CO₂ Emissions from Civil Aviation Flight Activities.

Classification	Indicators	Unit	2023	2024	2025
Employee	Sewage discharge	ton	3,706,373.59	3,967,526.22	3,790,011.38
	Sewage pollutant discharge (COD)	ton	-	-	921.45
	Sewage pollutant discharge concentration (COD)	mg/L	-	-	250
	Exhaust gas pollutant emission	kg	-	-	166,555
	Exhaust gas pollutant emission concentration	kg/ton	-	-	0.02112
	Total non-hazardous waste produced	ton	Total: 45,971 Cabin: 36,586 Domestic waste: 7,413 Kitchen waste: 1,972	Total: 68,032 Cabin: 57,493 Domestic waste: 8,881 Kitchen waste: 1,658	Total: 31,358 In-flight waste: 21,342 Household waste: 8,675 Kitchen waste: 1,340
	Non-hazardous waste emission density	ton/10,000 ton-km	-	0.03	0.01
	Total hazardous waste produced	ton	Total: 286.77 Waste medicine: 2.97 Waste organic solvents and waste containing organic solvents: 72.7 Waste mineral oil and mineral 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	Total: 689.15 Waste medicine: 0.649 Waste organic solvents and waste containing organic solvents: 150.9 Waste mineral oil and mineral containing mineral oil: 418.2 Oil-water and hydrocarbon-water mixtures or emulsions: 39.3 Waste dyes and paints: 75.5 Organic resin waste: 2.6 Waste containing Hg: 2.0	Total: 557.40 Waste pharmaceuticals: 0.0465 Waste organic solvents and solvent-containing waste: 81.795 Waste mineral oil and mineral oil-containing waste: 427.295 Oil/water, hydrocarbon/water mixtures or emulsions: 31.868 Dye and coating waste: 12.373 Organic resin waste: 2.383 Mercury-containing waste: 1.635
	Hazardous waste emission density	ton/10,000 ton-km	-	-	0.00033
	Recycling electronic devices	-	2,881 (Shanghai region)	1,896 (Shanghai region)	626 (Shanghai region)
	Environmental violations and non-compliance incidents	-	-	-	0
	Environmental penalties imposed	RMB million	-	-	0
	Number of employees	-	81,781	85,168	89,277
	Total remuneration for employees	RMB billion	13.485	16.02	18.128
	Proportion of female employees	%	36.65	36.95	37.01
	Proportion of senior executives by gender and age	%	By gender: Female: 10.65 Male: 89.35 By age: Aged below 30: 0 Aged between 31 and 40: 0.38 Aged between 41 and 50: 32.70 Aged above 51: 66.92	By gender: Female: 12.7 Male: 87.3 By age: Aged below 30: 0 Aged between 31 and 40: 1.2 Aged between 41 and 50: 31.6 Aged above 51: 67.2	By gender: Female: 11.1 Male: 88.9 By age: Aged below 30: 0 Aged between 31 and 40: 1 Aged between 41 and 50: 28.2 Aged above 51: 70.8
	Number of ethnic minority employees	-	3,064	3,273	3,516
Number of foreign employees	-	831	646	656	
Collective contract signing rate	%	100	100	100	
Number of new employees by gender and age group	-	By gender: Female: 2,104 Male: 3,274 By age: Aged below 30: 4,595 Aged between 31 and 50: 773 Aged above 51: 10	By gender: Female: 2,919 Male: 3,891 By age: Aged below 30: 5,977 Aged between 31 and 50: 794 Aged above 51: 39	By gender: Female: 2,950 Male: 4,240 By age: Aged below 30: 6,403 Aged between 31 and 50: 780 Aged above 51: 7	
Labor contract signing rate	%	100	100	100	

Classification	Indicators	Unit	2023	2024	2025				
Employee	Total number of employees categorized by gender and region	-	By gender: Male: 51,808 Female: 29,973	By gender: Male: 53,695 Female: 31,473	By gender: Male: 56,234 Female: 33,043				
			By region: Shanghai: 31,454 Beijing: 7,127 Kunming: 7,852 Xi'an: 6,711 Others: 28,637	By region: Shanghai: 35,856 Beijing: 7,791 Kunming: 8,134 Xi'an: 7,500 Others: 25,887	By region: Shanghai: 38,199 Beijing: 8,286 Kunming: 8,190 Xi'an: 7,796 Others: 26,806				
			Management personnel: 3,301 Professional technicians: 14,642 Pilots: 10,559 Flight crew: 16,704 Flight security: 4,347 Salesmen: 3,329 Financial staff: 544 Ground services and others: 28,355	Management personnel: 3,382 Professional technicians: 15,272 Pilots: 11,151 Flight crew: 18,602 Flight security: 4,742 Salesmen: 3,377 Financial staff: 574 Ground services and others: 28,068	Management personnel: 3,346 Professional technicians: 15,215 Pilots: 11,784 Flight crew: 20,590 Flight security: 5,194 Salesmen: 3,439 Financial staff: 503 Ground services and others: 29,206				
	Distribution of profession	-	Aged below 30: 35.32 Aged between 31 and 40: 35.05 Aged between 41 and 50: 20.37 Aged above 50: 9.26	Aged below 30: 35.17 Aged between 31 and 40: 34.39 Aged between 41 and 50: 21.04 Aged above 50: 9.4	Aged below 30: 35.31 Aged between 31 and 40: 33.93 Aged between 41 and 50: 21.38 Aged above 50: 9.38				
			Distribution of education structure	%	Junior College and below: 44.64 Bachelor: 51.79 Master and above: 3.57	Junior College and below: 42.01 Bachelor: 54.14 Master and above: 3.85	Junior College and below: 40.08 Bachelor: 56.00 Master and above: 3.92		
					Starting salary for contract employees in main operating locations	RMB	Shanghai: 6,429 Beijing: 6,129 Kunming: 5,829 Xi'an: 5,889 *Amount includes working meal benefits	Shanghai: 6,429 Beijing: 6,129 Kunming: 5,829 Xi'an: 5,889 *Amount includes working meal benefits	Shanghai: 6,429 Beijing: 6,129 Kunming: 5,829 Xi'an: 5,889 *Amount includes working meal benefits
							Coverage rate of social insurance	%	100
	Coverage rate of enterprise annuity	%	95.82	97.16	96.94				
	Employee turnover rate	%	Total employee turnover rate: 4.44 By gender: Male: 4.01, Female: 5.19 By nationality: Domestic: 4.33, Foreign: 15.26 By age: Aged below 30: 7.50 Aged between 31 and 50: 2.98 Aged above 51: 1.67 By profession: 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: 4.35 Overseas: 13.59 (Regional divisions subject to adjustment based on actual circumstances)	Total employee turnover rate: 3.18 By gender: Male: 2.83, Female: 3.80 By nationality: Domestic: 3.04, Foreign: 21.00 By age: Aged below 30: 5.33 Aged between 31 and 50: 2.19 Aged above 51: 1.09 By profession: Management personnel: 0.28 Pilots: 0.33 Flight crew and security guards: 3.17 Professional technicians: 1.69 Salesmen: 6.41 Others: 4.65 By region: Chinese Mainland: 3.15 Overseas: 4.67 (Regional divisions subject to adjustment based on actual circumstances)	Total employee turnover rate: 2.52 By gender: Male: 2.22, Female: 3.04 By nationality: Domestic: 2.44, Foreign: 14.44 By age: Aged below 30: 4.27 Aged between 31 and 50: 1.72 Aged above 51: 0.71 By profession: Management personnel: 0.38 Pilots: 0.30 Flight crew and security guards: 2.13 Professional technicians: 1.34 Salesmen: 7.85 Others: 4.23 By region: Chinese Mainland: 2.51 Overseas: 3.69 (Regional divisions subject to adjustment based on actual circumstances)				

Classification	Indicators	Unit	2023	2024	2025
Employee	Proportion of employees receiving health examinations	%	73	72	76
	Work related injuries	-	66 the statistical caliber has changed	77	24
	Work related fatalities	-	1 traffic accident during commuting	0	0
	Work related fatality rate	%	0.00	0.00	0.00
	Workdays lost due to work related injuries	day	-	-	1,272
	Participants in EAP consultations	-	10,035	9,485	9,613
	Total investment in trainings *Statistical scope excludes Jiangsu, Yunnan, and Wuhan Branches as well as the Technology Company	RMB billion	0.123	0.152	0.08
	Training participants	10,000	137.66	208.04	354.69
	Proportion of trained employees by gender and category of employee	%	By gender: Female: 37.2, Male: 62.8 By category: Management personnel: 4.1 Ordinary employees: 95.9	By gender: Female: 39.5, Male: 60.5 By category: Management personnel: 5.64 Ordinary employees: 94.36	By gender: Female: 39.5, Male: 60.5 By category: Management personnel: 8.9 Ordinary employees: 91.1
			By gender: Female: 92.2, Male: 118.9 By category: Management personnel: 98.2 Ordinary employees: 109.2	By gender: Female: 82.12, Male: 107.18 By category: Management personnel: 85.52 Ordinary employees: 97.98	By gender: Female: 111.42, Male: 125.89 By category: Management personnel: 116.49 Ordinary employees: 120.90
Training hours per employee	hour				
Proportion of employees accepting performance appraisal	%	By gender: Female: 100, Male: 100 By category: Management personnel: 100 Ordinary employees: 100	By gender: Female: 100, Male: 100 By category: Management personnel: 100 Ordinary employees: 100	By gender: Female: 100, Male: 100 By category: Management personnel: 100 Ordinary employees: 100	
		Occurrence of discrimination	Case	0	0
Financial support for disadvantaged employees	RMB 10,000	153.6	168.0	142.1	
Total investment in public welfare	RMB 10,000	-	-	4,595.75	
Grant investment in designated poverty alleviation	RMB 10,000	4,314.10	4,430.73	4,449.75	
Special flights	-	417	462	375	
Public welfare projects	-	-	-	352	
Employee participating in volunteering activities	-	-	-	5,313	
People benefited from public welfare activities	-	-	-	40,910	
Public welfare service	10,000 hours	-	-	4.25	

Index of Indicators

The Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial)

Dimension	No.	Topic	Chapter	Page(s)
Environment	1	Addressing Climate Change	Proactive Response to Climate Change	P80-86
	2	Pollutant Emissions	Environmental Compliance Through Comprehensive Governance	P88-91
	3	Waste Disposal		
	4	Ecosystem and Biodiversity Protection		
	5	Environmental Compliance Management		
	6	Energy Utilization		
	7	Water Resource Utilization	Resource Recycling with High Efficiency	P87
	8	Circular Economy	Proactive Response to Climate Change Resource Recycling with High Efficiency	P80-86 P87
Society	9	Rural Revitalization	Advancing Comprehensive Rural Revitalization	P109-110
	10	Social Contribution	Serving People's Livelihood, Demonstrating Commitment	P111-113
	11	Innovation Drive	Remarkable Progress in Technological Innovation New Breakthroughs in Digital Transformation	P66-67 P68-69
	12	Technology Ethics		
	13	Supply Chain Security	Open Cooperation for Mutual Benefit and Win-Win Results	P100-108
	14	Equal Treatment of Small and Medium-Sized Enterprises		
	15	Safety and Quality of Product and Service	Fortifying the Foundation of Aviation Safety Ensuring Healthy Travel for Passengers Quality First for Fantastic Experience	P54-59 P60-61 P72-75
	16	Data Security and Customer Privacy Protection	Quality First for Fantastic Experience	P72-75
17	Employees	Ensuring Physical and Mental Health for Employees Building and Sharing a Happy China Eastern Together	P62-63 P94-99	
Sustainability-related Governance	18	Due Diligence	Material Issues Management	P48-49
	19	Stakeholder Communication	Stakeholder Engagement	P50-51
	20	Anti-commercial Bribery and Anti-corruption	Anti-Corruption	P21
	21	Anti-unfair Competition	Compliance Management Anti-Corruption	P17 P21

The Appendix C2 Environmental, Social and Governance Reporting Code issued by the Stock Exchange of Hong Kong Ltd.

Disclosure Item	Description	Chapter	Page(s)
Part B: Mandatory Disclosure Requirements			
Governance Structure	13. A statement from the board of directors containing the following: (i) disclosure of the board's oversight of ESG matters; (ii) the board's ESG management approach and strategy, including the process for assessing, prioritizing and managing material ESG-related matters (including risks to the issuer's business); and (iii) how the board reviews progress against ESG-related goals and explains how they relate to the issuer's business.	Board Statement	P46
Reporting Principles	14. A description of or an explanation of how the following reporting principles are applied in preparing the ESG report: Materiality: The ESG report should disclose (i) the process for identifying material ESG factors and the criteria for selecting them; (ii) if the issuer has conducted stakeholder engagement, a description of the material stakeholders identified and the process and results of the issuer's stakeholder engagement. Quantitative: Information on the standards, methods, assumptions and/or calculation tools used for reporting emissions/energy consumption (as applicable), and the source of conversion factors used, should be disclosed. Consistency: The issuer should disclose any changes in statistical methods or key performance indicators (if any) or any other relevant factors affecting meaningful comparison in the ESG report.	About the Report	P6-7
Reporting Scope	15. An explanation of the reporting scope of the ESG report and a description of the process for selecting which entities or businesses are included in the ESG report. If the reporting scope changes, the issuer should explain the differences and reasons for the change.		
Part C: "Comply or Explain" Provisions			
Main Areas, Aspects, General Disclosures and Key Performance Indicators			
A. Environment			
Aspect A1: Emissions	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 air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Environmental Compliance Through Comprehensive Governance	P88-91
	Key performance indicators A1.1 The types of emissions and respective emissions data.		
	Key performance indicators A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Performance indicators	P114-119
	Key performance indicators A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).		

Disclosure Item	Description		Chapter	Page(s)
Part B: Mandatory Disclosure Requirements				
A1: Emissions	Key performance indicators A1.5	Description of emission target(s) set and steps taken to achieve them.	Environmental Compliance Through Comprehensive Governance	P88-91
	Key performance indicators A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.		
A2: Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.		Resource Recycling with High Efficiency	P87
	Key performance indicators 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	P114-119
	Key performance indicators A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).		
	Key performance indicators A2.3	Description of energy efficiency target(s) set and steps taken to achieve them.	Resource Recycling with High Efficiency	P87
	Key performance indicators 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.		
	Key performance indicators A2.5	Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced.	Not applicable, as China Eastern's business does not involve product manufacturing.	
A3: Environment and Natural Resources	General Disclosure Policies on minimizing the issuer's significant impacts on the environment and natural resources.		Environmental Compliance Through Comprehensive Governance	P88-91
	Key performance indicators A3.1	Description of the significant impacts of operational activities on the environment and natural resources and the actions taken to manage them.		

Disclosure Item	Description		Chapter	Page(s)
B. Society				
Employment and Labour Practices				
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.		Building and Sharing a Happy China Eastern Together	P94-99
	Key performance indicators B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Performance indicators	P114-119
	Key performance indicators B1.2	Employee turnover rate by gender, age group and geographical region.		
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.		Ensuring Physical and Mental Health for Employees	P62-63
	Key performance indicators B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Performance indicators	P114-119
	Key performance indicators B2.2	Lost days due to work injury.		
	Key performance indicators B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Ensuring Physical and Mental Health for Employees	P62-63
B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		Building and Sharing a Happy China Eastern Together	P94-99
	Key performance indicators B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Performance indicators	P114-119
	Key performance indicators B3.2	The average training hours completed per employee by gender and employee category.		
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 the prevention of child or forced labor.		Building and Sharing a Happy China Eastern Together	P94-99
	Key performance indicators B4.1	Description of measures to review employment practices to avoid child and forced labour.		
	Key performance indicators B4.2	Description of steps taken to eliminate such practices when discovered.		

Disclosure Item	Description	Chapter	Page(s)
Operating Practices			
B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Open Cooperation for Mutual Benefit and Win-Win Results	P100-108
	Key performance indicators B5.1 Number of suppliers by geographical region.	Performance indicators	P114-119
	Key performance indicators B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.		
	Key performance indicators B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Open Cooperation for Mutual Benefit and Win-Win Results	P100-108
	Key performance indicators B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.		
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 the health and safety, advertising, labeling and privacy matters of products and services provided and methods of redress.	Ensuring Healthy Travel for Passengers Quality First for Fantastic Experience	P60-61 P72-75
	Key performance indicators B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable, as China Eastern's business does not involve product manufacturing.	
	Key performance indicators B6.2 Number of products- and service-related complaints received and how they are dealt with.	Quality First for Fantastic Experience Performance indicators	P72-75 P114-119
	Key performance indicators B6.3 Description of practices relating to observing and protecting intellectual property rights.	Remarkable Progress in Technological Innovation	P66-67
	Key performance indicators B6.4 Description of quality assurance process and recall procedures.	Not applicable, as China Eastern's business does not involve product manufacturing.	
	Key performance indicators B6.5 Description of policies on consumer data protection and privacy, and how they are implemented and monitored.	Quality First for Fantastic Experience	P72-75
	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 bribery, extortion, fraud and money laundering.		
B7: Anti-corruption	Key performance indicators B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during this reporting period and the outcomes of the cases.	Anti-Corruption Performance indicators	P21 P114-119
	Key performance indicators B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.		
	Key performance indicators B7.3 Description of anti-corruption training provided to directors and staff.		

Disclosure Item	Description	Chapter	Page(s)
Community			
B8: Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Serving People's Livelihood, Demonstrating Commitment Advancing Comprehensive Rural Revitalization Performance indicators	P111-113 P109-110 P114-119
	Key performance indicators B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).		
	Key performance indicators B8.2 Resources contributed (e.g. money or time) to the focus area.		
Part D: Climate-related Disclosures			
(I) Governance		Proactive Response to Climate Change Performance indicators	
	Climate-related risks and opportunities Business model and value chain		
(II) Strategy	Strategy and decision-making Financial position, financial performance and cash flows	As quantitative methods, data infrastructure and analytical tools for assessing climate-related financial impacts within the industry remain at an early developmental stage, the Company currently uses qualitative analysis for indicators requiring quantitative data, including financial position, financial performance and cash flows, climate resilience, climate-related transition risks, climate-related physical risks, climate-related opportunities, capital allocation and internal carbon pricing.	P80-86 P114-119
	Climate resilience		
(III) Risk Management	Greenhouse gas emissions Climate-related transition risks Climate-related physical risks Climate-related opportunities Capital allocation Internal carbon pricing Remuneration Industry metrics	The Company is actively building its quantitative assessment capabilities and will gradually expand quantitative disclosures as relevant methodologies and data systems mature.	
	Climate-related targets		
(IV) Metrics and Targets	Applicability of cross-industry and industry metrics		

Assurance Statement

INDEPENDENT ASSURANCE STATEMENT



Shanghai QingshanWay Technology Co., Ltd. (hereinafter referred to as 'QingshanWay') was commissioned to conduct an independent third-party assurance of China Eastern Airlines' 2025 Sustainability (ESG) Report ('2025 ESG Report' for short).

China Eastern Airlines Co., Ltd. (hereinafter referred to as 'China Eastern') is responsible for collecting, analyzing, summarizing, and disclosing the information contained in the 2025 ESG report. QingshanWay is responsible for conducting assurance engagements in accordance with terms of reference agreed in the scope of engagement with China Eastern. China Eastern is the intended user of this statement.

QingshanWay has provided this assurance statement in relation to the 2025 ESG Report. China Eastern is responsible for the integrity, accuracy, authenticity, and validity of the information and data in the report.

Intended Users

The intended users of this assurance statement are all stakeholders of China Eastern.

Assurance Scope

- This assurance covers only the information content disclosed by China Eastern in the 2025 ESG Report.
- Location: Shanghai Hongqiao, Address: No. 36, Hongxiang 3rd Road, Minhang District, Shanghai, China, the headquarter of China Eastern.
- The QingshanWay assurance team evaluated the management processes involved in collecting, analyzing, and verifying data in the report.
- The financial data was audited by a third party, so no duplicate verification was required; carbon emissions data was disclosed based on the final results of third party verification.

Assurance Criteria

AA1000 Assurance Standard v3 (AA1000AS v3): Type 2, Moderate Level.

Assurance Methodology

The assurance process included the following activities:

- Reviewing China Eastern's processes and methods for identifying and gathering stakeholder feedback;
- Conducting interviews with China Eastern's employees involved in report preparation and the provision of relevant information;
- Assessing whether the report preparation and management process adheres to AA1000AS v3 Principles of inclusivity, materiality, responsiveness, and impact;
- Evaluating the report against *Guiding Opinions on High-Standard Fulfillment of Social Responsibilities by Central Enterprises in the New Era* issued by the State-owned Assets Supervision and Administration Commission of the State Council (SASAC), *Corporate Sustainability Disclosure Standards--Basic Standard (Trial) and Corporate Sustainability Disclosure Standards No. 1--Climate (Trial)* issued by the Ministry of Finance, *Environmental, Social and Governance Reporting Code* issued by the Hong Kong Stock Exchange (HKEX), *Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies--Sustainability Report (Trial) and Guide No.4 for Self-Regulatory Supervision on Listed Companies of the SSE--Compilation of Sustainable Development Reports*, *GB/T 36001-2015 Guidance on social responsibility reporting* issued by National Standardization Administration, *Guidelines on Corporate Sustainability Reporting for Chinese Enterprises (CASS-ESG 6.0)* issued by the China Enterprise Reform and Development Society, *2030 Agenda for Sustainable Development* issued by the United Nations, *ISO 26000:2010 Guidance on Social Responsibility* issued by the International Organization for Standardization, *the GRI Standards* issued by the Global Reporting Initiative (GRI), *IFRS S1: General Requirements for Disclosure of Sustainability-related Financial Information and IFRS S2: Climate-related Disclosures* issued by the International Sustainability Standards Board;
- Sampling and verifying the consistency, sources, and supporting documentation of performance indicators, assessing the reliability and quality of data collection, and confirming consistency between statements and conclusions in the report;
- Performing other activities we deemed necessary

Assurance Conclusions

During the 2025 ESG report assurance process, no material deviations from the AA1000 AP (2018) were identified. Based on the AA1000AS v3 principles of inclusivity, materiality, responsiveness, and impact, our conclusions are as follows:

Inclusivity	China Eastern has identified key stakeholders, including the Civil Aviation Administration, stock exchanges, investors, local governments, customers, and employees. It consistently implements stakeholder communication mechanisms, such as distributing surveys, holding cooperation meetings, and conducting business exchanges, actively responding to stakeholder demands, demonstrating good inclusivity towards the demands of various stakeholders.
Materiality	China Eastern has established a systematic process for identifying material issues and conducts assessments based on a double materiality framework (impact materiality and financial materiality) that takes into account both industry-specific and company-specific characteristics. Issues with higher double materiality, such as [Aviation Safety] and [Climate Change Response], were identified. Issues with higher impact materiality, such as [Occupational Health and Safety], [Passenger Health and Safety], and [Passenger Experience Optimization], as well as issues with higher financial materiality, such as [Risk Management], [Service Innovation], and [Supply Chain ESG Management], were identified and adequately disclosed in the Report.
Responsiveness	China Eastern has clearly responded to issues of concern to stakeholders, including setting management targets, formulating improvement measures, and implementing governance processes. Additionally, it has established quantitative performance indicators and improvement mechanisms across several issues, enabling it to actively respond to stakeholder demands. Examples include setting a safety management target of "the rate of human-caused incident in commercial air transport per 10,000 flight hours shall not exceed 0.0655", and conducting Scope 3 greenhouse gas emission calculations, thereby enhancing transparency of relevant information.
Impact	China Eastern has established a quantifiable long-term ESG impact management mechanism, continuously evaluating and improving performance on issues of concern to stakeholders. Specific indicators include: flight punctuality rate (Passenger Experience Optimization and Flight Punctuality issues), and ATK and RTK indicators (Climate Change Response). Notably, the ATK and RTK indicators reached their best levels in the company's history in 2025, demonstrating significant social and environmental impact.

Based on the sample check procedures performed, the following data disclosed in the 2025 ESG report has been verified as true and accurate:

Number of Suppliers	Total Investment in Public Welfare	Water Consumption
Total Transport Volume	Total Non-Hazardous Waste Produced	Workdays Lost Due to Work Related Injuries
Proportion of Trained Employees by Gender and Category of Employee	Training Hours per Employee	Investment in Environmental Governance

Statement of Limitations

This assurance statement does not cover:

- Activities beyond the scope of the disclosed information;
- Verification of data from external third parties, or audit of financial information;
- Statements relating to the positions, views, beliefs, objectives, future directions, and commitments of China Eastern.

Statement of Independence and Competence

QingshanWay is an independent third-party organization licensed to conduct assurance engagements in accordance with AA1000AS v3. QingshanWay has no conflicts of interest with China Eastern and its affiliates. All information contained in this report was provided by China Eastern, and QingshanWay was not involved in the preparation of the report.



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March 19, 2026

Shanghai, China

Note: The simplified Chinese version of this assurance statement shall prevail, and the English translation is for reference only.

Reader Feedback

Dear Sir/Madam,

Thank you for reading the *China Eastern Airlines Co., Ltd. 2025 Sustainability (ESG) Report*. To provide more valuable information, facilitate your monitoring of our ESG 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.



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