



Aviation Safety
Climate Action
Common Prosperity
Flight Punctuality
Rural Revitalization
Innovation
A Country With Strong Transportation Network
No Poverty
Internationalization
Diversity
World-class Enterprise
Diversity
Innovation
Co-construction And Sharing
Flight Punctuality
Internationalization
Super Carrier
A Country With Strong Transportation Network
Green flight
Aviation Safety
Passenger Health and Safety
High quality development
Sustainable Supply Chain
Carbon Peaking and Carbon Neutrality Goals

15th

2022

Making Progress on All Fronts
for a Promising Future

CHINA EASTERN AIRLINES **CHINA EASTERN**
Corporate Social Responsibility and ESG Report

CONTENTS

02 - Letter to Stakeholders

04 - About the Report

About China Eastern

06 - About China Eastern

08 - Corporate Strategy

09 - Party Building

12 - Corporate Governance

14 - Investor Relations

14 - Compliance Management

14 - Risk Management

15 - Digital Transformation

16 - Technological Innovation

17 - Anti-Corruption

Appendix

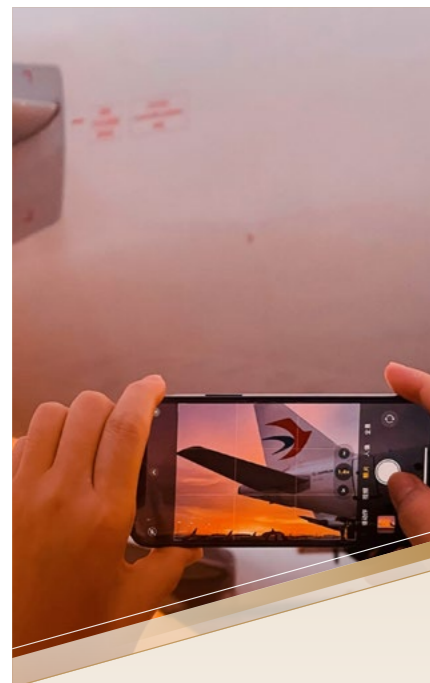
76 - Performance Indicators

82 - GRI Index

87 - HK-ESG Index

90 - Assurance Statement

92 - Reader Feedback



Highlights in 2022

20 - Our Shared Memories

24 - CSR Performance

18



Our Journey Towards Sustainability

28 - Flights for Sustainability

29 - Materiality Management

32 - Stakeholder Engagement

26



Building a Strong Foundation for Safety

36 - Upholding Aviation Safety

40 - Safeguarding Passenger Health

41 - Caring for Employee Health and Safety

34



Creating Incredible Experiences of Air Travel

44 - Guaranteeing Flight Punctuality

45 - Providing Heartwarming Services

49 - Improving Travel Experience

52 - Protecting Customer privacy

53 - Advancing Global Connectivity

53 - Contributing to Industrial Development

42



Promoting Green and Low-Carbon Development

58 - Addressing Climate Change

61 - Safeguarding Lucid Waters and Blue Sky

62 - Sustainable Utilization of Resources

63 - Sustainable Value Chain

56



Pursuing Happiness with Love

66 - Supporting Employee Development

71 - Comprehensively Promoting Rural Vitalization

74 - Engaging in Local Communities

75 - Guaranteeing Special Flight

64

Letter to Stakeholders



Dear stakeholder

Spring is coming again and China is full of life and vitality.

In retrospect, the year 2022 was an extraordinary year. The changes of the world, the changes of the times, and the changes in history were unfolding unprecedentedly. Our world and times were changing in the ways unseen in history, bringing unprecedented challenges for humanity. In 2022, the 20th National Congress of the Communist Party of China (CPC) was successfully convened, drawing up a grand blueprint for advancing the great rejuvenation of the Chinese nation on all fronts through a Chinese path to modernization. 2022 was also an unusual year for China Eastern during its 65 years' history of development. We calmly braved unexpected adverse factors such as a sluggish market, making progress while ensuring stability. "Having accomplished a task, we begin to appreciate its difficulty". We always believe that upholding the "golden key", "sustainable development", and pursuing "high-quality development" while ensuring "high-quality CSR fulfillment" will definitely build China Eastern into a world-class airline with stable and sustainable development.

Like sprouts coming out of the soil in spring, we remain true to our original aspiration. In 2022, with the highest standards, strongest deployment, most meticulous preparation, most practical actions and highest morale, we provided air transport services for delegates to the 20th CPC National Congress. Moreover, we triggered a craze for learning the guiding principles of the 20th CPC National Congress. Specifically, we organized staff to listen to or watch the opening ceremony of the 20th CPC National Congress live, publicize and learn the guiding principles of the congress, held seminars and training courses under the theme of "Learning the guiding principles of the 20th

CPC National Congress and ramping up efforts to build a world-class airline", and carried out thematic Party courses. Besides, we opened Blue Sky Party Building Workshop, better publicizing the guiding principles of the congress among the grassroots, Party branches and Blue Sky Party Building Workshop.

With great tenacity and motivation, we prioritize stability and pursue progress while ensuring stability. To ensure both development and safety, we have developed the *Decision to Earnestly Implement Xi Jinping's Important Speeches on "Two Aspects of Absolute Safety"* and carried out a series of measures such as "safety, operation and team stability" and "five management rules" for work safety. These measures have effectively improved the Company's safety performance, marking the successful conclusion of the three-year action for state-owned enterprises (SOE) reform. Keeping in mind what is of vital importance to the nation, we boosted support to promote the development of homemade trunk liners in 2022. In the same year, we provided premium service for the 5th China International Import Expo (CIIE), with the second largest total contract value and exhibition stand deal since China Eastern participated in the expo. For the second consecutive year, we co-organized the International Aviation Forum of the North Bund Forum; on the forum, we unveiled Super Carrier, Smart Aviation and other achievements, providing powerful support for building China's strength in transportation and boosting the development of Shanghai International Shipping Center.

We are deeply aware that China's 30-60 Decarbonization Goal is not only the responsibility of the nation to tackle climate change, but a long-lasting and profound socio-economic reform, posing great challenges especially to the aviation industry. To enjoy a good environment, we face pressing needs to strive for our goal through a green, low-carbon and high-quality development path, which prioritizes

ecology. Thus, in 2022 we implemented the green development strategy, improved ESG governance, and developed the *Action Plan for Carbon Peak*. Moreover, we actively participated in the SkyTeam Sustainable Flight Challenge and released the *Sustainable Flight Action Guide*. In line with China's plastic pollution control regulations, we ramped up efforts to support plastic bags ban and improved energy and environmental systems, cementing the ecological foundation for sustainable development.

With selfless contribution, we strive for the mission of "People's Airlines for the People". In 2022, we provided high-quality services to tap market potentials, recover customer confidence and boost corporate brand, increasing the number of air routes, logistics flows, market vitality and chartered flight pool. In this way, we constantly enhanced in-flight, ground and online service capabilities. Considering digital transformation as a must, we actively implemented the Digital China Strategy. China Eastern is the country's first civil airline to appoint Data Protection Officers (DPOs), promoting business innovation with data-driven efforts, data governance and technological development. A host of China Eastern products have received a rave review, including the "one-step service package", "Air Express lines", "10,000km mileage product", "flight visualization program for UM (unaccompanied minors) passengers", "the country's first visualization service for luggage handling of outbound flights" and "Easy Ticket Refund product", etc. To comprehensively facilitate rural vitalization, we have built the country's first aviation-based rural support platform; we have further strengthened pairing assistance in Cangyuan and Shuangjiang in Lincang City, Yunnan Province, and signed a new round of cooperation agreements with local government and industries, making progress in rural vitalization in five aspects. We have also continued to safeguard passenger safety during full-process flight and strongly supported the country's efforts to fight COVID-19. In 2022, we operated 486

flights to transport medical supplies totaling 3,300 tons and 161 flights to transport medical teams. To take the initiative to promote high-quality development, we accelerated the implementation of the talent development strategy, and encouraged staff to work hard and achieve personal development during work. Besides, we continued efforts to build a happy China Eastern and "Do Practical Things for the Masses", winning passenger support to jointly promote future development.

The future is promising because of our progress. The country has embarked on a new round of comprehensively deepening reforms, expanding domestic demand, and furthering opening-up. Against this backdrop, it is our hope that we continue to play the strategic and pioneering role of civil aviation transport, guarantee stable and unimpeded industry chains and supply chains, facilitate the development of the Belt and Road Initiative and socio-economic development, and make efforts to build a beautiful China and promote rural vitalization. Moreover, we will make more contribution as the country's pillar civil airline to facilitate the sustainable development of China and the rest of the world, which will be China Eastern's rewards for the CPC and our people in the new era.

March 2023

About the Report

Report Improvement

This is the 15th CSR(ESG) report released by China Eastern Airlines Corporation Limited (China Eastern for short). Since 2009, China Eastern has regularly released CSR reports to the society every year to enhance communication with stakeholders. With the rise and development of the ESG philosophy, enterprises are no longer limited to the disclosure of objective data such as corporate finance and performance. They integrate subjective factors such as environment, social responsibility, and corporate governance into it, improving their investment value while helping them move towards sustainable development. Against this background and based on the need for high-quality development, China Eastern fully combines the information compliance disclosure requirements of the stock exchanges for listed companies, and rename this report as the CSR and ESG report.

Reporting Period

The report mainly covers the Company's management and practice from January 1, 2022 to December 31, 2022. Some data and contents may extend beyond the time scope if necessary.

Reporting Cycle

The Report is published annually. The latest report was released in March, 2022.

Reporting Scope

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

Reference

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

Preparation Basis

This report is prepared in accordance with *Guidelines to the State-owned Enterprises Directly under the Central Government on Fulfilling Corporate Social Responsibilities with High Standards in the New Era (Draft for Comments)* and the *Work Plan for Improving the Quality of Listed Companies Controlled by State-owned Enterprises Directly under the Central Government* issued by the State-owned Assets Supervision and Administration Commission of the State Council (SASAC), the *Environmental, Social and Governance Reporting Guide(HK-ESG)* issued by The Stock Exchange of Hong Kong Ltd., *Guidelines on Preparation of CSR Reports* issued by Shanghai Stock Exchange, GB/T 36001-2015 *Guidance on Social Responsibility Reporting*, *GRI Sustainability Reporting Standards* (GRI Standards) issued by the Global Sustainability Standards Board (GSSB), *Guidance on Social Responsibility* (ISO 26000:2010), *Guidelines on Corporate Social Responsibility Reporting for Chinese Enterprises* (CASS-CSR 5.0) by Chinese Academy of Social Sciences, *the 2030 Agenda for Sustainable Development* issued by the United Nations, as well as supplement guidelines in aviation service industry. With systematic integration of crucial guidelines and standards, the report responds to stakeholders' expectations and demands and highlights industrial features and corporate characteristics.

Data Source

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

Report Access

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

Contact Department: Department of Corporate Culture and Brand Management of China Eastern

Telephone: 021-22331435

Fax: 021-62686883

Address: No.36 Hongxiang 3rd Road, Minhang District, Shanghai, China

Zip Code: 201100



About China Eastern

About China Eastern

Headquartered in Shanghai, China Eastern Airlines Co., Ltd. is one of the three state-owned backbone airlines of China. It originated from the first civil aviation squadron, which was established in Shanghai in January 1957. China Eastern has been listed on Shanghai and Hong Kong stock markets.

Currently, it operates a fleet of approximately 800 aircrafts, 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, and it is the first Chinese civil airline to support the use of portable electronic devices (PEDs) such as a smartphone onboard. 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. Every year, China Eastern can provide aviation transport services for 150 million passengers, ranking top 10 among global airlines.

At present, China Eastern has four hub airports in two municipalities - Beijing and Shanghai, and a few regional air hubs in Xi'an, Kunming and other cities. As a member of the SkyTeam Airline Alliance (SkyTeam), China Eastern boasts an aviation transport network covering 1,088 destinations in 184 countries and regions, and runs 111 domestic and overseas branches. In recent years, the Company has launched several new international routes along the Belt and Road, actively building the Air Silk Road to connect the whole world by air.

We are committed to providing high-quality aviation transport service and speeding up the pace of building a world-class airline. The Company has been rated for a few consecutive years as

Top 100 Most Valuable Chinese Brands by the world's famous brand rating agency - WPP. In addition, the Company has received awards and honors at home and abroad for operating quality, service experience, and social responsibility fulfillment, etc.

Fleet structure in 2020-2022

Aircraft Model	2022	2021	2020
B777 series	20	20	20
B787 series	10	10	10
A350 series	15	11	8
A330 series	56	56	56
A320 series	372	358	336
B737 series	284	290	292
C919	1	/	/
ARJ21	17	7	3
Business aircraft	3	6	9
Total	778	758	734

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

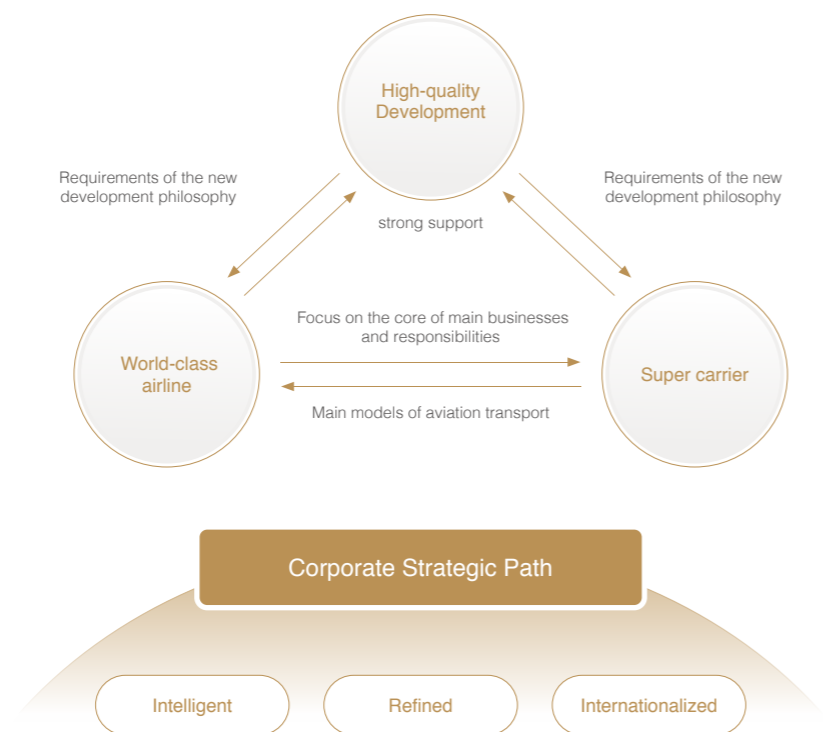


Corporate Strategy

In 2022, taking into account the latest domestic and international situation, we optimized the key goals, key indicators and key tasks of China Eastern for the 14th Five-Year Plan period. Moreover, we improved the *Implementation Plan of China Eastern Airlines Co., Ltd. on Pilot Projects of Building China's Strength in Transportation*, ramping up efforts in strategic management. For the 14th Five-Year Plan period, we advance reform and technological innovation, and promote intelligent, refined and internationalized development, in an effort to build a world-class airline and a happy China Eastern and promote the implementation of strategic plans. Specifically, we aspire to become a world-class airline that provides integrated services of smart aviation transport, which advocates constant safety, innovation-driven development, quality and efficiency, and ecological protection.



Development Diagram of China Eastern



On October 1, 2022, the Company held the national flag-raising ceremony at its branch offices

Party Building

Upholding the Party's leadership, we follow the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era and implement the guiding principles of the 20th CPC National Congress. With a deep understanding of the decisive significance of the "Two Establishes" - establishing Comrade Xi Jinping's core position on the Party Central Committee and in the Party as a whole and establishing the guiding role of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, we firmly ensure the "Two Upholds", i.e., resolutely upholding General Secretary Xi Jinping's core position on the Party Central Committee and in the Party as a whole, and resolutely upholding the Party Central Committee's authority and its centralized, unified leadership. We transform the Party's political advantages into the Company's advantages in development, innovation and competition, guaranteeing and leading high-quality corporate development through high-quality Party building.

We have developed a work plan, which incorporate 27 important tasks, for our Party organizations to learn, publicize and implement the guiding principles of the 20th CPC National Congress. Through a variety of rich-content activities, a craze has been triggered for this.

Main measures to learn, publicize and implement the guiding principles of the 20th CPC National Congress

We carried out thematic activities to review and further implement the important speeches delivered by General Secretary Xi Jinping under the theme of "Making contributions to the new era and embracing the 20th CPC National Congress".

We organized staff to listen to or watch the opening ceremony of the 20th CPC National Congress live. Two representatives of China Eastern were present at the Great Hall of the People to listen to the report delivered by General Secretary Xi Jinping on the congress.

We held seminars on "Learning the guiding principles of the 20th CPC National Congress and ramping up efforts to build a world-class airline", organized training courses under the theme of "Leading and implementing Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era and the guiding principles of the 20th CPC National Congress", and carried out online thematic training courses.

We organized a lecturer team for learning, publicizing and implementing the guiding principles of the 20th CPC National Congress, with members of Party organizations taking the lead to interpret and publicize the guiding principles of the congress at the institutions they are in charge of, grassroots outlets, and the Party branches they belong to.

2022

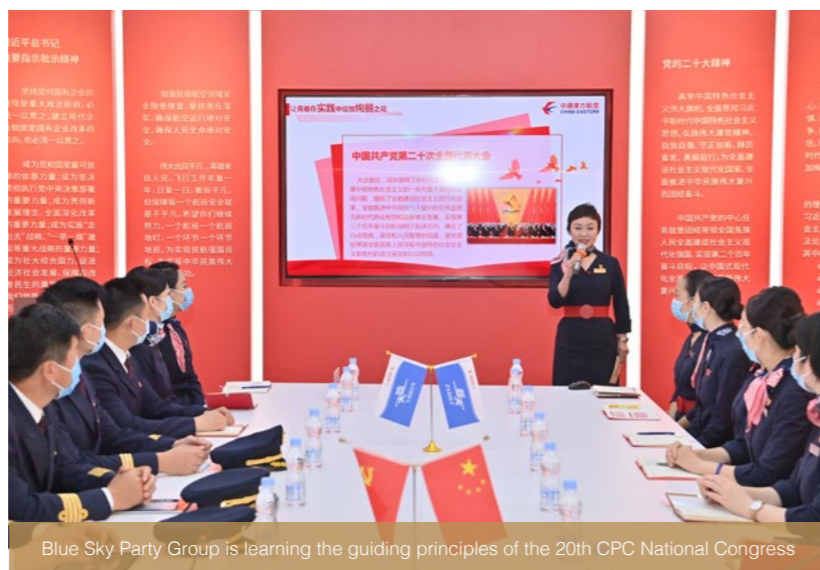
The cases *Inventing the model of Blue Sky Party Group and improving aircrew team building through Party building and Applying target management to enhance efforts in exploring and advancing the standardized development of SOE Party branches* were included in China's list of outstanding Party building cases.



Organizing employees to listen to or watch the opening ceremony of the 20th CPC National Congress live



China Eastern stewardess Liu Shiyong, a delegate to the 20th CPC National Congress



Blue Sky Party Group is learning the guiding principles of the 20th CPC National Congress



On November 11, 2022, the heads of China Eastern unveiled Blue Sky Party Building Workshop

Apart from the list of decision-making items, China Eastern Group has released the newly revised *List of Major Operation and Management Items to be Discussed by Party Organizations Before Decision Making, Rules of Party Organizations for Deliberation and Decision Making, and Measures of China Eastern for Implementation of the "3+1" Decision-Making System*. China Eastern has strictly implemented the Party Committee decision-making procedures for major corporate decision-making items, promoting the Party's leadership into corporate governance.

2022

Meetings of Party organizations and collective learning activities of central groups for theoretical learning

64

Speeches delivered by General Secretary Xi Jinping that China Eastern has held meetings to inform and study

192

Revised

the measures for implementation of the Party building accountability system and the measures for appraisal and assessment of the Party building accountability system

Corporate Governance

2022

The Company held **2** shareholders' meetings, **10** Board meetings and **18** special committees.

The independent (external) directors faithfully fulfilled their responsibilities. They participated in:

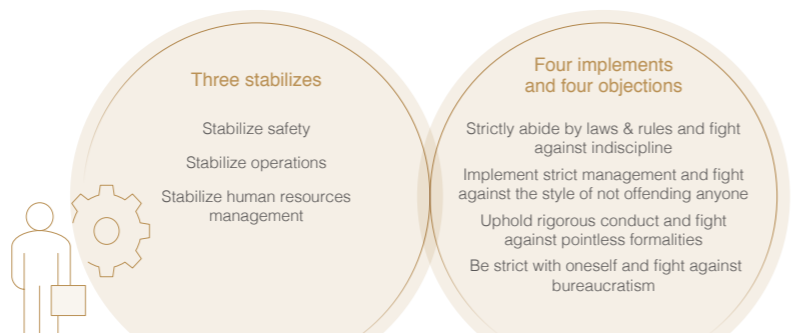
- 3** internal meetings
- 2** annual audit report meetings
- 4** researches on special issues
- 2** work meetings on which General Managers' decisions and the implementation progress of decision-making matters under authorization of the Board were reported

During the three-year SOE reform action plan period (2020-2022)

the Company researched **80+** reform, organized and held **22** meetings of the Committee on Deepening Reform, and summarized **62** typical reform cases to enhance experience exchange and promotion.

The company completed the establishment of the Board of **41** subsidiaries and promoted the implementation of the functions and powers of the Board of **19** important subsidiaries.

In strict compliance with laws, regulations and domestic & overseas security laws, China Eastern has revised a series of regulations and rules to improve the authorization system of Board of Directors, including *Articles of Incorporation, Deliberation Rules of the Shareholders' Meeting, Deliberation Rules of Board of Directors, Detailed Rules on the Work of Board of Directors Aviation Safety and Environment Committee, Working System for General Managers, Deliberation Rules of General Managers' Meeting* and *Measures for Compliance Management*, etc. Upholding the Party's leadership over SOEs, the establishment of modern enterprise system, and the "3+1" decision-making mechanism, China Eastern has established and improved the list of items to be discussed by the Party committee before major corporate decision-making. Giving full play to the leading role of the Party committee, China Eastern has accelerated the development of a corporate governance system where rights and responsibilities are stipulated according to law, rights and responsibilities are transparently displayed, coordinated operation and effective balance are guaranteed.



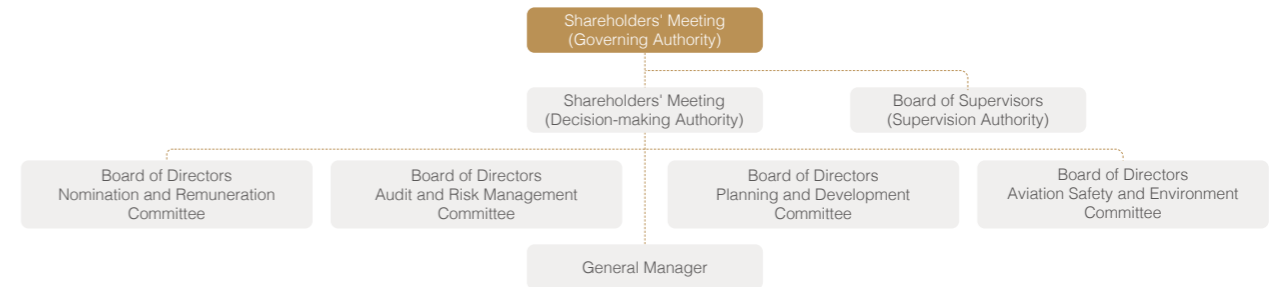
ESG management

China Eastern has implemented the new development philosophy and actively participated in the development of ESG information disclosure rules, ESG performance rating and ESG investment guidelines with Chinese characteristics. Moreover, the Company has attached great importance to the engagement of the Board of Directors in ESG management. At China Eastern, the Board of Directors listens to ESG progress on regular meetings and monitors important issues such as ESG-related risks and opportunities that may influence the Company's business operation, shareholders and other stakeholders; the Board of Directors conducts discussion, research and review of key ESG issues to ensure that environmental, social and governance strategies are integrated into the process of business decision-making and improve the ESG management of listed central SOEs. Under the Board of Directors, the Aviation Safety and Environment Committee has been set up to examine and supervise the Company's aviation safety and ESR-related matters, guide the development of ESG goals, management guidelines and strategies, and review the annual CSR report and ESG-related information disclosure. In 2022, the Company revised the *Detailed Rules on the Work of Board of Directors Aviation Safety and Environment Committee*, enhancing the ESG management function of the Board.

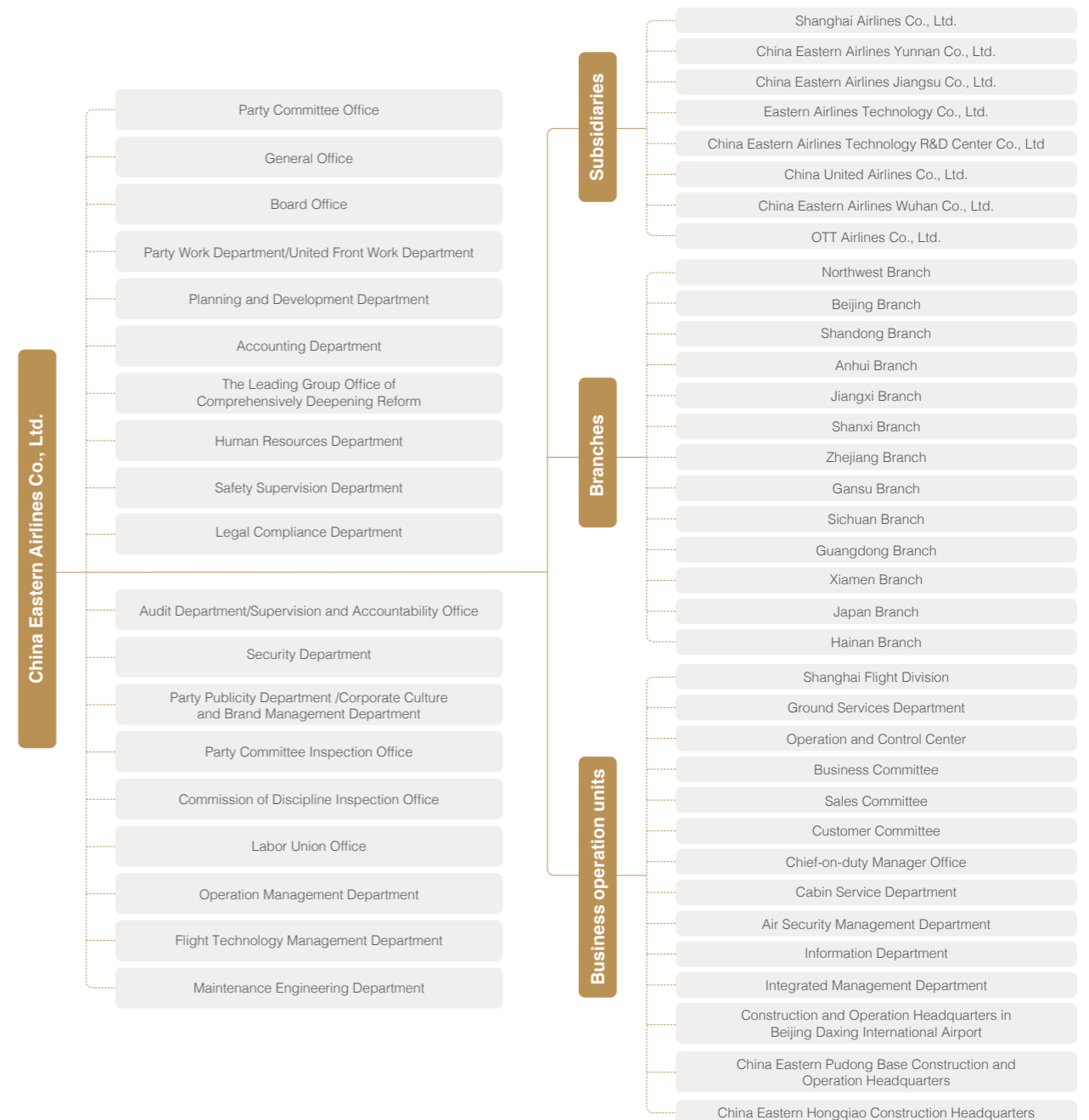
Members of the Board of Directors

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

Governance Framework



Organizational Framework



Investor Relations

2022

We participated in **25** investment banking exchange meetings and strategy planning meetings at home and abroad; communicated with **423** investors; held approximately **40** online meetings to disclose business outcomes and the operation expectations for 2023, and to listen to investors' advice on the Company's operation and management.

According to the regulatory requirements for listed companies, China Eastern has performed well in information disclosure and investor relations. Specifically, the Company has actively conducted communication with investors to respond to their demands in line with the principles of fairness, justness and openness, and has made optimization efforts to ensure the information disclosure is authentic, accurate, complete, timely and fairly. Moreover, the Company has leveraged multi-channel and multi-level interaction platforms, which include legitimate platforms for information disclosure, shareholders' meetings, investor briefings, roadshows, visits, columns of the official website and new media platforms, etc., to enhance investor communication, listen to and respond to investor demands, and actively maintain a great corporate image in capital markets. In 2022, the Company received the 5A rating (the highest rating) from China Association for Public Companies (CAPCO) for "Responsibility Fulfillment of the Board of Directors Secretary of Listed Companies", Gold Award for the 4th consecutive year in Global Aviation Annual Report category at LACP (League of American Communications Professionals) Vision Awards, and A rating for the 9th year in the information disclose evaluation of the Shanghai Stock Exchange (SSE).

Compliance Management

China Eastern has implemented the *Work Plan for Improving the Quality of Centrally Administered State-Owned Listed Companies* issued by the State-owned Assets Supervision and Administration Commission (SASAC), while placing equal emphasis on compliance with laws and regulations, and reform and innovation. We have also issued the *Measures for Advancing the Building of a Law-based China Eastern*, and revised the *Compliance Management Measures, Legal Review Measures for Issues Concerning Major Decision-making, Appointment and Dismissal of Important Officials, Planning of Major Projects, and Use of Large Funds, and Administrative Provisions on Rules and Regulations*, etc. Moreover, a compliance committee has been established and a chief compliance officer appointed. In addition, the Company has launched the "Year of Strengthening Compliance Management" campaign across the board, and has comprehensively built a working mechanism for legal compliance overseas, under which efforts have been made to identify legal risks and conduct overseas compliance management training to strengthen legal and compliance risk management in key areas. The *Anti-Monopoly Compliance Guidelines* has also been constantly optimized.

In 2022, the Company actively participated in research on and discussions over new industry regulations as well as the revision of civil aviation transport regulations, and provided legal training for leaders, officials, key personnel, and new employees. In addition, we completed the first-phase construction of the "Legal Talent Pool" to step up training for legal personnel and enhance their professional abilities. Various campaigns such as the article solicitation activity with the theme of "Strengthening Compliance and Preventing Risks" have been organized.

China Eastern has always prioritized stability while pursuing progress. We have continued to improve the mechanisms for preventing and controlling major risks, and revised the risk management systems, which have enabled us to further enhance risk management to make it more institutionalized, scientific, and standardized, and eventually reinforce the foundation of stable development.

Measures for risk management of China Eastern

Taking solid steps to conduct comprehensive risk management

In 2022, we held an annual meeting to assign major risk control tasks, predicted and analyzed major risks, and formulated targeted response measures. We also identified 28 risk monitoring indicators and compiled risk monitoring reports quarterly to make risk research and judgment more scientific and efficient.



Launching annual risk assessment across the Company

We revised the risk classification framework, and initially built a risk indicator library to consolidate the foundation of dynamic risk monitoring. Risk assessment questionnaires were distributed, requiring all management levels to identify and evaluate risks based on the possibility and impacts of risks.

Steadily promoting internal control evaluation

We revised the *Comprehensive Risk Management and Internal Control Manual of China Eastern Airlines Co., Ltd.*, and upheld the principle of "making evaluation and rectification for improvement of internal control". Meanwhile, we launched the internal control evaluation for 2022 and developed an internal control evaluation work plan, continuing to improve the internal control system.

Risk Management



Digital Transformation

In 2022, commitment to leading and driving development with technology and data, China Eastern firmly implemented the digital transformation strategy. The Company formulated a special plan for digital transformation, promoted the development of "smart aviation" in a coordinated manner based on universal digital transformation, and fully utilized IT and internet technologies. We gained new strengths with new technologies, new supplies, new business forms, and new patterns, providing technological support for leading the high-quality development of the civil aviation industry and boosting China's strength in civil aviation.

Key achievements in digital transformation

- The Company developed the state-owned assets supervision index library (2.0 version) module, realizing the management of the reporting of data about state-owned assets supervision;
 - Further promoted the integration model of business, capital, and information, realized the matching between the business flow, capital flow and information flow, and successfully completed the pilot task of electronic certificate assigned by the Finance Department;
 - Completed the construction of a treasury management system, and increased the Host-to-Host rate for account management to **83.5%**, thereby making financial management more refined, intensive and intelligent;
 - Developed models for aircraft introduction calculation and decommissioning to provide decision-making support for full-life-cycle aircraft management;
 - Launched the "China Eastern Health Pass" which realized interconnection between the Company's pandemic prevention information platform, the Shanghai Health Code, and nucleic acid detection data, and ensured instant health checks for personnel in office areas. The initiative was rated as an excellent project in quality improvement by the Shanghai Association for Quality in 2022;
 - Supported employees in creating mobile applications with the China Eastern Application's mini program, and offered features such as "intelligent dialogue scenarios" and "audio and video call". The innovation won the second prize of the Shanghai Enterprise Management Modernization Innovation Achievement Award.
-
- The Company put the new-generation electronic flight bag (EFB) system into use in **15** organizations, which offers a flight operation portal and makes flight data more integrated and operations more unified;
 - Built the digital apron, realized the initial digital twin operational control as well as the positioning integration and task correlation of apron resources; transformed from node-based monitoring to a full-process, real-time monitoring mode; promoted the refined management of flight guarantee and ground resources;
 - Upgraded related system configurations to fully guarantee the introduction of the COMAC C919;
 - Completed the research and development of the Electronic Log Book (ELB) Version 2.0 to comprehensively improve aircraft maintenance and fleet operational efficiency;
 - Launched **8** categories of standard operating procedures (SOP) and **10** fatigue-related safety performance monitoring indicators on the safety control platform to strengthen risk monitoring;
 - Optimized **11** automated inspection alarms in three categories related to flight departure to improve the accuracy of the inspection.
-
- The Company independently developed a route network management platform, becoming the first large airline in China to have a complete air network arrangement solution;
 - Became the fourth airline in the world to be awarded the IATA 753 full network compliance certification for excellent baggage operation;
 - Expanded the application of AI customer service, increased the online customer service rate to **30%**, and increased the proportion of customer demands handled through AI customer service to **85%**;
 - Built a full-process, multi-scenario abnormal flight handling system;
 - Explored a diversified "aviation + product" model to promote the transformation of the new membership system from a "distance-based reward system" to a "revenue-based reward system";
 - Launched the "one-stop" seat selection and check-in service in all channels, and self-service kiosks at boarding gates in Hongqiao and Pudong International Airports to expand the application scenarios of Common Use Self Service (CUSS).
-
- The Company established the China Eastern Huiyan Platform with **48** cutting-edge technologies such as artificial intelligence and the Internet of Things that are exclusive to the Company, and empowered more than **60** innovative application scenarios with the platform; won the gold medal in the East China competition zone and the national bronze medal at the first Civil Aviation Youth Innovation and Efficiency Improvement Competition with the "engine borehole detection" project;
 - Built an "offshore R&D and testing center";
 - Continued to deepen project supervision, and established a supervision mechanism for test cases;
 - Carried out Level 5 (the highest level) CMMI assessment.

Corporate governance

Safe operation

Marketing services

Technological R&D

Technological Innovation

2022
Funds invested in smart technologies
RMB **34.8065** million

Invention patents obtained
3

Including international PCT patent applications submitted for invention patents
2

Including state and provincial-level projects applied
1

Software copyright obtained
1

Works of training registered
2

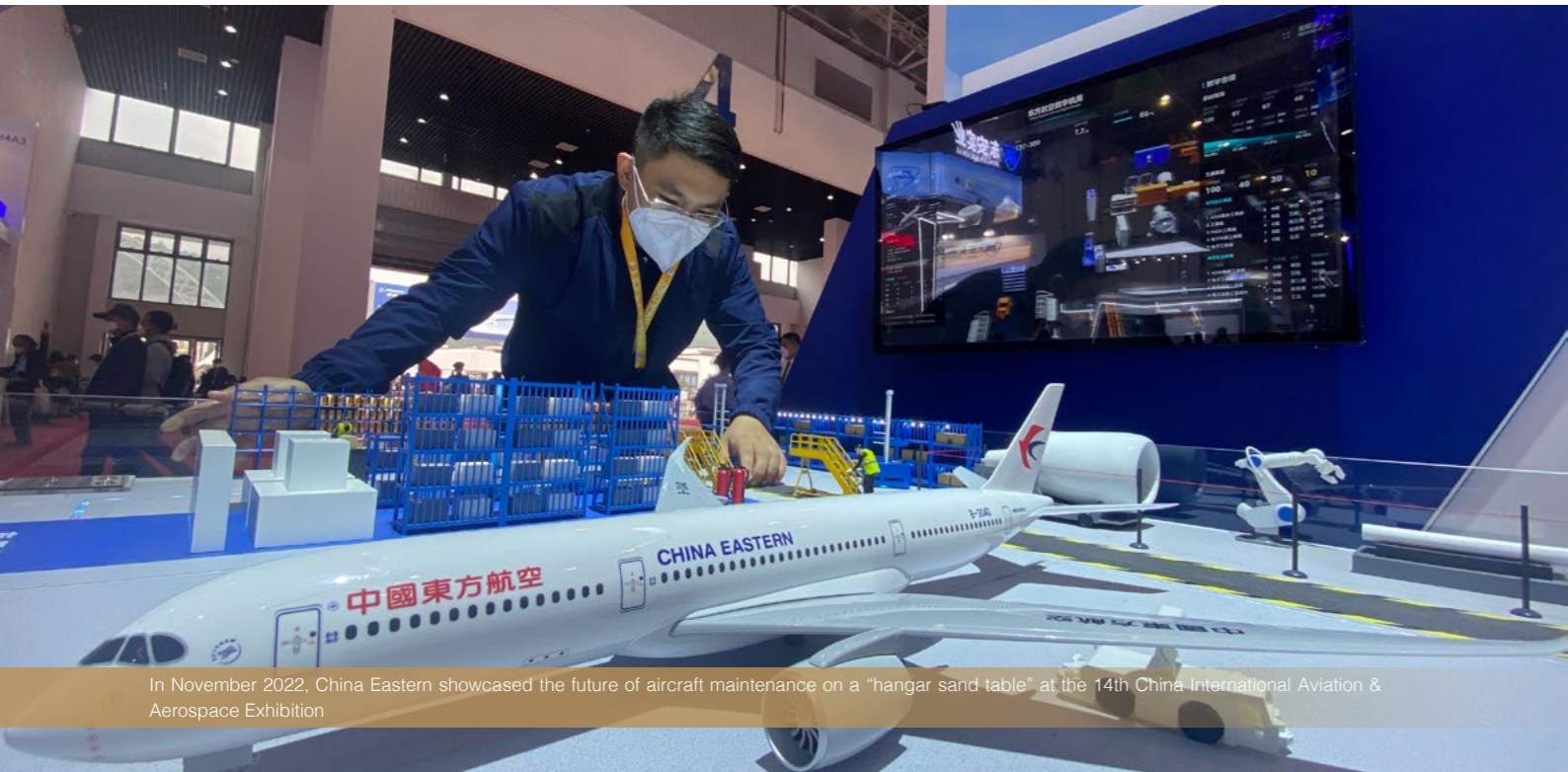
China Eastern has remained committed to innovation-driven development, and continued to invest heavily in technological R&D. The Company's total investment in science and technology has steadily increased, and a five-year implementation plan for terminals, applications, and new infrastructure has also been formulated. At the same time, we have actively expanded cooperation with educational institutions. For example, we have established joint science and technology workstations with Northwestern Polytechnical University and Nanjing University of Aeronautics and Astronautics, and have signed a framework agreement with the Civil Aviation Flight University of China to jointly build a "Key Laboratory for Civil Aviation Flight Technology and Flight Safety". Moreover, we have vigorously promoted the construction of platforms for making advances in science and technology innovation while strengthening intellectual property management, improving the commercial application of intellectual property rights and enhancing the management efficiency of innovation projects.

One small step for MUC, one giant leap for civil aviation

In March 2022, China Eastern won three second prizes of the 2020 Civil Aviation Science and Technology Award from the China Air Transport Association for its digital research projects: the flight support full-process digital management, main aircraft data frame extension and application, and intelligent identification and quantitative evaluation of flight safety risks, becoming the airline that won the most prizes of the very award in 2022. In particular, we extensively applied the MU Communication (MUC) to the "flight support full-process digital management project," which enabled us to become the first domestic airline to support flights through a "full-process digital approach".

Winning the first prize of the Data Modeling World with the "China Eastern Airlines Corporate Data Model"

Winning the third prize at the national final of the 5th "Bloom Cup" 5G Application Competition with the "5G-based Smart Aircraft Maintenance Project"



In November 2022, China Eastern showcased the future of aircraft maintenance on a "hangar sand table" at the 14th China International Aviation & Aerospace Exhibition

Anti-Corruption

China Eastern Group has firmly cracked down on corruption and implemented 75 measures outlined in the *China Eastern's Focuses on Exercising Full and Rigorous Party Self-governance, Improving Party Conduct and Building Integrity, and Combating Corruption in 2022*. The Company has firmly grasped the key directions of anti-corruption, continuously prevented corruption in areas with concentrated power or involving abundant funds and resources, and forestalled corruption risks that involve "airplane, ticket, transport, flight, and IT," as well as aircraft procurement. To this end, we have taken steps to promote reform, prevent risks, and improve systems and governance. In 2022, we held five anti-corruption awareness education meetings at the group level, disclosed 27 typical cases of violations of discipline and law, and released the *Collection of Anti-Corruption Cases* to bolster Party officials and members' resistance to corruption and moral decline. We have conducted inspections of the Party committees of 5 units, and implemented the *Work Measures and Task Division for Implementing the Opinions on Strengthening Inspection, Rectification, and Application of Results* to ensure continuous supervision over the rectification of 155 problems identified in the inspections. In addition, we have held an inspection meeting, and formulated the *Party Group Inspection Work Plan (2023-2027)*. We have also enriched our culture of integrity, and implemented the *Opinions on Promoting a Culture of Integrity in the New Era* to enhance the organic integration of the integrity culture with other aspects of our corporate culture, such as safety, legal compliance, audit and internal control, and "heart-warming service."

The Company has continued to take simultaneous, coordinated, and comprehensive steps to ensure that officials do not have the audacity, opportunity, or desire to become corrupt. Attaching great importance to protecting whistleblowers, we have implemented the *Working Rules for Disciplinary Inspection and Supervision Organs Handling Reports and Accusations*. We have also standardized the procedures for handling reports and accusations by disciplinary inspectors and supervisors at all levels to ensure that Party members and the people can exercise their rights to conduct supervision, and that we can safeguard the legitimate rights and interests of Party officials and members.

2022
Anti-corruption awareness education meetings were held at the group level
5

Measures for exercising full and rigorous Party self-governance, improving Party conduct and building integrity, and combating corruption

Implementation of responsibilities

- Introducing the *China Eastern's Focuses on Exercising Full and Rigorous Party Self-governance, Improving Party Conduct and Building Integrity, and Combating Corruption in 2022*, and requiring Party organizations at all levels to implement each and every measure in the document and fulfill their political responsibility for exercising full and rigorous Party self-governance;

Tightening up on management

- Implementing provisions on regulating the commercial activities by spouses, children, and children's spouses of Party officials to foster stronger family values and traditions, and strengthening education, management, and supervision of Party officials;

Tackling pointless formalities, bureaucratism, hedonism, and extravagance

- Strictly implementing the *Implementation Measures of China Eastern Airlines Co., Ltd. For Steadfastly Implementing the Central Party Leadership's Eight-point Decision on Improving Conduct*, and conducting targeted supervision and inspection of the observance of the Three Stricts and Three Earnests to further improve Party conduct;

Education and guidance

- Further emphasizing the significance of tightening Party discipline, and deterring Party officials from violating Party discipline and laws with the use of typical cases and cases in the workplace;

Inspection and supervision

- Completing full-coverage inspections in accordance with high standards, and developing an oversight network that facilitates coordination in disciplinary inspections conducted at different levels and mechanisms while strengthening rectification and the application of results;

Improving oversight

- Improving the system for overseeing power, generating synergy between various forms of oversight with intraparty oversight serving as the mainstay, and establishing an integrated oversight pattern that is coherent from top to bottom and interconnected both internally and externally.

HIGHLIGHTS IN 2022

Our Shared Memories	20
CSR Performance	24

CHINA EASTERN

Highlights in 2022

Our Shared Memories

Studying and implementing the guiding principles of the 20th CPC National Congress

In 2022, China Eastern Group made it a top priority to set the stage for the convening of the 20th CPC National Congress, and also to study, publicize, and implement the guiding principles of the congress. The Company remained unwavering in its commitment to achieving the goals and tasks set forth by the congress.



Boosting the resumption of international flights

During the 20th CPC National Congress, China Eastern firmly implemented the State Council's requirements for orderly increasing the number of international passenger flights, and continued to increase its investment during the winter and spring flight season to boost confidence in the civil aviation market.



Supporting the 5th China International Import Expo (CIIE) with the "four-sphere integrated" service

China Eastern Group once again participated in and supported the China International Import Expo (CIIE) as a major exhibitor, designated air carrier, purchaser, and service provider. During the 5th edition of the CIIE, the Company signed the first procurement order in the civil aviation industry, and achieved significant success with its total contract amount and booth transaction amount ranking as the second-highest in the history of the event.



Celebrating the delivery of the global's first C919

On December 9, China's first home-made large passenger aircraft, the C919, was officially delivered to China Eastern, marking the transition of the aircraft from the research and development stage to commercial operation.



Taking the heroines home in triumph

On February 7, the Chinese women's national football team, the winners of the championship of AFC Women's Asian Cup 2022, returned home on the China Eastern flight MU7118. With the support of China Eastern's high-speed in-flight connectivity technology, China Central Television (CCTV) broadcast the "Champions' Homecoming Journey" live throughout the flight. The program attracted 50 million views online with a total reach of over 300 million, setting a record for China Eastern in terms of communication reach.



Successfully hosting the North Bund International Aviation Forum

On November 22, China Eastern Group and Shanghai Airport (Group) Co., Ltd. (AVINEX) successfully co-hosted the North Bund International Aviation Forum 2022. At the event, China Eastern Group launched 2 major achievements – the "Super Carrier" and "Intelligent Aviation," contributing significantly to China's increased strength in civil aviation and the development of Shanghai as an international shipping center.



Building an upgraded version of “multiple pillars”

In 2022, China Eastern stepped up efforts to promote the high-quality development of its aviation network with “multiple pillars,” and connected its express air routes to regions such as the Yangtze River Delta, the Beijing-Tianjin-Hebei region, the Guangdong-Hong Kong-Macao Greater Bay Area, etc. Currently, the Company has opened 33 “Air Express Lines” and launched exclusive services at 26 airports.



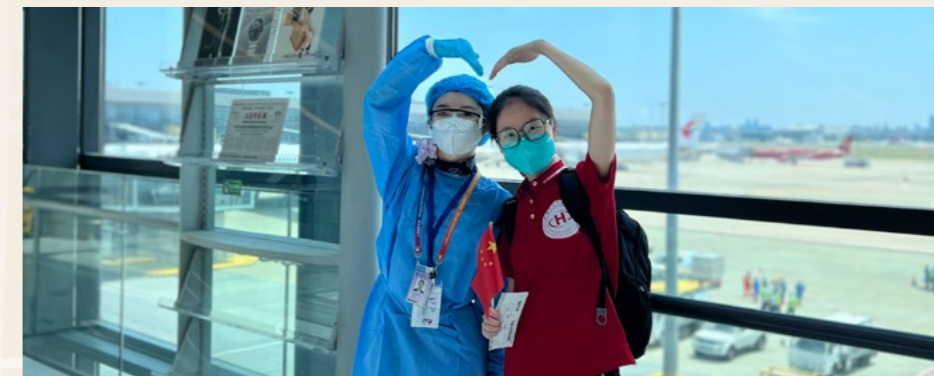
Building a pacesetter of global civil aviation

On June 29, China Eastern Group and Lin-gang Special Area of China (Shanghai) Pilot Free Trade Zone signed a major “6+1” cooperation agreement involving a total investment of over RMB 22 billion, aiming to facilitate the overall layout of the aviation industry chain in Lin-gang Special Area and jointly promote the development of the area as a pacesetter of global civil aviation.



Going all-out to transport medical supplies and personnel

China Eastern made every effort to transport medical supplies and personnel, fulfilling 486 medical supply transportation missions and 161 medical team transportation missions, demonstrating its strong sense of responsibility.



Expanding “rail-air transport” services across the country

On September 22, China Eastern launched its “air-rail transport” products in 14 transit hubs across China, including Shenyang, Hefei, Tianjin, etc. The product network has connected 680 train stations in total, achieving basic coverage throughout the country.



Unveiling the “WorldSkills Shanghai 2022” aircraft

On March 4, a China Eastern aircraft dedicated to the 46th WorldSkills Competition made its maiden flight. The plane, painted with WorldSkills Shanghai 2022 motifs and the 46th WorldSkills’ mascots, showcased the “image of the WorldSkills Competition” and also that of Shanghai, and conveyed the craftsmen spirit of striving for excellence of competition to the world.



Embarking on a “new journey” towards rural vitalization

On August 18, on the first anniversary of General Secretary Xi Jinping’s reply to the retired village secretaries of villages on the Chinese border in Cangyuan Va Autonomous County in Lincang City, Yunnan Province, China Eastern Group signed new cooperation agreements with the local governments and stakeholders from related industries, embarking on a “new journey” towards rural vitalization.



CSR Performance



Award	Issuer
The "Four 100" best volunteer service organizations in the national volunteer campaign dedicated to learning from Lei Feng	The Publicity Department of the CPC The General Office of the Central Commission for Guiding Cultural and Ethical Progress
National May 4 th Red Flag Youth League Committee	The Central Committee of the Communist Youth League
2022 Top 50 Most Valuable Global Airline Brands (11 th)	Brand Finance
2022 BrandZ™ Top 50 Globalized Chinese Brands (21 st)	Google, WPP, Kantar
2022 BrandZ™ Top 100 Most Valuable Chinese Brands (54 th)	WPP, Kantar
The fourth airline in the world to be awarded the IATA 753 full network compliance certification	IATA
CIIE Five-Year Outstanding Contribution Award	China International Import Expo Bureau
The Best Experiential Public Welfare Product Project	World NGO Innovation and Development Summit 2022
A "Public Welfare Partner" with the Shanghai Federation of Trade Unions and the Shanghai Model Workers Association	Shanghai Federation of Trade Unions/ Shanghai Model Workers Association
The second prize of the Scientific and Technological Progress Award (2 honors)	Civil Aviation Administration of China
China Eastern Group's initiative of <i>Boosting Rural Vitalization in Border Areas and Creating a Better Life in the New Era</i> was included in the <i>Research Report on Corporate Social Responsibility of Central Enterprises (2022)</i>	Bureau of Sci-Tech Innovation and Social Responsibility, SASAC
TOP 30 Central SOEs in Brand Building Capabilities in 2021 (17 th)	Bureau of Sci-Tech Innovation and Social Responsibility, SASAC
List of Typical Cases of Brand Building by Central SOEs in 2021 (Brand Globalization)	Bureau of Sci-Tech Innovation and Social Responsibility, SASAC
List of Excellent Brand Stories by Central SOEs in 2021 (Micro Movie)	Bureau of Sci-Tech Innovation and Social Responsibility, SASAC
List of Excellent Brand Stories by Central SOEs in 2021 (Illustration)	Bureau of Sci-Tech Innovation and Social Responsibility, SASAC
The second prize of the 9 th SOE Good News Award (Integrated Media Work)	Bureau of Publicity/News Center, SASAC
The second prize of the 9 th SOE Good News Award (Audiovisual Work)	Bureau of Publicity/News Center, SASAC
The third prize of the 9 th SOE Good News Award (Audiovisual Work)	Bureau of Publicity/News Center, SASAC
The second prize of the 9 th SOE Good News Award (International Communication Work)	Bureau of Publicity/News Center, SASAC
The third prize of the 9 th SOE Good News Award (International Communication Work)	Bureau of Publicity/News Center, SASAC
TOP 6 on the Chinese Enterprise New Media Index Annual List	News Center, SASAC
The gold medal in the East China competition zone and the national bronze medal at the first Civil Aviation Youth Innovation and Efficiency Improvement Competition	The National Civil Aviation Youth League Committee
The brand with outstanding contributions among the Top 10 "Shanghai Brands"	Shanghai Municipal Administration for Market Regulation
Outstanding ESG Company in 2022 of the 16 th Golden Cicada Award	<i>China Times</i>
The third prize at the national final and the first prize in the Shanghai competition zone of the 5 th "Bloom Cup" 5G Application Competition	China Academy of Information and Communications Technology
IP SHANGHAI Global Communications Corporate Cases - Best Practice Award	Publicity Department of the CPC Shanghai Municipal Committee International Communication Office of the CPC Shanghai Municipal Committee
The 16 th Shanghai Silver Pigeon Award (2021)	International Communication Office of the CPC Shanghai Municipal Committee

Award	Issuer
The first prize of the Data Modeling World	China Data Modeling Open Source Community/ Big Data Technology and Standard Committee
Evergreen Award of GoldenBee CSR Report Honor Roll 2022	GoldenBee Think Tank
Sky Choice Travel Awards 2022 – Corporate Social Responsibility Brand of the Year	The CAAC <i>Inflight Magazine</i>
Sky Choice Travel Awards 2022 – Aircrew of the Year	The CAAC <i>Inflight Magazine</i>
Gold Award for Overseas Communication of the 18 th China Public Relations Industry Best Practices Competition in 2022	China International Public Relations Association
First prize of the Shanghai Quality Brand Story Contest 2022	Shanghai Association for Quality
Second prize of the Shanghai Quality Brand Story Contest 2022	Shanghai Association for Quality
Silver Award for "Best Image Promotional Video" of the Golden Lion International Advertising Awards 2022	The organizing committee of the Golden Lion Awards
Silver Award for "Best Cinematography" of the Golden Lion International Advertising Awards 2022	The organizing committee of the Golden Lion Awards
Silver Award for "Best Actress" of the Golden Lion International Advertising Awards 2022	The organizing committee of the Golden Lion Awards
Silver Award for "Best Soundtrack" of the Golden Lion International Advertising Awards 2022	The organizing committee of the Golden Lion Awards
First prize of the Shanghai Enterprise Management Modernization Innovation Achievement Award 2022	The review committee of the Shanghai Enterprise Management Modernization Innovation Achievement Award
Second prize of the Shanghai Enterprise Management Modernization Innovation Achievement Award 2022	The review committee of the Shanghai Enterprise Management Modernization Innovation Achievement Award
First prize of the Shanghai Enterprise Management Modernization Innovation Achievement Award 2021	The review committee of the Shanghai Enterprise Management Modernization Innovation Achievement Award
Second prize of the Shanghai Enterprise Management Modernization Innovation Achievement Award 2021	The review committee of the Shanghai Enterprise Management Modernization Innovation Achievement Award
Shanghai High-tech Enterprise Certificate	Science and Technology Commission of Shanghai Municipality Shanghai Municipal Finance Bureau Shanghai Municipal Tax Service, State Taxation Administration Shanghai Municipal Development & Reform Commission Shanghai Municipal Commission of Economy and Informatization Shanghai Intellectual Property Administration
CMMI LEVEL 3 Certification	CMMI Institute
<i>Flying with Lingyan in Love</i> – the song presented by China Eastern for the song collection campaign with the theme of "Welcoming the 20 th National Congress, and Writing Odes to the New Era" – won the Silver Melody Award and Best Lyricist Award	All-China Federation of Trade Unions Cyberspace Administration of China
China United Airlines (CUA) won the Best Low-Cost Airline Award under the CAPSE 8 th Aviation Services Awards	Civil Aviation Passenger Service Evaluation (CAPSE)
China United Airlines (CUA) won the Sky Choice Travel Awards 2022 – Low-Cost Carrier of the Year	The CAAC <i>Inflight Magazine</i>
The demonstration flight crew with the "Excellence Cabin" of OTT Airlines won the Shanghai Achievement Award for "flight crews delivering satisfactory customer service" in 2022	Shanghai Association for Quality



OUR JOURNEY TOWARDS SUSTAINABILITY



CHINA EASTERN

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

Flights for Sustainability	28
Materiality Management	29
Stakeholder Engagement	32

Flights for Sustainability

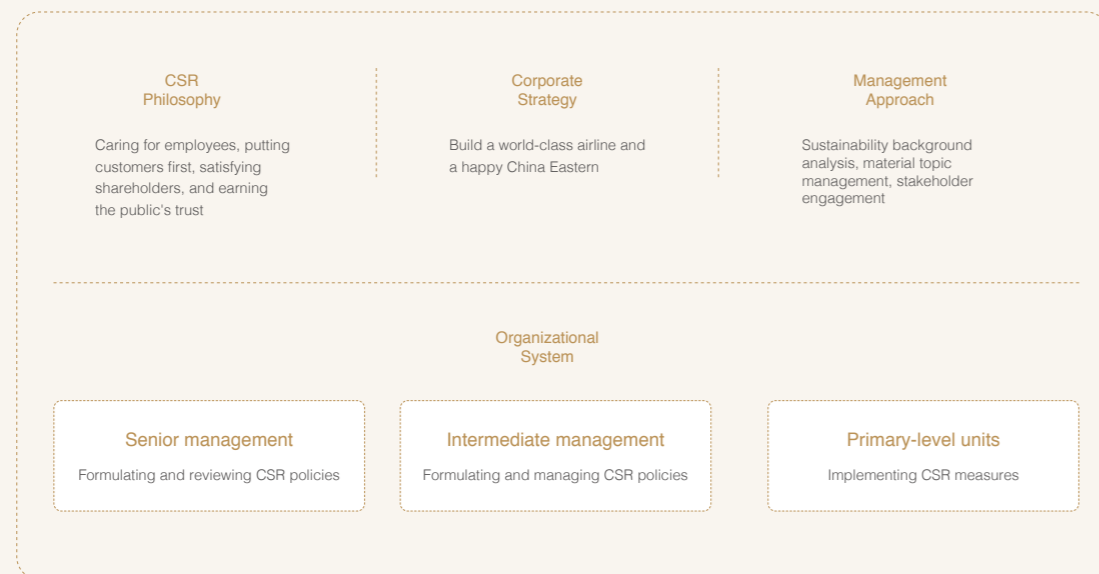
The background of sustainable development

- China has steadfastly followed a vision of innovative, coordinated, green, open and shared development, and promoted high-quality economic development while fully implementing the 2030 Agenda for Sustainable Development.
- The fundamentals of the Chinese economy, characterized by strong resilience, enormous potential and long-term sustainability, remain unchanged. As the Party Central Committee has issued the *Outline of Strategic Planning for Expanding Domestic Demand (2022-2035)*, the civil aviation industry will rapidly gather internal momentum for development.
- The SASAC has issued new guidelines for central SOEs to meet their social responsibilities to a high standard in the new era, and has also released the Work Plan to Improve the Quality of Centrally Administrated State-owned Listed Companies, which requires these enterprises to establish robust ESG systems.
- The Report to the 20th National Congress of the CPC has once gained stated China's ambition to move faster to boost its strength in aerospace, transportation, digital development, etc.
- Responsible investment has attracted increasingly more attention from the capital market. Enterprises that demonstrate good ESG performance can mitigate black swan events caused by non-financial factors, ultimately reducing investment risks. In the long run, they can also generate excess returns for investors.

Our strengths in sustainable development

- As one of the three largest state-owned airlines, China Eastern boasts the largest-scale widebody fleet with leading commercial and technical models in China, with its passenger turnover ranking top 10 among global airlines.
- We are committed to our diversification strategy, and have actively built a modern aviation ecosystem. We have seen constant improvement in our industrial layout and overall operational strength, and created a lot of synergy between our primary aviation business and related industries.
- Always pursuing innovation-driven development, we have launched a series of innovative initiatives and products, and continuously enriched the digital application scenarios in the service field. As a result, we have achieved satisfactory social, economic, and brand benefits.
- We have always stayed confident in our culture, and boosted a higher level of morale throughout the Company. We have successfully completed a series of joint restructuring tasks and tasks to ensure the operation of major flights, actively reduced carbon emissions, and made contributions to China's 30-60 Decarbonization Goal and its efforts to promote rural vitalization across the board.

Integration of sustainability (CSR) into our business operations



Materiality Management

The Company conducted material topic identification and analysis in 2021 in accordance with the GRI Standards. Building on this foundation, we analyzed and adjusted material topics in 2022, taking into consideration important strategic directions and stakeholder demands.

Reflecting on previous material topics and identifying material topics in 2022

Based on the material topics analyzed in the 2021 CSR Report of China Eastern and taking into account internal and external feedback from stakeholders during the reporting period, we have added important topics, highlighted and refined core topics to provide reference for the analysis of material topics in 2022. In 2022, we analyzed the trends of social responsibility reports released both domestically and overseas. We benchmarked against the sustainability requirements and practices of the aviation industry, and identified and analyzed material topics in accordance with standards and rules such as the GRI Standards and the *Environmental, Social, and Governance Reporting Guide issued by the Stock Exchange of Hong Kong Ltd.*

Topic evaluation

Following the principles of materiality and stakeholder engagement, we prioritized the material topics to be analyzed. In 2022, we collected 644 responses through questionnaires, surveys, interviews, and other methods, and adjusted the list of material topics to be analyzed based on this feedback. We then calculated the importance scores for each topic based on the responses received. Using this information, we prioritized the topics based on their importance to both stakeholders and the Company, and obtained preliminary evaluation results for the material topics.

Topic verification

Based on the Company's strategy and business policy, we reviewed the preliminary evaluation results of material topics, sorted out 27 material topics that are more important to the Company and stakeholders, and assigned priority levels to them.

Higher	<ul style="list-style-type: none"> • Passenger Experience Improvement • Information Security Protection • Customer Privacy Protection • Smart Service 	<ul style="list-style-type: none"> • Occupational Health and Safety • Employee Rights and Benefits • Rural Vitalization • Volunteer Initiative • Waste Disposal • Pollution Prevention and Control • Training and Development 	<ul style="list-style-type: none"> • Flight Punctuality • Risk Management • Operating Performance • Progress towards China's 30-60 Decarbonization Goal • Internationalized Development • Sustainable Utilization of Resources • Working Conditions and Labor Protection • Diversity and Equal Opportunities 	<ul style="list-style-type: none"> • Aviation Safety • Passenger Health and Safety • Technological Innovation • Service Innovation • Compliance Management
Importance to stakeholders				
High	Importance to company development			Higher


China Eastern 2022 Corporate Social Responsibility and ESG Report focuses on collecting and disclosing information about the management methods and indicators for the aforementioned 27 material topics. For topics with no available management or performance information, we recognize them as areas for improvement in both CSR and ESG management. In future reporting periods, we plan to establish a relevant mechanism for managing and collecting information, with the goal of improving the quality of our CSR and ESG information disclosure.

Material Topic	GRI Topics	Progress in 2022	Plan for 2023
Aviation Safety		<ul style="list-style-type: none"> Implemented the 15 important measures for ensuring work safety Enhanced safety publicity, and built a safety culture Continued to strictly conduct operations, and strengthened the management and control of the operation process 	<ul style="list-style-type: none"> Strictly implement the accountability system for work safety Further improve the four systems for safety operation Strengthen safety supervision, and increase efforts to investigate hazards
Working Conditions and Labor Protection	GRI 403 Occupational Health and Safety	<ul style="list-style-type: none"> Formulated the <i>Pilot Plan for Improving the Quality of Life of Employees (2022– 2024)</i> Compiled the <i>Management Regulations of Affordable Rental Housing (First Draft)</i> 	<ul style="list-style-type: none"> Launch the "Ten Actions" for improving employees' quality of life and the annual campaign of doing practica projects Continue with the annual campaign of doing practical projects
Occupational Health and Safety	GRI 403 Occupational Health and Safety	<ul style="list-style-type: none"> Obtained approval to operate based on the Fatigue Risk Management System (FRMS) for flight crews Put the "Cloud Clinic" service station at the Home of China Eastern into use 	<ul style="list-style-type: none"> Fully launch the internet hospitals and "Cloud Clinic" service stations Improve employee physical and mental health management
Employee Rights and Benefits	GRI 401 Employment	<ul style="list-style-type: none"> Continued to build a happy China Eastern, and ensured investment management quality of enterprise annuities Fully upgraded the mutual aid fund project for employees suffering from rare and serious diseases Increased targeted assistance to front-line workers and employees in hardship 	<ul style="list-style-type: none"> Improve management of retirees Guarantee the rights and benefits of female employees
Passenger Health and Safety	GRI 416 Customer Health and Safety	<ul style="list-style-type: none"> Continued to strengthen passenger health and safety management Strengthened the investigation and resolution of hazards 	<ul style="list-style-type: none"> Optimize business strategies based on policies Continue to improve the regular systems and mechanisms for safety management
Risk Management	GRI 201 Economic-performance	<ul style="list-style-type: none"> Carried out comprehensive risk management of the year Formulated the work plan for internal control evaluation, and further improved the internal control system 	<ul style="list-style-type: none"> Systematically carry out risk management and control Update the internal control manual and internal control matrix Establish a team of internal risk control liaison officers
Flight Punctuality		<ul style="list-style-type: none"> Gradually built a central command platform for cabin information transmission Improved the interface for the flight scheduling process for arranging the flight structure in advance Strengthened the progress control of flight service, and improved the efficiency of collaborative operation 	<ul style="list-style-type: none"> Enhance the service capability for abnormal flights and the capability to resume flights Improve the service process for important flights
Training and Development	GRI 404 Training and Education	<ul style="list-style-type: none"> Formulated the <i>Human Resources Priorities of China Eastern in 2022</i> Completed the revision of <i>China Eastern Employee Training Management Manual</i> 	<ul style="list-style-type: none"> Cultivate first-class professionals in aviation, engineering, IT and technological innovation Carry out employee skill improvement activities
Diversity and Equal Opportunities	GRI 405 Diversity and Equal Opportunity	<ul style="list-style-type: none"> Held lectures and seminars on learning from female model workers 	<ul style="list-style-type: none"> Strengthen the protection of female employees' rights and interests Continue to explore diversified employment
Improve Passenger Experience		<ul style="list-style-type: none"> Issued the <i>China Eastern Passenger Service Quality Management Manual</i> Promoted the "Year of Implementation of Service Plans" campaign Optimized the service hall on the Company's mobile application Stimulated innovation in services such as the "OK to Travel" service and the "one-stop service package" 	<ul style="list-style-type: none"> Improve the service standard system and the whole-process service standard Continue to facilitate the integration of air and ground services
Customer Privacy Protection	GRI 418 Customer Privacy	<ul style="list-style-type: none"> Issued the <i>Administrative Measures for Passenger Data Storage (Trial) and the Interim Measures for Implementing Impact Assessments of Personal Information Protection</i> Established a customer data OneID system based on personal identifiable information such as ID cards 	<ul style="list-style-type: none"> Improve the legal management system, and strengthen the security management of cross-border data flows Ensure protection of passenger information security
Information Security Protection	GRI 418 Customer Privacy	<ul style="list-style-type: none"> Issued the revised version of the Cyber Security Management Manual, and launched the "Cyber Security Publicity Week" campaign Enhanced data encryption and decryption capabilities 	<ul style="list-style-type: none"> Promote the planning of the 365 security system Build and apply a zero trust architecture (ZTA)
Operating Performance	GRI 201 Economic-performance	<ul style="list-style-type: none"> Launched the travel manager platform Introduced the revenue-based agency fee mechanism Promoted the "10,000 km mileage product" Landed the "chasing single outbound call" work 	<ul style="list-style-type: none"> Promote systematic product innovation and the development of service brands Comprehensively deepen the reform of marketing service systems

Material Topic	GRI Topics	Progress in 2022	Plan for 2023
Special Flight Guarantee		<ul style="list-style-type: none"> Successfully completed transportation tasks related to important events such as the Beijing 2022 Winter Olympics and Winter Paralympics, the "Two Sessions," medical charter flights, and the 20th CPC National Congress 	<ul style="list-style-type: none"> Provide satisfactory services for important events including the "Two Sessions," the Hangzhou Asian Games, the 6th China International Import Expo, and the 3rd North Bund Forum
Service Innovation		<ul style="list-style-type: none"> Built a route network management platform independently Realized full controllability of China Eastern's official website and application, and built a whole-process, multi-scenario abnormal flight response system independently 	<ul style="list-style-type: none"> Create an express line system, deepen product innovation, and optimize various auxiliary products Increase efforts in product innovation and marketing
Compliance Management	GRI 419 Socioeconomic Compliance	<ul style="list-style-type: none"> Carried out special work on the "Corporate Governance Manual System" Launched the "Year of Strengthening Compliance Management" campaign Strengthened foreign-related legal and compliance risk management in key areas Strengthened the whole-process management of contracts to ensure the legal implementation of major projects 	<ul style="list-style-type: none"> Strictly implement the <i>Compliance Management Measures for Central SOEs</i> Improve the legal review system and checklist on issues concerning major decision-making, appointment and dismissal of important officials, planning of major projects, and use of large funds Continue to strengthen foreign-related legal and compliance risk management in key areas
Sustainable Utilization of Resources	GRI 301 Materials	<ul style="list-style-type: none"> Promoted the work on limiting plastic use, publicized environmental protection, and conducted a comprehensive investigation of energy consumption and environmental impacts 	<ul style="list-style-type: none"> Make extensive use of sustainable aviation fuels
Progress towards China's 30·60 Decarbonization Goal	GRI 305 Emissions	<ul style="list-style-type: none"> Compiled China Eastern's special plan for achieving green development during the 14th Five-Year Plan period and the <i>Carbon Peak Action Plan</i> Set up a leading group and a working group for sustainable aviation fuels Promoted the development of energy and environmental protection systems 	<ul style="list-style-type: none"> Improve green building standards, and use eco-friendly materials and energy-saving equipment Purchase more new energy vehicles (NEVs) Explore innovative energy-saving management models Participate in SkyTeam's "Sustainable Flight Challenge"
Pollution Prevention and Control	GRI 305 Emissions	<ul style="list-style-type: none"> Implemented the relevant requirements of the EU, the state and local governments, as well as market-oriented emission reduction mechanisms in the industry Promoted the work on limiting plastic use 	<ul style="list-style-type: none"> Intensify pollution prevention and control, and take specific actions to keep our skies blue, save energy, reduce pollution and carbon emissions, etc.
Waste Disposal	GRI 306 Effluents and Waste	<ul style="list-style-type: none"> Developed more methods for aircraft decommissioning and recycling, and increased economic returns from the process 	<ul style="list-style-type: none"> Continue with old aircraft dismantling projects
Volunteer Initiative	GRI 413 Local communities	<ul style="list-style-type: none"> Optimized the "Love in China Eastern" volunteer initiative, and developed 21 types of volunteer service projects in 6 major fields 	<ul style="list-style-type: none"> Conduct volunteer activities under the "Love in China Eastern" initiative that is to be optimized on an ongoing basis
Smart Service	GRI 417 Marketing and labeling	<ul style="list-style-type: none"> Built a route network management platform independently Expanded the application of AI in customer service 	<ul style="list-style-type: none"> Move faster to build a smart China Eastern that is driven by both business development and technological development
Technological Innovation		<ul style="list-style-type: none"> Launched the new-generation electronic flight bag (EFB) system Built the digital apron Optimized the aircraft maintenance integration platform 	<ul style="list-style-type: none"> Continue to refine the dynamic monitoring of operational command, and improve flight scheduling and control capabilities Build the "Huiyan" digital twin apron smart operating platform
Rural Vitalization		<ul style="list-style-type: none"> 12 primary-level Party branches of Eastern Airlines paired up with county and village-level Party organizations Signed a cooperation agreement on "Asian Honey Bee Standardized Breeding Project" Established remote teaching stations for rural vitalization with Tsinghua University in Cangyuan and Shuangjiang Counties, and provided online training for 5,100 people 	<ul style="list-style-type: none"> Implement policies to promote the development of local industries, and continue to expand and consolidate the achievements from offering assistance to rural areas Develop new initiatives to increase sales of products from rural areas
Internationalized Development		<ul style="list-style-type: none"> Stepped up efforts to make adjustments, and steadily promoted the resumption of international flights 	<ul style="list-style-type: none"> Strengthen strategic coordination with key partners, and strive to build a world-class route network characterized by high-quality development
Participation in Community Governance	GRI 413 Local communities	<ul style="list-style-type: none"> Implemented the "Love in China Eastern" social care promotion plan Launched innovative voluntary service activities such as "First Ride in Peace" 	<ul style="list-style-type: none"> Conduct volunteer activities under the "Love in China Eastern" initiative that is to be optimized on an ongoing basis
Supply Chain Management	GRI 414 Supplier social assessment	<ul style="list-style-type: none"> Revised the <i>Procurement Management Manual</i>, and improved the integrated platform for procurement management 	<ul style="list-style-type: none"> Improve the green procurement system Enhance the capability to adopt digital technologies to procurement management while making it more intensive

Stakeholder Engagement

To maintain stakeholder engagement, we identify and promptly address the concerns of stakeholders through regular communication and monitoring mechanisms, and strive to build stronger relationships with them. Additionally, we are committed to addressing key issues that matter to our stakeholders and continuously improving our management practices to better meet their expectations.



Stakeholder	SASAC	CAAC	Stock exchanges/ investors	Local governments	Customers	Employees	Peers/industry associations/airports	Dealer /suppliers/other partners	Communities/ nonprofit organizations	Media
Main Topics	<ul style="list-style-type: none"> International development Addressing climate change Rural revitalization Community engagement 	<ul style="list-style-type: none"> Aviation safety Flight punctuality Improvement of passenger experience Addressing climate change Supporting industrial development 	<ul style="list-style-type: none"> Operating performance Risk management Compliance management 	<ul style="list-style-type: none"> Compliance operation Addressing climate change Pollution control Sustainable utilization of resources Community engagement Rural revitalization 	<ul style="list-style-type: none"> Flight punctuality Product and service innovation Improvement of passenger experience Customer privacy protection Passenger health and safety Special passenger service 	<ul style="list-style-type: none"> Occupational health and safety Employee Rights and Benefits Employee training and development Diversity and equal opportunities Working conditions and social security 	<ul style="list-style-type: none"> Compliance management Flight punctuality Supporting industrial development 	<ul style="list-style-type: none"> Compliance management Risk management and control 	<ul style="list-style-type: none"> Pollution control Community engagement Rural revitalization 	<ul style="list-style-type: none"> Compliance management Product and service innovation Improvement of passenger experience
Engagement	Communication	<ul style="list-style-type: none"> Working conference Regular report 	<ul style="list-style-type: none"> Working conference Issuance of notices 	<ul style="list-style-type: none"> Company announcements Shareholders' meetings Performance roadshows 	<ul style="list-style-type: none"> Routine communications Working conference Government-enterprise partnership 	<ul style="list-style-type: none"> Membership activities Customer hotline Weibo and WeChat online platforms 	<ul style="list-style-type: none"> Staff congress Online exchanges, seminars Training, competing for positions 	<ul style="list-style-type: none"> Communication conferences Exchanges among the peers Project cooperation 	<ul style="list-style-type: none"> Project cooperation Routine business communications Business meetings and negotiations 	<ul style="list-style-type: none"> Media interview Interactive new media New media interaction
	Supervision	<ul style="list-style-type: none"> Business assessment Inspection tour 	<ul style="list-style-type: none"> Supervision and check Operational guidance 	<ul style="list-style-type: none"> Regular information disclosure Independent directors Auditing system 	<ul style="list-style-type: none"> Submission of statistical reports 	<ul style="list-style-type: none"> Customer satisfaction survey Customer complaints management 	<ul style="list-style-type: none"> Internal supervisors Service satisfaction survey Trade unions 	<ul style="list-style-type: none"> Social supervision Supervision / review 	<ul style="list-style-type: none"> Reporting mechanism Auditing/assurance 	<ul style="list-style-type: none"> Social supervision
Response	<ul style="list-style-type: none"> P53 P58 P71 P74 	<ul style="list-style-type: none"> P36 P44 P49 P58 P53 	<ul style="list-style-type: none"> P76 P36 P14 	<ul style="list-style-type: none"> P14 P58 P61 P62 P74 P71 	<ul style="list-style-type: none"> P44 P45 P49 P52 P40 P48 	<ul style="list-style-type: none"> P41 P67 P69 P66 	<ul style="list-style-type: none"> P14 P44 P53 	<ul style="list-style-type: none"> P14 P36 	<ul style="list-style-type: none"> P61 P74 P71 	<ul style="list-style-type: none"> P14 P49 P45

BUILDING A STRONG FOUNDATION FOR SAFETY

AIRBUS A330-300

CHINA EASTERN



We recognize that civil aviation safety is an essential component of the country's fundamental interests, and always keep in mind the concept of ensuring safety in development. With steadfast respect for aviation safety, we have implemented targeted measures to strengthen safety, rigorously enforced the safety accountability system, and continuously improved safety process management. Our unwavering dedication is to ensure absolute safety in aviation operations and the lives of people with higher standards and more stringent requirements.

SDGs



Upholding Aviation Safety	36
Safeguarding Passenger Health	40
Caring for Employee Health and Safety	41

Upholding Aviation Safety

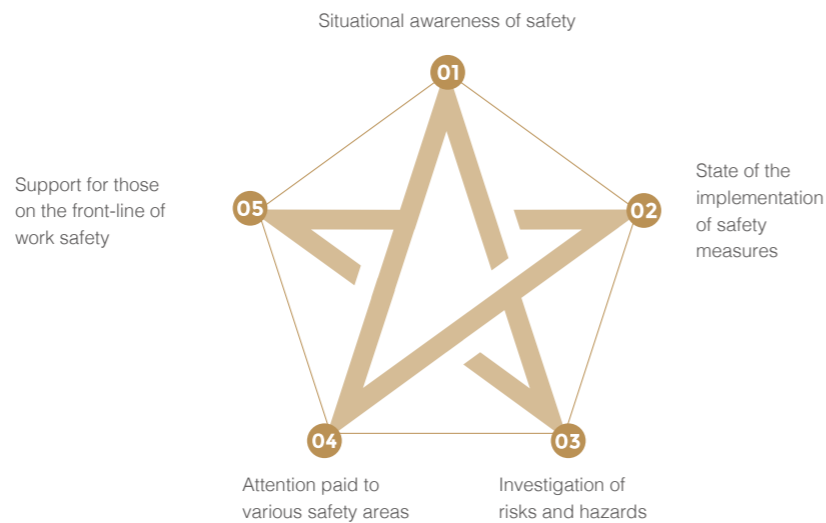
Recognizing that achieving high-quality development is the primary task and that high-quality safety is an important prerequisite, we promote high-quality development through high-quality safety.

In 2022, China Eastern followed a problem-oriented approach while striving to achieve its goals, and pursued progress while ensuring stability. The Company combined "top-level design" with "policy implementation," and empowered employee development with technology while enhancing their capabilities. We further highlighted standardized management, steadily implemented a range of safety measures, and consistently improved our safety systems and capabilities. These efforts have established a robust safety foundation, laying the groundwork for achieving high-quality development.

Improving the safety management system

China Eastern aligns itself with the *Civil Aviation Law*, *Civil Aviation Safety Management Regulations* and other laws and regulations on safety, as well as the work safety guidelines of "safety first, prevention as a priority, overall governance, and continuous improvement." We have formulated the *Decisions by the Leading Party Members Group of China Eastern on Thoroughly Implementing General Secretary Xi Jinping's Important Instructions on Ensuring Absolute Safety in Aviation Operations and the Lives of People*, and have identified 13 key tasks. We have also developed the implementation opinions and task lists for the 15 important measures on work safety released by the State Council. At the same time, we have continued to improve our ground safety management system, and have established a "dual-prevention mechanism" for risk prevention and hazard investigation in accordance with the principle that "industry management must be in charge of safety, business management must be in charge of safety, and production and operation must be in charge of safety," as well as the principle that "those who are in charge must be held accountable."

Upgrading safety management in five aspects



Strengthening risk control

China Eastern has been working to standardize and institutionalize safety supervision, using a scientific, orderly, stable, and effective approach. We have implemented the "15 tough measures" to enhance work safety, and maintained a policy of zero tolerance for hazards. To achieve this, we have undertaken various tasks such as investigating and resolving hazards, deepening the application of the results from management reviews of our security system, developing special inspection checklists, collecting quarterly self-evaluation reports of aviation safety risks from each subsidiary, and strengthening security risk assessments.

2022

Flights
1,077,400 hours

Takeoffs and landings
445,800

Enhancing our capability to guarantee safety

At all times, we uphold deep respect for life, regulations, and responsibilities, and remain dedicated to leveraging technology to promote safety, improving the safety capabilities and awareness of our employees through communication and training, and continually enhancing our ability to ensure safety.

Safeguarding flight with digitization

We are dedicated to leveraging advanced safety equipment, protective facilities, and cutting-edge technology to bolster our safety management capabilities, and have consistently promoted the application of technological breakthroughs in the field of work safety. For example, we have developed the "Digital Pilot" project, which entails operational analysis and training based on the 14 stages of flight characteristics and the analysis of 3,800 parameters. Through this project, we have fortified our capacity for data-driven decision-making and digital innovation to enhance work safety, thereby furnishing vital technological backing for efficacious risk mitigation and resolution.



Improving the pilot training system

Pilots are the core workforce of airlines. China Eastern attaches equal importance to the quality and quantity of pilots, and has clarified the rights and responsibilities of each unit involved in pilot training, and continuously improved the pilot training management system based on the concept of Pilot Lifecycle Management (PLM). By issuing the *Pilot Training Management Manual*, we have optimized our pilot training content with the goal of building a team of pilots with exceptional professional skills and high ethical standards.



2022

Newly recruited captains

92

Newly recruited co-pilots

254

Newly recruited flight instructors

60

Newly recruited flight instructors of specific aircraft types

57

Newly recruited airfield flight instructors

13

New captains who began leading flight crews

69

Pilot training initiatives

Improving the professional competence and ethical standards of pilots	<ul style="list-style-type: none"> We have held 4 captain training classes, 9 flight theory lectures, and 46 pilot skills training classes.
Improving the training system	<ul style="list-style-type: none"> We have comprehensively revised the <i>Training Management Manual of China Eastern</i>.
Enhancing the training of flight instructors	<ul style="list-style-type: none"> We have launched the "flight instructor training camp" program, which has offered a total of 400 training opportunities. We have selected seeded instructors to participate in Boeing's Competency-based Training and Assessment (CBTA) program.
Improving the quality of course development	<ul style="list-style-type: none"> We have developed 58 new courses, such as the <i>Cockpit Resource Management (CRM) Theoretical Deduction</i>, and added (or updated) 324 courses. We have integrated recurrent training modules, and unified the "common course" for pilots of all aircraft types. We have launched the "aerobatic flight training course."
Developing the curriculum system	<ul style="list-style-type: none"> We have developed the ARJ21 aircraft flight training system, compiled the training outline for station managers, and optimized the training system for digital transformation; at the same time, we have improved the professional training system for emergency and major tasks, and established a training course system for university graduates who want to become professional pilots.

2022

Enhancing the safety culture

Safety proposal letters of the primary responsible person

Over 25,000

Publicity and education sessions on work safety

1,235

Publicity and education sessions on work safety

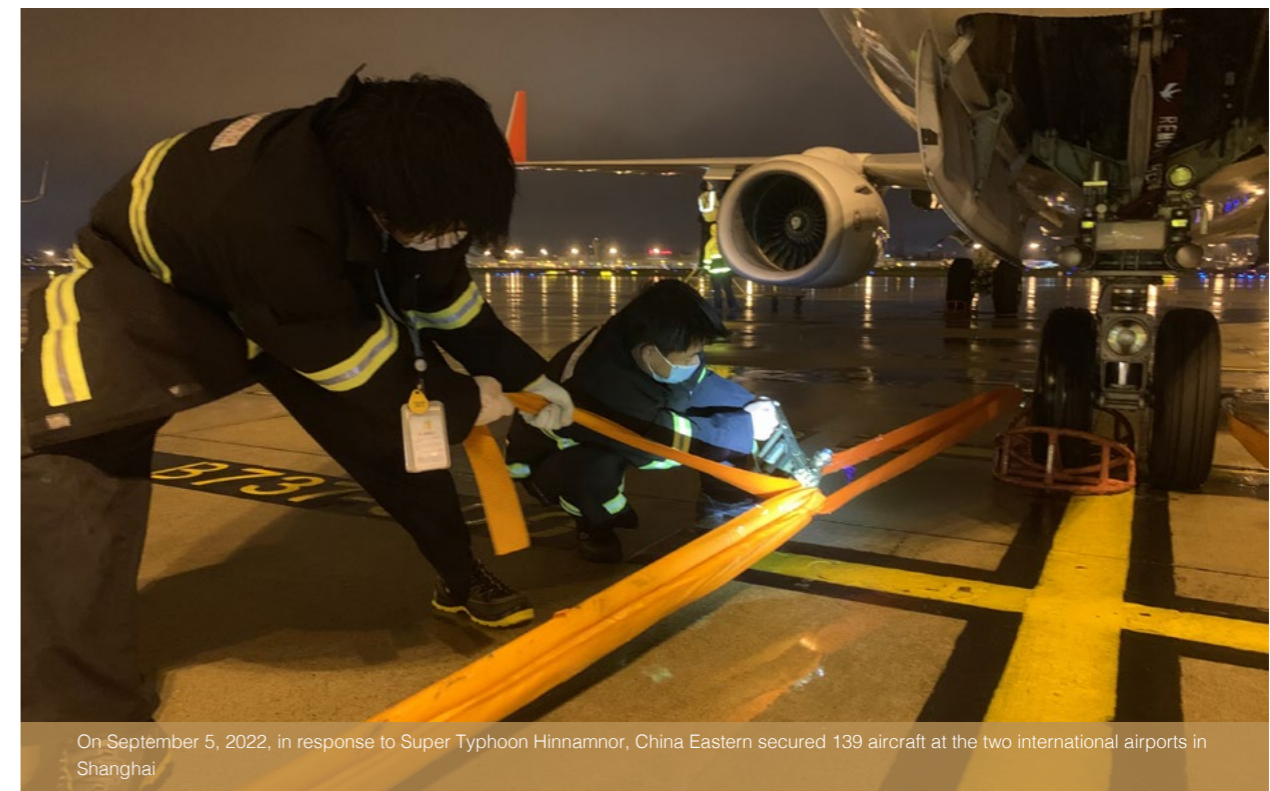
94,636

Aviation safety knowledge competitions

Over 60,000

Programs and competitions aimed at improving safety skills

46



On September 5, 2022, in response to Super Typhoon Hinnamnor, China Eastern secured 139 aircraft at the two international airports in Shanghai

Safeguarding Passenger Health

All employees of China Eastern have signed the safety responsibility statement, and are committed to ensuring passenger safety and health to the highest standards.

Main measures for protecting passengers' safety and health

Passenger safety



- We have increased efforts to implement the "SAFE520" Safety Work Method.
- We have refined turbulence handling instructions to reduce turbulence impacts on passengers and flight attendants.
- We have launched the "123" safety management rules to support front-line employees in conducting safety management work.
- We have strictly implemented the flight crew suspension and resumption system.
- We have increased the frequency of pre-flight alcohol testing.

Food safety



- We have actively participated in the "China Food Safety Publicity Week" in 2022, increased efforts to conduct food safety inspections, promoted scientific management of food safety, and created a good atmosphere where everyone has fulfilled their food safety responsibilities.
- We have implemented the *In-flight Catering System Standard and Quality Control Response Mechanism* and the *In-flight Catering Standard and Routine Quality Control Mechanism* to promote systematic and process-based closed-loop management; improved the system automation function to spotcheck daily in-flight catering, and realized full coverage of in-flight catering supply and guarantee institutions.
- We improved the system automation function to spotcheck daily in-flight catering, realizing full coverage of in-flight catering supply and guarantee institutions.
- We have formulated regulations for disinfecting water tanks on drinking water vehicles to ensure the safety of drinking water.

Emergency medical service



- We have developed the *China Eastern Special Emergency Plan for Handling Passenger Service Incidents (Passenger Injury, Illness or Death)* to improve our emergency response capabilities.
- We have implemented the *Passenger Injury, Illness and Death Emergency Response Plan of China Eastern Airlines Co., Ltd.*, and clarified the emergency response standards for passengers with China Eastern flights.
- We have pushed forward with the "Physician Alliance" project.



Caring for Employee Health and Safety

China Eastern has continued to improve its employee occupational health and safety management system, as well as medical and health services, public health services, and occupational health services for employees. While ensuring the physical health of employees, we also attach great importance to providing psychological intervention for operational personnel and offering targeted skills training programs to employees. We actively communicate with employees and provide care to ensure their physical and mental health.

Main measures for protecting employee health

Medical and health services

- We have launched an initiative to provide employees with health check services in office buildings and bases, and continued to build the "Cloud Clinic" service station at the Home of China Eastern.

Public health services

- We have disseminated healthcare knowledge to flight crew members, ground staff, new recruits, etc.
- We have arranged medical examinations for flight crews in line with the *Regulations on Civil Aviation Personnel Medical Certificate Management (CCAR-67FS-R2)*.
- We have implemented the *Rules of Operations Certifications for Large Air Carriers Engaged in Public Air Transportation (CCAR-121-R5)* to reduce crew fatigue caused by flight schedule adjustments.

Occupational health services

- We have launched an employee assistance program (EAP) aimed at addressing their mental health concerns.
- We have conducted research on topics such as the psychological health maintenance of aircrew members, the psychological health of crew members in quarantine, etc.
- We have offered 10 online psychological consultation courses, which were attended by a total of 4,315 people.
- We have made an effort to ensure the psychological health of cabin crew members during the post-flight 14-day quarantine period; our live streaming courses have attracted a total of 5,087 views.
- We have completed the annual medical examination of cabin crew members.



Crew members undergo an alcohol breath test prior to performing their duties on the flight

CREATING INCREDIBLE EXPERIENCES OF AIR TRAVEL

关门步骤
1-手柄必须在指定位置
2-关门直到锁扣发出
3-听到手柄发出关门声音

开门步骤
1-握紧手柄并下压
2-将手柄完全抬起

TO OPEN
1-PUSH FLAP TO GRASP HANDLE
2-LIFT HANDLE FULLY UP

危险
如有警告灯闪烁
(舱内增压时)

DANGER
DO NOT OPEN DOOR
IF RED WARNING LIGHT IS FLASHING
(CABIN PRESSURIZED)

上下客梯请拉扶手



CHINA EASTERN

With high-quality services, China Eastern offers passengers incredible experiences of air travel. While guaranteeing travel safety and comfort, China Eastern has tried its best to meet personalized and diversified travel demands of passengers, ushering in a new stage of smart air travel services.

SDGs



Guaranteeing Flight Punctuality	44
Providing Heartwarming Services	45
Improving Travel Experience	49
Protecting Customer privacy	52
Advancing Global Connectivity	53
Contributing to Industrial Development	53



Guaranteeing Flight Punctuality

At China Eastern, flight punctuality has always been the core of its service quality. To this end, China Eastern continuously improves the production command system, and takes flight deployment and flight punctuality management as the focus to boost flight operation efficiency, in strict accordance with relevant regulations such as CAAC's *Several Measures for Optimizing Flight Schedule and Improving Flight Punctuality Rate*.

Measures for guaranteeing flight punctuality

We have enhanced production and operation management in strict compliance with relevant regulations

As for abnormal incidents and potential problems, we seek for the fundamental causes and management defects behind them to improve refined management. Moreover, we have held monthly work meetings of the production command system to discuss solutions for routine production and command difficulties.

We have improved the process interfaces of flight deployment and sorted out flight schedule in advance

Through the electronic deployment system, we leverage the edges of command centers in local resources integration and actively coordinate them to provide support for temporary flight adjustment and rescheduled flights. In 2022, the number of reschedule flights reached 22,500 with an increase of 5.68 percent in terms of flight punctuality.

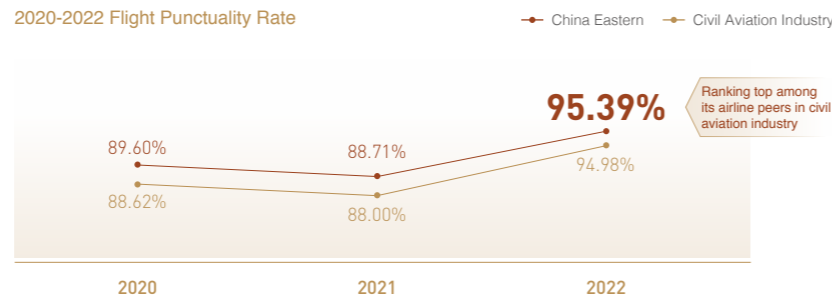
We have enhanced emergency response to effectively deal with operational anomaly

To this end, we ramped up efforts in capacity building of emergency response of the duty system and organization of drills to respond to the breakdown of airport operations and management system, evacuation of vehicles, extensive flight delays, balanced aircraft communication, aircraft communications addressing and reporting system malfunction, baggage carousel failure, and passenger return flow, etc.

We have strengthened flight management to improve operational efficiency

The flight operation monitoring is implemented in stages. In 2022, we monitored the operation of 14,700 flights in real time and detected 224 flight abnormalities, which were addressed under the assessment mechanism.

2020-2022 Flight Punctuality Rate



Providing Heartwarming Services

Civil aviation is a service industry. Following the development trend of the industry in the new era, we take meeting the increasingly growing demand of the people for better aviation as our original mission and goal; we optimize service processes, refine service touchpoints, enrich service highlights, and uphold heartwarming services, striving to provide passengers with warmer services.

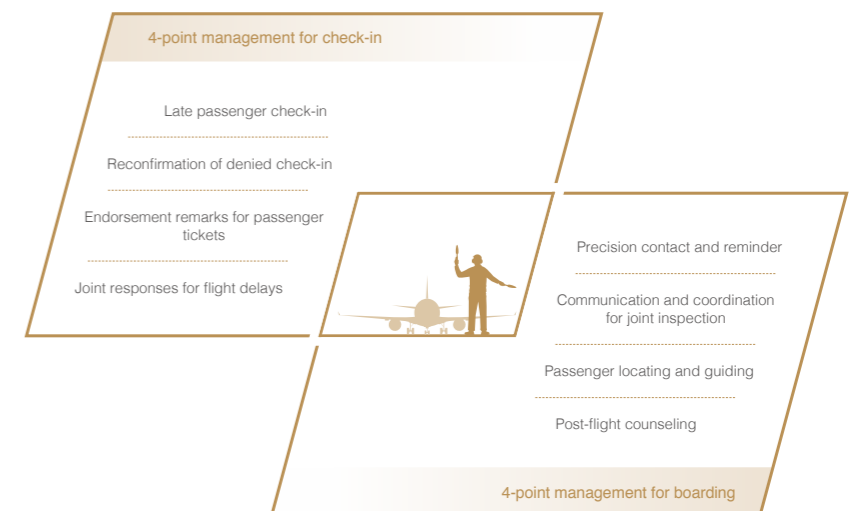
Improvement in service management

China Eastern has continuously improved the service quality management system, consolidated the mechanism of the service management committee, and kept optimizing rewards & punishments management for service provision. Moreover, the Company has carried out thematic activities and implemented special action plans according to the civil aviation service plan. For the first time, we have released the *Manual of China Eastern for Passenger Service Quality Management*, in an effort to build a service brand of "four excellences" and continuously improve service quality.

Key measures for improving service quality

We have improved the service quality management system	We have revised the regulations on service rewards and punishments and released a series of documents in the service quality management system. Moreover, we have built the "smart cabin" quality data screen, enhanced the analyses and application of quality data, and fortified the air routes monitoring system and monthly evaluation mechanism.
We have enhanced quality improvement in the whole service chain	We have established a joint improvement mechanism with relevant institutions to conduct special actions for cabin cleaning, in-flight amenities, baggage handling management, and load arrangement, etc. At the same time, we have enhanced multi-level management of in-flight meals by category and conducted special actions for in-flight catering security and quality management.
We have enhanced basic capabilities for service provision	We have launched the basic principles of flight attendant service, which are characterized by "9 necessities and 6 musts". Apart from service skills competitions, we have built the cabin service communication system, set up the MUC cabin service account, and optimized targeted policies for each air route during pre-flight preparation.
We have promoted the development of skilled talent teams	We have worked to build a long-term and efficient mechanism for team development and management, which covers the whole life-cycle and daily dynamic management. In addition, we have launched work model courses, selected "Star Stewards and Stewardess" and "Honorable Cabin Attendants", and established the "Lingyan Demonstration Team", facilitating the development of the service team through role model benchmarking.

Promoting the "8-point management" system and re-upgrading refined management of ground services



2022

The passenger satisfaction for overall services reached

95.19

The passenger satisfaction for ground services reached

95.49

The passenger satisfaction for air services reached

94.89

The complaint handling rate reached

100 %

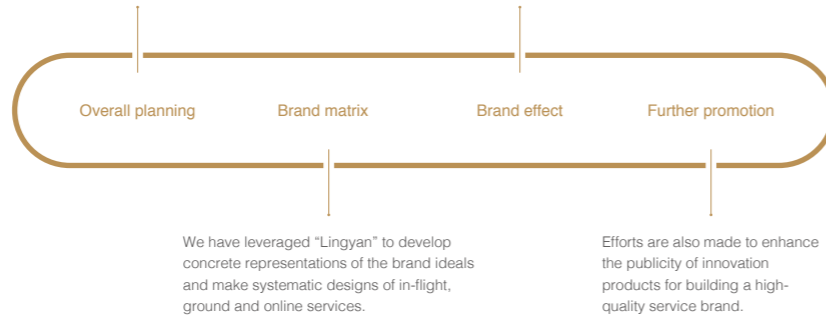
Improvement in service brand building

To continuously improve service brand building, the Company has conducted research and development in in-flight catering with local specialty wheaten food characteristics. Specifically, we have built the brand of China Eastern Noodles and successively optimized the breakfast model for ultra short-haul routes, electronic meal query function, "staple-dish separation model", China Eastern Tea Series, and "Onboard Dining Series", etc. In addition, we have launched a food tasting activity to provide delicious food with local characteristics. All these efforts aim to enable passengers to savor exquisite in-flight catering services.

■ Priorities of service brand improvement

Based on passenger service touchpoints, we have worked to create unified sensory experiences of China Eastern meals. In doing so, we aim to build a standardized and unified high-quality service brand.

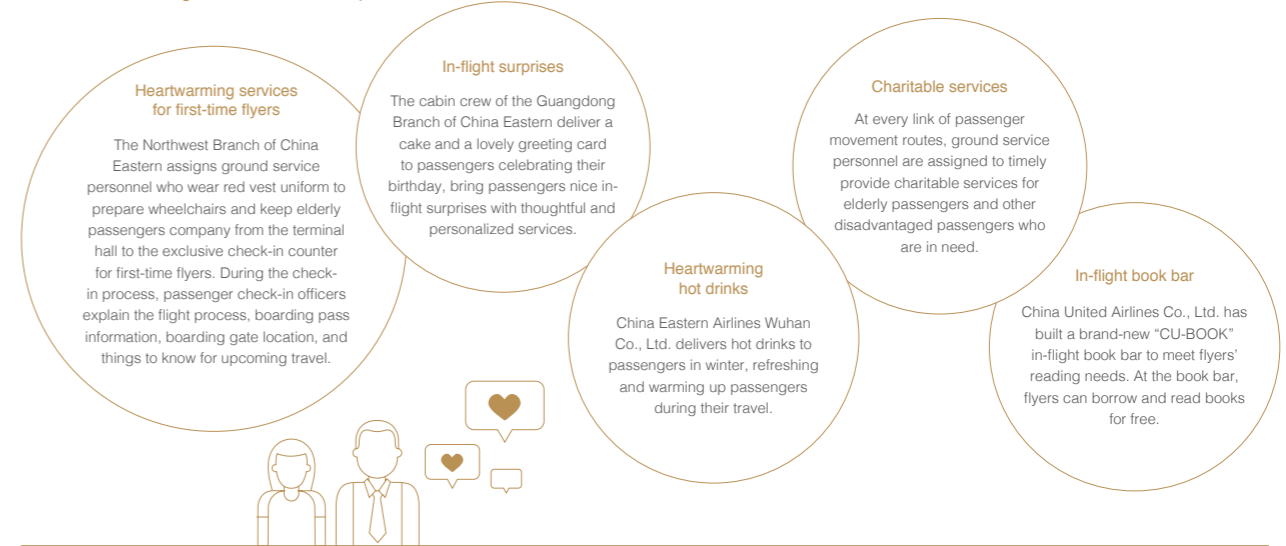
We have promoted system-based product innovation to support the development of service brands. Moreover, we have made full use of "rail-air transport" service and "Air Express lines", striving to build new paradigms of convenient and standardized air transport.



Heartwarming service support

With a passengers-oriented approach, the Company has continuously improved the quality of service channels for special passengers and special events, and timely tracked the updates. The concrete actions of China Eastern manifest that it is a heartwarming airline, which include the release of the *Service Procedures for First-time Flyers* and the launch of special membership retention policies such as the Membership Upgrade Compensation Program for air flight from 2019 to 2021.

■ Heartwarming services of air transport



On January 26, 2022, Flight MU5369 flew directly from Xiamen, Fujian to Zhoushan, Zhejiang, which is the first flight of the Xiamen Branch of China Eastern

A thank-you letter with 126 red-ink fingerprints



In March 2022, a delegation of 126 teachers and students took flight MU9702 to return Yunnan. Due to certain restrictions, the delegation could not arrive at the airport until the scheduled departure time of the flight. In the face of the emergency, China Eastern immediately adjusted the response plan and supported the delegation to board before flight departure within half an hour. The "impossible" task has turned into a nice memory for the delegation. To express gratitude, the delegation sent a thank-you letter to the Company, which were signed by the 126 passengers with their red-ink fingerprints.

2022

Passengers provided with special services

47,415

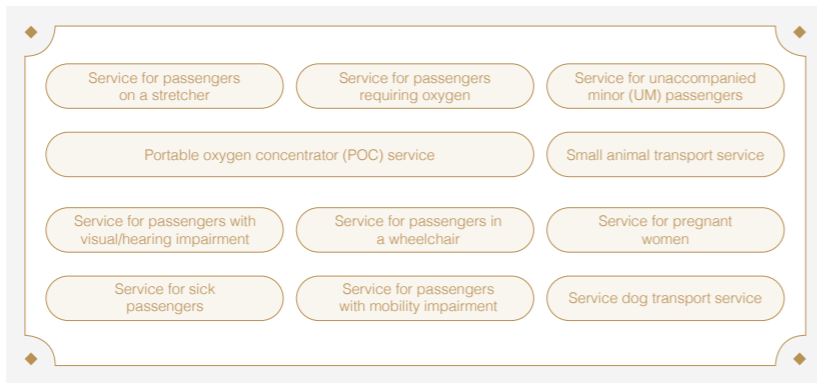
Among them, Unaccompanied minors

17,041

Small animals

10,413

Special passenger services



Launching the "Brave Challengers" program to visualize the flight of unaccompanied minors



China Eastern has launched the "Brave Challengers" program, an upgraded version of the "Unaccompanied Minors" service. Through the program, via the official website and mobile application of China Eastern, parents can check the flight status of their children in real time and check the in-flight dining and highlight photos of their children after the flight is completed. The program has won the trust of the parents of unaccompanied children during travel, with more than 2,900 minor passengers served so far.



Improving Travel Experience

With concrete actions, China Eastern has fulfilled the mission of civil aviation industry - "development for the people". We leverage the internet, block chain, artificial intelligence and other technical strengths to focus on aviation products and services innovation and continuously improve passengers' travel experience, embarking on a new stage of smart aviation.

Innovation of aviation products

To provide more convenience for passengers during air travel, the Company focuses on innovation of aviation products and continuously improves the timeliness and accuracy of passenger demand information handling so as to better meet customers' needs for diversified travel experiences. In 2022, we provided a host of services for passengers on delayed or canceled flights, such as automatic protection, automatic notification, self-service ticket rescheduling, flight delay certification self-service, and flight delay compensation, which substantially improves passengers' experiences of flight cancellation or changes.



In August 2022, the "rail-air transport" product of China Eastern was upgraded in Guangdong, newly covering over 50 airports in 14 cities of Guangdong

Key measures for product model innovation

★ We have actively promoted the application of the unified identifier of 33 Air Express lines, exclusive check-in counters, fixed baggage carousels and other ground services in 26 airports across the country, striving to build a "punctual, fast, convenient, premium" Air Express brand.



★ We have enhanced cooperation with China Railway. Through the improved "rail-air" network, the rail-air transport product has been applied at 680 railway stations in 42 cities, realizing the joint transport with 1,167 rail travels. In addition, the one-stop full-process service product for domestic transferred flights has been launched on online travel agencies.



★ The "one-step service package" has been applied at 20 airports in China, covering 255 pilot routes. Its flight coverage rate surpasses 30 percent and a total of 5,146,000 passengers have experienced this service package.



★ We have developed the connotations of the "10,000km mileage product", "the Referral Program", "travel manager platform" and other products to meet customers' needs for lower costs, convenient ticket purchase, payment and settlement, and after-sales service, etc.



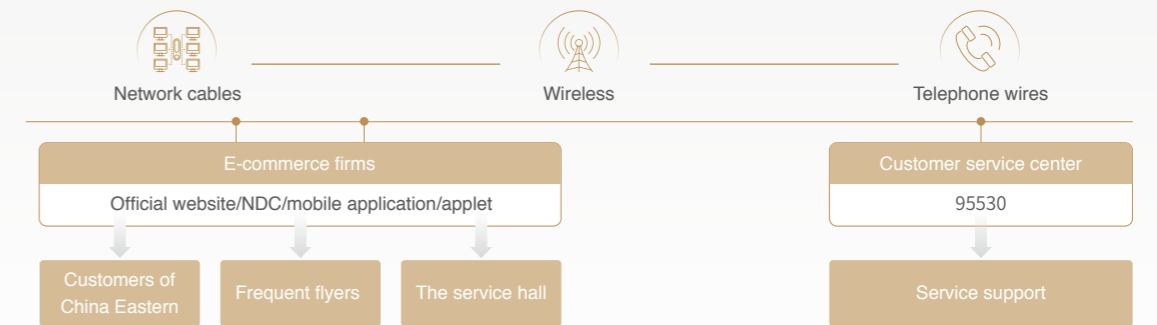
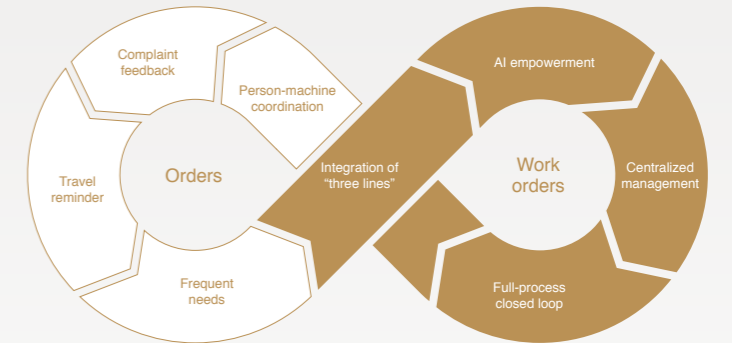
★ China Eastern is China's first in the industry to launch the "OK to Travel" service, which allows online review of health certifications before check-in. The "OK to Travel" service has served 13,000 international air travelers on outbound flights.

★ We have launched and continuously upgraded the modules of "Ticket Cancellation/Refunding and Change 3.0" and the Service Hall on the mobile application of China Eastern. The newly developed functions make it possible that passengers can cancel, refund or change tickets for themselves or others via all eligible channels.

★ The "Eastern Miles" membership system for frequent flyers has completed its transformation into the income-based flight credit system, which attracts 50 million members and effectively improves member loyalty.



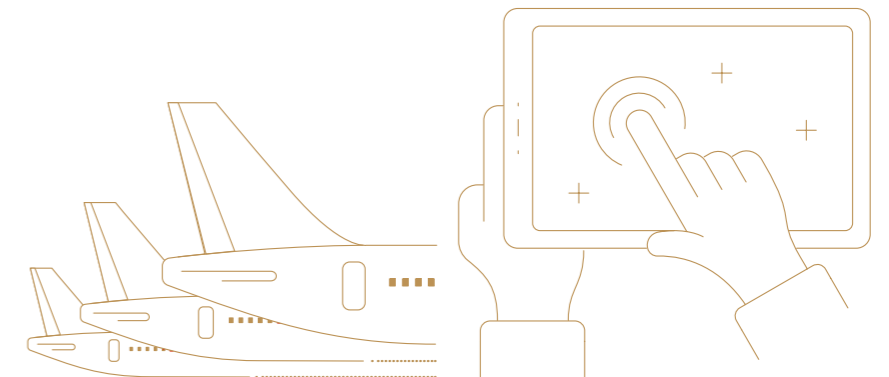
We have realized the integration of "three lines", which cover the computer end, the mobile end and the telephone end. Moreover, efforts are made to upgrade "Service Hall 2.0", launch "Ticket Cancellation/Refunding and Change 3.0" and digital electronic invoices, and provide better services for passengers in an omni-channel way.



The integration of "three lines" improves customer service experience in an omni-channel way

Smart travel guarantee

Adhering to science and technology empowerment, the Company has developed three-dimensional travel services and created "smart ground service" and "smart cabin" to make air travel smarter. In 2022, based on the new business format of "one-step" services, 9 projects of one-step "Ground Services for the New Era" was established, which cover the three dimensions of passenger service, staff operation and background support. In addition, "Transparent Apron" and other smart services were launched in the same year.



Smart travel experience of the "one network"

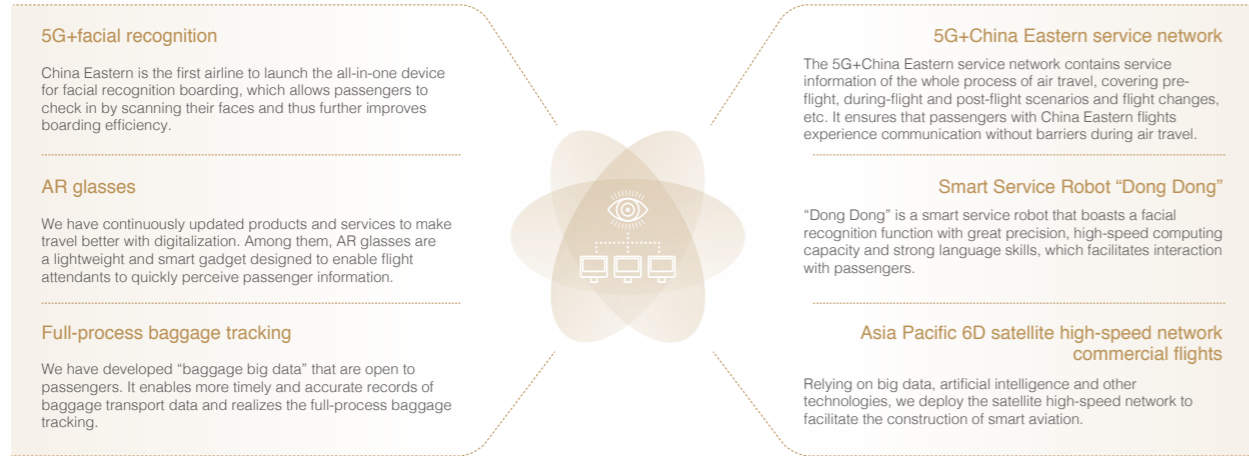


We have launched the "5G+China Eastern service network" system on the mobile application of China Eastern. The system provides full-process service information for passengers, covering pre-flight, during-flight and post-flight scenarios and flight changes, etc. The newly developed functions of the system facilitate passengers to enjoy pleasant travel, which include sending reminders about the time it takes to arrive at the boarding gate, reminder of baggage loading, reminder of baggage handled to the baggage carousel, reminder of unaccompanied minor boarding, and handover notification, etc.



With smart, technical and informatized means, China Eastern realizes the function of visualized baggage handling at Beijing Daxing International Airport (BDIA), which discloses the information of key links of baggage handling to passengers

Technology-empowered smart travel



Protecting Customer privacy

In strict compliance with laws and regulations on personal information protection, China Eastern has developed a six-pronged passenger information protection system, which comprises a system, an institution, a team, a process, a manual, and a training session. As China's first civil airline to assign DPOs to conduct data security management, the Company has gradually established a compliance management system that guides multi-level and multi-grade cross-region data exchanges, fortifying the improvement of data security compliance.

In 2022, China Eastern released the *Regulations on Passenger Data Storage (for Trial Implementation)* and the *Interim Measures for Personal Information Protection Influence Evaluation*, and basically established the customer data OneID system, which mainly encompasses ID cards and other identification information. Moreover, a total of 6,258 employees were organized to participate in passenger information protection compliance training; reminders and best practice cases of passenger information protection were sent to employees, in an effort to help regulate the use and protection of passenger information.

Advancing Global Connectivity

China Eastern has actively participated in and supported the development of the Belt and Road Initiative. In 2022, due to market downturns, international routes were operated at a low level. Despite difficulties, the Company maintained flights to 11 countries along the Belt and Road, operating 914 flights in 19 air routes.

Contributing to Industrial Development

The aviation transport industry is an important guarantee for international trade development and a pivotal link of people-to-people exchange around the world. While increasing discourse power and influence in SkyTeam Airline Alliance (SkyTeam), International Air Transport Association (IATA) and other industrial organizations, China Eastern has taken part in the international affairs of SkyTeam, IATA, joint route operation, etc., participated in rules development and decision-making of international organizations, and promoted the establishment of "China Eastern Standards", making contribution to the healthy and high-quality development of global aviation industry.

In 2022, the Company participated in the preparation of the national standard of *Public Air Transport Passenger Service Quality*. As the vice chairman unit of Shanghai Data Service Provider Association, China Eastern joined in the circulation of data elements and the preparation of Shanghai's local data standards. In addition, the Company signed an agreement with IATA and became the first Chinese mainland airline to join IATA Pay.

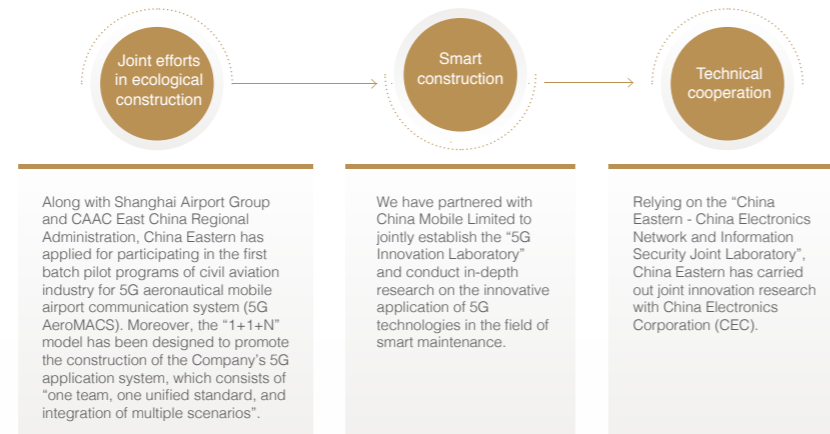
Building a super carrier



"Super carrier" refers to a first-class airline that boasts world-leading services, innovation capability and influence. It is a flagship air carrier dedicated to building a civil aviation ecosystem and joining globalized cooperation on all fronts. Through the "136" vision framework, we will focus on "one overarching goal", "three steps" and "six actions" to build China Eastern into a super air carrier. In doing so, we aspire to join a higher level of international competition and cooperation, and provide strong support for building China's strength in transportation and boosting the development of Shanghai International Shipping Center, in an effort to better meet people's air travel needs for a better life.



Key tasks of enhancing strategic cooperation



Developing specialty aviation services and signing the first order of civil aviation industry on CIIE



The 5th CIIE is the first international exhibition held in China after the 20th CPC National Congress. As a Shanghai-based central SOE and the largest airline that settles in Shanghai's airport hub, China Eastern has participated in CIIE for five consecutive years and served CIIE for three consecutive years as a "core sponsor", "designated air carrier", "purchaser" and "service provider". In 2022, via the "one-stop trading service platform" of CIIE, China Eastern signed 15 orders with prestigious suppliers from 8 countries and regions. Focusing on new technologies and new services in aviation industry, the purchase deals totaled more than 1.6 billion US dollars. On the 5th CIIE, we witnessed our second largest total contract value and exhibition stand deal since China Eastern participated in the expo.



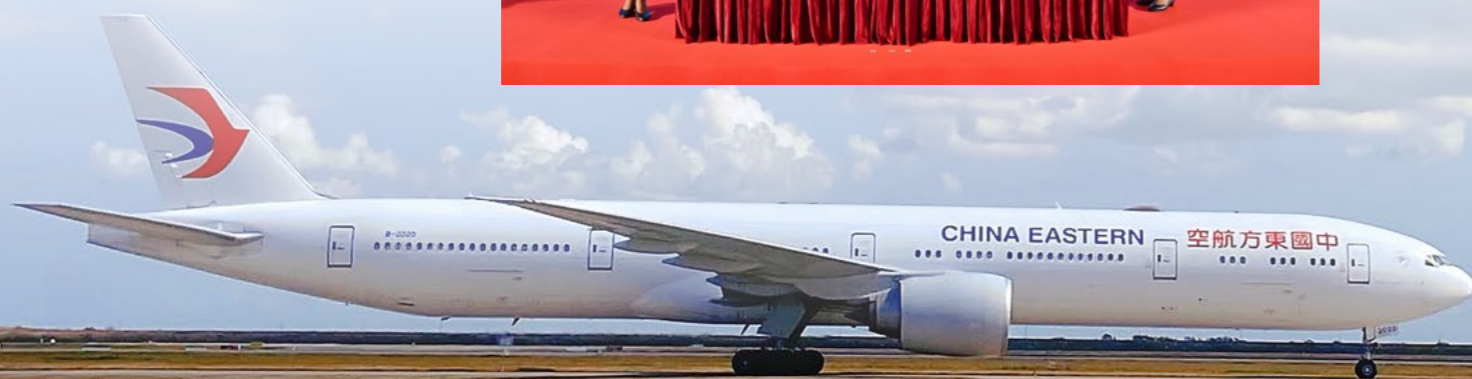
On January 14, 2022, the Zhejiang Branch of China United Airlines Co., Ltd. was established, which continuously conducts in-depth cooperation with the People's Government of Wenzhou City and Wenzhou Airport Group Co., Ltd.

July 1, 2022 marks the 25th anniversary of Hong Kong's return to the motherland. As one of the largest airlines connecting the mainland and Hong Kong, China Eastern has served more than 39 million passengers travelling to and from Hong Kong over the past 25 years.

From November 8 to 13, 2022, China Eastern participated in the 14th China International Aviation & Aerospace Exhibition.

On July 10, 2022, the first commercial chartered flight to Europe departed from Ningbo to Budapest. Through "Ningbo-Budapest" flights, China Eastern supports Chinese enterprises to pursue orders and market expansion across the globe.

On December 9, 2022, China Eastern operated a chartered flight to transport a Suzhou's business delegation of nearly 190 people to Europe with the goal of conducting business deal negotiations and business promotion activities.



PROMOTING GREEN AND LOW-CARBON DEVELOPMENT



CHINA EASTERN

China Eastern takes protecting green ecology as the mission of high-quality development, implements the responsibility of green development, implements the major decision deployment of "carbon peaking, carbon neutrality", constantly expands and improves the "China Eastern Airlines practice" of "energy conservation, carbon reduction, green flight", better promotes its own green and low-carbon development, and promotes the harmonious coexistence of human and nature.

SDGs



Addressing Climate Change	58
Safeguarding Lucid Waters and Blue Sky	61
Sustainable Utilization of Resources	62
Sustainable Value Chain	63

Addressing Climate Change

Based on the characteristics of the industry, our own features, and the need for development, we have taken actions from multiple aspects, such as promoting the development of management systems, strategically prioritizing the achievement of peak carbon emissions and carbon neutrality, and strengthening our basic management capabilities. Through our "green flight for energy conservation and emission reduction" initiative, we are committed to supporting the entire industry and society in achieving China's 30-60 Decarbonization Goal.

Improving the environmental management system

China Eastern abides by the *Environmental Protection Law* and other relevant laws and regulations, and has developed a special plan for achieving green development during the 14th Five-Year Plan period, the *Carbon Peak Action Plan*, as well as the *Compilation of Environmental and Energy Management System Documents (2022 Edition)* to promote the construction of systems for energy conservation and environmental protection.

Implementing the workshop program aimed at improving the quality and efficiency of green building projects

In 2022, China Eastern completed the initial version of the *Green Building Guide of China Eastern Airlines Co., Ltd.*, which contains five major indicators of "safety and durability," "health and comfort," "convenient living," "resource conservation," and "environmental livability." It aims to facilitate the Company's adoption of green, low-carbon, and circular construction methods in project construction.

Promoting emission reduction in aviation

China Eastern has explored the green path towards high-quality development, and fully implemented the relevant requirements of the EU, the state and local governments, as well as market-oriented emission reduction mechanisms in the industry. Meanwhile, we have worked with partners to participate in those emission reduction mechanisms and global climate governance affairs. We strive to explore paths towards the goals of achieving carbon peak and carbon neutrality, and promote the new practices under our "green flight for energy conservation and emission reduction" initiative.

In 2022, we released the *Sustainable Flight Action Guide (2022 Edition)*, participated in SkyTeam's "Sustainable Flight Challenge," and established a leading group and a working group to implement the overall plan to use more sustainable aviation fuels and promote green aviation.

We also actively participated in online meetings of the EU Emissions Trading System (EU ETS), workshops on sustainable aviation fuels, and meetings of the Sustainability & Environment Advisory Council (SEAC) of IATA, working with partners to create a green future. Additionally, we organized and participated in events such as the Civil Aviation Green Development Forum & Facility and Equipment Exhibition, and the Shanghai International Carbon Neutrality Expo in Technologies, Products and Achievements. By organizing a range of green events, we have guided more stakeholders to actively practice green lifestyles and build a green home.

2022
Carbon emissions reduced
170,100 tons



Focusing on its theme of "Sharing Opportunities of Digital Economy and Co-building A Green and Smart Civil Aviation," China Eastern launched two major achievements - the "Super Carrier" and "Intelligent Aviation" - at the forum, aiming to empower the green development of civil aviation

China Eastern and Airbus commence first delivery flight with sustainable aviation fuel for A320neo

On October 12, 2022, China Eastern took delivery of a new A320neo aircraft from the Airbus Delivery Centre in Tianjin. The aircraft used 5% sustainable aviation fuel (SAF) for its first flight from Tianjin to Xi'an. SAF is a sustainable alternative fuel produced from waste animal and vegetable oils, oilseeds, used cooking oil, urban waste, as well as agricultural and forestry waste. Compared with traditional fossil fuels, SAF can reduce carbon emissions by up to 85 percent from raw material collection to the end-user stage. The SAF used in this delivery was refined and produced by Sinopec Zhenhai Refining and Chemical Company with waste catering oil as raw materials. It was the first batch of domestic SAF after the large-scale production of China's first sustainable aviation fuel industrial plant. This delivery flight is part of China Eastern's in-depth research on sustainability measures for the aviation industry, as well as the Company's collaboration with partners to promote new practices under its "green flight for energy conservation and emission reduction" initiative.





In November 2022, crew members of Shanghai Airlines Co., Ltd., a subsidiary of China Eastern, publicized the 8th Shanghai International Nature Conservation Festival on a flight dedicated to the event

2022

Improving energy efficiency management

Flights whose air routes were optimized

5,345

Flights that traveled on newly opened temporary routes

16,000

Flight distance reduced

383,000

Fuels saved

2,468 tons

Reduction in fuel consumed per ATK year on year

0.0047

Total fuel reduction

54,000 tons

According to the guidance of "reducing aircraft weight from the source, reducing fuel consumption, advocating green flight, and optimizing aircraft performance," China Eastern has implemented refined fuel-saving control, and carried out innovative fuel-saving management across the board.

Measures for improving energy efficiency management

Optimizing flight distance	<ul style="list-style-type: none"> We formulated the plan of assigning different aircraft types to different routes. We increased short-haul flights. We optimized existing routes, and made full use of newly opened temporary routes.
Reducing aircraft weight	<ul style="list-style-type: none"> We revised flight water control and weight reduction standard. We disclosed the actual weight updates of in-flight meals. We dynamically controlled the number of raft-free aircraft.
Introducing energy-saving aircraft	<ul style="list-style-type: none"> We introduced 23 new-generation high-efficiency aircraft, including 4 Airbus A350-900s and 19 A320neo aircraft. We introduced one Comac C919 and 10 ARJ21 aircraft. We decommissioned ten narrow-body aircraft, including five A320s, three B737-700s, and two B737-800s.
Applying energy-saving technology	<ul style="list-style-type: none"> We adopted new navigation technologies such as PBN, HUD and EFB to reduce aviation fuel consumption and emissions during the flight descent phase. We conducted verification and promotion of flight procedures to save aviation fuel consumption and flight time.

Safeguarding Lucid Waters and Blue Sky

We strictly abide by the *Water Pollution Prevention and Control Law*, the *Law on the Prevention and Control of Environment Pollution Caused by Solid Wastes*, the *Atmospheric Pollution Prevention and Control Law*, as well as local regulations, and strive to control the discharge of pollutants such as wastewater, exhaust gas, and solid waste, as well as noise from the source. We are committed to the continuous improvement of the ecological environment and the harmonious coexistence of human and nature through measures such as increasing the proportion of NEVs, updating old mechanical and electrical equipment with high energy consumption, implementing the pollutant discharge permit system, and limiting plastic use.

2022

Overall utilization of APU alternatives

99.99%

Newly purchased and leased NEVs

112

Total hazardous waste reduction

35.149 tons

Main measures for promoting pollution prevention and control





■ Solid waste classification and treatment & disposal methods

Sorting & Disposal of Hazardous Wastes

Category	Method of Disposal	Performance in 2022
Waste medicine	Carrying out category-based management and storage of medical waste according to the <i>Catalogue of Classifications of Medical Wastes</i> , and regularly sending medical waste to qualified organizations that have signed related agreements with China Eastern for proper treatment	1.06 tons
Waste organic solvents and waste containing organic solvents	Entrusting qualified third-party organizations for harmless treatment of wastes, including incineration and physicochemical treatment	72.8 tons
Waste mineral oil and waste containing mineral oil		132.9 tons
Oil-water and hydrocarbon-water mixtures or emulsions		7.04 tons
Waste dyes and paints		23 tons
Organic resin waste		1.97 tons
Waste containing Hg		2.1 tons
Dispose of electronic waste	Collecting the waste and sending to suppliers with ISO 14001 Environmental Management System Certification and e-waste treatment qualification to process	Number of recycling equipment in Shanghai area: 296

Sorting & Disposal of Non-hazardous Wastes

Cabin waste	Sending to the qualified third-party agency for sorting and recycling after collection and classification	16,788 tons
Domestic waste	Sending to a qualified third-party agency for unified recycling and treatment after collection and classification	21,491 tons
Kitchen waste	Sending to the catering company for landfill or incineration after collection and classification	3,088 tons

Sustainable Utilization of Resources

China Eastern has steadfastly carried out refined resource management, with efforts made to enhance resource conservation, as well as resource intensification and recycling; at the same time, the Company has fully utilized green new technologies to empower structural adjustment, transformation and upgrading of the industry, and make new contributions to ecological conservation.

In compliance with the *Environmental Protection Law*, the *Circular Economy Promotion Law*, the *Energy Conservation Law*, as well as other relevant laws and regulations, we have fully implemented the *Regulations on Environmental Protection Management and the Regulations on Energy Measuring Management*. We have also compiled the *China Eastern Airlines Co., Ltd. Energy Conservation and Environmental Protection Statistical Program (2022 Edition)* to promote the innovation and application of green technologies and sustainable use of resources.

Saving water

- We reduced the volume of water for cleaning aircraft exterior by replacing wet wash with dry wash, and saved around **12,177** tons of water.
- We collected and recycled rainwater for landscape and waterscape watering.
- We set up metering instruments in the office area to monitor water metering and provide data support for enhanced water conservation, and built cooling towers to realize cooling water circulation.

Reducing energy utilization

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

Saving resource consumption

- We extended the life cycle of equipment such as those with touch screens through maintenance and upgrading.
- We implemented the regulations on the standard clothing point system to reduce clothing inventory and waste of consumables.
- With a variety of information systems, we implemented "paperless" office, and promoted "paperless" smart travel projects.

Sustainable Value Chain

China Eastern is dedicated to collaborating with all partners in the supply chain to achieve sustainable development. We provide support in technology, personnel, capital, and other areas to help our suppliers and dealers improve their ability to fulfill their responsibilities, and also assist our partners in navigating the complex market environment and overcoming various challenges.

Supplier management

In line with its commitment to social responsibility, China Eastern has consistently enhanced its supplier management system and fully embraced green and sustainable procurement practices. The Company has refined its green procurement catalog, expanded the range of green materials, and integrated environmental indicators and green, low-carbon standards into supplier performance assessments.

We attach great importance to the compliance management of suppliers. In the *Procurement Management Manual of China Eastern*, we clearly stipulate that new suppliers must sign the *Letter of Undertaking of Supplier Social Responsibility*, we also state explicitly the requirements for supplier anti-corruption and integrity in the supplier registration instructions. At the same time, we have formulated the *Guiding Opinions of China Eastern Group on Regulating Conducts Involved the Airplane, Ticket, Transport, Flight, IT and other aspects to Prevent Conflicts of Interests of the Management* and the *Guiding Opinions of China Eastern Group on Improving the Anti-corruption Risk Control Mechanism for Aircraft Procurement*, in an effort to continuously improve the mechanisms for selecting and eliminating suppliers, contractors, dealers, and intermediary agencies. We have also increased efforts to prevent the transfer of benefits, and strengthen the management and supervision of key suppliers. The suppliers who violate the provisions in the *Letter of Undertaking of Supplier Social Responsibility* shall be blacklisted, and banned from dealing within a time limit or permanently.

Adhering to the principles of fair, open and just competition, we examine if the bidders are involved in administrative penalties and litigation disputes through TianYanCha.com, Qixin.com, the National Enterprise Credit Information Publicity System, and other channels. This helps ensure that the shortlisted companies meet qualification requirements and enjoy a good reputation. At the same time, we earnestly optimize the business environment, support the development of small- and medium-sized suppliers, and help local suppliers to realize orderly and healthy development.

2022

Domestic distributors

1,768

Overseas distributors (under China Eastern's administration)

6,611

Distributor management

We have launched the Travel Service Provider Support Program, and established direct connection between 10 online travel agencies (OTA) and e-commerce channels (in compliance with the NDC Standard). Through the program, we are able to fully tap the potential of our partners, and inject new vitality into sustainable development. In addition, we have actively guided dealers to operate in a standardized manner. For example, we have revised the *Domestic Air Passenger Transport Sales Agency Agreement*, and launched an overseas agency management system based on the *Guiding Opinions on the Management of Overseas Passenger Sales Agents*, which offers services such as agent information maintenance, label management, agent visit logs, etc., for improving the agent's ability and performance in basic management, violation management, and risk control.

PURSUING HAPPINESS WITH LOVE

CHINA EASTERN

Development plays an important role in Chinese people's happiness and national rejuvenation. China Eastern always upholds the principle of putting the people first in every aspect: From comprehensively promoting rural vitalization and always taking off for the motherland and the people, to charitable donations, engaging in local communities, and empowering employee development. We fulfill our social responsibilities with high standards in the new era, and continuously promote the development of "a Happy China Eastern", in efforts to turn the people's expectation for a better life into reality.

SDGs



Supporting Employee Development	66
Comprehensively Promoting Rural Vitalization	71
Engaging in Local Communities	74
Guaranteeing Special Flight	75

Supporting Employee Development

Employees are the primary productive force of an enterprise. China Eastern steadily promotes the protection of employees' basic rights and interests. For example, we are committed to building an equal, diverse, and inclusive workplace for employees, providing more psychological care for employees and improving their life quality while empowering their ability and career development. The Company also continuously enhances employees' sense of belonging, achievement, and happiness towards the Company by benefiting all employees with the development achievements of the "a Happy China Eastern".

Recruitment and employment

In strict accordance with the *Labor Law*, *Labor Contract Law*, *Social Insurance Law*, *Employment Promotion Law*, and other Chinese laws and regulations, we protect employees' basic rights and interests, and forbid child labor and forced labor. Moreover, we have continued to improve the enterprise annuity system to ensure the quality of enterprise annuity investment management.

We have continuously optimized human resource management. Besides the formulation of the *Human Resources Management Manual (Trial)* the first summer recruitment was conducted with recruitment goals successfully realized, the sixth Swallow Program was launched to recruit excellent young talent, and incentive measures for the transformation of labor system employees were introduced to improve the incentive mechanism for labor workers in 2022. What's more, we continuously promote improvement projects of digital human resources to achieve dynamic management of human resource data and realize more IT-based human resources.

Diversity and equal opportunity

A diversified workforce and an equal and inclusive workplace are competitive advantages for the sustainable corporate development. Committed to providing an equal and friendly workplace and development opportunities for all employees, the Company strives to create an equal, diverse, and inclusive workplace culture, attract and recruit outstanding talent, and respect their individual differences.



Rights & interests and welfare

The Company always listens to the voices of employees and continuously optimizes the employee welfare system. We have formulated the *Work Plan of China Eastern for Improving Life Quality of Employees (2022-2024)*, and have also increased targeted assistance to employees in need, to promote our high-quality development with better employee development.



General Manager Li Yangmin visited frontline employees during the Spring Festival

2022

Labor contract signing rate: 100%
Social security coverage rate: 100%

Enterprise annuity coverage rate: 94.22%

Worth of funds and materials for winter and summer visits

RMB 52.6 million

Projects on "Doing Practical Things for the Masses"

375

with a completion rate of

100%

Listed as one of the 50 "pilot companies to enhance the life quality of employees and shape a happy living environment" by the All-China Federation of Trade Unions

Measures for protecting employees' rights and interests



Listening attentively to employees' voices

In the activity of "Doing Practical Things for the Masses", we conduct thorough survey on labor relations, employee care, supply and assistance, employee team conditions, and resumption of work and production in frontline organizations, formulate investigation reports, and propose policy recommendations.



Improving life quality of employees

The *Work Plan of China Eastern for Improving Life Quality of Employees (2022-2024)* has been formulated. The first project for the construction of employee affordable rental housing has been officially launched in Pudong, Shanghai, to build a secure housing mechanism that attracts talent and stabilizes the workforce. The "lunch box" guarantee model for employees has been promoted. The "One-net Pay" platform for working meal accumulation and consumption has been realized.



Strengthening emergency assistance for employees

Guarantee subsidies are provided for front-line flight personnel. Preferential performance allocation and additional subsidies are provided for ground support personnel under centralized shift and closed-loop management, to stabilize employee teams and ensure orderly production and operation.



Increasing employee assistance efforts

We organize about 10,000 front-line employees to receive medical treatment and rest, and 8,232 employees have been served. We also upgrade mutual aid fund projects for special or serious illnesses to expand the scope of disease insurance for employees.

2022

Feel "a Happy China Eastern" at doorstep



Invested in training in total

RMB **112** million

Trainees

2.2652 million
(including online trainees)

Training hours per employee (by gender and category):

Female

98.9 hours

Male

109.4 hours

Management employees

108.5 hours

Ordinary employees

105.3 hours

On July 5, 2022, the Party and Masses Service Station (Youth Home) located in Linjin Garden, a staff apartment of China Eastern in Qingpu District, Shanghai, was officially put into use. The Station is built with a diverse range of activity venues and equipment, including the Party building promotion area, China Eastern culture promotion area, Youth Home, table tennis activity area, parent-child activity room, and fitness room, helping to form a modern community shared by residents and jointly built by the organizations.



Training and development

The Company continuously strengthens talent cultivation management. We improve refined and long-term management of human resources, improve career development channels, and establish and improve multi-level and multi-form talent training mechanisms, to fully support talent development, and facilitate employees' career development.



Captain Diego from Italy and Rao Ziyu, a flight attendant from the directly-entering-socialism ethnic group in Dehong, Yunnan, in *The Place Dreams Set Sail*, a short video released by China Eastern, tell the story of their dream realization in China Eastern



2022

Measures for employee training and development

Model workers

5

Exemplary individuals

85

Advanced collectives

35

Awarded provincial and ministerial honors and above

41

Advanced collectives

48

Projects

10

Collectives have been recognized as the "One-star National Youth Civilization Number"

30

Promoting employee skill training

- Promoting employee skill training. We optimize the digital transformation training system, comprehensively revise the *Training Management Manual of China Eastern* and optimize the *Regulations on Curriculum Development and Management of the China Eastern R&D Center*, issue the *Organization and Management Measures for Labor and Skills Competition of China Eastern Trade Union*, and form a team to participate in the First Competition for International Technical Talents of Civil Aviation University of China. We also carry out mentor training camp empowerment training projects, with a total of 400 trainees, evaluate and maintain the qualifications of mentors, and carry out promotion evaluations

Focusing on improving employee leadership.

- We establish a leadership development training system for China Eastern, and set up four modules of "Management Skills", "Performance Optimization Workshop", "Leadership Enhancement", and "Enterprise Innovation Practice" to break professional barriers, strengthen comprehensive quality, cultivate composite management leaders, and further strengthen strategic talent training

Strengthening the building of talent teams

- A talent work guarantee mechanism is established to promote the building of a leading talent team in the fields of flight, engineering, IT, and technological innovation. We implement the "Youth Marxists Training Project" to enhance the political ability and comprehensive quality of young talent in the Company, promote the project to enhance the spiritual literacy of young people, and carry out four actions of "Youth Navigation", "Youth Flame", "Youth Answers", and "Youth Advancing". We complete the fourth phase of the Swallow Program, with 13 trainees graduating and assigned to positions at the end of July 2022, and continue to promote the fifth phase of the Program. We also cooperate with Nanjing University of Aeronautics and Astronautics to cultivate talent with master's degrees of equivalent academic qualifications, assisting China Eastern in talent cultivation and team building

Utilize benchmarking and demonstration effects

- A model worker picture album titled *Salute to the Pioneer of the Times and the Understand Tao behind Craftsmanship* for model workers' advanced deeds were compiled, vigorously promoting the spirit of model workers, labor spirit, and craftsmanship spirit



China Eastern conducts training for new flight attendants

Opening of the Third China Eastern Captain Training Course



On February 20, 2022, the third China Eastern Captain Training Course officially began. 79 probationary captains participated in a 6-day training course, covering many aspects such as Party building of a state-owned enterprise, corporate culture, laws and regulations, safety concepts, leadership skills, and cultural cultivation, effectively improving the comprehensive abilities of pilots.



New professional skills course materials (including micro courses) on flight, crew, air security and ground service were released

1,580 courses

Pushed

1.78 million

Finished learning

2.113 million

Cumulative total credit hours

5.447 million hours



Physical fitness training for air security personnel



Continuously carrying out job training

Comprehensively Promoting Rural Vitalization

The report of the 20th National Congress of the Communist Party of China proposes to advance rural vitalization across the board and foster rural industries with local features to create more channels for increasing rural incomes. Keeping in mind the instructions of General Secretary Xi Jinping on enriching knowledge and increasing income, China Eastern Group provides high-quality, high-level and sustainable targeted assistance to benefit future generations. We have launched a new round of industrial assistance, enterprise cooperation, and paired development in Cangyuan and Shuangjiang counties of Lincang City, Yunnan Province, to continue the "new journey" of rural vitalization with passion, and help build richer, happier, and more beautiful rural areas.

Measures of China Eastern for rural vitalization

Industrial vitalization

- The apicultural industry assistance project has been prudently promoted, and the R&D and promotion of "Tea of China Eastern" have been conducted. The first aviation agricultural assistance platform in China has been built to improve the regular mechanism of production, sales, and operation of branded agricultural products

Talent vitalization

- We have established remote education stations for rural vitalization in Cangyuan and Shuangjiang Counties with Tsinghua University, providing remote education for 5,100 online trainees, including grassroots leaders, industry leaders, and new era farmers. We have coordinated with resident experts from the Cangyuan Experimental Station of the Institute of Apicultural Research, Chinese Academy of Agricultural Sciences (CAAS) to train 450 local apicultural industry talent, and implemented the "Three-Year Action to Facilitate Teacher Training in Cangyuan and Shuangjiang Counties" with the Teacher Department of the Ministry of Education.

Cultural vitalization

- We have completed the stage culture square project in Palang Village, Cangyuan County and officially put it into use, and actively organized local Wa people to carry out cultural exchange activities

Ecological vitalization

- We have assisted Yunfeng Village in Shuangjiang County in upgrading and renovating its natural landscape, improving public service facilities, and supporting rural tourism, and assisted Dahuangtian Village in Shuangjiang County in improving rural living environment, includig renovating facilities such as bathrooms and toilets and repairing village roads

Organizational vitalization

- 12 grassroots Party branches of China Eastern and designated county and village Party organizations have been paired for joint development. We have developed the Assessment and Evaluation Plan for the Joint Development Effectiveness of Paired Party Branches, organized online joint development, and learned and exchanged Party knowledge, to assist in the building of rural grassroots Party organizations. We have also collaborated to develop scientific and effective assistance plans after survey and visits

A total of free assistance funds have been invested

RMB 41.7277 million

Paid assistance funds

RMB 63.99 million

Free assistance funds were introduced

RMB 3.8122 million

Training personnel

8,774

Help transfer employment

668

Agricultural products were directly purchased from Shuangjiang County and other poverty-stricken areas in Cangyuan

RMB 33.6731 million

Gricultural products were sold

RMB 3.202 million

Pairing Assistance Project of China Eastern for Lincang in Yunnan was awarded the title of "Best Experience Public Welfare Product Project" at the 2022 World NGO Innovation and Development Summit



On September 21 and 22, 2022, Tang Bing, Vice Party Secretary of China Eastern Party Committee, led a team to conduct survey on the rural vitalization work in Cangyuan and Shuangjiang counties of Lincang City, Yunnan Province



In July 2022, at the "Kadi Cup" Youth Football Invitation Tournament in Kunming, China Eastern supported 20 youth players from Wa Township to fly out of the Wa Mountain for the first time free of charge, helping them realize their dreams and win the championship



In December 2022, China Eastern released a microfilm called The Alien Beekeepers, which tells a story that poverty alleviation leaders of China Eastern drives the development of local future industries



On January 7, 2022, Let Happiness Land, a heartwarming blockbuster starred by Hu Ge, the image spokesperson of China Eastern, was released, telling a story of China Eastern' assistance for ethnic minorities in border areas



China Eastern Rural Vitalization and Sharing Center located in Hulu Town, Cangyuan County, in China Eastern paring assistance area

Industrial assistance transforms "little bees" into sweet "big business"

—China Eastern has launched a multi-party joint assistance model of "central enterprise assistance + government leadership + authoritative scientific survey + education and training + investment attraction"



China Eastern assists Cangyuan County in developing characteristic industries

Engaging in Local Communities

Community is the root and soil for corporate development. In active response to social concerns, China Eastern actively participates in community building and development, continuously organizes and optimizes volunteer and public welfare activities themed "Love from China Eastern", and innovatively carries out volunteer activities such as "Comfortable First Flight" and "Low Carbon Action", to create a governance pattern featured by collaboration, broad participation and mutual integration between the central enterprise and communities.

2022

In September, China Eastern made an emergency donation to the earthquake stricken area of Luding, Ganzi

RMB **5** million

Letter of thanks

"At the critical moment of earthquake relief, China Eastern showed deep concern to the earthquake stricken areas and the affected people. The Company promptly provided help and donated RMB5 million to the disaster areas, fully supporting the earthquake relief, post-disaster recovery and rebuilding work. It demonstrated the responsibility of a central enterprise and deep friendship towards the people of Sichuan, made the affected people deeply feel the infinite warmth of the socialist family, and further enhanced the confidence and resolution of the people in the disaster areas in earthquake relief and rebuilding their homes."

—People's Government of Sichuan Province, Communist Party of Sichuan Province

Love from China Eastern - Measures of China Eastern in 2022

In 2022, we optimized and adjusted the classification of volunteer service projects themed "Love from China Eastern", and developed **21** types of volunteer service projects, covering **six** major fields: Rural vitalization, helping impoverished students, environmental health, cultural promotion, transportation, and emergency assistance.

We established **104** anti-pandemic youth storm troops and youth volunteer service teams, with nearly **65,000** volunteers providing over **85,000** hours of volunteer services

We conducted **2,450** times of volunteer service activities, providing over **200,000** hours of services for **83,000** participants



"Love in China Eastern" volunteer Service Corps was awarded the **"Four 100" best volunteer service organizations in the national volunteer campaign**



China Eastern volunteers served the 5th China International Import Expo (CIIE)

Guaranteeing Special Flight

When the motherland and people need us, China Eastern have never been absent. We fly across the country and around the world to carry out urgent, difficult, and dangerous tasks. In 2022, China Eastern successfully provided flight services for special support tasks such as the 20th National Congress of the Communist Party of China, the Winter Olympics/Paralympics, the China International Import Expo, medical charter flights, the Chinese sports delegation, and the transportation of human donated organs, receiving widespread praise from all parties.

In every mission of safeguarding life, China Eastern competes against time for every hope of life, interpreting mission and responsibility through practical actions, and "China Eastern Warmth" with "China Eastern Speed".

2022

Flights for medical material transportation to support national pandemic prevention

486

Flights for medical team transportation

161

Medical staff

21,600

Of related materials

Nearly **900** tons

People reporting for the transportation of human donated organs in 2022

767



China Eastern employees assist medical staff in handling material shipments



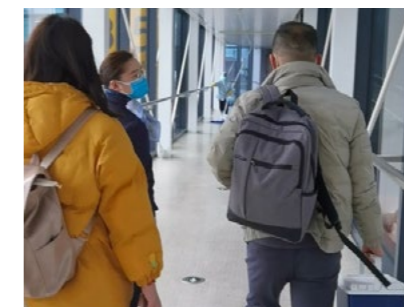
On May 30, 2022, the flight attendants of China Eastern presented birthday cards to the medical staff who rushed to the rescue



On May 26, 2022, China Eastern carried out flights MU7125, MU7127, and MU7129 to transport the Jiangxi medical team back home. The local authorities welcomed the team members home with the "Water Gate", the highest etiquette of civil aviation



On May 27, 2022, China Eastern transported the medical team back home



On February 24, 2022, China Eastern provided two relay services to ensure the transportation of hematopoietic stem cells for the same passenger in two consecutive days



On December 16, 2022, China Eastern Flight MU2478 was delayed for nearly an hour for transporting a child's heart on a life-saving flight

Appendix

Performance Indicators

Classification	Indicators	Unit	2020	2021	2022
Economy	Total assets	RMB billion	282.41	286.55	285.74
	Operating revenue	RMB billion	58.64	67.13	46.11
	Total profits	RMB billion	-16.48	-17.51	-40.15
	Interest payment	RMB billion	5.77	5.81	6.13
	Total tax payment	RMB billion	1.94	4.00	2.21
	Number of suppliers	-	Total: 1,741 China United Airlines and Hebei: 44, Zhejiang: 21, Yunnan: 140, Sichuan: 23, Shanxi: 76, Shandong: 48, Jiangxi: 59, Jiangsu: 23, Gansu: 8, Beijing: 142, Anhui: 36, Shanghai: 1,045, Guangdong: 26, Wuhan: 25, Northwest China: 25	Total: 2,987 Shanghai(Headquarters overall situation): 1,639, OTT: 3, Shanghai China Eastern Airline flight training Co., Ltd.: 32, China United Airlines: 174, China United Airlines and Hebei: 27, Yunnan China Eastern Airlines flight training Co., Ltd.: 1, Yunnan: 132, Beijing: 135, Beijing New Airport China Eastern Airlines Base Project Construction Headquarters: 4, Sichuan: 68, Anhui: 78, Shandong: 116, Shanxi: 108, Guangdong: 29, Wuhan: 83, Jiangsu: 102, Jiangxi: 156, Zhejiang: 80, Gansu: 69, Northwest China: 115	Total: 3,756 Shanghai(Headquarters overall situation): 1,781, OTT: 10, China Eastern R&D Center: 134, Shanghai Airlines: 65, China United Airlines: 191, The Technology Company: 525, Yunnan: 202, Beijing: 138, Beijing New Airport China Eastern Airlines Base Project Construction Headquarters: 41, Sichuan: 101, Anhui: 35, Shandong: 11, Shanxi: 67, Guangdong: 46, Wuhan: 204, Jiangsu: 43, Jiangxi: 45, Zhejiang: 24, Gansu: 27, Northwest China: 50, Xiamen: 16
	Number of distributors	-	overseas (with sales) 3,590 domestic 2,070	overseas (with sales) 1,775 domestic 1,300	overseas (under jurisdiction) 6,611 domestic 1,768
Contract compliance rate	%	100	100	100	
Utilization rate of aircraft	hour	6.02	6.66	4.02	
Operation Overview	Fleet structure	-	B777 20 B787 10 A350 8 A330 56 A320 336 B737 292 ARJ21 3 freight aircraft 9	B777 20 B787 10 A350 11 A330 56 A320 358 B737 290 ARJ21 7 freight aircraft 6	B777 20 B787 10 A350 15 A330 56 A320 372 B737 284 C919 1 ARJ21 17 freight aircraft 3
	Average age of aircraft	year	7.24	7.80	8.10

Classification	Indicators	Unit	2020	2021	2022
Operation Overview	Total transport volume	billion ton-km	11.70	13.05	8.03
	Passenger turnover	million	74.49	79.10	42.51
	Number of routes	-	1,483	1,383	814
	Number of destination countries/regions	-	170	170	184
	Number of destinations	-	1,036	1,036	1,088
	Number of code-sharing routes	-	603	856	1,018
Safety	Flight hours	10,000 hour	154.76	175.45	107.74
	Incidents	-	5	0	1
	Incident rate per ten thousand hours	%	0.04	0	0.01
	Simulator training time	hour	-	-	151,350.4
	Safe ground driving distance	10,000 km	318.3	442.7	472.4
	Service	Flight punctuality rate	%	89.60	88.71
Investment in smart technologies		RMB million	34.51	33.58	34.81
Number of Fly-Fi fleets		-	99	97	99
Number of frequent flyers		million	45.22	48.15	51.03
Copies of passenger satisfaction questionnaires		-	219,500	530,600	328,000
Passenger satisfaction		point	91.71	94.04	95.19
Number of passenger commendation letters		-	11,002	13,084	12,076
Complaints from passengers		-	11,753 (Handled cases; Influenced by force majeure, we responded to the call of the state to cancel a large number of flights, causing more complaints in sales and refund.)	16,820 (Handled cases; The transport volume of airlines showed a "roller-coaster" instability due to the force majeure. The frequent change of flight schedule caused a large number of complaints from passengers about flight schedule and ticketing.)	25,802 (Influenced by force majeure, the frequent change of flight schedule caused a large number of complaints from passengers about flight schedule and ticketing.)
Complaints handling rate		%	100	100	100
Complaints about passenger privacy		-	274 (203 cases of suspected passenger information leakage, 30 cases of text messaging scams and 41 cases of unauthorized bonus point losses)	218 (118 cases of suspected passenger information leakage, 100 cases of unauthorized bonus point losses)	286 (203 cases of suspected passenger information leakage, 19 cases of text messaging scams and 64 cases of unauthorized bonus point losses)
Customer data losses	-	0	0	0	
Baggage mishandling rate	thousandths	2.26	1.90	2.34	

Classification	Indicators	Unit	2020	2021	2022
Service	Self check-in for domestic flights	%	69.29	68.73	45.08
	Coverage of self check-in machines in domestic terminals	%	100 (Domestic destinations under navigation)	100 (Domestic destinations under navigation)	100 (Domestic destinations under navigation)
	Domestic destinations of "Through Check-in" flights	-	75	75	75
	International destinations of "Through Check-in" flights	-	66	60	66 (Mandalay, Hanoi, Krabi Cairns suspended)
	Special passengers	-	51,235 (Hongqiao International Airport and Pudong International Airport)	49,734 (Hongqiao International Airport and Pudong International Airport)	22,852 (Hongqiao International Airport and Pudong International Airport)
	Water consumption	kiloton	5,262.50	4,596.30	3,974.54
	Water consumption density	ton/10,000 ton-km	4.50	3.52	4.95
	Aviation fuel consumption	Thousand ton	4,384.00	4,975.08	3,103.42
	Natural gas consumption	Thousand m ³	5,977.20	7,693.89	6,818.29
	Gasoline consumption	Thousand liter	1,625.40	1,731.12	1,272.02
Diesel consumption	Thousand liter	8,813.70	9,944.10	7,234.41	
LPG consumption	ton	35.3	41	31.53	
Consumption of other petroleum	ton	306.78	559.09	436.74	
Electricity consumption	10,000 kWh	15,238.00	19,205.42	18,713.50	
Carbon dioxide emissions	ton	13,949,700.00	15,870,835.87	9,943,049.92	
Scope 1 emissions	ton	13,842,500.00	15,735,725.73	9,823,642.37	
Environment	Density of Scope 1 emissions	ton/10,000 ton-km	11.83	12.06	12.24
	Scope 2 emissions	ton	107,200.00	135,110.14	119,407.56
	Density of Scope 2 emissions	ton/10,000 ton-km	0.09	0.1	0.15
	Total energy consumption	TCE	6,515,497.00	7,404,212.26	4,642,632.73
	Energy consumption per RMB 10,000 of operating revenue	TCE/RMB 10,000	1.11	1.1	1.01
	Energy consumption per transport volume	tons (of aviation fuel) /10,000 ton-km	3.74	3.81	3.87
	Fuel consumption available per ton-km	ton/10,000 ton-km	2.147	2.14	2.0988
	Fuel consumption per flight hour	ton/hour	3.25	-	3.18
	Total fuel saving	10,000 ton	Accumulated fuel saving during the 13th Five Year Plan Period 600,000 tons	Total fuel saved 390,000 tons during the period from 2018 to 2021. (In 2021, fuel saved 21,000 tons. Flight operation was greatly affected by COVID-19, and the fuel saving data fluctuated significantly)	5.4

Classification	Indicators	Unit	2020	2021	2022
Environment	Carbon dioxide emissions per ton-km	ton/10,000 ton-km	11.92	12.01	12.18
	Sewage discharge	ton	4,736,300.00	4,136,670.00	3,577,088.95
	Total non-hazardous waste produced	ton	Total: 35,665.9 Cabin: 31,009 Domestic waste: 3,859 Kitchen waste: 797.91	Total: 61,525 Cabin: 32,366 Domestic waste: 24,572 Kitchen waste: 4,587	Total: 41,367 Cabin: 16,788 Domestic waste: 21,491 Kitchen waste: 3,088
	Total hazardous waste produced	ton	Total: 220.82 Waste medicine: 0.33 Waste organic solvents and waste containing organic solvents: 57.8 Waste mineral oil and waste containing mineral oil: 142 Oil-water and hydrocarbon-water mixtures or emulsions: 7.2 Waste dyes and paints: 7.06 Organic resin waste: 4.96 Waste containing Hg: 1.47	Total: 205.721 Waste medicine: 1.375 Waste organic solvents and waste containing organic solvents: 29.230 Waste mineral oil and waste containing mineral oil: 127.081 Oil-water and hydrocarbon-water mixtures or emulsions: 20.732 Waste dyes and paints: 24.999 Organic resin waste: 0.273 Waste containing Hg: 2.031	Total: 240.87 Waste medicine: 1.06 Waste organic solvents and waste containing organic solvents: 72.8 Waste mineral oil and waste containing mineral oil: 132.9 Oil-water and hydrocarbon-water mixtures or emulsions: 7.04 Waste dyes and paints: 23 Organic resin waste: 1.97 Waste containing Hg: 2.1
	Recycling electronic devices	-	Number of China Eastern's scrapped devices: 173 Number of Shanghai Airlines's scrapped devices: 18	Number of China Eastern's scrapped devices: 511	Number of scrapped electronic devices in Shanghai area: 1,679 Number of recycling electronic devices in Shanghai area: 296
	Number of employees	-	81,157	80,321	80,193
	Total remuneration for employees	RMB billion	11.97	12.46	12.52
	Percentage of female employees	%	38.27	37.28	36.75
	Proportion of senior executives by gender and age	%	Female: 12.3 Male: 87.7 Aged below 30: 0 Aged between 31 and 40: 2.2 Aged between 41 and 50: 47.2 Aged above 51: 50.6	Female: 11.7 Male: 88.3 Aged below 30: 0 Aged between 31 and 40: 2.6 Aged between 41 and 50: 46.8 Aged above 51: 50.6	Female: 12.4 Male: 87.6 Aged below 30: 0 Aged between 31 and 40: 0.7 Aged between 41 and 50: 37.8 Aged above 51: 61.5
	Employee	Number of ethnic minority employees	-	2,807	2,912
Number of foreign employees		-	1,100	971	873
Collective contract signing rate		%	100	100	100
Number of new employees by gender and age		-	Female: 1,286 Male: 2,995 Aged below 30: 3,738 Aged between 31 and 50: 538 Aged above 51: 5	Female: 1,156 Male: 2,763 Aged below 30: 3,375 Aged between 31 and 50: 536 Aged above 51: 8	Female: 1,224 Male: 2,426 Aged below 30: 3,181 Aged between 31 and 50: 462 Aged above 51: 7
Labor contract signing rate		%	100	100	100

Classification	Indicators	Unit	2020	2021	2022
Employee	Number of new employees by gender and age	-	-	-	By gender: Male: 50,720 Female: 29,473 By region: Shanghai: 33,341 Beijing: 7,412 Kunming: 8,010 Xi'an: 6,973 Others: 24,457
	Distribution of Major	-	-	-	Management personnel: 3,677 Professional technicians: 15,151 Pilots: 8,837 Flight crew : 16,623 Flight security guards: 4,526 Salesmen: 4,040 Financial staff: 572 Ground services and others: 27,731
	Distribution of Age	%	Aged below 30: 40.0 Aged between 31 and 40: 33.7 Aged between 41 and 50: 18.3 Aged above 51: 8.0	Management personnel: 3,792 Professional technicians: 15,344 Pilots: 9,506 Flight crew :16,094 Flight security guards: 4,424 Salesmen: 3,716 Financial staff: 589 Ground services and others: 26,856	Management personnel: 3,855 Professional technicians: 15,355 Pilots: 9,944 Flight crew: 16,032 Flight security guards: 4,434 Salesmen: 3,645 Financial staff: 590 Ground services and others: 26,338
	Distribution of Educational structure	%	Junior College and below: 52.0 Bachelor: 44.9 Master and above: 3.1	Management personnel: 3,792 Professional technicians: 15,344 Pilots: 9,506 Flight crew :16,094 Flight security guards: 4,424 Salesmen: 3,716 Financial staff: 589 Ground services and others: 26,856	Management personnel: 3,855 Professional technicians: 15,355 Pilots: 9,944 Flight crew: 16,032 Flight security guards: 4,434 Salesmen: 3,645 Financial staff: 590 Ground services and others: 26,338
	Starting salary for contract employees in major operating locations	RBM	Shanghai 5,811 Beijing 5,511 Kunming 4,481 Xi'an 4,391	Shanghai 6,251 Beijing 5,951 Kunming 4,811 Xi'an 4,751	Shanghai 6,429 Beijing 6,129 Kunming 4,811 Xi'an 5,889
	Coverage rate of social insurance	%	100	100	100
	Coverage rate of Enterprise annuity	%	91.34	92.76	94.22
	Employee turnover rate	%	By gender: Male: 3.27 Female: 5.32 By nationality: Domestic: 3.93 Foreign: 14.08 By age: Aged below 30: 7.41 Aged between 31 and 50: 1.84 Aged above 50: 1.50 By major: Management personnel: 0.53 Pilots: 0.54 Flight crew and security guards: 5.37 Professional technicians: 2.44 Salesmen: 9.16 Others: 4.93 By region: Chinese mainland: 4.03 Overseas: 7.30	By gender: Male: 5.03 Female: 7.46 By nationality: Domestic: 5.86 Foreign: 12.38 By age: Aged below 30: 11.76 Aged between 31 and 50: 2.74 Aged above 50: 1.15 By major: Management personnel: 0.82 Pilots: 0.65 Flight crew and security guards: 7.29 Professional technicians: 3.91 Salesmen: 8.05 Others: 8.58 By region: Chinese mainland: 5.87 Overseas: 11.50	By gender: Male: 3.25 Female: 4.70 By nationality: Domestic: 3.72 Foreign: 9.98 By age: Aged below 30: 6.74 Aged between 31 and 50: 2.28 Aged above 50: 1.13 By major: Management personnel: 0.41 Pilots: 0.53 Flight crew and security guards: 4.10 Professional technicians: 2.57 Salesmen: 5.97 Others: 5.75 By region: Chinese mainland: 3.75 Overseas: 7.38

Classification	Indicators	Unit	2020	2021	2022
Employee	Percentage of employees who received health examinations	%	75.0	77.2	73
	Work injuries	-	106	69	79
	Work-related fatalities	-	6	1	10
	Participants in EAP consultation	-	230	360	4,869
	Total investment in trainings	RMB million	170	151	112
	Training participants	million	1.40 (online training)	0.63	2.26 (online training)
	Percentage of trained employees by gender and category of employees	%	By gender: Female: 98.6 Male: 99.4 By category: Management personnel (on duty): 100 Ordinary employees: 99.4	-	By gender: Female: 43.5 Male: 56.5 By category: Management personnel: 5.6 Ordinary employees: 94.4
	Training hours per employee	Hour	By gender: Female: 45.2 Male: 51.7 By category: Management personnel: 42.9 Ordinary employees: 49.1	By gender: Female: 52.92 Male: 58.6 By category: Management personnel: 45.1 Ordinary employees: 57.4	By gender: Female: 98.9 Male: 109.4 By category: Management personnel: 108.5 Ordinary employees: 105.3
	Proportion of employees accepting performance appraisal	%	By gender: Female: 98.6 Male: 99.4 By category: Management personnel (on duty): 100 Ordinary employees: 99.1	By gender: Female: 98.5 Male: 99.4 By category: Management personnel: 97.3 Ordinary employees: 99.1	By gender: Female: 100 Male: 100 By category: Management personnel: 100 Ordinary employees: 100
	Occurrence of discrimination	-	0	0	0
Society	Financial support for disadvantaged employees	RMB million	5.18	3.25	3.49
	Investment in fixed-pointed poverty alleviation	RMB million	41.02	41.21	41.73
	Special flights	-	123	398	623
	Registered employee volunteers	-	9,100	9,200	9,100
	Public welfare projects	-	1,132	1,085	2,450
Employees participating in volunteering activities	-	26,045	25,172	83,000	
People benefited from public welfare activities	-	168,200	140,166	186,000	
Public welfare service	10,000 hours	29.53	26.35	20	

GRI Index

General Disclosures	Introduction	Chapter	Page	Note
GRI 2: General disclosures				
2-1	Organizational details	About China Eastern	P6	
2-2	Entities included in the organization's sustainability reporting	About the Report	P4	
2-3	Reporting period, frequency and contact point	About the Report	P4-P5	
2-4	Restatements of information	Some historical data have been corrected, and the latest data in "Performance Indicators" of this report shall prevail.	P76-P81	
2-5	External assurance	Assurance Statement	P90	
2-6	Activities, value chain and other business relationships	Investor Relations	P14	
2-7	Employees	Supporting Employee Development	P66	
2-8	Workers who are not employees	Performance Indicators	P76	
2-9	Governance structure and composition	Corporate Governance	P13	
2-10	Nomination and selection of the highest governance body	Corporate Governance	P12	
2-11	Chair of the highest governance body	Corporate Governance	P12	
2-12	Role of the highest governance body in overseeing the management of impacts	Corporate Governance	P12	
2-13	Delegation of responsibility for managing impacts	Corporate Governance	P12	
2-14	Role of the highest governance body in sustainability reporting	Corporate Governance	P12	
2-15	Conflicts of interest	Stakeholder Engagement	P32-P33	
2-16	Communication of critical concerns	Stakeholder Engagement	P32-P33	
2-17	Collective knowledge of the highest governance body	Corporate Governance	P12	
2-18	Evaluation of the performance of the highest governance body	Corporate Governance	P12	
2-19	Remuneration policies	Supporting Employee Development	P66	
2-20	Process to determine remuneration	Supporting Employee Development	P66	
2-21	Annual total compensation ratio	Performance Indicators	P76	
2-22	Statement on sustainable development strategy	Our Journey Towards Sustainability	P28	
2-23	Policy commitments	Compliance Management	P14	
2-24	Embedding policy commitments	Compliance Management	P14	
2-25	Processes to remediate negative impacts	About China Eastern	P27	
2-26	Mechanisms for seeking advice and raising concerns	Materiality Management	P29	
2-27	Compliance with laws and regulations	Compliance Management	P14	
2-28	Membership associations	Contributing to Industrial Development	P53	
2-29	Approach to stakeholder engagement	Stakeholder Engagement	P32-P33	
2-30	Collective bargaining agreements	Performance Indicators	P67	

General Disclosures	Introduction	Chapter	Page	Note
GRI 3: Material Topics				
3-1	Process to determine material topics	Materiality Management	P29	
3-2	List of material topics	Materiality Management	P29	
3-3	Materiality Management/Management of material topics	Materiality Management	P29	
Economic				
GRI201: Economic-performance				
201-1	Direct economic value generated and distributed	Performance Indicators	P76	
201-2	Financial implications and other risks and opportunities due to climate change	Addressing Climate Change	P58	
201-3	Defined benefit plan obligations and other retirement plans	Supporting Employee Development	P66-P67	
201-4	Financial assistance received from government	Supporting Employee Development	P66	
GRI202: Market Presence				
202-1	Ratios of standard entry level wage by gender compared to local minimum wage			
202-2	Proportion of senior management hired from the local community			
GRI203: Indirect Economic Impacts				
203-1	Infrastructure investments and services supported	Comprehensively Promoting Rural Vitalization	P71	
203-2	Significant indirect economic impacts	Comprehensively Promoting Rural Vitalization	P71-P73	
GRI204: Procurement Practices				
204-1	Proportion of spending on local suppliers	Performance Indicators	P76	
GRI205: Anti-Corruption				
205-1	Operations assessed for risks related to corruption	Anti-Corruption	P17	
205-2	Communication and training about anti-corruption policies and procedures	Anti-Corruption	P17	
205-3	Confirmed incidents of corruption and actions taken			During the reporting period, there were no corruption cases.
GRI206: Anti-competitive Behavior				
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Compliance Management	P14	
GRI207: Tax				
207-1	Approach to tax	Risk Management	P14	
207-2	Tax governance, control, and risk management	Risk Management	P14	
207-3	Stakeholder engagement and management of concerns related to tax	Stakeholder Engagement	P32	
207-4	Country-by-country reporting	About the Report	P5	

General Disclosures	Introduction	Chapter	Page	Note
Environment				
GRI301: Materials				
301-1	Materials used by weight or volume	Sustainable Utilization of Resources	P62	
301-2	Recycled input materials used	Sustainable Utilization of Resources	P62-P63	
301-3	Reclaimed products and their packaging materials	Sustainable Utilization of Resources	P62-P63	
GRI302: Energy				
302-1	Energy consumption within the organization	Addressing Climate Change, Performance Indicators	P58, P78	
302-2	Energy consumption outside of the organization	Addressing Climate Change, Performance Indicators	P58, P78	
302-3	Energy intensity	Addressing Climate Change, Performance Indicators	P58, P78	
302-4	Reduction of energy consumption	Addressing Climate Change, Performance Indicators	P60, P78	
302-5	Reductions in energy requirements of products and services	Addressing Climate Change	P58	
GRI303: Water and Effluents				
303-1	Interactions with water as a shared resource	Safeguarding Lucid Waters and Blue Sky, Sustainable Utilization of Resources	P61, P62	
303-2	Management of water discharge-related impacts	Safeguarding Lucid Waters and Blue Sky, Sustainable Utilization of Resources	P61, P62	
303-3	Water withdrawal	Safeguarding Lucid Waters and Blue Sky, Sustainable Utilization of Resources	P61, P62	
303-4	Water discharge	Safeguarding Lucid Waters and Blue Sky, Sustainable Utilization of Resources	P61, P62	
303-5	Water consumption	Safeguarding Lucid Waters and Blue Sky, Sustainable Utilization of Resources	P61, P62	
GRI304: Biodiversity				
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas			China Eastern does not own, lease, or manage operations located in or near the Protected area and biodiversity-rich areas outside the Protected area
304-2	Significant impacts of activities, products and services on biodiversity	Addressing Climate Change	P60	
304-3	Habitats protected or restored			no protected or restored habitat
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations			Species on the IUCN Red List and National Conservation Rolls in habitats that are not affected by operations
GRI305: Emissions				
305-1	Direct (Scope 1) GHG emissions	Addressing Climate Change, Performance Indicators	P58, P78	
305-2	Energy indirect (Scope 2) GHG emissions	Addressing Climate Change, Performance Indicators	P58, P78	
305-3	Other indirect (Scope 3) GHG emissions	Addressing Climate Change, Performance Indicators	P58, P78	
305-4	GHG emissions intensity	Performance Indicators	P78	
305-5	Reduction of GHG emissions	Performance Indicators	P78	
305-6	Emissions of ozone-depleting substances (ODS)			
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions			

General Disclosures	Introduction	Chapter	Page	Note
GRI306: Waste				
306-1	Waste generation and significant waste-related impacts	Safeguarding Lucid Waters and Blue Sky	P61	
306-2	Management of significant waste-related impacts	Safeguarding Lucid Waters and Blue Sky	P61	
306-3	Waste generated	Safeguarding Lucid Waters and Blue Sky	P61	
306-4	Waste diverted from disposal	Safeguarding Lucid Waters and Blue Sky	P61	
306-5	Waste directed to disposal	Safeguarding Lucid Waters and Blue Sky	P61	
GRI307: Environmental Compliance				
307-1	Non-compliance with environmental laws and regulations			No violation occurred
GRI308: Supplier environmental assessment				
308-1	New suppliers that were screened using environmental criteria	Sustainable Value Chain	P63	
308-2	Negative environmental impacts in the supply chain and actions taken	Sustainable Value Chain	P63	
Social				
GRI401: Employment				
401-1	New employee hires and employee turnover	Performance Indicators	P80	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Supporting Employee Development	P66-P67	
401-3	Parental leave	Supporting Employee Development	P66	
GRI402: Labor/management relations				
402-1	Minimum notice periods regarding operational changes	Supporting Employee Development	P66	
GRI403: Occupational health and safety				
403-1	Occupational health and safety management system	Caring for Employee Health and Safety	P41	
403-2	Hazard identification, risk assessment, and incident investigation	Caring for Employee Health and Safety	P41	
403-3	Occupational health services	Caring for Employee Health and Safety	P41	
403-4	Worker participation, consultation, and communication on occupational health and safety	Caring for Employee Health and Safety	P41	
403-5	Worker training on occupational health and safety	Caring for Employee Health and Safety	P41	
403-6	Promotion of worker health	Caring for Employee Health and Safety	P41	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Caring for Employee Health and Safety	P41	
403-8	Workers covered by an occupational health and safety management system	Caring for Employee Health and Safety	P41	
403-9	Work-related injuries	Caring for Employee Health and Safety	P41, P81	
403-10	Work-related ill health	Caring for Employee Health and Safety	P41, P81	
GRI404: Work-related ill health				
404-1	Average hours of training per year per employee	Supporting Employee Development, Performance Indicators	P68, P81	
404-2	Programs for upgrading employee skills and transition assistance programs	Supporting Employee Development	P68	
404-3	Percentage of employees receiving regular performance and career development reviews	Performance Indicators	P81	
GRI405: 多元化与平等机会				
405-1	Diversity of governance bodies and employees	Supporting Employee Development, Performance Indicators	P66, P79	
405-2	Ratio of basic salary and remuneration of women to men			

General Disclosures	Introduction	Chapter	Page	Note
GRI406: Non-discrimination				
406-1	Incidents of discrimination and corrective actions taken	Supporting Employee Development	P66	
GRI407: Freedom of association and collective bargaining				
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Supporting Employee Development		No operations and suppliers in which the right to freedom of association and collective bargaining may be at risk
GRI408: Child labor				
408-1	Operations and suppliers at significant risk for incidents of child labor			No operations and suppliers at significant risk for incidents of child labor
GRI409: Forced or compulsory labor				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor			No operations and suppliers at significant risk for incidents of forced or compulsory labor
GRI410: Security practices				
410-1	Security personnel trained in human rights policies or procedures			No involved
GRI411: Rights of indigenous peoples				
411-1	Incidents of violations involving rights of indigenous peoples			No incidents occurred
GRI412: Human Rights Assessment				
412-1	Operations that have been subject to human rights reviews or impact assessments			No involved
412-2	Employee training on human rights policies or procedures			No involved
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening			No involved
GRI413: Local communities				
413-1	Operations with local community engagement, impact assessments, and development programs	Comprehensively Promoting Rural Vitalization Engaging in Local Communities	P71, P74	
413-2	Operations with significant actual and potential negative impacts on local communities			No operations with significant actual and potential negative impacts on local communities
GRI414: Supplier social assessment				
414-1	New suppliers that were screened using social criteria	Sustainable Value Chain	P63	
414-2	Negative social impacts in the supply chain and actions taken	Sustainable Value Chain	P63	
GRI415: Public policy				
415-1	Political contributions	Engaging in Local Communities	P74	
GRI416: Customer health and safety				
416-1	Assessment of the health and safety impacts of product and service categories	Safeguarding Passenger Health	P40	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services			No incidents occurred
GRI417: Marketing and labeling				
417-1	Requirements for product and service information and labeling	Guaranteeing Flight Punctuality Providing Heartwarming Services Improving Travel Experience	P44-52	
417-2	Incidents of non-compliance concerning product and service information and labeling			No incidents occurred
417-3	Incidents of non-compliance concerning marketing communications			No incidents occurred
GRI418: Customer privacy				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data			No substantiated complaints occurred
GRI419: Socioeconomic Compliance				
419-1	Non-compliance with laws and regulations in the social and economic area			No violation occurred

HK-ESG Index

Disclosure Item	Description	Chapter	Page
A.Environmental			
Aspect A1- Emissions	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Addressing Climate Change Safeguarding Lucid Waters and Blue Sky	P58 P61
	A1.1 Types of emissions and respective emissions data	Note: The exhaust gas generated in the daily production process of China Eastern is basically from aviation oil consumption. The standard of conversion coefficient for other exhaust gas types in the industry is still unclear.	
	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility).	Performance Indicators	P78
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility)	Safeguarding Lucid Waters and Blue Sky Performance Indicators	P61, P79
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility)	Safeguarding Lucid Waters and Blue Sky Performance Indicators	P61, P79
	A1.5 Description of emission target(s) set and steps taken to achieve them.	Note: China Eastern developed a special plan for achieving green development during the 14th Five-Year Plan period and the Carbon Peak Action Plan, and established a leading group and a working group for sustainable aviation fuels.	
	A1.6 Description of how hazardous and nonhazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Safeguarding Lucid Waters and Blue Sky	P61
	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials	Sustainable Utilization of Resources	P62
	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	P78
	A2.2 Water consumption in total and intensity (e.g., per unit of production volume, per facility)	Performance Indicators	P78
Aspect A2- Use of Resources	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Note: During the reporting period, China Eastern has not set up energy use efficiency initiatives, and will carry out relevant work next.	
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Note: China Eastern does not have the issue in sourcing applicable water.	
	A2.5 Total packaging materials used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Note: Not applicable; the operation of China Eastern does not involve manufacturing process.	
Aspect A3- The Environment and Natural Resources	General Disclosure Policies on minimizing the issuer's significant impact on the environment and natural resources	Addressing Climate Change Safeguarding Lucid Waters and Blue Sky Sustainable Utilization of Resources	P58-P63
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Note: China Eastern abides by the Wildlife Protection Law of the People's Republic of China and prohibits the transportation of all kinds of illegal wildlife and their products.	
Aspect A4- Climate Change	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted and may impact the issuer.	Addressing Climate Change	P58
	A4.1 Description of the significant climate-related issues which have impacted and may impact, the issuer, and the actions taken to manage them.	Addressing Climate Change	P58-P60

Disclosure Item	Description	Chapter	Page
B. Social			
Employment and Labor Practices			
Aspect B1- Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Supporting Employee Development	P66
	B1.1 Total workforce by gender, employment type, age group and geographical region	Performance Indicators	P79
	B1.2 Employee turnover rate by gender, age group and geographical region	Performance Indicators	P80
Aspect B2-Health and Safety	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Caring for Employee Health and Safety	P41
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Performance Indicators	P81
	B2.2 Lost days due to work injury	Note: There is no statistics in 2021.	
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored	Caring for Employee Health and Safety	P41
Aspect B3- Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	Supporting Employee Development	P36 P66
	B3.1 The percentage of employees trained by gender and employee category (e.g., senior management, middle management)	Performance Indicators	P81
	B3.2 The average training hours completed per employee by gender and employee category	Performance Indicators	P81
Aspect B4- Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Supporting Employee Development	P66
	B4.1 Description of measures to review employment practices to avoid child and forced labour.	Supporting Employee Development	P66
	B4.2 Description of steps taken to eliminate such practices when discovered.	Note: China Eastern strictly abides by the national laws and regulations, and has no child labor or forced labor.	
Operating Convention			
Aspect B5-	General Disclosure Policies on managing environmental and social risks of the supply chain	Sustainable Value Chain	P63
	B5.1 Number of suppliers by geographical region	Performance Indicators	P76
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Sustainable Value Chain	P63
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Sustainable Value Chain	P63
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Sustainable Value Chain	P63

Disclosure Item	Description	Chapter	Page
Aspect B6- Product Responsibility	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Digital Transformation Safeguarding Passenger Health Providing Heartwarming Services Improving Travel Experience Customer Privacy Protection	P15, P40, P45, P49, P52 Note: For information about the "3.21" accident, please refer to the Preliminary Report on the Investigation of China Eastern Airlines Flight MU5735 Crash released by the Civil Aviation Administration of China on April 20, 2022, and the "Notice on the Progress of the Investigation of the China Eastern Airlines Flight MU5735 Crash" released on March 20, 2023.
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Note: Not applicable; the business of China Eastern does not involve product production.	
	B6.2 Number of products and service related complaints received and how they are dealt with	Performance Indicators	P45-52 P77
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Technological Innovation	P16
	B6.4 Description of quality assurance process and recall procedures.	Note: Not applicable; the business of China Eastern does not involve product production.	
B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored	Protecting Customer privacy	P52	
Aspect B7- Anticorruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-Corruption	P17
	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	During the reporting period, there were no corruption cases.	
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Anti-Corruption	P17
B7.3 Description of anti-corruption training provided to directors and staff.	Anti-Corruption	P17	
Community			
Aspect B8- Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure that its activities take into consideration the communities' interests	Comprehensively Promoting Rural Vitalization Engaging in Local Communities	P71-P73 P74
	B8.1 Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sport)	Comprehensively Promoting Rural Vitalization Engaging in Local Communities	P71-P73 P74
B8.2 Resources contributed (e.g., money or time) to the focus area	Comprehensively Promoting Rural Vitalization Engaging in Local Communities	P71 P74	

Assurance Statement



Assurance Statement of Corporate Social Responsibility Report

TÜV NORD (Hangzhou) Co., Ltd. (hereinafter referred to as 'TÜV NORD') has been commissioned by the management of China Eastern Airlines Co., Ltd. (hereinafter referred to as 'China Eastern') to carry out an independent third-party assurance of China Eastern's 2022 Corporate Social Responsibility and ESG Report (hereinafter referred to as 'report').

China Eastern is responsible for the collection, analysis, aggregation and presentation of information within the Report. TÜV NORD carries out this work (assurance of the report) within the terms of reference agreed in the agreement with China Eastern. China Eastern is the designated user of this statement.

This statement is based on the 2022 Corporate Social Responsibility and ESG Report prepared by China Eastern. China Eastern is responsible for the integrity and authenticity of the information and data in the report.

Assurance Scope

- ✦ The report revealed the accuracy and reliability for key performance, information and management system that happened in 2022.
- ✦ Assurance address is in No.36, Hongxiang 3rd Road, Minhang District, Shanghai, where China Eastern headquarter located. We visited some organs and functional departments of China Eastern, and we did not visit other branches, Subordinate units or the sites of projects.
- ✦ We evaluated the management process of collection, analysis, aggregation of the information and data.
- ✦ Because the economic data had been audited by the third party, we did not do double audit this time. The on-site assurance was done on 08-10.03.2023.

Assurance Methodology

Assurance process includes following activities:

- ✦ Review the document information which provide by China Eastern;
- ✦ Interview the person who collected the report information;
- ✦ View the related websites and media reports, verify the data and information through sampling method;
- ✦ Refer to the Hong Kong Stock Exchange's Environmental, Social and Governance Reporting Guidelines (HK-ESG) for reporting on the importance, quantification, balance and consistency requirements, we evaluate the report;
- ✦ Refer to GRI Sustainability Reporting Guideline (GRI Standards) on balance, comparability, accuracy, timeliness, clarity, reliability, we make the evaluation;
- ✦ Refer to AA1000 Assurance Standard (v3);
Assurance activity is based on TÜV NORD CSR report assurance management procedure.

Assurance Conclusion

The 2022 CSR and ESG Report prepared by China Eastern Airlines Co., Ltd. comprehensively disclosed the actions and performance of China Eastern in fulfilling its social responsibility in 2022 from four thematic chapters: "Building a Strong Foundation for Safety", "Creating Incredible Experiences of Air Travel", "Promoting Green and Low-Carbon Development", "Pursuing Happiness with Love". The data in report is reliable and objective, TÜV NORD found no systemic or substantial errors.

- ✦ Importance: China Eastern shares important ESG issues of research, discloses its important objective



performance of 2022 in the field of economic, social and environmental fields with the chapters such as "sustainable", timely response to the expectations of investors and the rights and interests of other people.

- ✦ Quantification: the report in the form of performance table and so on, discloses 102 key performance indicators of China Eastern in the field of economic, operation situation, security, service, environment, employees and the society, it has certain quantification.
- ✦ Balance: the report disclosed the data such as employee turnover rate, passenger privacy complaints, etc., with a certain degree of balance.
- ✦ Consistency: The Corporate Culture and Brand Management Department of China Eastern is responsible for collecting, recording, arranging and analyzing the information and processes used in the report, The sampled data in the assurance process can be traced with good consistency.

Recommendation for Improvement

Through assurance and evaluation, we have following improvement suggestions on CSR and ESG practice and management:

- ✦ Increase responsiveness to major events during the reporting period.
- ✦ According to the new requirements of GRI standards by the Global Sustainable Development Standards Board (GSSB), relevant indicators can be combined with departmental KPI assessment to improve departmental sustainable development management performance.

Special Statement

This statement excludes:

- ✦ The activity outside information reveal;
- ✦ The position, ideas, beliefs, goals, future development direction and commitment which stated by China Eastern.

Statement of Independence and Competence

TÜV NORD Group is a world's leading certification body in inspection, testing and certification, operating in more than 70 countries throughout the world and providing services which includes management systems and product certification; quality, environmental, social and ethical auditing and training; environmental; social responsibility and sustainability report assurance.

TÜV NORD (Hangzhou) Co., Ltd., as an independent registered company in China by TÜV NORD Group, affirms its independence from China Eastern and confirms that there is no conflicts of interest with the organization or any of its subsidiaries and stakeholders when performing the assurance of the Report. TÜV NORD (Hangzhou) Co., Ltd. was not involved in any manner with China Eastern, when the latter was preparing the Report.

TÜV NORD (Hangzhou) Co., Ltd.

The Authorized Person: SONG Haining
Date : 15.03.2023

The Team Leader: ZHU Helen
Date: 15.03.2023

Reader Feedback

Dear Sir/Madam

Thank you for reading the *Corporate Social Responsibility and ESG Report 2022 of China Eastern Airlines Corporation Limited*. To provide more valuable information, facilitate your monitoring of our CSR work and improve our CSR management, we sincerely invite you to share your opinions and suggestions.

Please scan the QR code below to give your feedback on the report, or mail it to us:

Contact Department: Department of Corporate Culture and Brand Management of China Eastern

Tel: 021-22331435

Fax: 021-62686883

E-mail: ceanews@163.com


Address: No.36 Hongxiang 3rd Road, Minhang District, Shanghai, China (201100)



CONNECT THE WONDERFUL WORLD HEART TO HEART



Scan the QR code to read more CSR stories of China Eastern

 The Report is printed on recycled paper