中國東方航空
CHINA EASTERN



2024

Leading Responsible Flying
Aiming for New and Greater Strides

CHINA EASTERN AIRLINES CHINA EASTERN

SUSTAINABILITY (ESG) REPORT

New Quality Productivity Flight Punctuality
Common Prosperity Innovation AI World-class Enterprise
Co-construction And Sharing Internationalization
A Country with Strong Transportation Network Climate Action
Aviation Safety
Rural Revitalization

17th

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Message from Chairman



As the Spring comes, everything begins to revive. In 2024, facing uncertainties incurred by sluggish global economic recovery, geopolitical conflicts and frequent international trade disputes, etc., China provided an "anchor" for global economy with great stability. Under the strong leadership of the Communist Party of China (CPC) Central Committee with Comrade Xi Jinping at its core, with advancing high-quality development as the theme and receiving inspection & rectification urged by the CPC Central Committee as a main task, we united all employees to forge ahead with the goal of building the world-class airline and happy China Eastern, making progress in all aspects of work for high-quality development.

Where there is a will, perseverance leads to success. As the world's first launch customer for the C919, we achieved several "firsts" of China-made large passenger airliner in global civil aviation sector. On New Year's Day of 2025, China Eastern inaugurated a regular "Shanghai to Hong Kong" commercial flight service using the domestically developed C919 aircraft, launching a new journey for the C919 with striking "Shining China Red" livery. From the city where "the Oriental Pearl" Radio & TV Tower is located to the city where "the Oriental Pearl" Cruise Ship is located, it was not merely a simple flying; Rather, it was another milestone in the cause of homegrown large passenger aircraft, symbolizing the first step on a broader international stage. Currently, China Eastern operates a C919 fleet of 10 aircraft, with 105 aircraft in gross orders. By the end of 2024, the Company has operated more than 6,600 commercial flights, cumulatively serving over 900,000 passengers for over 16,000 safe flight hours. Together we have witnessed the solid footprints of homegrown large passenger aircraft to develop step by step.

Life first, responsibility foremost. Unswervingly implementing the guiding principles of Xi Jinping's speeches on work safety and instructions on civil aviation safety, we remain committed to the safety & development philosophy and is safety-conscious in every corner, every position and every flight of China Eastern. With zero tolerance to hidden safety hazards, we ensure absolute safety in aviation operations and the lives of people, despite high frequency of daily flights and massive increase in extreme weather conditions. By constantly advancing the building of four safety systems, we have improved the all-employee work safety accountability mechanism, enhanced the capabilities of safety data analyses and application, and implemented effective supervision and inspection, making every position an integral link of the safety chain. In this way, everyone at China Eastern serves as a safety guard.

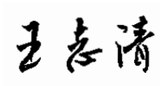
We stray true to the original aspiration and have the courage to shoulder our mission. Upholding overall Party leadership and fulfilling the responsibilities of Party self-supervision and self-governance, we keep improving the quality and capacity of Party building, enabling Party organizations to play a pivotal role in corporate development. In serving national strategies, we figure out our direction, position and development opportunities, and prioritize hub construction and international aviation network recovery. With robust reform strides, we deeply integrate into the new development paradigm, enhancing our internal forces and development vitality. We spare no effort to support the high-quality development of the Belt and Road cooperation. In 2024, we launched, resumed or added flights on 22 international air routes, and established 7 international air express lines, leading the industry in this regard; With further expansion of our global aviation network, we contributed to the development of Shanghai International Shipping Institute to a higher level. As a central state-owned enterprise (SOE), we keep optimizing resource input and strive for new contribution to regional development strategies, which cover the coordinated development of the Beijing-Tianjin-Hebei Region, the construction of the Guangdong-Hong Kong-Macao Greater Bay Area (the GBA), the development of the Yangtze River Economic Belt, the construction of the Chengdu-Chongqing Economic Circle, and the full revitalization of northeast China in the new era, etc.

As the new era approaches, revolution is essential. Embracing the trend of the times, a new round of sci-tech revolution and industrial transformation have evolved in a faster pace; artificial intelligence (AI) has expedited the reshaping of industries. With the courage of "eliminating the outdated and building new momentum", we cultivate new quality productive forces according to local conditions, advance intelligentization-driven development and digital transformation, and steadily promote key projects (e.g. intelligent aircraft maintenance & repair, intelligent marketing, and digital aprons) and the holding of the 1st Digital Transformation Innovation Competition, starting the engine of sci-tech innovation with the collective wisdom of China Eastern. In 2024, we further improved our core functions as a purposeful airline and made a few new highs in terms of total transport volume, passenger turnover, and air cargo & mail transport volume. Cumulatively, we served 140 million passengers throughout the year, which equaled to one fifth of passenger turnover of the entire civil aviation sector. Furthermore, we foster innovation in products and services. In particular, we upgraded "rail-air transport" services, expanded "air-bus transport" services, explored "air-water transport" services, and advanced "air-truck transport" services; Upgrading the "Four Excellences" service philosophy (i.e. assiduous, precision, exquisite, refined service), we launched a variety of services and products such as "Free Change on Regional Flights", "Eastern E Convenience" series services, "Special Baggage Drop-off" and "Eastern Membership Rewards"; We also improved service experience of entry flight transfer, baggage check-in, and elite status passengers, etc., making every passenger with China Eastern feel the care and attention for them. In addition, we actively support the culture-tourism integration". Specifically, we launched innovative products such as "airline ticket + admission ticket" and "airline ticket + ice-and-snow" based on the Ancient Egypt Exhibition at Shanghai Museum, "ice-and-snow craze", "sports + aviation", which successfully turned "passengers" to "tourists" and vice versa. Expanding global partnership and enhancing strategic cooperation for win-win development are also our priorities of work. Especially as an official partner of the 9th Asian Winter Games (Harbin) , we provided whole-chain aviation services for the event with the highest standards, the most rigorous requirements and the best image.

Everything begins to grow with fresh and "green" starts. The global aviation sector is committed to reducing and eliminating carbon emissions. A few nations have taken actions to promote the development of the sustainable aviation fuel (SAF) sector. Holding nature in awe, we promote the application of SAF in a number of air routes, types of aircraft and aviation links, and take various measures to increase flight operation fuel efficiency. Through refined operations to reduce emissions, we managed to cumulatively save 216,000 tons of aviation fuel, equivalent to reducing 680,000 tons of carbon dioxide emissions. To proactively address climate change, we apply low energy-consuming, green, and intelligent products and services. In 2024, we introduced 35 new-generation higher-fuel-efficiency aircraft, eliminated 15 high-energy-consuming aircraft, and gradually replaced ground service vehicles by new energy vehicles (NEVs). In advocating green transportation among the public, we have launched the inflight "Self-selected Catering Service" and replaced single-use non-degradable plastic products on passenger aircraft as many as possible, gaining favor with our passengers. In 2024, we decreased carbon dioxide emissions per unit of transport volume by 13 percent. Behind our flights are not only flying trajectories, but the footprints of green development. Expanding green footprints, we engage upstream & downstream industries and the public to achieve carbon peaking and carbon neutrality goals, deeply embedding the concept of green and low-carbon development in people's mind.

We aspire to build a happy China Eastern that puts people in the first place. In the development philosophy of China Eastern, talents are always regarded as the first assets and core power to advance corporate development. To enable every ambitious employee to realize dreams at China Eastern, we have taken a series of measures to effectively motivate the cadre. The measures include the development of work plans for talent development, precision match between talents and positions, addressing employees' concerns, employee priority programs such as Outdoor Worker Stations, and Employee Care Plans, etc. Bearing in mind "People's airline for the People", we put safety and health of our people first. We seize every second to guarantee safe and punctual air transport of donor organs and take the lead to fly disaster relief missions in quake-hit or flood-stricken areas, sparing no effort to safeguard people's safety and health. Besides, we continue to conduct fixed-point assistance and help targeted areas with reform, development and livelihood improvement. Strictly adhering to the requirements of the CPC Central Committee on ensuring that poverty relief responsibilities, policies, assistance, and monitoring continue even after a county is removed from the poverty list, we strive to make progress in this regard without undermining work intensity, fund investment, standards and performance. Drawing on the experience from the Green Rural Revival Program in Zhejiang Province, we fully support the innovation and entrepreneurship of targeted assistance areas. Consequently, we have consolidated poverty elimination achievements and fostered more sustainable outcomes of rural revitalization, making rural economy truly recover and thrive. In this way, we contribute to building a beautiful China and bolstering ethnic unity.

The journey is long and requires massive efforts, but success awaits those who persevere. The year 2025 is the final year of China's 14th Five-Year Plan for Economic and Social Development (2021-2025) and marks the 5th anniversary of carbon neutrality & carbon peaking goals and the 20th anniversary of the philosophy "lucid waters and lush mountains are invaluable assets". In 2025, we will continue to uphold the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, ensure full, accurate and comprehensive implementation of the new development philosophy, and serve the strategic goals of carbon neutrality & carbon peaking goals; With high spirits, we will forge ahead with new and greater strides on the new journey and usher in a new chapter in building a world-class airline and fostering high-quality development, thus making our contribution to advancing Chinese modernization and global sustainability.



Wang Zhiqing

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

March 2025

About the Report



Report Improvement

This is the 17th sustainability report released by China Eastern Airlines Co., Ltd.

Reporting Period

The report mainly covers the Company's management and practice from January 1, 2024 to December 31, 2024. 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, 2024.

Reporting Scope

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

Reference

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

Preparation Basis

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

Data Source

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

Report Access

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

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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 exchanges. Currently, it operates a fleet of approximately 800 aircraft, which is one of the youngest fleets in the world. With the largest-scale widebody fleet with leading commercial and technical modes in China, China Eastern is the world's first launch customer for the China-made large passenger airliner - C919, and also the airline with the largest fleet and the largest number of commercial flight destinations.

As a member of the SkyTeam Airline Alliance (SkyTeam), China Eastern boasts an aviation transport network covering 1,000 destinations in 160 countries and regions, Every year, China Eastern can provide aviation transport services for 140 million passengers, ranking top 10 among global airlines. The "Eastern Miles" frequent flyers enjoy the membership rights & interests of a number of SkyTeam's airlines and have access to over 750 VIP airport lounges.

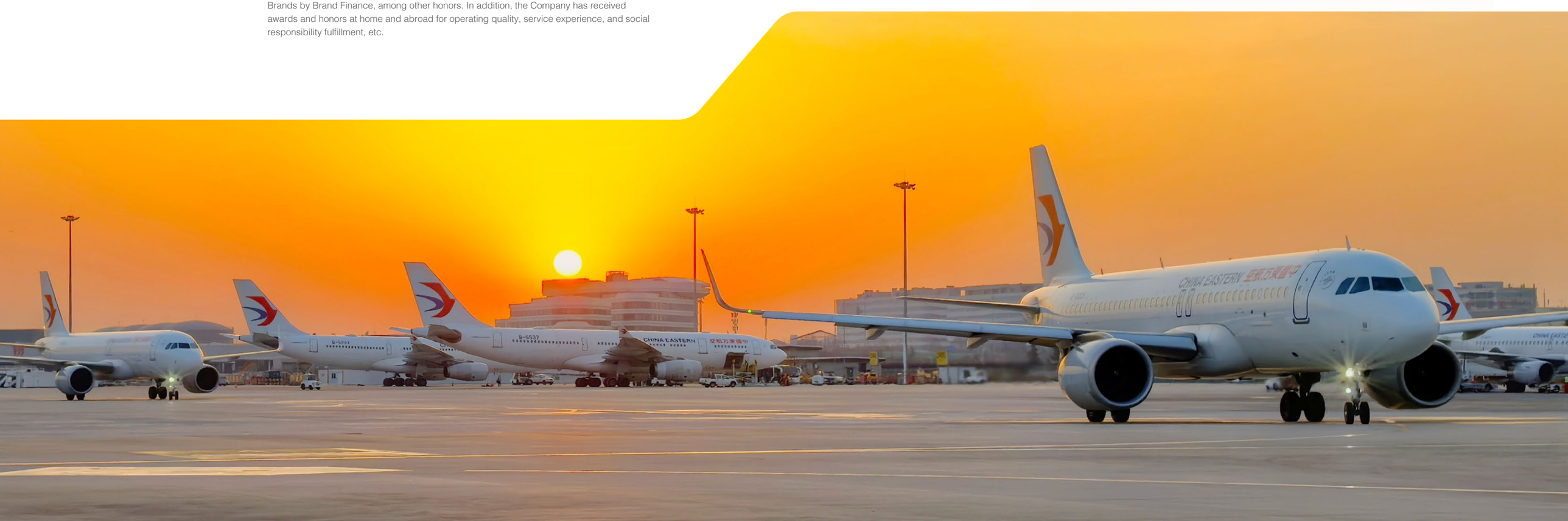
At present, China Eastern has four hub airports in two municipalities - Beijing and Shanghai, and a few regional air hubs in Xi'an, Kunming and other cities. Its business scope covers all airports in provincial capitals and those with an annual passenger throughout of over 10 million. China Eastern runs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

China Eastern is committed to providing high-quality aviation transport service and speeding up the pace of building a world-class airline. The Company has been rated for a few consecutive years as Top 100 Most Valuable Chinese Brands by the world's famous brand rating agency - WPP, Top 50 Chinese Global Brand Builders by Brandz, and Top 50 Most Valuable Airlines Brands by Brand Finance, among other honors. 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 2024 (Unit: frame)

Aircraft Model	2024	2023	2022
B777	20	20	20
B787	12	10	10
A350	20	20	15
A330	56	56	56
A320	383	379	372
B737	279	276	284
C919	10	4	1
C909	24	17	17
Business aircraft	/	/	3
Total	**804**	782	778

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



Party Building

Upholding the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, we comprehensively implement the guiding principles of the 20th CPC National Congress and the second, third plenary sessions of the 20th CPC Central Committee. While upholding and enhancing overall Party leadership, we advance the organic unification of Party leadership and corporate governance and the deep integration of Party building and production & operation. We lead and guarantee high-quality development through high-quality Party building, providing solid support for achieving the goal of forging ahead with new and greater strides on the new journey.

In 2024, China Eastern received **A** ratings in the 2023 central SOEs Party building accountability assessment and in the 2023 central SOEs leadership's operating performance assessment.

Honor

2024

Meetings of the Leading Party Members' Group

44

Major operation and management issues discussed before company-level decision-making

41

Central SOEs Outstanding Party Members

2

Outstanding Party-related Affairs Worker

1

Advanced Primary-level Party Organizations

2

The measures of China Eastern to enhance Party building in 2024

We strove for solid progress in learning innovative Party theories

In strict accordance with the "top-of-agenda issue" system, we held 41 sessions to timely disseminate the guiding principles of Xi Jinping's important speeches and directions throughout the year. We also developed the long-lasting mechanism for 15 key-task lists of four aspects in the consolidation and expansion of the achievements made during the Party education campaign. Besides, we implemented a five-year master plan for cadre education and training, covering themed training sessions and training courses for Party Committee secretaries.

We improved Party conduct, discipline and counter-corruption in a rigorous manner

In advancing Party conduct improvement and anti-corruption efforts, we refined the political oversight mechanism, regarding Xi Jinping's important speeches & directions as "the first element" of political oversight. We developed oversight measures in six aspects and detail-oriented political oversight logs; At the same time, we took various measures to guide Party members and management personnel to learn, be aware of and obey disciplines, including Party discipline education, themed book-reading classes, themed interpretation sessions, disciplinary warning and education conferences, and Party lectures delivered by the leadership, etc.



We improved the political functions and organizational functions of Party organizations

In further fulfillment of Party building responsibilities, we conducted the annual Party building assessment as a normal practice, achieving organic connection and complementary reference between Party building performance assessments and comprehensive assessments & operating performance assessments for the leadership. This move fostered common development between Party building and business development. Focusing on key tasks such as further deepening reform comprehensively, we continued to regulate the establishment of Party organizations with clear division of duties, promoted grid-based Party building on a trial basis among Party organizations, and improved the "intelligent Party building" platform and Party building-related theoretical innovation. *The Research on Roles of Primary-level Party Organizations in Cultivating Core Talent Teams in Civil Aviation* was awarded the third prize by the Research Institute for Party Building, Ideological and Political Work of State-Owned Enterprises (RIPBIPWSOE).

We built a whole-chain system and mechanism for cadre and talent development

Adhering to sound criteria for selecting and appointing personnel, we continued to improve the cadre and talent development system, formulated and issued the *Opinions on Enhancing the Administration of Selecting and Appointing the Management*, and optimized the market-based personnel selection & appointment mechanism; We also conducted youth cadre surveys and regular cadre surveys among 35 branches and subsidiaries. Another work priority was enrolling new Party members from key groups such as professionals in civil aviation major and the captain-purser-group leader team. Besides, we set up Party Member Demonstration Positions, Party Member Task Forces, and Party Member Accountability Zones so that Party members were guided to identify as Party members, serve as exemplars and shoulder responsibilities. At the same time, we constantly enhanced daily management & oversight over the cadre and effectively spurred vitality of cadres and talents in whey they do.

Corporate Strategy

In 2024, aligning with mid-term adjustments of the 14th Five-Year Plan and the initiation of the 15th Five-Year Plan, China Eastern optimized strategic planning capabilities. We effectively implemented overall arrangements of the *Work Plan of China Eastern on Optimizing the "3+5" Industrial Roadmap* and the *Action Plan of China Eastern on Optimizing Business Segments in the Industry*, clarifying the reform tasks of deep integration and revitalization of segments to spur ongoing momentum for reform innovation.

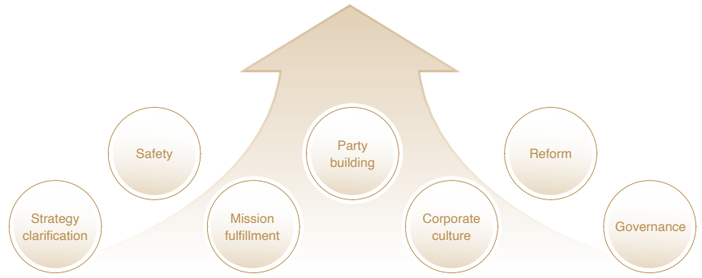
China Eastern Group promoted intelligent, refined and internationalized development in an effort to build the world-class airline and happy China Eastern. While promoting the implementation of strategic plans, we expedited the transformation of China Eastern to a large leading aviation industry corporation in the new era.



Strategic development direction

Upholding the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, we comprehensively implement the guiding principles of the 20th CPC National Congress, the second, third plenary sessions of the 20th CPC Central Committee, and the Central Economic Work Conference. We uphold overall Party leadership and the underlying principle of pursuing progress while ensuring stability, and ensure full, accurate and comprehensive implementation of the new development philosophy. Focusing on the strategic goal of building the world-class airline and happy China Eastern, which is also the theme of our campaign to pursue high-quality development, we strive to enhance core functions and core competencies. To this end, we further our work on strategy clarification, safety, mission fulfillment, governance, reform, corporate culture, and Party building; At the same time, we make efforts to avert and resolve major risks, and expand business development and market reach. These efforts help us achieve the goals made for the14th Five-Year Plan period and lay a solid foundation for initiating our 15th Five-Year Plan.

The roadmap for corporate development



Further deepening reform comprehensively

We make solid steps towards deepening SOE reform, with reform as the driver and innovation as the vitality. We have developed the opinions on the implementation of further deepening reform comprehensively, clarifying 43 priorities of work in nine aspects. We have also formulated a strategic plan for fostering the integrated development of the Yangtze River Delta and a plan for supporting the construction of a world-class air hub in Shanghai. Besides, we have completed mid-term adjustments of the 14th Five-Year Plan and initiated the development of the 15th Five-Year Plan of China Eastern.

Corporate Governance

In strict accordance with the *Company Law, Securities Law, Code of Corporate Governance for Listed Companies in China* issued by China Securities Regulatory Commission, and regulatory rules and standards issued by the Securities and Futures Commission (SFC) of Hong Kong, as well as related Chinese laws and regulations, China Eastern has continuously optimized corporate governance structure and made the operation more standardized, improving corporate quality as a listed company. We have built a modern legal-person governance framework, which covers the Shareholders' Meetings, Board of Directors, Board of Supervisors, and the management. We have continued to improve the system, mechanism and capability building of the Board of Directors, and refined the corporate governance system where powers and responsibilities are legitimately defined and transparent, and coordinated operation and effective balance are guaranteed. In 2024, we formulated the *Regulations of China Eastern Airlines Co., Ltd. on Hiring Accounting Firms* and *revised the Articles of Association, Detailed Rules on the Work of the Board of Directors Planning, Development and Digitalization Committee*, etc., providing strong system support for converting corporate governance system into governance effects.

We have continued to build the Board of Directors of an internationalized listed company owned by a central SOE, which boasts directors with diverse expertise & backgrounds and complementary capability structures. In 2024, in the new leadership election of the Board of Directors, we made candidate assessments based on the directors' expertise matrix and built a diversified team of directors, who are quite experienced in corporate governance, corporate operation, civil aviation management, accounting audit, digital technologies, and international vision, etc. At present, the Board of Directors of China Eastern comprises eight directors; Among them, five are independent (external) directors (occupying over 60% in the Board), one female, and one with China's Hong Kong permanent identity. Under the Board of Directors, Planning and Development Committee is renamed as Planning, Development and Digitalization Committee, incorporating the new function of decision-making counselling in digital sector; Taking into account the characteristics of civil aviation safety and regulatory requirements at home and abroad, Aviation Safety and Environment Committee has integrated ESG management as part of responsibilities.

2024

Percentage of female executives in the Board of Directors

12.5 %

Officers of the Board of Directors

Name	Title
Wang Zhiqing	Chairman, Party Secretary
Liu Tiexiang	Vice Chairman, General Manager, Vice Party Secretary
Cheng Guowei	Director, Vice Party Secretary
Sun Zheng	Independent Director
Lu Xiongwen	Independent Director
Luo Qun	Independent Director
Feng Yongyi	Independent Director
Zheng Hongfeng	Independent Director

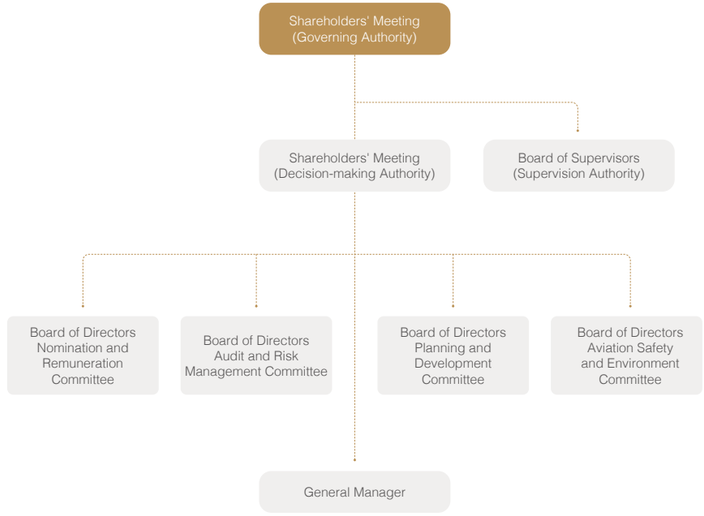
The Board of Directors was included in the list of "2024 Listed Companies' Board of Directors with Best Performance" by China Association for Public Companies (CAPCO) and in the list of "2024 Listed Companies in Shanghai With Excellent Performance Cases of Corporate Governance and Internal Control" by the Listed Companies Association of Shanghai.

China Eastern won the 2024 Weekly on Stocks ESG Award for Corporate Governance, which was themed "Golden Sunlight in Dawn".

Honor



Governance Framework



2024

Surveys conducted for independent (external) directors

9

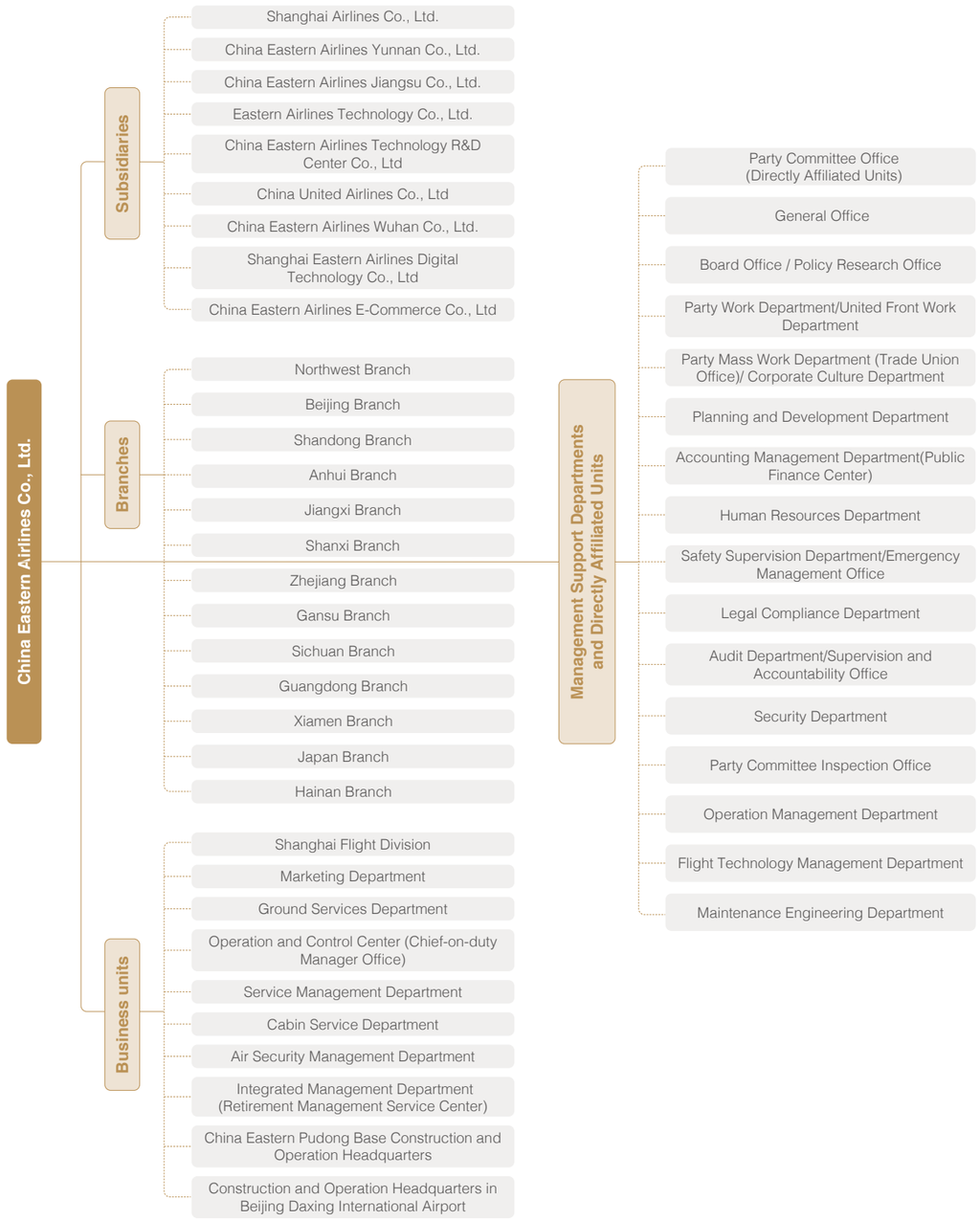
Training courses organized by domestic and overseas regulatory agencies for directors, supervisors and senior management

10

Improving the independent director mechanism

We value capability enhancement and theme-specific training of directors, supervisors and senior management. We actively provide support for them to improve professionalism and duty fulfillment. To this end, training of various types is organized specially for directors, supervisors and senior management. In 2024, the Board of Directors formulated survey plans and orderly organized independent (external) directors to join specific surveys. In addition, we actively invited directors and members of Audit and Risk Management Committee to attend and advise at lectures, business performance briefings, and other internal & special meetings.

Organizational Framework



1. In 2024, the company deepened the reform of its marketing service system, establishing the Marketing Department and the Service Management Department.
2. It promoted the implementation of the reform of the headquarters' functional departments, reducing the number of departments from 23 to 15.
3. OTT Airlines Co. merged with China Eastern Airlines Co., Ltd., further strengthening the operation and support of domestically produced civil aircraft.



Keynote Speech by Liu Tiexiang at 2024 ESG Global Leaders Conference , October 14, 2024

ESG Management and Risk Control

ESG strategies

Implementing the new development philosophy, we have actively participated in the formulation of ESG disclosure rules, ESG performance ratings and ESG investment guidelines with Chinese characteristics. We pay great attention to the engagement of the Board of Directors in ESG management. The Board of Directors regularly holds meetings to track ESG work updates and oversees vital issues such as ESG-related risks & opportunities that may impact on business operation and those of shareholders and other stakeholders. ESG matters of great importance are deliberated and reviewed to ensure that ESG strategies are integrated in business decision-making, which helps improve ESG management capabilities required for a listed company.

ESG management framework

The Board of Directors is responsible for ESG-related matters including decision-making, leadership and implementation. Under the Board of Directors, Aviation Safety and Environment Committee regularly holds meetings to track the Company's work updates on aviation safety, energy & environmental protection, and ESG, discuss vital issues (e.g. work safety, energy & environmental protection, carbon emission management, and ESG management) and propose opinions and suggestions for improvement. The Company manages and supports departments, branches, subsidiaries, and business operation units to implement annual work plans, and participates in making their ESG work summaries, management improvement, and report preparation, etc.

ESG risk management and strategics

Attaching much importance to ESG risks identification and control, the Board of Directors evaluates the impacts of ESG regulations and policies on the Company's business operation and the risks that may be brought by; It also supervises ESG control effects and advance the integration of ESG strategies into the business flow to improve the Company's ESG management. Besides, it reviews annual ESG reports. At the same time, the Board of Directors evaluates the impacts of ESG regulations and policies on the Company's business operation and the risks that may be brought by, and proposes advice on improvement accordingly, in an effort to improve the Company's ESG management. In 2024, Aviation Safety and Environment Committee guides relevant units under the Company to follow the nation's laws and regulations on aviation safety and environmental protection; Moreover, it promotes the development of environmental and energy management systems in accordance with the *Action Plan of China Eastern Air Holding Company for Carbon Peaking.* On a regular basis, the committee tracks and advances work progress of all branches and subsidiaries towards carbon peaking and carbon neutrality goals.

Investor Relations

China Eastern gives top priority to value management. To enhance value management, we conduct high-quality information disclosure and multi-tier investor communication, and fully safeguard the legitimate interests and rights of investors, especially small and medium-sized investors. In 2024, we formulated the *Work Plan of China Eastern for Implementing the New Version of "the State Council's 9 Opinions" and Expediting Listed Company Quality Improvement*, in an effort to enhance the Company's core competencies. Furthermore, we actively conducted multi-tier investors communication. By holding face-to-face meetings for legal persons and shareholders, business performance briefings, and annual road shows in Hong Kong, China and Singapore, we timely disseminate the Company's investment values and maintain good investor relations; We joined industrial strategy conversations and responded to investors' concerns via sns.sseinfo.com, IR hotline and mails, etc. Besides, we proactively responded to changes in regulatory requirements for listed companies and conducted high-quality information disclosure that prioritizes investors' concerns.

Obtained the A-level information disclosure rating from the Shanghai Stock Exchange for 11 consecutive years

Won the 26th Golden Bull Award for Listed Companies by China Securities Journal -the Golden Bell Award

The 2023 annual report has won multiple honors including the International ARC Gold Award and LACP Platinum Award

Honor

Compliance Management

China Eastern has constantly deepened development under the rule of law, enhance compliance management. With a law-based mindset, we leverage law-based approaches to advance work in every aspect. In 2024, we continued to refine governance systems. In strict accordance with the *Compliance Management Measures for Central SOEs*, we revised the legal review system and checklist on issues concerning major decision-making, appointment and dismissal of important officials, planning of major projects, and use of large funds; In line with the *Compliance Management Measures for China Eastern*, we actively made assessments on the effectiveness of the compliance management system, properly handled compliance concerns and risks, and further improved the three "three defense lines" against compliance risks. Besides, we constantly enhanced compliance review. We clarified legal compliance review and major-risk assessments as essential procedures before major decision-makings, and formed a standardized top-down compliance review flow that supports corporate governance according to laws and regulations.

In 2024, China Eastern actively took part in legislation. We gave advice on the legislation of over 10 international conventions, laws and regulations, such as the *Montreal Convention 1999 (MC99), Law on the State-Owned Assets of Enterprises and Civil Aviation Law of the People's Republic of China.* At the same time, we enhanced the building of the legal talent pool and organized training on overseas laws and regulations to speed up the cultivation of the legal talent team; We also conducted training on legal publicity and education to enhance every employee's concept perception and awareness of legal compliance.

Risk Control

Strictly adhering to the baseline of risk control, China Eastern keeps refining risk internal-control systems and mechanisms. We have revised the *Regulations of China Eastern on Internal Control Assessments* and formulated the *Implementation Plan for Further Enhancing Risk Internal-Control System Building and Supervision*. Moreover, we have fostered a robust internal control system, effectively prevented operational risks, and advanced modernization of the Company's governance systems and capacities.

2024

Solidly carries out audit projects
40

Problems found
327

Risk control measures of China Eastern

We steadily enhanced control of major risks and properly monitored and handled risks. In terms of key areas, we conducted special audits and expanded the extent and effects of audit-based supervision. We also fostered 100% coverage of audit-based supervision and applied more targeted approaches to elevate the Company's capability to avert and resolve overseas operation risks.

Enhancing audit-based supervision

We constantly improved the risk indicator database. Specifically we identified 6 first-level risks and 46 second-level risks while improving 97 risk indicators. Moreover, we initiated the 2025 risk assessment. A total of 1,201 risk assessment questionnaires were developed and given away, achieving full coverage in terms of risk levels and tiers. In addition, we mapped risk coordinates and made scientific assessments on major risks of operation in 2025.

Conducting overall risk management

We made ongoing efforts to optimize internal control modules of the audit information system. Consequently, we realized 100% online operation of internal control and formed closed-loop management of the whole process. Moreover, we comprehensively revised internal control assessment standards. In total, 29,924 process control points were either established or revised. Besides, we launched the 2024 internal control assessment in an effort to improve the capability of preventing and resolving major risks.

Deepening internal-control supervision and inspection

Anti-Corruption

2024

Coverage ratio of anti-corruption training for the Board of Directors
100%

Meetings on corruption case warning and anti-corruption awareness-raising convened by China Eastern in 2024
2

Participants
3,800+

In 2024, China Eastern Group revised the *Rules of the Leading Party Members' Group of China Eastern Group on Political Inspections, Rules of the Leading Party Members' Group of China Eastern Group on Work of the Leading Group for Political Inspections*, and other systems. In this way, political inspections considerably boosted corporate development. With great resolve, the Company promoted the anti-corruption campaign. We formulated the *2024 Work Priorities of China Eastern to Advance Full and Strict Governance over the Party, Party Conduct Improvement and Integrity Building, and Anti-Corruption,* revised the *Integrity Risk Prevention & Control Manual of China Eastern*, and severely punished corruption of new types and invisible corruption; Focusing on "preventing the corruption risks that involve airplane, ticket, transport, flight, and IT", aircraft rental & lease, repair, maintenance & procurement, informatization construction and other key areas of supervision, we enhanced risk prevention and control in high-corruption-risk areas featuring power centralization and intensive funds & resources, and made investigations into corruption cases; Greater efforts were made to address harmful practices and corruption conduct in a centralized manner, furthering regulation and rectification through case investigations. At the same time, we integrated anti-corruption into supplier management and promoted the application of the bribe-giver blacklist system.

We attach much importance on anti-bribery and anti-corruption among directors, supervisors and senior management. On a regular basis, we conduct anti-bribery and anti-corruption training for the members of the Board of Directors. We value the cultivation of integrity culture. In terms of corruption case warning, we adopted a series of measures such as convening warning and awareness-raising meetings, holding integrity culture exhibitions, filming and watching movies to combat corruption, making Party members and cadres be alerted to risks & red lines of corruption and hold integrity in awe.

We adopt the whistle-blower protection mechanism. In line with the *Detailed Rules of the Commission of Discipline Inspection of China Eastern for Implementing the Working Rules for Handling Reports and Accusations by Disciplinary Inspection and Supervision Agencies*, we encourage whistle-blowers to report the situation objectively and faithfully, prioritize handling of and replies to real-name reports and accusations, and strictly kept whistle-blower profiles and report & accusation content in confidential.

Informatization Construction

China Eastern makes solid steps towards digital transformation. We have developed the *Master Plan of China Eastern for Digital Transformation* and clarified work priorities in this regard, boosting the high-quality development of the Company through digital transformation.

China Eastern won three honors at the 3rd Annual Conference & Expo on Data Governance in 2024, i.e. Top 10 Data Governance Enterprises, Top 10 Data Governance Innovation Cases, and Top 10 Data Governance Officers with Best Cases.

Key Technologies and Application of Flight Safety Big Data Governance and Intelligent Model Building Sharing in Chinese Civil Aviation Sector and *Technologies of Air-Ground Integrated Airport Runway Surface Texture Sensing & Operation Risk Alerts* were awarded the second prizes of Civil Aviation Science and Technology Award by China Air Transport Association.

Key Technologies and Application of Digital and Intelligent Management of Human Factors of Civil Aviation Pilots won the third prize of Civil Aviation Science and Technology Award by China Air Transport Association.

Honor

Key measures for informatization construction

Advancing digital transformation in businesses	In terms of intelligent cabin control, we have leveraged the cabin control algorithm model to enhance intelligence-assisted revenue decision-making of the flights, basically achieving an increase in cabin price linkage and multi-scenario flight revenue; We have replaced all original suppliers' products with the Company's self-developed GCS4.0 ground support visual operation system and completed the building of the digital twin platform for airport apron operations; We have also built an aircraft health management platform and set models for fault monitoring and prediction, effectively reducing flight operation risks.
Significantly enhancing data governance capability	We successfully passed the Data Management Capability Maturity (DCMM) five-star certification, the highest of this kind in China. China Eastern is the first in Chinese transportation sector to receive the highest certification.
Actively exploring innovation in technologies and application	China Eastern actively promotes the research and development of innovative technologies. We have explored the application of cutting-edge technologies such as AR and AI, expedited the application of intelligent interconnected hangars at the Hongqiao Base, and improved the level of digitalization in regular checks and maintenance & repair operations. Moreover, we have promoted the R&D and application of AR-assisted maintenance & repair in QEC (Quick Engine Change) plants. We have also actively explored the application of AR+AI in patrol inspections before flying, during temporary intervals, and after flying.
Creating a favorable digital culture atmosphere	We organized special training on digital transformation for intermediate and senior management personnel of China Eastern in three batches. We also invited external experts to deliver four lectures on digital transformation. Besides, two training courses were held to cultivate digital transformation innovation talents.

China Eastern organized the 1st Digital Transformation Innovation Competition

Case

In 2024, China Eastern organized the 1st Digital Transformation Innovation Competition. A total of 1,176 employees from 41 companies participated and formed 256 teams in the competition. We identified work difficulties via the competition and leveraged digitalization to develop a series of innovative products that strongly support the Company's production, operation and scientific management.

Technological Innovation

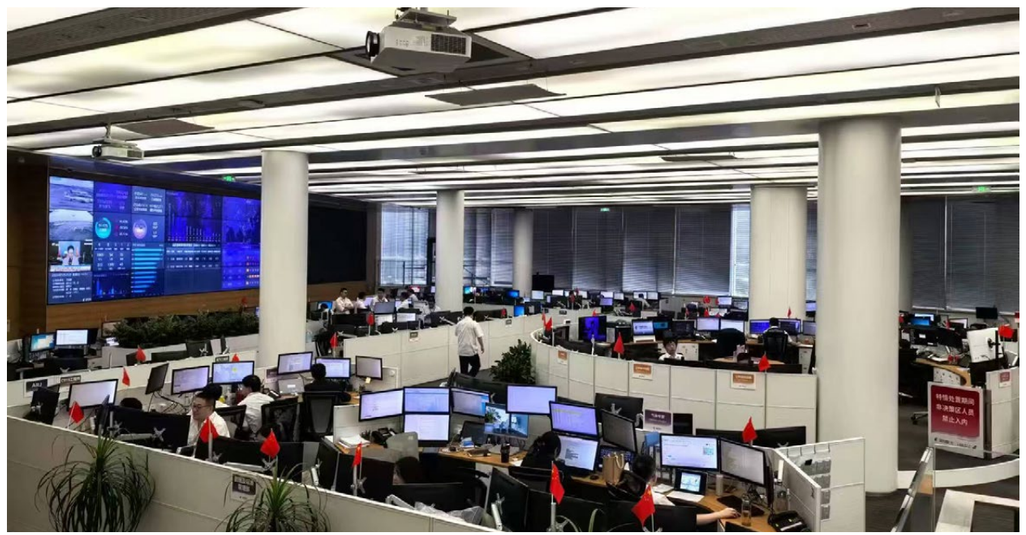
China Eastern has constantly improved the technological innovation system. We released the *2024 Work Priorities of Technological Innovation* and conducted annual technological innovation projects initiation based on the *Whitelist of Key Areas for Technological Innovation*. Furthermore, we issued the *Regulations of China Eastern Air Holding Company on the Management of Patents* and released regulations such as the *Plans of the Assessment, Incentive and Support Mechanism for Advancing Technological Innovation and Emerging Industries of Strategic Importance* and *Regulations on the Management of Generative AI*. With these efforts, we have improved technological innovation systems and cultivated a cultural atmosphere where enthusiastic innovation and creation prevail.

In 2024, we established China Eastern Joint Innovation Lab for Digitalization. Through the "innovative technologies + typical scenarios" joint innovation mode, we fostered the application of new technologies to empower digital innovation scenarios, which cover large models, artificial intelligence (AI), big data, and Internet of Things (IoT), etc. Moreover, we built the technological innovation ecosystem featuring "industry-university-research-application" integration; We signed cooperation agreements with higher education institutions on predictive maintenance & repair and got approved for undertaking major scientific research projects by the Ministry of Science and Technology of the People's Republic of China.

2024

Patents granted to China Eastern

23



CHINA EASTERN



High-Quality Development Footprints in 2024

2024 CSR Fulfillment Footprints

Further deepening reform comprehensively

In 2024, we implemented the guiding principles of the third plenary session of the 20th CPC Central Committee, consolidated and expanded the achievements made during the Party education campaign, and conducted Party discipline education. Moreover, we made solid steps towards deepening SOE reform and secured the implementation of the "3+5" industrial roadmap, reform in marketing service institutions, reform in management models, and reform at headquarters, etc.



Several "firsts" of C919

On May 28, 2024, as the world's first launch customer for the C919, China Eastern witnessed the 1st anniversary of C919 commercial operation and got the first aircraft in the order comprising 100 aircraft. We achieved several "firsts" in 2024, e.g. for the first time serving China's Spring Festival travel, for the first time going abroad to attend Singapore Airshow, operating the first Shanghai-Hong Kong commercial charter flight, operating the first commercial flight using SAF, and the first "engine change", etc.



Ranking 1st in terms of recovery of international air routes

In 2024, China Eastern successively launched flight routes from Shanghai to Riyadh, from Xi'an to Milan, from Shanghai to Kazan, and from Shanghai to Venice, as well as the Taiyuan-Sanya (stopover)-Singapore route, etc.; Through code-share interline flights cooperation, the IATA Code of MU debuted in Peru.







Digital flying in the sky

On October 22, 2024, China Eastern held the North Bund International Aviation Forum themed "digital and intelligent flying in the sky". On the forum, we unveiled the *Large-Scale Building of C919 Commercial Operation System* and other important achievements; We signed with a few parties the *Strategic Cooperation Agreement on Multi-Party Collaboration in Co-Building an All-dimensional Hub-and-Spoke International Aviation Hub in Shanghai.*



Making "new highs" in terms of procurement during CIIE

During the 7th China International Import Expo (CIIE), China Eastern signed 19 procurement agreements with 18 companies from 10 countries and regions, making new highs in terms of total contracted import value, contracted value on the signing ceremony, and contracted value during the one-year exhibition booth rental.



2024

“Aviation + cultural tourism”

In 2024, the Ancient Egypt Civilization Exhibition at Shanghai Museum became a hit. As one of the partners of Shanghai Museum, China Eastern and Shanghai Museum launched the “special aviation offer for museum admission”. Up to date, this product has attracted 42,000 domestic passengers and over 1,000 overseas passengers to watch the exhibition, winning widespread social recognition.



The first flying of “Harbin 2025”-themed painted aircraft

On October 30, 2024, 100 days remaining until the Asian Winter Games Harbin 2025 (Harbin 2025) , as an official partner of the event, China Eastern consecutively held the launch ceremony of “Harbin 2025” painted aircraft and the painted aircraft “first flying to Harbin” themed flight activity.



Flying China’s Olympic athletes back to China from France

On August 6, 2024, the MU7222 flight carried the Paris Olympics medals-recipient Chinese swimming team back to China. With the “Four Excellences” service, China Eastern offered an excellent inflight trip for China’s Olympic athletes.



“Multi-modal transport” for the integrated development of the Yangtze River Delta

During the Spring Festival travel rush, China Eastern stood out in the industry in terms of multi-modal transport services. Specifically, we inaugurated the China Eastern “rail-air transport” transfer service center, extricating passengers from heft baggage after getting off high-speed train. Moreover, we launched “air-bus transport 2.0” services and realized “air+bus” air-ground integrated transport. We also launched the product “Free Change on Regional Flights”, the first of this kind in the industry. This product was applied in the Yangtze River Delta, the Greater Pearl River Delta (GPRD) and the Chengdu-Chongqing region, enabling passengers to “exchange old flight tickets for new ones” bound to these regions.



Inaugurating the Chongqing base

On May 22, 2024, we inaugurated the Chongqing base of China Eastern. This was a specific measure and brand-new move to serve the nation’s strategies and implement Xi Jinping’s speeches delivered at the symposium on advancing the large-scale development of China’s western regions in the new era and Xi’s directions made during the field trip to Chongqing. The Chongqing base will further enhance our contribution to boosting the construction of the Chengdu-Chongqing Economic Circle and forming a new development pattern in western regions.



Commencing building Asia’s largest hangar

On June 3, 2024, we commenced the project of China Eastern’s internationalized aviation maintenance and repair service platform at Shanghai Yangshan Special Comprehensive Bonded Zone. With a total investment of 1.5 billion, the project covers over 110,000 square meters. The No.1 hangar will be equipped with Asia’s largest hangar lounge, which can simultaneously accommodate nine widebody aircraft for maintenance & repair.



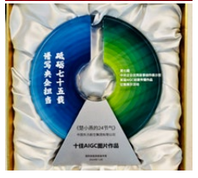
CSR Honors and Awards









Award	Issuer
Rated as Excellent in the 2023 central SOEs overall assessment of work on implementing Xi Jinping's important directions	SASAC
A rating in the central SOEs leadership's operating performance assessment	SASAC
A rating in the central SOEs Party building accountability assessment	SASAC
2024 Model Central SOEs (Recipient: C919 Flight Division of China Eastern)	SASAC
2024 *Fortune* Top 500 Chinese Companies	The *Fortune* Magazine
2024 BrandZ Top 100 Most Valuable Chinese Airline Brands	WPP, Kantar
2024 Brand Finance Top 50 Most Valuable Global Airline Brands	Brand Finance
Advanced Exemplar of Central SOEs (recipient: Integrated Management Department, China Eastern Airlines Co., Ltd., China Eastern Group)	SASAC, Ministry of Human Resources and Social Security (MOHRSS)
Excellent Case of Rural Revitalization (honor-winning case: the Blue Book of Rural Revitalization (2023): Central SOEs Support Rural Revitalization)	Bureau of Social Responsibility, SASAC
Top 30 in the 2023 Central SOEs Brand Building Capacity Rating	Bureau of Social Responsibility, SASAC
Listed in the 1st batch of outstanding achievements of the central SOEs brand leading campaign (honor-winning case: China Eastern service brand: China Eastern Lingyan)	Bureau of Social Responsibility, SASAC
Outstanding CSR Fulfillment Case of Central SOEs (honor-winning case: China Eastern Helps Boost Commercial Operation of Domestically Developed Airliner) Outstanding ESG Case of Listed Central SOEs (honor-winning case: China Eastern Fosters Greener Sustainable Flights from Ground to Air)	Bureau of Social Responsibility, SASAC
Second Prize and Outstanding Prize in the 7th Central SOEs' Outstanding Stories Collection (prize-winning works: *Huan Xisha*; *Lang Tao Sha*)	Bureau of Publicity, SASAC
Top 10 AIGC Photography Works in the 1st Central SOEs AIGC Creative Communication Works Competition (honor-winning works: *Chu Xiaoyan's Days during the 24 Solar Terms* series posters	Bureau of Publicity, SASAC
2023 Excellent Case of International Communication for Central SOEs (honor-winning case: *With Aviation and Culture as Wings, China Eastern Opens Innovative Pathways in Chinese Culture Expression*)	Bureau of Publicity, SASAC
2024 Outstanding Central SOE for News Release on the SASAC Website	SASAC News Center
2024 Chinese Enterprises New Media Innovation Case (honor-winning case: The Debut of Rail-air Transport: Flight Check-in at Train Station)	SASAC News Center
Top 10 Excellent Cases of International Communication Innovation, Excellent Case of Cultural Integration and Mutual Learning Among Civilizations in the 2024 (7th) Cases Collection of International Image Building for Chinese Enterprises	Guided by Publicity Department of the CPC Central Committee, SASAC, and All-China Federation of Industry and Commerce (ACFIC); Hosted by China Foreign Languages Publishing Administration
8 awards in the 2024 Sky Choice Travel Awards (Aviation) Honor Roll: Innovation in Product or Service Airline of the Year, Environmentally Friendly Airline of the Year, Sustainable Brand of the Year, Crew of the Year, Airline Catering of the Year, Travel Service Platform of the Year, Aviation Cultural and Creative Product of the Year, Economy Airline of the Year (recipient: China United Airlines)	The *CAAC* Inflight Magazine
The Award for Flyer's Preferred Aviation Promotion Program of the Year in the 12th FLYERT Travel Award & Flyer's Preferred Award Ceremony, 2024 (award-winning program: the program *Exploring the World*) The Award for Flyer's Preferred 'Loyalty Program' Credit Card (award-winning program: China CITIC Bank-China Eastern Collaboration Credit Card) The Award for Flyer's Anticipated Innovative 'Loyalty Program' Collaboration Credit Card (award-winning program: Standard Chartered-China Eastern Collaboration Debit Card)	The *CAAC Inflight* Magazine, FLYERT
Gold Prize for ARC Airlines Annual Report Cover Design	ARC（MerComm, Inc）
CAPSE Aviation Service Award, Customer Service & Fare Collection Excellence Award, and Baggage Service Excellence Award	Civil Aviation Passenger Service Evaluation (CAPSE)
Platinum Prize (Aviation Sector) in LACP Annual Report Competition	League of American Communications Professionals LLC (LACP)











Award	Issuer
Best Chinese Airline Award in the 17th TTG China Travel Awards	TTG China
Best ESG Case Award in the 1st Sino-European Corporate ESG Practice Conference in Frankfurt	Hosted by Consulate-General of China In Frankfurt; Co-organized by the International Communications Development Center of China Foreign Languages Publishing Administration and other institutions
"China Story" Excellent Works of Internet-based International Communication of Regional Culture	Guided by the Office of the Central Cyberspace Affairs Commission; Hosted by China Foreign Languages Publishing Administration and China Internet Development Foundation (CIDF)
Best Design Award in the 15th China International Aviation & Aerospace Exhibition (award-winning works: the exhibition booth of China Eastern)	The People's Government of Guangdong Province and other institutions
2024 Outstanding Cases of Chinese Brands Overseas Communication (prize-winning cases: *With Aviation and Culture as Wings, China Eastern Opens Innovative Pathways in Chinese Culture Expression; Integrating Advantages of Interconnected Aviation Network and Sharing Highlight Stories of the Belt and Road Cooperation*)	*People's Daily Overseas Edition*
Environmental and Ecological Contribution Award in the 2024 Yicai China CSR Honor Roll	Yicai
2024 Listed Companies' Board of Directors with Best Performance	China Association for Public Companies (CAPCO)
2024 ESG Award for Corporate Governance themed "Golden Sunlight in Dawn"	*Weekly on Stocks*
2024 China ESG Golden CSR Award	Sina Finance
Golden Information Disclosure Prize in the 26th Listed Companies Golden Ox Award	*China Securities Journal*
Evergreen Award for GoldenBee 2024 Outstanding Corporate Sustainability Reports	GoldenBee Think Tank
Top 50 China ESG Listed Companies in the Yangtze River Delta	China Enterprise Reform and Development Society (CERDS), State-owned Assets Supervision and Administration Commission of Shanghai, etc.
Five-Star Report (prize-winning works: *2023 China Eastern Group Corporate Social Responsibility Report*)	CERDS and other institutions
Leading Enterprise to Advance Carbon Peaking in China's Industry	China Federation of Industrial Economics (CFIE)
Gold Prize for Short Video Visual Communication, Silver Prize for Tourism Services and City Brands Promotion, and Silver Prize for ESG and Corporate Image in the 20th China Public Relations Best Cases Competition	China International Public Relations Association (CIPRA)
Chinese Brand Global Communication Excellence Award	Chinese Brands Global Communication Capacity Conference
2023 Silver Pigeon Award in Shanghai	External Communication Office, Shanghai Municipal Party Committee
2023 Concerted Efforts Award for Emergency Management at Shanghai Hongqiao International Airport	CAAC Shanghai Administration and other institutions
First prize for Melodramas in the 16th Party-Members-Education TV Promo Videos Competition (prize-winning works: Calming the Waves)	Organization Department, Shanghai Municipal Party Committee
Gold Prize for organizational performance in property rights exchange	Shanghai United Assets and Equity Exchange Co., Ltd.
2024 Listed Companies in Shanghai With Excellent Performance Cases of Corporate Governance and Internal Control	Listed Companies Association of Shanghai.
2024 Top 100 Shanghai Service Enterprises (Ranked 9th) 2024 Top 100 Shanghai Enterprises (Ranked 20th)	Shanghai Enterprise Federation
Gold Prize in the 4th China Civil Aviation Youth Volunteer Service Program Awards (prize-winning program: The educational support volunteer service program of Zhejiang Branch of China Eastern)	Chinese Socialist Youth League of civil aviation sector



Feature

- China Eastern Assists Realize Ice-and-Snow Dreams
- C919 Commences a New Journey for Large-Scale Operation



Feature I

China Eastern Assists Realize Ice-and-Snow Dreams



We uphold the philosophy "ice and snow are also invaluable assets". As an official partner of the Asian Winter Games Harbin 2025 (Harbin 2025), China Eastern inaugurated two "Harbin 2025" painted aircraft, served as the Air Ambassador, and launched air routes to ice-and-snow attractions and ice-and-snow cultural tourism products. With concerted efforts made by 100,000 China Easterners, we provided aviation support for the grand sports event and offered passengers pleasant air travel experience.

During the preparation and holding of Harbin 2025, China Eastern has increased air transport capacity and launched a few domestic and overseas routes to meet the air travel needs of Harbin-bound tourists in high seasons. This move not only serves the event, but supports the development of Heilongjiang. At the same time, China Eastern has launched two "Harbin 2025" painted aircraft and secured work in the whole chain (e.g. airplane fare collection, Harbin 2025 arrivals & departures, VIP etiquette, award ceremony uniforms, Harbin 2025 publicity), making great contribution to the success of the event. It has also provided great support for relieving pressure of air transport to ice-and-snow destinations in Heilongjiang during high seasons and meet tourists' air travel needs.

- The People's Government of Heilongjiang Province, Heilongjiang Provincial Party Committee

As of February 2025

Harbin-bound air routes operated by China Eastern from domestic flight destinations (e.g. Shanghai, Beijing, Guangzhou) and international flight destinations (e.g. Tokyo, Seoul)

30

During Harbin 2025

Flights from and bound for Harbin

2,403

Flights operated daily on average

80

Passengers carried cumulatively

308,000

Passengers transported cumulatively to the main venue of Harbin 2025

197,000

Flights guaranteed for Harbin 2025

404

Punctuality rate of flights from and bound for Harbin

92.04%

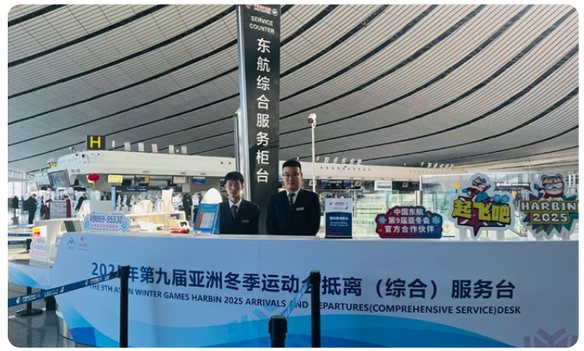
Harbin 2025-related passengers served cumulatively

3,155

Launching flights bound for Harbin 2025

On October 28, 2024, China Eastern officially unveiled the first "Harbin 2025" painted aircraft, which was bound for and from the destination of the event. On October 30, we operated the first flight of the "Harbin 2025" painted aircraft to Harbin, offering amazing thematic air travel experience. At the same time, we launched a few air routes to ice-and-snow attractions and ice-and-snow cultural tourism products, enriching passengers' air travel options for ice-and-snow tourism. In terms of ice-and-snow tourism products, we increased the capacity of flights to ice-and-snow destinations such as Harbin during the Spring Festival travel rush, and dispatched B787, A330 and other widebody airliners to Harbin routes.

During the peak periods from the eve of Harbin 2025 opening to February 15, 2025, we served over 14,100 passengers daily on average for Harbin arrivals and departures. The efficient and convenient aviation services of China Eastern facilitated the officials, athletes, judges and other personnel of the event.





China Eastern enabled athletes, coaches and spectators of Harbin 2025 to enjoy comfortable and convenient air travel experience.

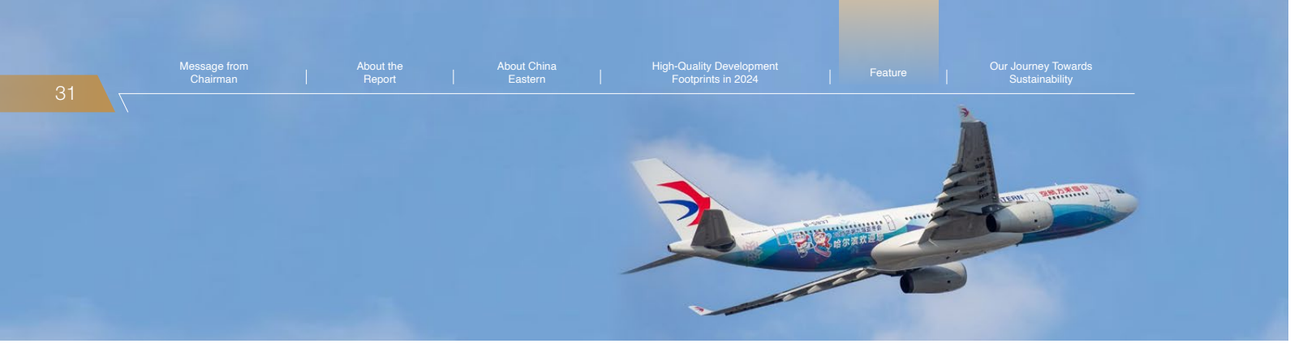






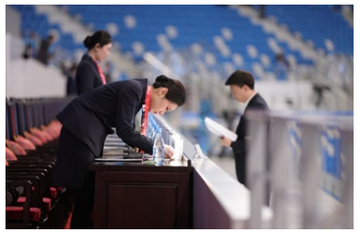
On October 30, 2024, we operated the first flight of the "Harbin 2025" painted aircraft to Harbin.





The “Four Excellences” service with Chinese charm

With the “Four Excellences” service, we offered athletes, coaches, officials and spectators of Harbin 2025 comfortable and convenient air travel experience, which covered from organizational support to arrival & departure service, from air-ground travel to venues, and other dimensions. In this way, China Eastern spared no effort to serve the event.



Front-line employees assigned to work onsite in Harbin for Harbin 2025

Approx. 200

China Eastern offered whole-chain services for Harbin 2025

- To fully support Harbin 2025, we set up a transport guarantee task force led by the leadership of China Eastern and the “4+3” working mechanism supported by four work teams (for operational command, etc.) and three guarantee centers.
- We offered etiquette personnel service and etiquette uniform design & making for the event.
- The flying system assigned select pilots to operate flights for Harbin 2025; The aircraft maintenance & repair system set up onsite command and support teams; The service system optimized service workflows tailored to athletes’ needs.
- Operational support units formulated detailed support plans and contingency plans and actively coordinated joint inspection units to reduce the time it takes for passengers to go through customs.
- In total, 53 China Eastern Lingyan etiquette volunteers guaranteed VIP etiquette services at opening & closing ceremonies of Harbin 2025 and offered spectator guide service in and beyond event venues.



Captain and flight coach of China Eastern Airbus A350 aircraft
Zhu Hongkun



Captain and flight coach of China Eastern Boeing 777 aircraft
Yan Hongwe

Two China Eastern aircraft captains served as torchbearers of Harbin 2025

“The 9th Asian Winter Games is held in my hometown. It’s my honor to join the torch relay as a flight coach of China Eastern. I’m proud to be a torchbearer of the event. Torch relay transports responsibility, friendship, passion and power. We will work harder to be a better flight coach and make contribution to cultivating a new generation of pilots for China Eastern.”



At the closing ceremony of Harbin 2025, two Lingyan etiquette volunteers of China Eastern stewardesses served as the guides for the Mongolia delegation and the Sri Lanca delegation.



China Eastern Lingyan etiquette volunteers provided support for important reception and meetings at the podium, VIP lounge and other areas on opening and closing ceremonies of Harbin 2025.

“Harbin 2025 + China Eastern” brand co-building

In partnership with sport events, we innovatively launched the “sports + aviation” mode. Through deep collaboration with Harbin 2025, we demonstrated infinite vitality of the China Eastern brand and amazing integration of sports spirit and aviation dreams.





Integrating “Spring Festival travel + Harbin 2025” publicity, we launched “Harbin 2025” thematic flight activities on a number of domestic and overseas routes. The activities integrated the elements of China’s Spring Festival and Harbin 2025, expanding our international influence.

In terms of ice-and-snow tourism products, we increased air transport capacity of flights bound for 33 ice-and-snow destinations such as Harbin during the Spring Festival travel rush. Moreover, we launched multiple services of convenience and tried to improve the ice-and-snow cultural tourism industry chain.

“Sports + Aviation”

The elements of the China Eastern brand were frequently applied in and beyond Harbin 2025 venues. The eight badges with China Eastern characteristics were popular among the Games’ athletes and passengers; The ice sculpture of the domestically developed airliner C919 of China Eastern unveiled at the Harbin Ice and Snow World, attracting the public to take photos.

We promoted Harbin 2025 and cultural tourism of Harbin on major conferences and exhibitions. A special zone was built exclusively to promote Harbin 2025 on Airshow China.



China Eastern partnered with Donghua University and Beijing Institute of Fashion Technology to design award ceremony uniforms themed “Fantasy Ice Blue” and “Auspicious Snow Heralds Success”, which fully demonstrated Chinese elements and oriental aesthetics.



China Eastern elements on Harbin 2025

Please scan the QR code to watch the promo video of “Harbin 2025” painted aircraft.





Feature II

C919 Commences a New Journey for Large-Scale Operation

“Airplanes are made and also flied to achieve high performance”. Bearing matters of national significance in mind, we have actively engaged in the cause of domestically developed aircraft. In 2024, as the world’s first launch airline of the C919, we witnessed the 1st anniversary of C919 commercial operation. A number of milestones were achieved, including several “first times” and “first rankings”. Moreover, we have developed a unique package of operational norms, workflows and standards in the industry. Among them, the C919 manual covers norms, workflows and standards of operational optimization for operational measures at the user dimension, management mechanisms, professional system management, operational matters management, lean projects, etc. Working with the industry, we are dedicated to developing more mature, efficient operational modes and fostering prosperity of the large aircraft business.

During the period from the commercial debut of C919 to January 1, 2025

Flights operated cumulatively more than
6,600

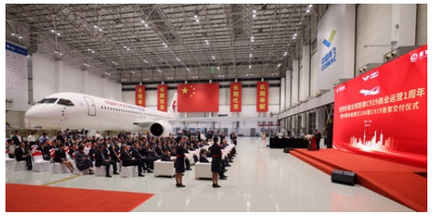
Aircraft in the C919 fleet
10

Hours of safe flight more than
16,000

Premium air routes operated
9

Passengers carried cumulatively more than
900,000

On May 27, 2024



As the 1st anniversary of C919 commercial debut was approaching, China Eastern officially took delivery of the first aircraft from a new order of 100 C919 aircraft.

On June 1, 2024



The C919 aircraft of China Eastern operated its maiden cross-boarder commercial flight. The C919 charter flight carried Hong Kong undergraduates from Hong Kong to Shanghai, who were enrolled in the Hong Kong-Shanghai internship program.

On February 17, 2024



The world’s first C919 large passenger aircraft arrived in Singapore to attend the coming Singapore Airshow, following a nearly 6-hour, approximately 4,200-kilometer non-stop flight. It was the first time for China’s domestically manufactured C919 passenger aircraft to be displayed at an overseas industry event.

> “I’m honored to fly the homegrown airliner to make its overseas debut. It’s an experience I will never forget. The captains of several airlines from Southeast Asia and civil aviation professions came to watch the C919 of China Eastern and spoke highly of the airliner, which impressed me most. I’m proud to be a Chinese pilot.
>
> - Zhang Shaobo, pilot of China Eastern

In November 2024



China Eastern completed the engine replacement on the world’s first delivered C919 aircraft, filling a gap in the maintenance and repair capability for the country’s homegrown large passenger aircraft.

On September 1, 2024



As the C919 was set to be operated by more airline operators, the C919 of China Eastern welcomed its 500,000th passenger in the commercial flight, accumulating more than 10,000 hours of safe flight.

On November 28, 2024



We took delivery of the 9th C919 aircraft into the fleet of China Eastern. It is the world’s first C919 with in-cabin WLAN (Wireless Local Area Network) service, which enables passengers to enjoy rich and diverse in-flight entertainment options.

On December 19, 2024



The passengers served by the C919 exceeded one million. Ms. Lin, boarding MU2158 on December 19, 2024, was lucky to be C919’s one millionth passenger. She said excitedly, “This is the first time for me to fly by a domestically manufactured airplane. I feel quite lucky and proud. I hope I can experience more “Made in China” products during future travel. And best wishes to homegrown airliners.”

On December 3-4, 2024



China Eastern consecutively launched C919 routes from Shanghai Hongqiao to Chongqing and Wuhan.



In 2024, we continued to expand the air route network of the China Eastern C919 fleet. We consecutively launched premium air routes from Shanghai Hongqiao to Beijing Daxing, from Shanghai Hongqiao to Xi’an, from Beijing Daxing to Xi’an, from Shanghai Hongqiao to Guangzhou, from Shanghai Hongqiao to Taiyuan, from Shanghai Hongqiao to Chongqing, and from Shanghai Hongqiao)to Wuhan, etc. On January 1, 2025, China Eastern inaugurated a regular “Shanghai to Hong Kong” commercial flight using the domestically developed C919 aircraft, which was the commercial debut of homegrown large passenger aircraft in regional routes.

CHINA EASTERN



Our Journey Towards Sustainability

Flights for Sustainability

// The background of sustainable development

- The 29th session of the Conference of the Parties (COP29) to the UN Framework Convention on Climate Change (UNFCCC) approved the *Pact for the Future*. The Ministry of Ecology and Environment of the People's Republic of China (MEE) released the *2024 Report on China's Policies and Actions for Addressing Climate Change*.
- China's State Council Information Office released a white paper titled *The Belt and Road Initiative: A Key Pillar of the Global Community of Shared Future*. According to the white paper, China will continue to regard the Belt and Road cooperation as a master plan for opening up and external cooperation, foster high-quality development through opening up, and offer the globe new opportunities brought by the nation's new development pattern.
- In June 2024, the SASAC issued the *Guidelines to the Central State-owned Enterprises Directly under the Central Government on the High-standard Fulfillment of Corporate Social Responsibility in the New Era* (hereafter referred to as the Guidelines). The Guidelines aims to improve the ESG performance of listed state-owned enterprises. On November 20, 2024, China's Ministry of Finance issued the *Corporate Sustainability Disclosure Standards - Basic Standards (for Trial Implementation)*, marking a key step towards a unified national system for sustainability disclosure standards.
- According to the *Guidelines on Implementing the Master Plan of Building a Digital China and Expediting the Development of Intelligent Civil Aviation* issued by the Civil Aviation Administration of China (CAAC), by 2035, the nation will have ranked top in terms of the digitalization level of building an intelligent civil aviation sector; The intelligent civil aviation of China will have built a complete system of data resources and elements, fully released the overlay effect of digital technologies and the multiplier effect of data elements, and comprehensively formed a digital ecosystem of civil aviation.

// 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 modes in China. China Eastern is the first state-owned aviation corporation to be listed on Shanghai and Hong Kong stock exchanges for the core businesses of air transport for passengers and aviation logistics. It is also one of the youngest fleets in the world.
- Advancing reform and technological innovation, we uphold a mindset of inclusive cooperation for stable, robust and innovation-driven development. Efforts are made to build a corporate governance mechanism that is standardized and efficient, a management & control mechanism that is stringent and meticulous, and a teamworking mechanism that advocates enterprise and innovation. Another move lies in maximizing resource value through refined management. With the support of an intelligent, refined and internationalized approach, we speed up the pace in building a world-class airline and a happy China Eastern.
- We provide customers with air travel services that ensure safety, comfort and convenience and a package of excellent services, which create high-quality travel experience meeting or beyond passengers' expectations. As a trustworthy airline with passenger recognition, we join hands with our customers to build core values of the brand - "world-class flight with Chinese charm".
- Paying equal attention to economic and social benefits, we are committed to promoting harmonious social relations and social welfare undertakings, and fulfilling urgent, difficult, dangerous aviation tasks that require heavy workload. With a good image of corporate citizenship, we earn the public's empathy and recognition, public opinions support, social encouragement and attention, and the nation's trust and anticipation.
- We improve the environmental management system and the fleet structure. Concrete actions are taken to carry out energy conservation, emission reduction and waste management. We actively participate in carbon emission reduction, with an effort to secure green flight and achieve carbon peaking and carbon neutrality goals.

// Integration of sustainability (ESG) into our business operations

CSR Philosophy
Caring for employees, putting customers first, satisfying shareholders, and earning the public's trust

Corporate Strategy
Build a world-class airline and a happy China Eastern

Corporate Core Values
Customer supremacy, meticulous pursuit of excellence

Management Approach
Sustainability background analysis, material topic management, stakeholder engagement

Organizational System

Senior management	Intermediate management	Primary-level units
Formulating and reviewing Sustainability (ESG) policies	Formulating and managing Sustainability (ESG) policies	Implementing Sustainability (ESG) measures

Materiality Management

The company, in line with the latest sustainability - related standards and guidelines, conducted a materiality assessment in 2023. Based on the 2024 strategic direction and stakeholder demands, it further analyzed and adjusted the materiality topics.

Reflecting on previous material topics and identifying material topics

Based on the materiality topics disclosed in the company's 2023 report, and considering the latest ESG standards as well as feedback from internal and external stakeholders, we have added significant topics. In 2024, we conducted an in-depth analysis of domestic and international sustainable development (ESG) trends, benchmarked against the requirements and practices of sustainable development in the aviation industry, and performed materiality topic analysis and identification in accordance with the Shanghai Stock Exchange's "Self-Regulatory Guidance for Listed Companies' Sustainability Reports (Trial)" and "Sustainability Report Writing Guidelines (GRI Standards)," as well as the Hong Kong Stock Exchange's "ESG Reporting Guide" (HK-ESG).

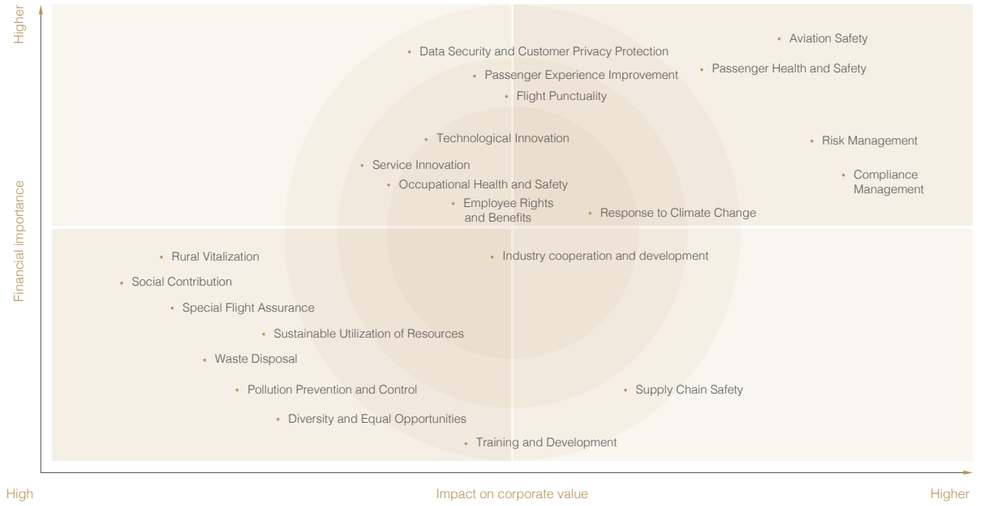
Topic evaluation

Following the principles of materiality and stakeholder engagement, we prioritized the material topics to be analyzed. In 2024, we collected over 230 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 22 material topics that are more important to the Company and stakeholders, and assigned priority levels to them.

Materiality



Topics in the 2024 Report	Topics in Benchmarking Standard	Strategies and Actions	Indicators and Targets Attained
Aviation Safety	• Addressing Climate Change	• Develop carbon trading management strategies and optimize the distribution of carbon assets • Participate in market-based emission reduction mechanisms and international actions to address global climate change • Increase R&D input and advance green technology innovation • Introduce energy-saving aircraft and optimize air route management • Conduct research on and apply SAF, and sign long-term agreements on SAF procurement	• Purchase 378,505 tons of SHEA • Introduce 35 new-generation energy-efficient aircraft • Utilize 537.27 tons of SAF
Sustainable Utilization of Resources	• Environmental Compliance Management • Energy Utilization • Water resources utilization • Circular Economy	• Stimulate the endogenous driving force of resource conservation, intensification and recycling	• Improve water-saving cleaning processes and sanitize aircraft surface with a mix of dry wash & water wash 3,206 aircraft • Apply the Electronic Logbook (ELB) in the fleet of China Eastern
Pollutant Discharge	• Pollutant Discharge	• Continue to promote pollution prevention & control and take specific actions to keep our skies blue, promote pollution prevention and control, and reduce plastics, etc.	• Reach 99.9% in terms of overall utilization rate of APU (Auxiliary Power Unit)
Waste Treatment and Disposal	• Waste Treatment and Disposal	• Continue to promote retired aircraft dismantling projects	• Dismantled two retired aircraft
Aviation Safety	• /	• Adhere to the safety red line • Strictly implement the accountability system for work safety • Ramp up safety supervision and hidden hazards inspection	• Operated 2,612,000 hours of safe flight, with a year-on-year increase of 14.5% • Achieved 1,029,000 safe takeoffs and landings, with a year-on-year increase of 8.0%
Passenger Health and Safety	• Product and Service Safety & Quality	• Optimize business strategies based on policies • Continue to improve the regular systems and mechanisms for safety management	• Leveraged the onboard first-aid and medical care platform that integrates Ruijin Hospital, onboard and Operation & Customer Center (OCC), and conducted first aid for seven medical emergencies onboard
Flight Punctuality	• /	• Set up assessments in indexes that cover airline punctuality and flight operation rate • Improve operational synergy and decision-making capability	• Reached 86.42% in terms of flight punctuality rate
Technological Innovation	• Innovation-driven • Technology ethics	• Ramp up aviation technology innovation, especially in terms of flight technology, service, procedure, and safety management, etc.	• Got approval for 23 authorized patents
Service Innovation	• /	• Improve the performance efficiency of the service brand of “four excellences” • Make innovations in services and products • Improve passengers’ online service experience	• Served 1,701,000 passengers with “rail-air Transport” products • Launched “Special Baggage Drop-off” on China Eastern APP • Set up check-in counters with “Special Baggage Drop-off” service at 18 domestic airports
Passenger Experience Improvement	• /	• Improve the service capability to better meet passenger needs • Strengthen closed-loop management of the service standard system	• Reached 100% in terms of compliant handling rate • Scored 9.37 points in terms of passenger satisfaction for overall services
Data security and Customer Privacy Protection	• Data security and Customer Privacy Protection	• Improve relevant systems, issue the *Interim Measures for Personal Information Protection Impact Evaluation*, and ensure protection of passenger information security	• Conducted 20 personal information protection impact assessments

Topics in the 2024 Report	Topics in Benchmarking Standard	Strategies and Actions	Indicators and Targets Attained
Occupational Health and Safety	• Employees	• Improve the services of Internet hospitals and “Cloud Clinics” • Improve employee physical and mental health management	• Provided psychological counseling hotline service and onsite counseling service for 9,485 employees • Increased the size of the mental counseling service team to 2,871 members
Employee Rights and Benefits	• Employees	• Improve the employee remuneration and benefits system	• Took ESG metrics as indicators for assessments on operating performance of management personnel • Reached 100% in terms of social security insurance coverage rate
Employee Training and Development	• Employees	• Strengthen the development of the management • Organize labor and skills competitions • Regulations on the innovation studio of model workers • Regulations on advanced services for model workers	• Made total training investment of RMB 152 million • Trained 2,084,000 employees in total
Diversity and Equal Opportunities	• Employees	• Strengthen the protection of female employees’ rights and interests	• Percentage of female directors in the Board of Directors: 12.5% • Percentage of female employees: 36.95% • Recruited nearly 90 female pilots
Supply Chain Security	• Supply Chain Security	• Improve the green procurement system • Advance digitalization and intensive control of procurement	• Set up standards and requirements that are conducive to environmental protection and prioritized supplier access based on environmental and integrity performance
Special Flight Guarantee	• /	• Provide satisfactory air services for important events	• Operated 462 aircraft for special flight missions
Rural Revitalization	• Rural Revitalization	• Promote teacher capability building and boost local bee sector • Conduct paired-up building with fixed-point assistance Party branches • Collaborate with other central SOEs to conduct fixed-point assistance	• Donated RMB 44,307,300 as the assistance fund • Directly purchased agricultural products from poverty-stricken areas worth RMB 47,518,300 • Helped sell agricultural products worth RMB 34,148,300 • Trained 8,122 primary-level management personnel
Industrial Collaboration and Development	• Treat small and medium-sized Enterprises (SMEs) equally	• Advance the launch of long-haul international air routes • Build the Pudong international aviation hub • Support the preparation of and participation in international expositions • Implement the *China Eastern Assistance Program for SMEs Relief and Collaborative Development*	• Launched or resumed 22 international air routes • No delayed payments to SMEs
Social Contribution	• Social Contribution • Ecosystem and Biodiversity Protection	• Continue to conduct “Love in China Eastern” volunteer service activities • Continue to conduct environmental protection-themed activities	• “Love in China Eastern” activities held: 1,382; Employees involved: 27,533; Public welfare recipients: 190,230 • Conduct specialty flight activities themed “Co-build a Beautiful China, Advance Green Aviation” • Conduct public welfare activities on National Tree Planting Day
Risk Management	• Due Diligence	• Prevent and resolve major risks in critical areas • Further improve the risk prevention and control system	• Conducted 40 audit projects, identified 327 problems, and effectively promoted the implementation of risk control measures
Compliance Management	• Anti-Commercial Bribery • Anti-Unfair Competition • Stakeholder Communication	• Improve the compliance management system and cultivate compliance culture	• Formulated the *2024 Work Priorities of China Eastern to Advance Full and Strict Governance over the Party, Party Conduct Improvement and Integrity Building, and Anti-Corruption*, and revised the *Integrity Risk Prevention & Control Manual of China Eastern* • Made annual assessments on the effectiveness of the compliance management system and organized industry compliance training

Stakeholder Engagement

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

Stakeholder

SASAC	CAAC	Stock exchanges/ investors	Local governments	Customers	Employees	Peers/industry associations/ airports	Dealer / suppliers/other partners	Communities/ public welfare organizations	Media

Main Topics

SASAC	CAAC	Stock exchanges/ investors	Local governments	Customers	Employees	Peers/industry associations/ airports	Dealer / suppliers/other partners	Communities/ public welfare organizations	Media
• Preservation and appreciation of stateowned assets • High-quality development • Safety development • Improving the modern enterprise system with China characteristics • Building a worldclass enterprise • Deepening overall reform • Fulfilling social responsibilities	• Aviation safety • Flight punctuality • Passenger experience improvement • Response to climate change • Facilitating industry development • Standard operation	• Operating performance • Risk Control • Compliance management	• Compliant operation • Response to climate change • Pollution control • Sustainable utilization of resources • Community engagement • Rural vitalization	• Flight punctuality • Product and service innovation • Passenger experience improvement • Customer privacy protection • Passenger health and safety • Special passenger service	• Occupational health and safety • Equity and benefits • Employee training and development • Diversity and equal opportunities • Working conditions and social security	• Compliance management • Flight punctuality • Facilitating industry development	• Compliance management • Risk control • Sustainable value chain	• Community engagement • Rural vitalization	• Compliance management • Product and service innovation • Passenger experience improvement

Engagement

Communication

SASAC	CAAC	Stock exchanges/ investors	Local governments	Customers	Employees	Peers/industry associations/ airports	Dealer / suppliers/other partners	Communities/ public welfare organizations	Media
• Working conference • Regular report • Issuance of notices	• Working conference • Issuance of notices • Regular report	• Company announcements • Shareholders' meetings • Performance roadshows	• Routine communications • Working conference • Government-enterprise partnership	• Membership activities • Customer hotline • Weibo and WeChat online platforms	• Staff Congress • Online exchanges and seminars • Training, competing for positions • Reasonable suggestions	• Communication conferences • Exchanges among peers • Project cooperation	• Project cooperation • Routine business communications • Business meetings and negotiations	• Voluntary services • Community project cooperation	• Media interview • Interactive new media • New media interaction

Supervision

SASAC	CAAC	Stock exchanges/ investors	Local governments	Customers	Employees	Peers/industry associations/ airports	Dealer / suppliers/other partners	Communities/ public welfare organizations	Media
• Business assessment • Inspection tour • Supervision and guidance	• Supervision and check • Operational guidance	• Regular information disclosure • Independent directors • Auditing system	• Submission of statistical reports	• Customer satisfaction survey • Customer complaints management	• Internal supervisors • Service satisfaction survey • Trade unions	• Social supervision • Supervision/review	• Reporting mechanism • Auditing/assurance	• Social supervision	• Media supervision

Response

SASAC	CAAC	Stock exchanges/ investors	Local governments	Customers	Employees	Peers/industry associations/ airports	Dealer / suppliers/other partners	Communities/ public welfare organizations	Media
P89 P19 P45 P11 P10 P10 P86	P45 P53 P56 P67 P60 P15	P89 P15 P16	P15 P67 P71 P72 P86 P82	P53 P56 P54 P59 P49 P56	P50 P78 P80 P77 P77	P15 P53 P60	P15 P16 P73	P86 P82	P15 P56 P59

CHINA EASTERN



Building Trust in Safety

China Eastern unswervingly upholds the safety & development philosophy and gives top priority to work safety. With zero tolerance to hidden safety hazards, we ensure absolute safety in aviation operations and the lives of people.



Safeguarding Aviation Safety

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

Improving safety systems

We have conducted a three-year campaign for fundamental improvements in work safety and incident investigation. We focus on improving the safety management system and enhance governance from the source. Efforts are made to promote organic integration of the "four safety systems". In addition, we deepen management & control of risks and hidden hazards and ensure comprehensive fulfillment of the Company's work safety responsibilities.



Wang Zhiqing, Chairman of China Eastern, was examining maintenance and repair support for the C919 at Sichuan Branch.

The safety management system

China Eastern promotes the integration of the safety & development philosophy into every link of work safety. We have formulated and improved work safety regulations, the Safety Education Day system, and working rules of the Aviation Safety and Environment Committee, etc. Moreover, we have constantly refined the all-employee work safety accountability system, clarified the safety management accountability chain, and developed the checklist of all-employee safety responsibilities, building a hierarchical responsible system where everyone has and fulfills their responsibilities.

2024

Hours of safe flight
2,612,000

Year-on-year increase
14.5 %

Safe takeoffs and landings
1,029,000

Year-on-year increase
8.0 %

Work safety regulations and systems formulated and improved
24

2024

Pilot-in-command (PLC) captains trained
396

First officers trained
854

Coverage rate of position-specific safety checklists, publicity and training
100 %

The production and operation system

We have continuously refined safe operation manuals and procedures, optimized workflows and work nodes, and ramped up the capability of scientific, systematic safety management. To secure safe operation, we have improved the dispatch and flight release, flight monitoring, and onsite management & control, etc. Furthermore, we have assessed the risk of next day's operation, made operation and emergency plans in advance, and strictly adhered to weather release standards. Besides, we have optimized the automatic analysis function of meteorological messages in dispatch monitoring system and improved the complex weather identification & alert capability of aircraft dispatchers, with an effort to help cockpit crew make scientific judgments and timely decisions.

The flight training system

We have built a core flight coach team, explored the building of the professionalism lifecycle management system (PLM system), and formulated the *Implementation Plan of China Eastern for Building the PLM System (2025-2030) (Draft for Discussion)*. Moreover, we have put forward the overall requirements and master plan for advancing digital transformation in flight training, and built and improved the competency-based training and assessment (CBTA) mechanism. Besides, we have refined the CBTA curriculum development program for initial flight training of the B737 aircraft, clarifying the development tasks and time nodes for every stage thereof.

Second Prize (by group) in the 1st China Civil Aviation Pilots Vocational Skills Competition

Honor



Flight Skills Competition



On October 17, 2024, Liu Tiexiang, General Manager of China Eastern, delivered a training lecture on *Basic Methods of Manned Flying* to all members of the flying system on the 2024 Flight Training Work Meeting, which promoted learning, discussion and sharing of flight technologies on a larger scale.

The aircraft maintenance and repair system

Integrating safety management system and quality management system into daily maintenance & repair work, we have established the Aircraft Engine IFSD Prevention Management Committee and comprehensively improved the management efficiency of preventing IFSD (In-flight shutdown). Moreover, we have improved aircraft airworthiness inspection & supervision and repair supervision for key aircraft and engine systems. With great efforts to promote the implementation of predictive maintenance & repair, China Eastern R&D Center has formulated the *Tracker Form of Major Typical Failures in Critical Systems* and adopted precision predictive measures; it has also built a working mechanism for digital maintenance & repair centers, run the Ruiyan Platform of aircraft health management (AHM) system on trial, and conducted special rectification actions to improve management & control and maintenance & repair capabilities.

2024

Typical problems identified and rectified under supervision

31

Editions of *China Eastern Maintenance, Repair and Engineering* issued

4



In November 2024, China Eastern held the 1st C919 maintenance, repair and engineering seminar. On the seminar, the participating C919 maintenance and repair suppliers jointly signed an initiative on capability building of domestically manufactured airliner maintenance and repair.

Enhancing safety risks management

We have conducted a three-year campaign for fundamental improvements in work safety, enhancing process management of systems, mechanisms, and personnel development, etc. We have also promoted the implementation of detailed rules on employees' voluntary safety reporting and raised employees' willingness to detect and resolve risks and hidden hazards. At the same time, we have enhanced the efficiency of the dynamic zero-hidden-safety-hazard mechanism and promoted inspection and rectification as a normal practice. Besides, we have established a risk monitoring and alert system, conducted technical inspection to control core risks, and implemented the dual-prevention working mechanism.

2024

Risk alerts and advisories released

209

Risk assessments made on newly launched air routes

64

Improving safety safeguarding capability

We leverage technological approaches to resolve safety problems. While elevating safety efficiency and quality, we focus on essential work and skills to safeguard safety, striving to achieve a further step towards this goal.

Empowering intelligent safety with science and technology

Adhering to the philosophy that "science and technology empowers safety", we have established China Eastern Civil Aviation Safe Operation Laboratory to improve digitalization in work safety areas and promote sci-tech empowerment for work safety. Efforts are also made to upgrade new-generation electronic flight bag (EFB) system and optimize operation risk control system. Besides, we have promoted the 3rd phase construction of the safety network, established the safe operation data analysis platform, and provided sci-tech support for building safety systems.

Key Technologies and Application of Digital and Intelligent Management of Human Factors of Civil Aviation Pilots won the third prize of Civil Aviation Science and Technology Award by China Air Transport Association.

The Multi-modal Data Integration Safety Control and Alert Platform for Apron Ground Support won the outstanding award (Jiangsu Subdivision) of the 2nd "Shanggang Cup" Yangtze River Delta Intelligent Transportation Innovation and Technology Application Competition.

Honor

Enhancing air defense and ground safety

Taking into account air defense safety conditions at home and abroad, we have revised the *Aviation Security Plan* and the *Contingency Plan for Illegal Interventions*. To ensure stable and orderly flight operation, we have advanced air-ground integration, deepened the police-enterprise collaboration mechanism, and conduct special actions to eliminate the "three improper practices" of air crew. In terms of ground safety support, we have strictly implemented the "three-question" baggage security measure and emergency exit safety advisories. In line with the *Passenger Boarding Service Operation Guide*, boarding passes and security checks are examined rigorously at the boarding time so that the safety of passengers and employees can be fully guaranteed. In 2024, China Eastern released the *Aviation Security Plan of Ground Services Department* and the *Emergency Response Plan of Ground Services Department for Dangerous Goods*. The Company also conducted drills during the Work Safety Month to improve risk response capabilities.

Building a strong safety culture

At China Eastern, we have comprehensively implemented the core values of civil aviation safety culture in the new era - "life first, safety foremost, legal compliance & responsibility fulfillment, strictness & practicality". To cultivate a safety culture, we conduct a series of activities including Safety Education Day, Work Safety Month, disciplinary lectures, case warning and safety awareness-raising, and commendation for outstanding performance in work safety, etc. In improving work conduct, we have implemented the long-lasting mechanism for safety operators to improve conduct and tried to build an air crew that comprises experienced members with political consciousness and excellent performance in work conduct and disciplinary observance. With these efforts, we have moved towards a new pattern of safety-based development where everyone participates, fulfills responsibilities and benefits.

2024

Participants in safety training

+ 100,000

Pieces of employees' safety reporting collected

54,338

Reward recipients for safety reporting

1,619

Amount of safety reporting rewards

RMB 707,300



In October 2024, China Eastern, along with Shanghai Airport (Group) Co., Ltd., conducted "Sharpening Sword 2024" emergency rescue drills. The domestically manufactured C919 airliner participated in such drills for the first time.

Safeguarding Passenger Travel Safety

China Eastern always gives top priority to safeguarding passenger safety, food safety and emergency medical care. With all-round efforts, we have deeply implemented effective measures to safeguard safety. Moreover, we have strengthened responsibility fulfillment, regulations observance, rectification quality and effectiveness, production organization, and supervision efficiency to safeguard passenger safety.

Main measures of China Eastern to safeguard passenger travel safety

Passenger safety

- We have revised the *Work Guidance Manual for Shift Leaders, the Occupational Image Manual for Cabin Crew*, the *Manual of Caring Service for Special Passengers*, and the *Onboard Announcements, etc.*
- We have formulated the *Guide on Handling Abnormal Service Scenarios Onboard*, covering handling processes concerning flight diversions, turnbacks, large-scale flight delays and equipment failures, catering quality problems, and passenger disputes management, etc.
- We have made categorization with tags and modules the aircraft profiles, catering plans, information of terminals, China Entry-Exit Inspection and Quarantine (CIQ) regulations, flight seasons, and route characteristics, etc. Specifically, 56 airline-specific policies have been made.
- The *Check-in Operation Manual* stipulates that check-in officers must provide safety advisories such as flight safety regulations, emergency exit instructions, and prohibited items (including dangerous goods).

Food safety

- We have actively participated in catering R&D and delivery, kept track of catering improvements, and provided feedback on catering problems. To improve onboard catering quality, we have also ramped up efforts to resolve problems in catering supply and station support, etc.
- We have established a mechanism for conducting inspection and management as a normal practice. On an irregular basis, we have carried out catering quality inspection. Branches and subsidiaries are organized to conduct supervision and inspection of onboard catering links, which covers foreign objects control in food and catering emergency plans, etc.
- We have issued the *Notification on Further Enhancing In-flight Catering Quality Control as a Normal Practice*. As for problems identified during inspection, we clarify the responsibilities and deadlines of investigation and rectification and urge supervision and guidance. On a regular basis, we review the outcomes of corrective actions for catering improvement.
- We have formulated and improved regulations on disinfection of drinking-water tanks, monitoring of drinking water resupply, and sealing of water tank inlets, etc.

Emergency medical care

- In line with new standards, we have timely replaced or installed emergency medical equipment onboard.
- We have issued the *Regulations on Increase in Supply of First-Aid Kits* and formulated equipment standards and plans accordingly.
- We have partnered with Ruijin Hospital, Shanghai Jiao Tong University School of Medicine (SJTUSM) to release the *Procedures of China Eastern for Air-Ground Remote Medical Care and First-Aid* and build the China Eastern air-ground remote medical care and first aid platform.
- We have partnered with Ruijin Hospital, Shanghai Jiao Tong University School of Medicine (SJTUSM) to release the Procedures of China Eastern for Air-Ground Remote Medical Care and First-Aid and build the China Eastern air-ground remote medical care and first aid platform.



China Eastern conducted publicity, training and onsite simulation drills on “the air-ground remote medical care and first aid platform”.



Caring for Employee Health and Safety

China Eastern has constantly advanced the upgrading of the occupational health and safety management system. With all-round and multi-tier efforts, we have improved medical hygiene service and employee mental health service, eliminated dead angles/blind spots of health management, and tried to tackle “Last-Mile” problems for employee safety.

Main measures of China Eastern to care for employee health

Medical hygiene service

- In line with the *Work Requirements for Aviation Hygiene of Large Aircraft in Public Air Transport*, we have worked on health recovery and rehabilitation of air crew, achieving zero fatigue reporting.
- We have established the air crew health management system and set up electronic health archives for air crew. .
- We have partnered with Tong Ren Hospital to conduct free clinic activities at the Hongqiao maintenance & repair base, which covers cardiovascular internal medicine, ophthalmology, orthopedics, and traditional Chinese medicine.
- We have disseminated the *Health Tips for Heatstroke Prevention in High Temperatures* and resupplied medicine kits and heatstroke medicine onsite for operators in high-temperature environments.

Employees’ mental health

- We have formulated the *Work Plan of China Eastern to Improve Pilots’ Mental Health.*
- We have promoted the “Caring for mental health” campaign. During the campaign, we have built a team of over 300 psychologists and set up the psychologist counseling platform.
- We have built a hierarchical mental service team and a psychological fore-warning team of over 1,000 members, which reaches 2,871 in total.
- We have provided psychological counseling hotline service and onsite counseling service for 9,485 employees.
- We have developed auxiliary tools for eight short-video talks, covering mental state evaluation, scripts of recognition and encouragement, procedures for breaking an uncomfortable silence, tapping into intrinsic motivation, and improving listening precision, etc.



The company insists on “sending warmth in winter and coolness in summer”, and cares about the front line and pays condolences ,Mr. Cheng Guowei, director of the company and deputy secretary of the Party committee, went to the Northwest Branch to console the front-line cadres and employees.

CHINA EASTERN



Enjoying a Wonderful Journey with China Eastern

China Eastern has integrated the “Four Excellences” service philosophy into air, ground and online, offline operations. We offer heartfelt services in all scenarios and workflows and strive to create high-quality, wonderful travel experience with safety and comfort for global customers.

Elevating Service Quality

China Eastern remains committed to the “Four Excellences” service. We have fully secured flight punctuality, enhanced service quality management, and satisfied customers’ essential needs, empowering people’s excellent air travel experience with professionalism and passion.

Securing flight punctuality

Securing flight punctuality is the core of airlines’quality service. In strict accordance with regulations and systems issued by CAAC, we have leveraged strict management and optimization measures to improve flight operation efficiency and meet passengers’ travel needs.

2024

Flight punctuality rate

86.42 %

Measures for ensuring flight punctuality

Improving flight operation efficiency

By holding operation prediction meetings, we make dynamic adjustments of resource support for next day’s operation in advance, taking into flight schedules and variables such as weather and environment. We implement hierarchical flight management during flight operation and arrange shifts of the Production Center and onsite command by sub-divisions to ensure flight operation support.

Improving ground service efficiency

Efforts are made to optimize the procedures of cabin and cargo hold door operations. We have realized the simultaneous operation mode of opening the cargo hold door while approaching air bridges. Moreover, we have improved the efficiencies of flight stopover and baggage off-airport operations.

Improving hub quality

A working group has been set up to improve operation quality of the base airport. The main work of the working group is about analyzing and formulating workflows and procedures of airport-specific flight dispatch, ground service, and air bridges, etc. The procedure of “Connecting to air bridges before connecting to ground-based static power” has been applied at all of our 15 terminals.



Service quality management

China Eastern has constantly deepened service quality management. In line with the “Four Excellences” service, we focus on service innovation, improve service standards, and make every effort to improve service quality management.

Measures for improving service quality

Advancing service reform

We have promoted reform in the service system. A whole-process service management framework has been established, which covers “Planning before service, management during service, and making analyses after service”.

Improving service standards system

We have revised the *Service Manual* and *General Conditions of Passenger Baggage Transport* and released the newly revised *China Eastern Passenger Service Quality Management Manual*. We have also built a service standard system management platform and achieved digital, dynamic management of documents such as manuals.

Consolidating service quality system

We have built a hierarchical system-based service management mechanism and released the service risk map (version 1.0). Employees are encouraged to detect and report risks.

Improving service standards

We have improved the service standards concerning occupational image, caring service, scenario-specific scripts, and handling of abnormal service scenarios, etc. We have also conducted rectification campaigns to improve service awareness and cabin service. Besides, we have enhanced air-ground collaboration to handle special scenarios such as flight delay, catering quality, equipment failure, and baggage spillover, etc.

Improving service brands

We have enhanced the advantages of the Lingyan brand. A series of activities are held to celebrate the 35th anniversary of Lingyan. Moreover, we have constantly improved the brand influence of “Special Baggage Drop-off” and “Eastern Membership Rewards”.





On December 2, 2024, we completed the upgrading of V28 VIP Lounge at Shanghai Hongqiao International Airport, where passengers can enjoy upgraded “Four Excellences” services.



In January 2024, China United Airlines unveiled the new brand logo featuring a striking “C”.

China Eastern joined 2024 China Brand Day

Case

From May 10, 2024 to May 14, 2024, the 2024 China Brand Day themed “Better quality, Bright future for Chinese brands” kicked off in Shanghai. We built our exhibition booth under the theme of “Service, Green, Innovation, Opening up” and unveiled a new brand promo video *Forging ahead with New and Greater Strides on the New Journey*. With “China Eastern + Shanghai” as the elements of creation, the promo video manifests the efforts of China Eastern to serve and interact with customer groups engaged in different occupations in Shanghai and integrate industrial characteristics with cultural features of Shanghai, the headquarter city of China Eastern.



“Three Smalls and One Special”

“Three Smalls” refer to special passengers, small animals, and human donated organs, which are small in scale yet with great social concerns; “One Special” refers to special baggage transportation.

Improving Customer Experience

Focusing on customer experience improvement, China Eastern has enriched air transport product portfolios and applied new technologies to improve service processes and efficiency, with an effort to better satisfy passengers with comfortable and intelligent travel experience.

Customer care

We care the needs of special passengers and continuously improve service processes and quality. With heartfelt care and professional service, we strive to ensure passengers a barrier-free and comfortable journey with China Eastern.

In 2024, we formulated and released the *Manual of Caring Service for Special Passengers*. Special actions were taken to improve cabin service. Efforts were also made to refine actions plans and measures for serving passengers with special needs. At the same time, we enhanced process monitoring of serving “Three Smalls” and launched specialty services including Privilege Zone, Exclusive Customer Service Personnel, Caring Product and Priority Channel. Besides, we released the revised *Standards Manual for “Three Smalls and One Special” Services (Ground Service System)*, realizing comprehensive monitoring of the whole-process management & control platform for small animals transport and service.

Development of air travel products

To meet customers' needs, we integrate service resources to develop more multi-modal transport products such as rail-air transport, air-bus transport, air-rail transport, and air-water transport. Moreover, we ramp up efforts to develop cultural tourism-integrated aviation products, effectively advancing the conversion of tourism flows, change of scenarios, and transformation of travelling ways.

2024

Passengers served with “Rail-air Transport” products

1,701,000

Key measures for upgrading products

We have upgraded “rail-air transport” and established the “rail-air transport” transfer service center at Shanghai Hongqiao International Airport; We have also launched the upgraded “air-bus transport 2.0” and the service of “bus-air” round-trip transport bound for Shanghai Pudong International Airport from eight locations in seven cities such as Suzhou and Kunshan; Besides, we have expanded “air-bus transport” services and explored “air-water transport” services.

We have launched the “air-sea transport” product. For passengers who purchase cruise tickets of Adora Magic City, we offer tickets of China Eastern C919 flight. In this way, our passengers can experience two “Pillars of a Great Power” in one journey. This “air-sea transport” product marks the first direct cooperation between the official sales channel of airlines and the self-operating sales channels of cruise companies.

“Overnight transit”, “VIP lounge for transit passengers” and other products have been launched to improve the loyalty of transit passengers; We have also launched products such as “C919 Priority” and the electronic coupons for “Front Seating” Cabin Class Upgrade Standby.

We have launched the product “Free Change on Regional Flights”, the first of this kind in the industry. Passengers who purchase this product can exchange old tickets with new ones. We have also launched a series of passenger facilitation products and services, which covers “Eastern E Convenience” series services, “Special Baggage Drop-off”, and “Suzhou-Singapore Express Line”, etc.

We have created “Cultural tourism + Aviation” products. Collaborating with Shanghai Museum, we have launched the “special aviation offer for museum admission”. Moreover, we have inaugurated two “Harbin 2025” painted aircraft and unveiled the “Zootopia” Disney-themed painted aircraft. Besides, we have partnered with the cultural tourism department of Shanxi to launch the activity themed “Following Wukong (Monkey King) to Visit Shanxi”.

China Eastern launches PVG+SHA Transport Service, connecting the hubs of gateway of Shanghai airport

Case

On December 27, 2024, the Shanghai intercity airport line was officially put into service. China Eastern launched the PVG+SHA Transport Service. For passengers who fly with China Eastern or Shanghai Airlines and transit between Shanghai Hongqiao International Airport (SHA) and Shanghai Pudong International Airport (PVG), they can check in with their baggage for subsequent flights at China Eastern PVG+SHA service counters in the two airports. With the intercity airport line tickets given away by China Eastern, passengers can go to either of the airports through the airport line; At the same time, passengers' baggage is transferred in a designated freight car of the Shanghai intercity airport line, which enables passengers to free their hands from baggage and enjoy comfortable travel with efficient transit.



China Eastern launches a series of passenger facilitation products and services

Case

On August 27, 2024, we held the Unveiling Ceremony of Passenger Service Facilitation Measures at Shanghai Pudong International Airport. On the ceremony, "Eastern E Convenience" series services such as E-boarding pass and E-transfer were launched, enabling cross-border passengers to enjoy quick and convenient transit. With the upgraded product of "Special Baggage Drop-off" services, passengers can enjoy "one-stop" services including baggage information inquiry, check-in of high-value and special baggage, and purchase of extra baggage allowance, etc. We also launched the innovative product "Free Change on Regional Flights" bound from and for the Yangtze River Delta. Passengers flying with China Eastern or Shanghai Airlines to the Yangtze River Delta can receive a full ticket refund when changing departure locations.



Cooperating with Shanghai Museum on the Ancient Egypt Civilization Exhibition, we launched "special aviation offer for museum admission" and set up brand service counters at the exhibition, offering high-quality air travel services for visitors of the exhibition.



On May 24, 2024, in partnership with Shanghai Disney Resort, we launched the "Zootopia" Disney-themed painted aircraft, offering passengers wonderful travel experience.



Deepening "Cultural tourism + Aviation" integration with more service scenarios



During Shanghai Summer International Consumption Season and Shopping Festival, Shanghai Airlines launched an array of air travel activities, products and programs such as "Aviation-themed time-honored brand outdoor pop-up programs" and "time-honored brand- themed flights".



Efforts were also made to promote "Wukong Economy". We launched "Wukong"-themed flights and activities such as offering admission ticket discounts to passengers flying China Eastern flights to popular attractions in Shanxi.

Digital and intelligent travel

We ramp up efforts to promote the construction of intelligent civil aviation. Leveraging digital technologies, we actively make innovations in services and products to better passenger travel experience. In 2024, we applied the GWS (Gate Work Station) system in 14 brands/subsidiaries and 23 overseas business departments; We upgraded the short message service and launched the "Tips before departure" function; We also promoted the application of "QR Code Quick Payment" service and realized the ground service function of cabin class upgrade for international (regional) air routes.

Digitalization facilitates intelligent travel

Easy ticket purchase

Passengers can buy tickets easily via the app, WeChat applet, and official website of China Eastern. Before departure, passengers can check flight status online, select seats with online check-in, change flight (new date or time of flight), and upgrade cabin class.

On-stop services of "Special Baggage Drop-off"

We have launched the "Special Baggage Drop-off" channel on the China Eastern app and set up check-in counters with "Special Baggage Drop-off" services at 18 domestic airports. Besides, we offer whole-process baggage tracking service so that passengers can check the status of checked baggage in real time.

"Paperless" and efficient border exit and entry

We have launched self-service check-in and paperless boarder entry/exist at a number of airports. Passengers can pass through the security check before boarding with a QR code electronic pass and the valid ID card.

Whole-process accessible in-flight Wi-Fi

The onboard WLAN of China Eastern has been applied in long-haul international routes bound for European, American and Australian countries and important routes of domestic commercial flights. After takeoff, passengers can enjoy the service of in-flight Wi-Fi.

Protecting Customers' Rights and Interests

China Eastern values customer needs and listens to customers' voices. The customer information protection management mechanism has been improved to safeguard customers' rights and interests. With concrete actions, we align ourselves with the "Four Excellences" service philosophy.

Responding to customer needs

We have established a fully fledged complaints handling mechanism. In 2024, we formulated and issued the *Operational Procedures of China Eastern for Quick Service Recovery (2024), Notification on Further Clarifying the Requirements for Handling Cabin Service Complaints*, and other documents. To quickly and effectively respond to passengers' needs and enhance passenger satisfaction, we have also improved the full-process service control platform, expanded the application scenarios of AI Smart Customer Service 3.0, and established a unified system for complaints filing based on a large-model application platform. Besides, we have set up the customer service hotline, E-Box, email box and other customer feedback channels. As an active listener, we ensure that customer needs are timely responded to and handled in a closed loop.

2024

Passenger satisfaction for overall services
9.37

Passenger satisfaction for air services
9.40

Passenger satisfaction for ground services
9.33

Complaint handling rate
100 %



Ensuring information security

In strict accordance with the *Personal Information Protection Law of the People's Republic of China, Cybersecurity Law of the People's Republic of China*, and other relevant laws and regulations, we have established a fully fledged management mechanism for customer information protection and data security protection. Moreover, we have issued the *Interim Measures for Personal Information Protection Influence Evaluatio*. Through assessments on processes that involves personal information handling, we ensure that apart from deal completion or service delivery, the Company shall not rent or sell personal information; The Company shall obtain informed consent according to law, if it is a must to disclose personal information to a third party during cooperation with external institutions.

In addition, we have issued a series of regulations and systems concerning passenger information protection, including the *Regulations of China Eastern on Data Management (revised in 2024), Detailed Rules of China Eastern on Data Standards Management*, *Detailed Rules of China Eastern on Data Security Management*, and *Regulations of China Eastern on Passenger Data Storage Management (for Trial Implementation)*, etc. At the same time, we have set up the workflow of passenger data storage management, defined the time limit of passenger data storage, and urged actions to erase or anonymize the data when the time limit expires. The Company passed the Data Security Management Maturity (DSMM) Level 3 certification in 2023 and completed approval review in 2024.

2024

Assessments made on the impact of personal information protection
20

China Eastern obtained the
ISO 27000
information security management systems (ISMS) certification

Advancing Win-Win Cooperation

China Eastern actively plays the role of a state-owned airline and pillar airline. Committed to "Flying further, flying global and flying towards emerging markets", we strive to advance high-quality development of the Belt and Road cooperation and serve high-standard opening up.

Jointly advancing high-quality development of the Belt and Road cooperation

We have continuously expanded the Air Silk Road, resumed international flights at a fast pace, and consecutively launched air routes connecting domestic aviation hubs and major cities overseas. Moreover, we have endeavored to jointly promote the high-quality development of the Belt and Road cooperation and improved our global reach on a continuous basis. In 2024, we launched or resumed 22 international air routes and established 7 international air express lines for passenger transport.

2024

Recovery rate of international air routes compared to 2019
102 %

Higher than the industry
18 percentage points

On April 27, 2024, the Shanghai-Riyadh air route was launched with its maiden flight, which was a new air route of China Eastern on the Belt and Road.





On July 2, 2024, the Shanghai-Marseille round-trip direct flight was officially launched, making China Eastern the first airline in this regard.

On September 26, 2024, the China Eastern MU785 Shanghai-Venice flight debuted. The air route is the first to connect China with Venice, Italy with regular, direct flights.





On September 26, 2024, the first air route with direct flights bound for Milan from Xi'an was launched.

Deepening cooperation and exchanges

At present, global civil aviation sector is experiencing increasingly faster digital, intelligent and green transformation. Future industries require closer international cooperation and industrial collaboration to achieve development and upgrading. Under such circumstances, we have actively expanded international cooperation and advanced "aviation+" collaboration in full swing. We share China's opportunities and market opportunities globally, with an effort to promote common prosperity for a shared future.

On June 3, 2024 (local time), we signed a memorandum of understanding (MOU) with Saudi Arabia's national airline - Riyadh Air. According to the MOU, both parties will conduct cooperation on code share, frequent flyer, ground handling agency, in-flight catering, aircraft maintenance & repair, information technology, and digital operation, etc.



China Eastern makes new highs in terms of procurement during CIIE

Case

For the 7th CIIE, we acted as a core corporate sponsor, purchaser, service supplier and designated air carrier. On November 6, 2024, amid the 7th CIIE, we signed 19 procurement agreements with 18 companies from 10 countries and regions such as France and the United Arab Emirates. The total contracted value exceeds USD 2.8 billion, which covers eight categories including aircraft engines, flight simulators, aviation materials, communication services, and fresh produce, etc. We made new highs in terms of total contracted import value, contracted value on the signing ceremony, and contracted value during the one-year exhibition booth rental.

> We will always uphold inclusive cooperation, mutual benefits, and win-win development. We will add glamour to the CIIE, create higher value to business partners, and offer superior services for global passengers.
>
> - An excerpt from the speech delivered by Chairman Wang Zhiqing on China Eastern Signing Ceremony of the 7th CIIE





China Eastern holds the 2024 North Bund International Aviation Forum

Case

On October 22, 2024, the 2024 North Bund International Aviation Forum kicked off in Shanghai, under the theme of "Digital and intelligent flying in the sky: jointly shape a new future of civil aviation". The forum invited over 250 guests to share insights into "New quality productive forces", "Digital transformation" and other topics, contributing China's wisdom to the development of global civil aviation sector. We have held the forum for the 4th consecutive year. On this year's forum, we unveiled the *Large-Scale Building of C919 Commercial Operation System*. Working with the industry, we are dedicated to developing more mature, efficient operational modes and fostering prosperity of the large aircraft business.







2024

As a designated aviation cooperation partner of the expo, we actively promoted the International Horticultural Exhibition 2024 Chengdu and disseminated the theme of “park city, beautiful habitat” to the globe.



2024.7

We participated in the 2024 Shanghai Masters - World Snooker Tour as a designated sponsor.

2024.7.7

The 23rd Tour of Qinghai Lake international cycling race kicked off in Xining. We participated in the event as an official partner for aviation service cooperation.



2024.7.16

We signed a strategic cooperation framework agreement with Red Cross Society of China to deepen cooperation on humanitarian logistics, emergency rescue, humanitarian assistance, and public welfare activities, etc.

2024.7.18

We signed a strategic cooperation framework agreement with Shanghai Airport (Group) Co., Ltd. and Suzhou Industrial Park on jointly building the Shanghai-Suzhou “aviation+” transport service ecosystem.

2024.7.23

We participated in the 8th China-South Asia Exposition & the 28th China Kunming Import and Export Fair. On the event, we showcased brand image at our exhibition booth themed “Connecting to the wonderful world”.

2024.5.23

We signed a strategic cooperation framework agreement with the People’s Government of Xiamen on jointly advancing the building of Xiamen into an international aviation hub.

2024.9.19

We signed a strategic cooperation agreement with China CITIC Bank, which aimed to build long-term favorable bank-enterprise strategic cooperation relations.

2024.9.6

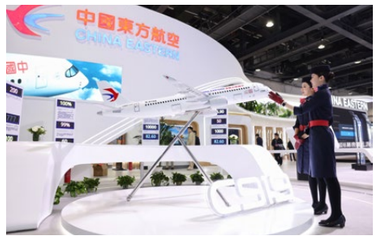
We signed a strategic cooperation framework agreement with China Telecom on exploring new scenarios and new businesses that are derived from the integration of aviation and telecommunications.

2024.8.26

We signed a strategic cooperation agreement with the People’s Government of Yantai on speeding up the development of Yantai’s aviation market and fostering Yantai’s socioeconomic development and opening up.

2024.10.25

We participated in the 2nd CATA Aviation Conference. Deeply engaged in the opening ceremony, industry forums and professional exhibitions of the event, we manifested our efforts to advance smart civil aviation and green flights.



2024.10

We reached a new round of cooperation with Shanghai Shenhua Football Club. As a senior cooperation partner of Shanghai Shenhua Football Club in Chinese Super League (CSL), we offer all-dimensional aviation service support for the club.



As an official designated aviation carrier of Wuhan Open (Tennis), we launched a number of exclusive products and services to meet the travel needs of domestic and overseas players and spectators of the event.



2024.11.12

We participated in the 15th China International Aviation & Aerospace Exhibition. On the event, we showcased an array of technological innovation achievements in smart civil aviation and a series of new technologies & new achievements in green development, sustainability, sci-tech innovation, and the “Four Excellences” service, etc.

2024.11.22

We participated in the 2024 China International Travel Mart (CITM), showcasing our innovative practices integrating “aviation + business/tourism/culture/sports”.

2024.12.6

We signed a strategic cooperation agreement with Capital Airports Holdings Co., Ltd. (CAH) and Beijing Daxing International Airport (PKX) on enhancing resources sharing and industrial collaboration to advance building Beijing into an international aviation hub.

2024.12.17

We signed a strategic cooperation framework agreement with Shanghai Museum on jointly promoting the transformation of Shanghai into an international consumption center city.

2024.12.20

We signed a strategic cooperation agreement with National Museum of China to create new space and new scenarios for the “Cultural tourism + Aviation” integrated development.

CHINA EASTERN



Steering the Future with Green Flights

To achieve carbon peaking and carbon neutrality goals of the era, we have joined hands with business partners and stakeholders to take active actions on environmental governance. Together we select low energy-consuming, green, and intelligent products & services and promote “energy conservation, carbon reduction, and green flights”, mapping an ecological blueprint for green flight footprints.

Addressing Climate Change

China Eastern regards addressing climate change as the core element of sustainability. With ongoing green technology innovation and emission reduction measures, we collaborate with upstream and downstream businesses to promote the transformation of the industry chain into a low-carbon mode. In doing so, we combat the increased severity of global warming and support the sustainability of the industry with green power.

Governance

We have set up the Aviation Safety and Environment Committee under the Boarder of Directors. The committee is responsible for discussing and deliberating critical issues of environmental protection related to carbon emissions from aviation at home and abroad, putting forward advice, and overseeing advice implementation. In 2024, the committee continuously optimized the environmental management reporting mechanism and held meetings on a regular basis to discuss major environmental protection problems of aviation-related carbon emissions. In addition, we organized seminars and online courses on carbon peaking & carbon neutrality and leveraged the carbon neutrality action alliance to cultivate talents, improve expertise, and secure potent talent support for a green path of high-quality development.

Strategy

We are fully aware of the dual impacts of climate change. On the one hand, policy changes and frequent extreme weather events pose significant challenges to air transport sector in terms of operational uncertainties; On the other hand, they bring us strategic opportunities of advancing green technology innovation and accelerating low-carbon transition. We have comprehensively identified climate-related risks and evaluated climate-related opportunities. Moreover, we have formulated and issued the *Action Plan of China Eastern Air Holding Company for Carbon Peaking*. According to the plan, short-term, mid-term and long-term carbon peaking goals shall be set to effectively mitigate the adverse impacts of climate change on business operation; Efforts are also urged to seize the development opportunities of green transition.

Types of Risk	Categories	Description
Transition Risks	Policy and Legal Risks	• Policy Domestic and overseas policy actions around carbon peaking and carbon neutrality continue to overlap and evolve. The regulatory requirements for carbon emissions from aviation sector continue to go tougher. More restrictions are placed on carbon emissions and the gap in carbon emission allowance continues to grow, which increase the compliance costs and operational workload of civil aviation sector. • The Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) is likely to be implemented on a compulsory basis, which will increase the costs of operating cross-border air routes.
	Technology Risks	• Low-carbon technology upgrading leads to an increase in R&D investment and costs of equipment compatibility renovation and process restructuring, etc., which may cause cash low pressure in the short run. • Currently, the civil aviation sector has a monotonous energy mix, in which fossil fuels occupy a high proportion. It is hard and demands high costs to replace fossil fuels. • The raw materials supply, output and pricing of SAF are largely affected by geopolitical changes. The Chinese SAF sector has a short development history, with an immature supply chain. The domestic price of SAF is much higher than that of traditional aviation fuels. The energy transition of the industry will cause high costs to airlines.
	Market Risks	• The improvements in global high-speed train and electronic transportation networks and the increase in the percentage of eco-friendly passengers cause a decline in the passenger load factor of short-run air routes. • The Chinese civil aviation sector is still in the developing stage. The number of travel times per capital is far lower than the international average; The total transport volume will continue to rise in the future; And the upward trend of total energy consumption and carbon emissions still exists. • Emerging markets have an increasingly larger aviation demand. Currently, there are no mature, effective pathways to reduce carbon offsetting costs and SAF premium pricing costs.
	Reputation Risks	• The failure to fulfill public commitments to emission reduction may trigger the "greenwashing" investigations of regulatory agencies and the public's adverse opinions, which will cause brand value loss.
Physical Risks	Acute Risks	• The increased severity and frequency of extreme weather events, such as typhoons, hail, rain, snow, and floods, may affect the Company's transportation network and supply chain and thus undermine the safety and feasibility of the Company's air routes. • Sustained higher temperatures cause frequent triggering of load thresholds at the time of aircraft takeoff, which increases the consumption rate of aviation fuels. • Large-scale flight delays or cancellations incurred by extreme weather events cause passengers' negative sentiments, which may lead to adverse comments of passengers and the public on the Company. • Extreme weather events may pose risks to employees' occupational health and safety, threaten operational safety, and increase insurance expense.
	Chronic Risks	• Climate change patterns, such as global warming, sea level rise, and tides, may increase the Company's annual average of maintenance costs and probability of operational interruptions on a continuous basis.



Risk management

At China Eastern, climate change risks are covered in the workflow of overall risks management. The Audit and Risk Management Committee is responsible for identifying, assessing, and managing climate-related risks and opportunities. The efforts lay a solid foundation for developing preventative measures and loss reduction strategies and monitoring climate-related risks or opportunities, so that we can make scientific decisions and implement targeted measures to tackle climate change challenges and thus safeguard the Company's sustainable development.

Opportunities	Countermeasures	Potential financial impacts
• By participating in pilot projects initiated by government agencies and CAAC in green development fields, the Company can obtain more work experience and innovation opportunities, and may obtain relevant subsidies. • The Company can seek carbon emission allowance trading or carbon sink projects to optimize carbon assets management.	• In strict accordance with laws, regulations and policies, the Company actively tracks "carbon peaking and carbon neutrality" policy changes, plans the pathways to achieve the goals, and dynamically adjusts strategies and targets. • The Company tries to improve carbon emission trading management and optimize the distribution of carbon assets.	• Increase of operational costs • Increase of R&D costs • Decrease of operating revenue
• The Company can work hard on green technology R&D and take the lead in utilizing energy-saving technologies to reduce costs of aviation fuels. • The Company can ensure a long-term supply of low-price SAF by owning shares of biofuel companies or fostering partnership with energy firms. • The Company can deploy digital technologies such as AI to realize improvements of air routes and the building of predictive maintenance systems to reduce ineffective energy consumption.	• The Company increases R&D investment to promote green technology innovation. • The Company ramps up efforts to introduce new-generation energy-saving aircraft and optimize the matching between aircraft types and air routes. • The Company continues research on SAF-related policies, improves SAF work and application, and enhances cooperation with industrial associations, upstream & downstream enterprises in SAF supply chain, research institutes and universities, etc.	• Increase of R&D costs • Revaluation or impairment of assets
• The Company can develop green products and leverage premium pricing to attract carbon emission-sensitive passengers. • The Company can cooperate with high-speed railway operators to offer short-haul passengers low-carbon multi-modal transport schemes.	• The Company has launched green products such as "Self-selected Catering Service" and "Low-carbon Priority" to attract carbon emission-sensitive passengers. • The Company has upgraded "rail-air transport" services, expanded "air-rail transport" services, and explored "air-water transport" services.	• Increase of operational costs • Decrease of operating revenue
• The Company can enhance international cooperation on combating climate change, set up a green brand image, and expand green influence. • The Company can properly conduct climate change-related information disclosure and improve ESG ratings to attract cooperation partners.	• The Company properly discloses information associated with climate change. • The Company collaborates with public welfare institutions to carry out environmental protection activities. • The Company has built a green supplier rating system and given preference to low-carbon suppliers as cooperation partners.	• Affecting equity price and financing capability • Increase of operational costs
• The Company can use dynamic route optimization technologies to undermine weather impacts and improve operational resilience. • The Company can enhance the capabilities of combating extreme weather events and natural disasters.	• To ensure operational safety, the Company adjusts flight schedules in real time based on the weather forecast system. • The Company collaborates with airports to build the emergency flight diversion network. • The Company has built the emergency plan system for extreme weather events, which mainly covers preventing and combating weather disasters and extreme higher temperatures. Moreover, the Company has improved the emergency rescue and response mechanism. • The Company improves emergency plans for irregular flights and refines flight operation dispatching to minimize the adverse impacts of extreme weather conditions on passengers' travel. • The Company has formulated an employee health protection program.	• Loss of corporate assets • Increase of operational costs
• Enhancing risk management capacity to respond to the climate change crisis and ensure business continuity	• The Company has built a dynamic air route optimization system, implemented full-lifecyle flight monitoring and predictive decision-making, and enhanced ground-based technical support. • The Company has implemented the plan of allocating aircraft types suitable to extreme environments and advanced the upgrading of maintenance strategies to secure operational stability. • The Company has set up a professional team of operational maintenance personnel and increased investment in smart inspection equipment. • The Company applies new technologies to advance maintenance & repair process revolution and energy efficiency optimization.	• Increase of operational costs

Metrics and targets

China Eastern issued the *Action Plan of China Eastern Air Holding Company for Carbon Peaking* in 2023. According to the plan, we set carbon peaking goals and strategies and define three-phase goals for low-carbon development in 2025, 2030, and 2040; Efforts are urged to oversee and advance the orderly implementation of key tasks of carbon peaking and carbon neutrality. Every year, we release the green and low-carbon performance assessment indicators of the year; Every three years, we release the leadership assessment indicators on green and low-carbon performance.

At the same time, we have developed the *Annual Work Logs of Green and Low-Carbon Development* in strict accordance with the requirements of local carbon market, the carbon market of civil aviation sector, as well as monitoring, reporting and inspection of the European Union (EU) carbon market. We conduct daily monitoring and statistical analyses of carbon emission data, urge proper reporting on emissions, and receive inspections from a third party on original records and logs of emission data. Besides, we make a comparison of the Company's energy utilization data and release them every month; Branches or subsidiaries with lower energy efficiency are urged to make data analyses to identify the causes and put forward measures for improvements.

Indicators	2022	2023	2024
Total CO_2 emissions (10,000tons)	994.30	2,025.04	2,397.13
Scope I (10,000tons)	982.36	2,012.47	2,381.61
Scope II (10,000tons)	11.94	12.57	15.52
Fuel saving CO_2 emission reduction (10,000tons)	17.01	5.36	68.04
Sustainable aviation fuel usage (tons)	2.30	33.64	537.27
Proportion of new generation aircraft in the fleet (%)	21.8	25.7	31.6

Note: According to the *Interim Measures for Management of Monitoring, Reporting and Inspection of Carbon Dioxide Emissions from Civil Aviation Fights*, the carbon dioxide emission coefficient is counted as 3.15; The SAF utilization volume covers the delivery flight of Airbus, the commercial debut of SAF (2023 Sustainability Challenge), blended SAF for flights departing from France, and domestic pilot flights with SAF.

Supporting the construction of carbon emission trading markets

We have conduct research on international carbon market mechanisms and global carbon market updates. Deeply engaged in the construction of local carbon market in Shanghai, the carbon market of civil aviation sector, and the EU carbon market, we are dedicated to building a full-process carbon management system that covers carbon emission monitoring, trading and offsetting. In doing so, we make a contribution to improving the mobility of the carbon market of civil aviation sector and advancing the transition of the entire industry chain to low-carbon development. In 2024, we purchased 378,505 tons of SHEA (Shanghai Carbon Emission Allowance) via the Shanghai Carbon Emission Trading System to offset the Company's carbon emissions in 2023.

2024

Total carbon emission allowance
10,192,606 ton CO_2e

Total carbon emission compliance volume
10,571,111 ton CO_2e

Total carbon emission trading volume
378,505 ton CO_2e

2024

Accumulated fuel savings
0.216 million tons

ATK (available ton kilometers) completion score
0.21

Advancing aviation emission reduction

We are committed to achieving efficient use of aviation fuels and low-carbon flying from the source. By reducing aircraft weight, strictly controlling fuel remaining after landing, optimizing flying distance, or taking other refined management measures, we strive to prevent "more refueling" and "more consumption", making the most of every drop and ensuring sustainable green flying.

Reduce aircraft weight

- We promoted the application of lightweight onboard equipment, reducing the weight of 142 aircraft by 22.392 tons.
- We installed lightweight brakes and new types of onboard entertainment systems.
- We removed crew rest compartments from five A330 aircraft, reducing aircraft weight by approximately 4.54 tons. Every such airplane can save aviation fuels by RMB 547,500 annually.

Strictly control fuel remaining after landing

- While ensuring operational safety, we reduced the expected total volume of after-landing fuels remaining by 227 kg/flight on a year-on-year basis.
- We elevated actual flying heights, with an increase of 115m/flight year on year.
- We increased the operational rate of single-engine taxiing, with an increase of 26.2% year on year.

Optimize flying distance

- We leveraged cut-off operations to optimize air routes and reduce energy consumption. For instance, the X54 route has been applied in the Urumqi-Tianfu (Sichuan) air route and the Urumqi-Kunming air route; Every flight can reduce a flying distance of approximately 200 kilometers.
- We improved the daily utilization rate of energy-saving aircraft, optimized matching between aircraft types and air routes, and implemented air route matching schemes for aircraft in two batches, involving 86 air routes departing from 13 terminals.
- We extended flight spacing intervals to reduce energy consumption per unit of flying distance and improved the input per seat-kilometers. The average flight spacing interval of our domestic flights increased by 10.98% year on year.

Apply energy-saving technologies

- We applied new aviation technologies to reduce aviation fuels consumption and release during descent, such as PBN (Performance-Based Navigation), HUD (Heads-Up Display) and EFB (Electronic Flight Bag).
- We conducted the verification and promotion of flying procedures to reduce aviation fuels consumption and flying time.

Adopt SAF

- We participated in the 1st phase pilot project of application of domestically produced SAF. Efforts were made in flight operation monitoring, design and promotion of green products, and flight-propulsion statistics.
- We signed a SAF procurement agreement with China National Aviation Fuel Group Limited (CNAF) and took the lead to operate the first commercial flight with SAF using the domestically manufactured C919 airliner.

Introduce energy-saving aircraft

- We introduced 35 new-generation energy-efficient aircraft, including 16 A320NEO, 4 B737, 2 B787, 6 C919, and 7 C909.
- We eliminated 13 narrowbody aircraft, including 11 A320, 1 A321 and 1 B737-800, cumulatively saving 21.6 tons of aviation fuels.



Upholding Green Operation

China Eastern has integrated the green development philosophy into every link of operation. To minimize adverse environmental impacts of operation, we have continuously improved environmental and energy management systems, promoted efficient resources utilization, and strengthened pollution prevention and control.

2024

Investment in environmental management

85.45 million yuan

China Eastern R&D Center was awarded as the 2023 Energy-saving Enterprise in Shanghai.

Honor

Improving environmental and energy management systems

Abiding by the *Environmental Protection Law of the People's Republic of China*, *Energy Conservation Law of the People's Republic of China*, and other relevant laws and regulations, we have established and constantly improved environmental and energy management systems; Based on the statistics of relevant laws and regulations on environmental and energy management over the years, we have developed the *List of Documents on Environmental and Energy Management Systems (2024 version)* and the *List of External Documents on Environmental and Energy Management Systems (2024 version)*; According to the *Regulations of China Eastern Air Holding Company on Energy and Environmental Protection Incidents Handling Assessments* and other systems, we have continued to enhance environmental and energy management & control; We have also updated the Emergency Response Manual, clarifying emergency handling procedures associated with environmental protection. Besides, to reduce energy consumption, we have not only adopted energy-saving equipment such as cooling towers, but have applied the energy consumption statistics & monitoring system. Based on the system, we enhance energy monitoring & analyses and precisely identify peak periods and low-efficiency links of energy utilization, advancing energy conservation in an orderly manner.

Efficient resources utilization

Upholding the refined resources management philosophy, we spare no effort to promote resource conservation, intensification and recycling and tap into the potentials of green technologies. With efficient use of such technologies, we support the structure adjustment, transition and upgrading of the industry while promoting the development of ecological civilization. At China Eastern, we ensure efficient utilization of energy and resources all the time.

Main measures for resource conservation

Save water

- We set up metering instruments in office areas to monitor water metering and provide data support for enhanced water conservation.
- We advanced water-saving cleaning processes. With a mix of dry wash and wet wash, we cleaned the exteriors of 3,206 aircraft.

Reduce 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 uniform point system to reduce clothing inventory and waste of consumables.
- With a variety of information systems, we implemented "paperless" office and promoted "paperless" smart travel projects.
- We launched the Electronic Log Book (ELB) for the entire fleet.

Recycle and reuse

- We collected and recycled rainwater for landscape and waterscape watering.
- We dismantled two aircraft and handed over the dismantled parts and components to customers, realizing reuse of aircraft parts.



2024

Overall utilization of APU alternatives

99.9 %

Pollution prevention and control

Upholding the philosophy "lucid waters and lush mountains are invaluable assets", we strictly abide by the *Water Pollution Prevention and Control Law*, the *Atmospheric Pollution Prevention and Control Law*, the *Law on the Prevention and Control of Environment Pollution Caused by Solid Wastes*, as well as local regulations. We strive to control discharge and emissions of pollutants such as exhaust gas, wastewater, noise and solid wastes from the source, making a contribution to a beautiful China with blue skies and lucid waters.

Main measures for promoting pollution prevention and control

Exhaust gas

- We conducted daily management of boilers' exhaust gas emissions and strictly control pollutant discharge and emissions from the source.
- We rented NEVs for daily flight support and promoted the "oil to electricity" conversion of ground vehicles.
- We researched into the data and information of NEVs and non-road mobile machinery and developed plans for NEVs upgrades.
- We advanced the use of "Auxiliary Power Units (APU) alternatives" and improved the APU alternatives monitoring platform to lower the frequency of APU use.

Wastewater

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

Solid waste

- In line with the working mechanism of the single-use plastic ban task force, we replaced all non-degradable disposable plastic products on domestic passenger flights and conducted self-inspections on a regular basis.
- We participated in the development of the industry's group standard *Specifications for the Replacement of Non-degradable Disposable Plastic Products on Domestic Passenger Flights*.
- According to the garbage classification system of Shanghai, we implemented garbage management on Shanghai-bound flights, offering seamless air-ground services in this regard.

Solid waste classification and treatment & disposal methods

Category	Method of Disposal	Performance in 2024
Sorting & Disposal of Hazardous Wastes		
Waste medicine	Carrying out category-based management and storage of medical waste according to the Catalogue of Classifications of Medical Wastes, and regularly sending medical waste to qualified organizations that have signed related agreements with China Eastern for proper treatment	0.649 tons
Waste organic solvents and waste containing organic solvents	Entrusting qualified third-party organizations for harmless treatment of wastes, including incineration and physicochemical treatment	150.9 tons
Waste mineral oil and waste containing mineral oil		418.2 tons
Oil-water and hydrocarbon-water mixtures or emulsions		39.3 tons
Waste dyes and paints		75.5 tons
Organic resin waste		2.6 tons
Waste containing Hg		2.0 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	1,896 electronic devices collected in Shanghai
Sorting & disposal of non-hazardous wastes		
Cabin waste	Sending to the qualified third-party agency for sorting and recycling after collection and classification	57,493 tons
Domestic waste	ending to a qualified third-party agency for unified recycling and treatment after collection and classification	8,881 tons
Kitchen waste	Sending to the catering company for landfill or incineration after collection and classification	1,658 tons

Protecting Ecological Environment

Regarding biodiversity conservation as an important part of green development, China Eastern actively conserves the ecological environment. Via a number of channels, we disseminate the green development philosophy to employees and other stakeholders.

Facilitating passengers' green travel with "Low-carbon Priority" products

Case

In 2024, we launched "Low-carbon Priority" products including flights with SAF and flights using new-generation energy-saving aircraft, providing passengers with low-carbon travel options. Moreover, we offered passengers low-carbon priority badges, mileage credit, front seat selection, standby cabin class upgrade coupons and other benefits if they chose low-carbon priority products. This move aimed to further curb carbon emissions and better protect the environment.



On World Environment Day 2024, Yunnan Company held the specialty flight activity themed "Co-building a beautiful China, Advancing Green Aviation".

China Eastern participated in the 3rd Aviation Challenge initiated by SkyTeam, advocating "sustainable flight" in the whole chain that covers full-process electronic check-in, green and low-carbon catering, and all other ground or air services.



Building a Sustainable Value Chain

China Eastern is deeply committed to growing alongside its partners across the entire value chain. By leveraging technology to boost operational efficiency, while also providing strong support in talent development and financial resources, the Company would like to work together with partners to shape a bright future of sustainable development.

Supply chain management

China Eastern continues to fully integrate sustainability into every stage of supplier management, including supplier admission, evaluation, audits, and capacity building. The Company has introduced new standards and policies addressing key areas such as environmental impact, business ethics, labor practices, and human rights. In 2024, we developed and implemented the *Detailed Rules on the Implementation of Supplier Management of China Eastern Airlines Co., Ltd. (2024 Edition)*, establishing clear protocols for supplier admission audits, category certification, qualification screening, and qualification review, all while integrating expectations related to environmental stewardship, ethical conduct, labor rights, and human rights. At the same time, we have also implemented data protection measures for our supply chain partners and developed a data protection-related work plan that covers suppliers and business partners.

Leveraging the *Green Procurement Catalogue (2023) of China Eastern Air Holding Company*, we continuously develop the *List of Green Suppliers* and have established a robust green evaluation and grading system for suppliers. We require suppliers to comply with the *Technical Requirements for Environmental Labeling Products*, promoting their ongoing improvements in green production, energy conservation, emissions reduction, and environmental friendliness. During the procurement review process, we have established requirements that meet environmental protection standards and specify conditions for the preferential selection of suppliers, such as those with a strong commitment to environmental integrity.

Supplier admission stage

- China Eastern has improved the construction and management of the national bribery record database. Suppliers are required to have integrity talks and sign the *Letter of Undertaking of Supplier Social Responsibility*, which clearly outlines related responsibilities and requirements. Those who violate the regulations shall be blacklisted, and banned from dealing within a time limit or permanently.

Supplier evaluation and audit stage

- Each year, we conduct a comprehensive risk assessment of suppliers, promptly eliminating those that do not meet our standards. We have established a procurement risk control checklist to identify and manage environmental and social risks throughout the supplier management process.

Supplier empowerment stage

- We have established a multi-tiered supplier empowerment system that utilizes diverse initiatives, including supplier conferences, discussions with top-performing suppliers, training programs, and collaborative improvements with upstream and downstream partners. These efforts have systematically enhanced suppliers' responsibility awareness and professional competence.

2024

Domestic distributors
1,854

Overseas distributors (with sales volume)
12,126

Dealer support

China Eastern fully supports the growth of dealers through the enhancement of systems, product innovation, and strengthened training initiatives. We have developed the *Domestic Distribution Channel Management Regulations (2024 Edition)*, *Detailed Rules for the Implementation of Domestic Sales Agents (2024 Edition)*, and the *International Distribution Channel Management Regulations (2025 Edition)* to provide dealers with well-defined business standards and operational guidelines. We highlight compliance management and risk control by improving dealers' awareness of compliance through publicity and awareness-raising training and conducting compliance inspections on OTAs (Online Travel Agencies) platforms to ensure that sales practices adhere to regulations and reduce operational risks.

Additionally, China Eastern has innovatively launched various products, including flash sale offerings, fixed pricing for international inventory, and favorable pricing products. We also promote combination products such as domestic route Wi-Fi priority + mileage priority, international baggage priority on European routes, and international mileage priority, empowering our dealer partners and sharing new market opportunities.

Equal treatment of SMEs

China Eastern upholds the principles of fairness and equity in its dealings with small and medium enterprises (SMEs). Through practical measures such as a "pay what's due, pay promptly" accounts payable mechanism, the use of guarantees in place of cash deposits, and rent reductions, the Company actively works to ease financial pressure on SME partners. Leveraging the advantages of its supply chain service platform, China Eastern promotes the sharing of high-quality credit resources with upstream and downstream SMEs across the value chain. This fosters a collaborative, mutually beneficial ecosystem and supports the sustainable development of SMEs. In 2024, the Company recorded zero overdue payments to SMEs.



Connecting Every Flight with Love

China Eastern firmly upholds the principle of “sharing development results with the people”. The Company continues to advance initiatives in employee growth, comprehensive rural revitalization, community engagement, and guarding special flight-leveraging high-quality responsibility performance to drive high-quality development.

Empowering Employee Growth

Anchored in the vision of "building the world-class airline and happy China Eastern", China Eastern integrates employee care into the corporate development. The Company is dedicated to safeguarding employee rights and benefits, offering broader career opportunities and development platforms for employees. We have implemented initiatives such as the "Harbor of the Heart", "Wall of Honor", "Demonstration of Good Deeds", and "Ladder of Progress" to support employees in achieving their dreams and working towards a shared future.

Equal and diverse workplace

China Eastern upholds the philosophy of "diversity and inclusion, equal development". The Company continuously improves its systems for recruitment, promotion, and compensation to foster a culture of inclusion and respect. We pay special attention to special groups and actively work to create an accessible work environment, committed to building a workplace that is equal, diverse, and inclusive.

We attach great importance to the development and utilization of female cadres, considering their training, selection, and engagement as vital to building a high-quality, professional leadership team. Through systematic training, job rotations, and competitive postings, we have enhanced the management experience and leadership skills of female leaders, providing more opportunities for their career advancement. To date, we have recruited nearly 90 female pilots, ensuring a diverse development of our flight crew.

Best Employer Award-Top 10 Most Socially Responsible Employers

Employer Excellence China 2024

Employer Excellence China 2024-Corporate ESG Impact Excellence Honor

2024

Total employees
85,168

Minority employees
3,273

Female employee proportion
36.95%

Foreign employees
646

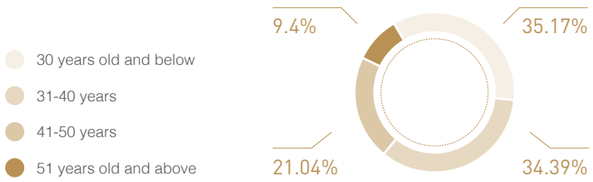
Female employee
2,919

Labor contract signing rate
100%

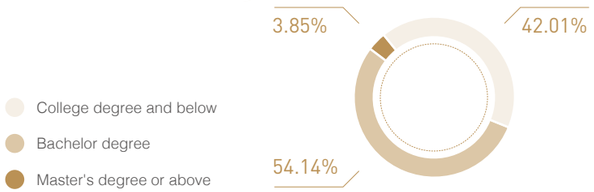
Social security insurance coverage rate
100%

Annuity coverage rate
97.16%

Age ratio



roportion of academic qualifications





2024

Group-level employees in difficulties archived and supported
523

Assistance funds disbursed
RMB 1.359 million

Beneficiaries of special hardship relief for employees or their family members suffered from critical illnesses
685

Assistance funds allocated
RMB 324,000

Serious disease support fund cases approved
578

Support fund gave out in total
RMB 6.78 million

Employee compensation and benefits

China Eastern places employee well-being and sense of fulfillment at the heart of its people strategy and continuously improves the development of its compensation and benefits system. In 2024, we revised the *Detailed Rules for the Implementation of Staff Congress* and other regulations to strengthen democratic management, ensuring that employee needs are heard and responded to. We are committed to actively listening to and effectively addressing employee needs. By enhancing the scientific management of the annuity program, strengthening care and assistance for disadvantaged employees, as well as organizing a variety of employee engagement activities, we ensure a more solid guarantee for their work and life.

Optimized compensation appraisal

We persistently optimize our compensation and performance appraisal framework, integrating ESG-related indicators into the evaluation of management's operational performance. By implementing preferential measures such as differential distribution of talent retention bonuses, peak-season production incentives, and targeted initiatives to augment grassroots positions, we have strengthened the preferential distribution of compensation for frontline workers and those in challenging, dirty, dangerous, and tiring roles. Furthermore, we categorized and enhanced talent motivation policies, offering incentives and allowances tailored to key personnel, holders of senior professional titles, and skilled experts.

Improved employee benefits

We provide comprehensive benefits to ensure all employees are fully covered by legal insurances, including endowment insurance, medical insurance, unemployment insurance, employment injury insurance, maternity insurance and housing provident fund ("five insurances and one fund"). In 2024, the Company achieved a 100% social insurance coverage rate. In addition to statutory benefits, we offer a range of supplementary protections, including commercial medical insurance, group accident insurance and annuities. Employees are also entitled to all legally mandated paid leave, such as annual leave, maternity leave, family visit leave, parental care leave, etc. In 2024, the Company continued to optimize its corporate annuity scheme, effectively expanding corporate annuity coverage.

Focusing on employee needs

In 2024, the Company actively responded to employees' most pressing concerns by coordinating solutions to practical issues directly affecting their daily lives, such as improving dining services in staff canteens. We also promoted a range of employee-exclusive benefit programs, including Outdoor Worker Stations, Affordable Rental Housing, In-Flight Wi-Fi, and the SF Express Mini Post Office, etc.

Strengthening democratic management

We prioritized listening to the voices of frontline employees and continuously improve communication mechanisms and channels. We enhanced the roles of "Two Representatives" and "Two Highs", holding five joint meetings of the heads of Staff Congress to ensure open lines for suggestions through mechanisms like the "Leadership Mailbox" and "Management Ideas".

Supporting employees in need

We have optimized our employee assistance work by implementing a tiered archive approach, distinguishing between Group-level and Company-level archives. Subsidiaries are encouraged to develop their own localized support measures tailored to their specific circumstances. In 2024, we further strengthened our assistance efforts by raising the subsidy limits for both archive levels.



November 12, 2024 - China Eastern Exhibits at the 15th China International Aviation and Aerospace Expo

China Eastern hosts a series of activities including "Flag-raising Ceremony", "Patriotic Song Flash Mob", and "Staff Calligraphy, Painting and Photography Exhibition"

Case

In the lead-up to the 2024 National Day holiday, China Eastern hosted a series of events to commemorate the 75th anniversary of the founding of the People's Republic of China. The celebrations included a flag-raising ceremony, a patriotic song flash mob, and the "Ink & Impressions of China Eastern" Staff Calligraphy, Painting and Photography Exhibition. The flash mob event drew enthusiastic participation from over 500 employees and executives representing 20 units across the Shanghai region. The live stream attracted more than 30,000 viewers and received over 110,000 likes. The "Ink & Impressions of China Eastern" Staff Calligraphy, Painting and Photography Exhibition displayed more than 130 works covering traditional Chinese painting, calligraphy, photography, oil painting, watercolor painting, and art design, featuring diverse forms, extensive themes, and varied styles.







2024

Outdoor worker stations

258

Feedback received from employees

245

Responses

238

Issues resolved successfully

196

Employee satisfaction

91 %

"Warmth-sending" special fund allocated by the Group and Company-level trade unions

RMB 22.7 million

(RMB 5.5 million by the Group trade union and RMB 17.2 million by the Company trade union).

Value of donations raised

RMB 42.52 million

On May 29, 2024



The employee-created workplace exercise routine "Dynamic Operations Control" by China Eastern Operations Control Center was awarded third prize in the National Employee Body-Building Exercise Performance

On June 17, 2024

China Eastern hosted a cultural event themed "Contributing to the 20th National Congress, Embarking on a New Journey" - the 1st "Happy China Eastern Cup Singing Contest"



During the Dragon Boat Festival in 2024



The Guangzhou Branch organized a dragon boat racing event and a family day for employees and their families

Employee career development

Talent is the foundation and key support for the development of China Eastern. The Company is committed to deeply promoting the strategy of strengthening the company with talents and continuously reinforce the construction of the talent team. By establishing an internal talent pool, we revitalize human resources and stimulate the vitality and motivation of talents. Meanwhile, we have established and improved employees' career development paths, provided diversified training and development opportunities for employees' growth, actively created a learning organization atmosphere, and achieved mutual progress and win-win results between employees and the enterprise.

2024

Training investment

RMB 152 million

Year-on-year increase

23.6 %

Strengthening talent reserve

We continuously refine our recruitment and selection mechanisms, offering promotion opportunities to outstanding employees and encouraging internal mobility to broaden career development paths. In 2024, we have enhanced the internal talent market module, created talent reserves and specialized talent pools. This dual-channel approach facilitates mutual selection between talent and positions, optimizing talent allocation.

Additionally, the Company actively aligns with national employment priorities by scientifically developing and dynamically implementing plans for recruiting recent graduates. We expand partnerships with educational institutions and innovate university-enterprise collaboration models. For high-demand fields such as flight, cabin crew, and maintenance, we engage in industry-education integration, internships, and cooperative training programs to effectively build our talent pipeline.

Enhancing the training management system

China Eastern closely centers on the company's development strategy, focusing on core needs such as empowering frontline staff, enhancing management capabilities, and cultivating a reserve talent pipeline. Through coordinated deployment, systematic plan, and meticulous design, we optimize the allocation of training resources, strengthen the building of instructor teams, consolidate the foundation of the training system, comprehensively improve training quality, and lay a solid talent foundation for the Company's high-quality development.

The Company has established a scientifically sound training management system, covering training needs analysis, training plan formulation, training program management, instructor management, curriculum design, training evaluation, and training quality control. This ensures that training content is closely integrated with business development needs. Additionally, through diversified training formats and digital platforms, we provide employees with personalized and continuous learning and development opportunities.

The Company fully supports employee growth and continuously improves the building of career advancement paths according to the job system. Employees who achieve outstanding results in education and training, teaching reform, and curriculum development are evaluated and given corresponding awards. We encourage employees to pursue further studies outside the Company, providing subsidies for continuing education and professional training for in-demand talents.

Building a digital training platform

The Company provides personalized training courses for employees at different positions and levels, actively utilizing online learning platforms to offer convenient and efficient learning resources. Additionally, digital analytics tools are employed to enhance the quality and efficiency of training.

2024

Participants in training

2.08 million

Average training hours by gender and employee category

Female employees

82.12 hours

Male employees

107.18 hours

Management personnel

85.52 hours

Ordinary employees

97.98 hours

As of the end of 2024

Active national model workers

5

Provincial and ministerial-level model workers

102

Recipients of the National May Day Labor Meda

16

Innovation studios established across various levels, including

63

National-level studio

1

Provincial and ministerial-level studios

18

In 2024, with digital transition as the core driver, the Company has built a digital control system covering the entire process. The comprehensive evaluation system for trainees, after six months of parallel verification both online and offline, achieved zero data errors through a combination of automated checks and manual verification. The second phase of the instructor management system innovatively integrates digital management of instructor teaching data with job competency. Meanwhile, the second phase of the flight theory assessment system makes breakthrough applications in knowledge tree systems and competency analysis modules to establish theoretical knowledge profiles for pilots, thereby enhancing the quality and effectiveness of personalized training. The Company continues to improve the building of the flight training think tank platform, effectively enhancing the professional skills of flight crew. The Company is committed to building a high-quality and professional flight team that is sufficiently staffed, well-structured, highly skilled, and disciplined in conduct.

Optimizing specialized vehicle training with VR technology

Case

In June 2024, the China Eastern R&D Center established a virtual reality training classroom for platform lift vehicles. By leveraging VR technology, it actively conducted retraining for ground platform lift vehicles. The training system offers high realism and interactivity, providing real-time feedback on participants' operations. Instructors can also give immediate guidance and corrections, receiving widespread acclaim from both instructors and trainees.



Building a learning-oriented organization

Guided by the growth of employees' capabilities, the Company innovates training models, integrating talent development with business and societal advancement. In 2024, the Company continued to advance various talent development projects such as the "Swallow Program" for the development of outstanding young talents, the "Youth Marxists Training Project", and the Legal Talent Pool training. Through systematic training programs and diversified content, a team of highly qualified and specialized professionals has been cultivated, providing solid talent support for the sustainable development of the enterprise.

China Eastern "Swallow Program"-Developing Globally-Minded and Innovative Management Talent

Case

The "Swallow Program" is designed to cultivate a high-caliber management talent team with strong ideals, a pioneering spirit, global vision, and cross-cultural communication skills through a holistic development framework. In 2024, the fifth cohort of the program completed three offline "Return to the Nest" workshops, focused on management skill-sharing and business learning, further solidifying development outcomes and supporting long-term talent cultivation and continuous follow-up. Meanwhile, the sixth cohort entered a "rapid development phase", featuring a four-stage in-person training that include management reflection, action learning, and business learning. The program also organized on-site business visits to enhance hands-on learning experience.

Promoting Comprehensive Rural Revitalization

China Eastern serves as both a "recipient" and a "respondent" in the mission of rural vitalization. We deeply study and implement General Secretary Xi Jinping's important discourses on the rural vitalization strategy. By persistently engaging in focused assistance work, we actively contribute to the comprehensive vitalization of rural areas, working in harmony with local communities to ensure that our initiatives resonate with their specific needs and goals. Through these efforts, we aim to collectively celebrate the happiness of a new era.

Specific measures of five major vitalizations

Strengthening organizational leadership

In 2024, the Company convened a dedicated meeting on targeted assistance efforts. The Chairman and General Manager conducted field visits to Cangyuan and Shuangjiang counties. Key documents were issued to guide and advance this work, including the *Key Points of Targeted Assistance Work in 2024, the Notice on Launching the Second Round of Targeted Assistance Party Branch Pairing Initiatives, the 2024 Recommended Product Catalogue for Consumption-Based Assistance, and the Designated Assistance Party Branch Pairing and Joint Construction Work Plan and Effectiveness Assessment Scheme (2024 Edition).*

Aviation industry support

The Company continued to invest in air service operations to support rural vitalization, launching a new direct route between Lincang and Shanghai Pudong. In 2024 alone, over 3,800 flights were operated involving Lincang and Cangyuan, transporting more than 360,000 passengers and contributing over RMB 650 million to local GDP.
Preferential air cargo policies were introduced, with newly added free transportation quotas. Through the Lincang and Cangyuan airports, 676 tons of goods-valued at approximately RMB 5.2 million-were shipped via complimentary nationwide air freight services.

Empowering agriculture through technology to drive industrial vitalization

The Company signed a new three-year assistance agreement with the Institute of Apicultural Research of CAAS and Cangyuan County. A total of RMB 15.718 million will be invested over three years in areas such as rapid testing of Cangyuan black honey and the promotion of high-quality Chinese honeybee strains.
A multi-party support mechanism-"Central SOEs + Local Government + Cooperatives + Assistance Workshops + Tea Farmers"-was implemented to promote the development of the tea sector in designated assistance regions. The "China Eastern Tea Series" product achieved an average annual sales revenue exceeding RMB 15 million.

Enhancing training to vitalize talents

In collaboration with Tsinghua University and Fudan University, the Company organized training programs for grassroots officials and industry leaders in the designated assistance regions, benefiting over 1,300 participants. Working with the Department of Teacher Education of the Ministry of Education, it also facilitated offline training for 800 teachers from the two counties at Beijing Normal University and East China Normal University, and delivered on-site training sessions to 4,425 people.
Furthermore, the Company actively coordinated with experts from the Institute of Apicultural Research of CAAS to provide hands-on instruction in Cangyuan, providing on-site training for 1,687 participants. In partnership with Tsinghua University, we established rural vitalization distance learning centers in both counties, delivering online training to 7,727 grassroots cadres, industry leaders, and new-generation farmers.

Pairing and co-building to support organizational vitalization

A total of 15 grassroots Party branches of subsidiaries were paired with local village-level Party organizations for a two-year joint development initiatives.

Multiple measures to ensure public health and wellbeing

Over 130 employees were dispatched to provide educational and medical support in the assisted regions. The Company contributed RMB 600,000 to the "Let Life Hear Sound-Central SOEs Public Welfare Disability Assistance Campaign".
For the sixth consecutive year, a rubber futures insurance program was implemented in Cangyuan County, with an investment of RMB 300,000. A corn futures insurance program was also launched for the first time in Shuangjiang County, with an investment of RMB 250,000.
In Bangbing Township of Shuangjiang County, RMB 220,000 was invested to construct a 50-cubic-meter water storage tank and install a 10-kilometer drinking water pipeline, benefiting 860 residents. Additionally, RMB 442,000 was invested to harden main village roads and install solar-powered street lights. To support higher education access, the Company provided RMB 972,800 worth of free air tickets to 250 newly admitted college students from low-income families in the two counties.
A 24-day intangible cultural heritage bamboo weaving training class was organized for persons with disabilities, with instruction led by the chief judge of the national skills competition in bamboo weaving. The Company also donated cash and supplies valued at RMB 444,200 to assist residents in need across the two counties.



Fulfilling the role as the “Letter Recipient”-China Eastern targeted assistance delegation and veteran Party secretaries of Cangyuan learn from President Xi’s reply to promoting development

Case

On August 19, 2021, a letter from President Xi Jinping to the veteran Party secretaries of Cangyuan’s border villages brought warmth and hope to the mountains and fields of Cangyuan Va Autonomous County in Lincang City, Yunnan Province. Like a spring breeze, the letter deeply inspired local communities with enormous warmth and hope. On August 19, 2024, Wang Zhiqing, chairman of the board, led a delegation to Cangyuan to conduct a field visit and attend a seminar titled "Studying and Implementing the Spirit of the 3rd Plenary Session of the 20th CPC Central Committee in Cangyuan, Learning from the Letter, Taking Action, and Advancing Development Toward Chinese Path to Modernization in Cangyuan." During the seminar, the delegation engaged in meaningful discussions with local veteran Party secretaries on promoting rural vitalization. From August 18 to 20, China Eastern targeted assistance research team carried out in-depth field studies in Cangyuan and Shuangjiang counties in Lincang City, officially launching a new round of targeted assistance projects in the region.



2024

Invested in free assistance fund
RMB 44.3073 million

Invested in paid assistance fund
RMB 204.24 million

Free assistance fund raised
RMB 6.2127 million

Paid assistance fund
RMB 5.339 million

Value of agricultural products directly purchased from impoverished areas
RMB 47.5183 million

Sales of agricultural products supported by China Eastern
RMB 34.1483 million

Grassroots officials trained
8,122

Industry leaders trained
1,932

Technical personnel trained
11,809

We received the highest evaluation grade of "Good" in the 2023 central unit targeted assistance evaluation.

The assistance project Sustained Focus on *Teacher Workforce Development to Support the High-Quality Education Development in Cangyuan and Shuangjiang Counties* was selected as one of the Best Rural Vitalization Practices of Listed Companies in 2024, published by the Chinese Society of Education Teacher Trainer Cooperative Practice Case Collection.



The case "Deepening Technology-Driven Agricultural Development to Assist Cangyuan's Bee Sector in Achieving High-Quality Development" was included in the *Bluebook on Supporting Rural Vitalization by Central State-Owned Enterprises 2023*.

Honor



In May 2024, China Eastern invited American blogger Jack to visit Cangyuan and Shuangjiang counties in Lincang City. He posted the video series *China Through Foreign Eyes: A Journey to Lincang*, which tells the story of China Eastern’s efforts in rural vitalization. Through Jack’s perspective, the video showcases China Eastern’s targeted assistance achievements in areas such as industry and education, offering overseas audiences a firsthand experience of the Company’s contributions.

Scan the QR code to watch *China Through Foreign Eyes: A Journey to Lincang*

China Eastern participates in the Third "SOE Consumption Assistance for Rural Vitalization Week" Event

Case

On August 30, 2024, the third "SOE Consumption Assistance for Rural Vitalization Week" event, themed "SOEs Unite to Boost Agriculture and Benefit the People", was launched at the Shougang International Exhibition & Convention Center. Over 15,000 specialty agricultural products from 298 aided counties supported by central state-owned enterprises were showcased. At China Eastern booth, more than 100 products from Cangyuan and Shuangjiang counties in Yunnan were on display, with Cangyuan Black Honey and Shuangjiang Pu'er Tea being especially popular.

China Eastern organizes Shanghai study tour for children from Cangyuan and Shuangjiang

Case

From October 14 to 18, 2024, China Eastern organized a five-day study tour in Shanghai for children from Cangyuan and Shuangjiang. At the "Home of China Eastern" AR exhibition area, guides explained the China Eastern’s flight operations using a large screen display. In the crew preparation room and the operations control hall, volunteers explained the processes, standards, and requirements involved in flight operations to the children. During their time in Shanghai, the study group visited several iconic locations, including the site of the Memorial Hall of the First National Congress of the Communist Party of China, the China Welfare Institute Children’s Palace, the Shanghai Library, the Bund, Lujiazui, the Shanghai International Tourism Resort, and China Eastern R&D Center. Upon their return, the children expressed their gratitude to China Eastern and shared their excitement for the future.





In December 2024, General Manager Liu Tiexiang unveiled the plaque for the Cangyuan Teacher Development Center.


Local beekeepers in Cangyuan have begun livestreaming directly from their homes to promote and sell local agricultural products.


At the China Eastern Rural Vitalization Academy, bamboo weaving handicrafts-part of China's intangible cultural heritage and crafted by trainees with disabilities-are now being prepared for sale across China.



In March 2024, China United Airlines organized the "Care for Cangyuan, Care for Health" Sunshine Free Clinic Week, inviting a team of medical specialists to provide services at Cangyuan People's Hospital and Banhong Township Health Center.


In the China Eastern-supported beekeeping base in Cangyuan, rows of beehives are neatly arranged across the hillsides.


In November 2024, the Lincang Executive Training Program-part of a three-year initiative to strengthen local leadership under the support of China Eastern Group-officially launched at Tsinghua University.



In February 2024, China Eastern launched a direct round-trip flight route between Lincang City of Yunnan Province and Shanghai Pudong International Airport.

Contributing to Community Development

China Eastern actively gives back to society through concrete actions, continuously enhancing its "Love in China Eastern" volunteer service public welfare activities. By innovating and diversifying its volunteer activities, the Company fosters deeper integration with local communities and promotes sustainable and long-term development.

2024

"Love in China Eastern" public welfare activities
1,382

Participants
27,533

Beneficiaries
190,230 people

Service hours of public welfare activities
About 200,000 hours

China Eastern Zhejiang Branch's "Dream Fulfillment Education Assistance" volunteer service project was awarded the Gold Prize at the 4th China Civil Aviation Youth Volunteer Service Project Awards, presented by the National Civil Aviation Youth League Committee.

Honor

Yunnan Company's "Yanjin" female flight demonstration team inspires students to chase their dreams

Case

In September 2024, the "Yanjin" female flight demonstration team from China Eastern Yunnan conducted an engaging aviation knowledge class for students at Hula Middle School in Zhefang Town, Mangshi, Dehong Prefecture, Yunnan Province. The class provided students with a deeper understanding of the aviation industry and sparked their passion and confidence to pursue their dreams among the stars.





The Technology Company invited comrade Zhao Mingcai, a former comrade-in-arms of Comrade Lei Feng, to give a special group class themed "Learn from the Spirit of Lei Feng and Be a New Person of the Era".



In June 2024, the Jiangxi Branch held the launch ceremony of the "Children's Haven" project at Liantang Village, Lehua Town, Nanchang Economic & Technological Development Zone, along with the "Fulfilling Micro Wishes, Lighting up the Light of Love" public welfare volunteer activity by China Eastern.





The "Lingyan" Youth Volunteer Service Team of China Eastern provided bilingual guided tours at the International Artwork Exhibition Area during the 7th China International Import Expo (CIIE).



In March 2024, China Eastern, in collaboration with the Youth League Committee of CAAC East China Regional Administration, organized the "Youth MUMU Tea-Meeting Under the Blue Sky to Plant Happiness Trees" public welfare event.



On March 4, 2024, the Flight Division of China Eastern, in collaboration with relevant organizations, carried out a "Learn from Lei Feng" anti-fraud awareness campaign. Volunteers engaged in public legal education and distributed brochures titled Guidelines for Preventing Common Telecom and Online Scams to raise awareness among community members.

Guarding Special Flight

In keeping with the principle that "civil aviation serves the people", China Eastern actively fulfills its social responsibilities by working with partners to carry out special flight missions. In 2024, the airline successfully completed critical tasks such as transporting relief personnel and supplies to disaster-affected areas and delivering donated human organs. These missions played a vital role in saving lives by ensuring timely medical support and emergency assistance.



On January 22, 2024, following a landslide in Zhenxiong County, Zhaotong City, Yunnan Province, China Eastern flight MU5925 urgently transported 26 rescue personnel to Zhaotong Count, enabling them to swiftly join local relief efforts.

2024

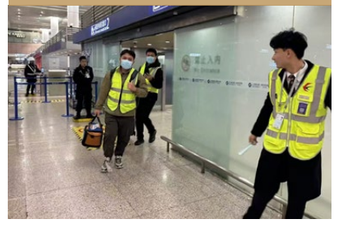
Special support flights secured

462



On December 21, 2024, the Gansu Branch activated a full "green channel" service for a passenger transporting a donated organ, ensuring successful boarding in just six minutes.

On December 8, 2024, China Eastern worked closely across departments and with partner airlines to complete an urgent organ transport mission. Within just over four hours, a donated human organ was flown nearly 2,000 kilometers-from Baotou, Inner Mongolia, via Beijing Capital International Airport to Shanghai Pudong International Airport-before being delivered to the receiving hospital.



China Eastern delivers first medical team from Shanghai and over 7 tons of aid to earthquake-stricken Shigatse

Case

On January 8, 2025, at 07:00, China Eastern flight MU2335 took off from Shanghai Hongqiao Airport, with a stop in Xi'an before heading to Lhasa. The flight carried the first medical team from Shanghai, consisting of 13 healthcare professionals, along with 7.45 tons of disaster relief supplies, including blankets and winter clothing, to assist the earthquake victims in Shigatse, Tibet. Following the earthquake in Shigatse in January 2025, China Eastern quickly activated an emergency response, opening a "green channel" for transporting medical staff and disaster relief materials. To ensure the rapid delivery of aid, the airline urgently switched the originally planned narrow-body Airbus A319 to a larger, high-altitude-capable wide-body Airbus A330. On January 8, 2025, at 07:00, China Eastern flight MU2335 took off from Shanghai Hongqiao Airport, with a stop in Xi'an before heading to Lhasa. The flight carried the first medical team from Shanghai, consisting of 13 healthcare professionals, along with 7.45 tons of disaster relief supplies, including blankets and winter clothing, to assist the earthquake-stricken area.



Appendix

Performance Indicators

Classification	Indicators	Unit	2022	2023	2024
Economy	Total assets	RMB billion	286.19	282.49	276.6
	Operating revenue	RMB billion	46.31	113.74	132.12
	Total profits	RMB billion	-40.11	-8.28	-3.904
	Interest payment	RMB billion	6.58	6.55	5.148
	Total tax payment	RMB billion	2.22	5.52	5.59
	Number of suppliers	-	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	Total: 4,392 Shanghai(Headquarters overall situation): 2,232 OTT: 12 China Eastern R&D Center: 160 Shanghai Airlines: 68 China United Airlines: 231 The Technology Company: 524 Yunnan: 256 Beijing: 142 Beijing New Airport China Eastern Airlines Base Project Construction Headquarters: 41 Sichuan: 112 Anhui: 36 Shandong: 12 Shanxi: 78 Guangdong: 48 Wuhan: 225 Jiangsu: 45 Jiangxi: 48 Zhejiang: 25 Gansu: 28 Northwest China: 52 Xiamen: 17	Total:3,156 Shanghai(Headquarters overall situation):1,503 China Eastern R&D Center:187 Shanghai Airlines:5 China United Airlines:212 East China Airlines Technical Services (including East China Airlines Import and Export):803 Yunnan:290 Beijing:145 Beijing New Airport China Eastern Airlines Base Project Construction Headquarters:8 Sichuan:82 Anhui:48 Shandong:100 Shanxi:92 Guangdong:54 Wuhan:129 Jiangsu:201 Jiangxi:59 Zhejiang:86 Gansu:50 Northwest China:77 Xiamen:20
	Number of distributors	-	Overseas(under jurisdiction): 6,611 Domestic: 1,768	Overseas(with sales): 7,820 Domestic: 1,801	Overseas(with sales):12,126 Domestic:1,854
	Contract compliance	%	100	100	100
Operation Overview	Utilization rate of aircraft	hour/day	4.02	8.16	9.15
	Fleet structure	frame	B777 20 B787 10 A350 15 A330 56 A320 372 B737 284 C919 1 ARJ21 17 Fright aircraft 3	B777 20 B787 10 A350 20 A330 56 A320 379 B737 276 C919 4 ARJ21 17	B777 20 B787 12 A350 20 A330 56 B737 279 A320 383 C919 10 C909 24

Classification	Indicators	Unit	2022	2023	2024
Operation Overview	Average age of aircraft	year	8.1	8.66	8.53
	Total transport volume	100 million ton-km	80.25	185.22	252.50
	Passenger turnover	million	42.51	115.64	140.58
	Number of routes	-	814	1,279	1,019
	Number of destination countries/regions	-	184	166	160
	Number of destinations	-	1,088	1,050	1,000
	Number of code-sharing routes	-	1,018	1,618	1,771
Safty	Flight hours	10,000 hour	107.72	228.17	261.2
	Incidents	-	1	1	4
	Incident rate per ten thousand hours	-	0.01	0.004	0.015
	Simulator training hours	hour	151,350.4	190,524.60	201,071.30
	Safe ground driving distance	10,000km	472.4	430.65	521.94
	Flight punctuality rate	%	95.39	87.47	86.42
	Investment in smart technologies	RMB million	34.81	36.18	41.95
	Number of Fly-Fi fleets	-	99	106	107
	Copies of passenger satisfaction questionnaires	10,000	32.80	51.34	110
	Passenger satisfaction	point	95.19 (full score of 100 points)	95.1 (full score of 100 points)	9.37
	Number of passenger commendation letters	-	11,304	30,639	24,162
Service	Complaints from passengers	-	10,423	20,779	17,963
	Complaints handling rate	%	100	100	100
	Complaints about passenger privacy	-	104 103 cases of unauthorized bonus point losses 1 cases of suspected passenger information leakage	271 265 cases of unauthorized bonus point losses 5 cases of suspected passenger information leakage 1 cases of text messaging scams	72 69 cases of unauthorized bonus point losses 3 cases of text messaging scams
	Customer data losses	-	0	0	0
	Baggage mishandling rate	thousandths	2.34	2.67	3.33
	Self check-in for domestic flights	%	45.08	59.73	66.12

Classification	Indicators	Unit	2022	2023	2024
	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	100 (Domestic destinations under navigation)
	Special passengers	-	22,852 (Hongqiao International Airport and Pudong International Airport)	89,751 (Hongqiao International Airport and Pudong International Airport)	147,827 (Hongqiao International Airport and Pudong International Airport)
	Water consumption	kiloton	3,974.54	4,118.19	4,408.36
	Water consumption density	ton/10,000 ton-km	4.95	2.22	1.75
	Water consumption	kiloton	3,974.54	4,118.19	4,408.36
	Aviation fuel consumption	kiloton	3,103.42	6,367.10	7,544.57
	Natural gas consumption	Thousand m^3	6,818.29	7,760.15	7,829.54
	Gasoline consumption	Thousand liter	1,272.02	1,635.73	1,656.62
	Diesel consumption	Thousand liter	7,234.41	9,740.11	10,515.40
	LPG consumption	ton	31.53	26.57	0
	Consumption of other petroleum	ton	436.74	667.01	774.93
	Electricity consumption	1,000Kwh	187,135.00	192,683.27	202,416.01
	Consumption of fossil energy	Thousand metric tons of standard coal	-	9,392.65	11,166.63
Environment	Consumption of non-fossil	Thousand metric tons of standard coal	-	0.45	0.36
	Carbon dioxide emissions	ton	9,943,049.92	20,250,351.29	23,971,290.29
	Scope 1 emissions	ton	9,823,642.37	20,124,649.29	23,816,108.43
	Density of Scope 1 emissions	ton/10,000 ton-km	12.24	10.87	9.43
	Scope 2 emissions	ton	119,407.56	125,702.00	155,181.86
	Density of Scope 2 emissions	ton/10,000 ton-km	0.15	0.07	0.06
	Total energy consumption	TCE	4,642,632.73	9,456,301.46	11,166,625.88
	Energy consumption per RMB 10,000 of operating revenue	TCE/RMB 10,000	1.01	0.83	0.76
	Energy consumption per transport volume	tons (of aviation fuel)/10,000 ton-km	3.87	3.44	2.99
	Fuel consumption available per ton-km	ton/10,000 ton-km	2.10	2.18	2.1
	Fuel consumption per flight hour	ton/hour	3.18	3.25	2.82
	Fuel saving	10,000 ton	5.4	1.7	21.6

Classification	Indicators	Unit	2022	2023	2024
	Carbon dioxide emissions per ton-km	ton/10,000	12.18	10.83	9.41
	Sewage discharge	ton	3,577,088.95	3,706,373.59	3,967,526.22
	Total non-hazardous waste produced	ton	Total: 41,367 Cabin: 16,788 Domestic waste: 21,491 Kitchen waste: 3,088	Total: 45,971 Cabin: 36,586 Domestic waste: 7,413 Kitchen waste: 1,972	Total: 68,032 Cabin: 57,493 Domestic waste: 8,881 Kitchen waste: 1,658
	Non-hazardous waste emission density	ton/10,000 ton-km	-	-	0.03
Environment	Total hazardous waste produced	ton	Total: 240.87 Waste medicine: 1.06 Waste organic solvents and waste containing organic solvents: 72.8 Waste mineral oil and waste containing mineral oil: 132.9 Oil-water and hydrocarbon-water mixtures or emulsions: 7.04 Waste dyes and paints: 23 Organic resin waste: 1.97 Waste containing Hg: 2.1	Total: 286.77 Waste medicine: 2.97 Waste organic solvents and waste containing organic solvents: 72.7 Waste mineral oil and waste containing mineral oil: 198.5 Oil-water and hydrocarbon-water mixtures or emulsions: 2.3 Waste dyes and paints: 7.5 Organic resin waste: 1.7 Waste containing Hg: 1.1	Total: 689.149 Waste medicine: 0.649 Waste organic solvents and waste containing organic solvents: 150.9 Waste mineral oil and waste containing mineral oil: 418.2 Oil-water and hydrocarbon-water mixtures or emulsions: 39.3 Waste dyes and paints: 75.5 Organic resin waste: 2.6 Waste containing Hg: 2.0
	Recycling electronic devices	-	Number of scrapped electronic devices in Shanghai area: 1,679 Number of recycling electronic devices in Shanghai area: 296	Recycling electronic devices: 2,881	Recycling electronic devices (Shanghai area): 1,896
	Number of employees	-	80,193	81,781	85,168
	Total remuneration for	RMB billion	12.52	13.49	16.02
	employees	%	36.75	36.65	36.95
	Percentage of female employees	%	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	Female: 10.65 Male: 89.35 Aged below 30: 0 Aged between 31 and 40: 0.38 Aged between 41 and 50: 32.70 Aged above 51: 66.92	Female: 12.7 Male: 87.3 Aged below 30: 0 Aged between 31 and 40: 1.2 Aged between 41 and 50: 31.6 Aged above 51: 67.2
Employee	Proportion of senior executives by gender and age	-	2,891	3,064	3,273
	Number of ethnic minority employees	-	873	831	646
	Number of foreign employees	%	100	100	100
	Collective contract signing rate	-	Female: 1,224 Male: 2,426 Aged below 30: 3,181 Aged between 31 and 50: 462 Aged above 51: 7	Female: 2,104 Male: 3,274 Aged below 30: 4,595 Aged between 31 and 50: 773 Aged above 51: 10	Female: 2,919 Male: 3,891 Aged below 30: 5,977 Aged between 31 and 50: 794 Aged above 51: 39
	Labor contract signing rate	%	100	100	100

Classification	Indicators	Unit	2022	2023	2024
Employee	Total number of employees categorized by gender and region	-	By gender: Male 50,720 Female 29,473 By region: Shanghai 33,341 Beijing 7,412 Kunming 8,010 Xian 6,973 Others 24,457	By gender: Male 51,808 Female 29,973 By region: Shanghai 31,454 Beijing 7,127 Kunming 7,852 Xian 6,711 Others 28,673	By gender: Male 53,695 Female 31,473 By region: Shanghai 35,856 Beijing 7,791 Kunming 8,134 Xian 7,500 Others 25,887
	Distribution of major	-	Management personnel 3,855 Professional technicians 15,355 Pilots 9,944 Flight crew 16,032 Flight security 4,434 Salesmen 3,645 Financial staff 590 Ground services and others 26,338	Management personnel 3,301 Professional technicians 14,642 Pilots 10,559 Flight crew 16,704 Flight security 4,347 Salesmen 3,329 Financial staff 544 Ground services and others 28,445	Management personnel 3,382 Professional technicians 15,272 Pilots 11,151 Flight crew 18,602 Flight security 4,742 Salesmen 3,377 Financial staff 574 Ground services and others 28,068
	Distribution of age	%	Aged below 30 35.39 Aged between 31 and 40 35.95 Aged between 41 and 50 19.38 Aged above 51 9.28	Aged below 30 35.32 Aged between 31 and 40 35.05 Aged between 41 and 50 20.37 Aged above 51 9.26	Aged below 30 35.17 Aged between 31 and 40 34.39 Aged between 41 and 50 21.04 Aged above 51 9.4
	Distribution of educational structure	%	Junior College and below 46.55 Bachelor 49.99 Master and above 3.46	Junior College and below 46.64 Bachelor 51.79 Master and above 3.57	Junior College and below 42.01 Bachelor 54.14 Master and above 3.85
	Starting salary for contract employees in major operating locations	RMB	Shanghai 6,429 Beijing 6,129 Kunming 5,829 Xian 5,889 *The amount includes working meal benefits	Shanghai 6,429 Beijing 6,129 Kunming 5,829 Xian 5,889 *The amount includes working meal benefits	Shanghai 6,429 Beijing 6,129 Kunming 5,829 Xian 5,889 *The amount includes working meal benefits
	Coverage rate of social insurance	%	100	100	100
	Coverage rate of Enterprise annuity	%	94.22	95.82	97.16
	Employee turnover rate	%	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 51 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 (Regional divisions subject to adjustment based on actual circumstances)	Total employee turnover rate:4.44 By gender: Male 4.01 Female 5.19 By nationality: Domestic 4.33 Foreign15.26 By age: Aged below 30 7.50 Aged between 31 and 50 2.98 Aged above 51 1.67 By major: Management personnel 0.32 Pilots 0.34 Flight crew and security guards 4.23 Professional technicians 2.18 Salesmen 7.91 Others 7.92 By region: Chinese mainland 4.35 Overseas 13.59 (Regional divisions subject to adjustment based on actual circumstances)	Total employee turnover rate:3.18 By gender: Male 2.83 Female 3.80 By nationality: Domestic 3.04 Foreign21.00 By age: Aged below 30 5.33 Aged between 31 and 50 2.19 Aged above 51 1.09 By major: Management personnel 0.28 Pilots 0.33 Flight crew and security guards 3.17 Professional technicians 1.69 Salesmen 6.41 Others 4.65 By region: Chinese mainland 3.15 Overseas 4.67 (Regional divisions subject to adjustment based on actual circumstances)

Classification	Indicators	Unit	2022	2023	2024
	Percentage of employees who received health examinations	%	73	73	72
	Work injuries	-	31 the statistical caliber has changed	66 the statistical caliber has changed	77
	Work-related fatalities	-	10 1 person involved in ground transportation accidents, 9 persons in the “3.21” incident	1 traffic accidents during commuting	0
	Participants in EAP consultation	hours	4,869	4,637 10,035 times	9,485 times
	*Total investment in trainings	RMB100 million	1.12	1.23	1.52
	Training participants	10,000	226.52 (online training)	137.66 (online training)	208.04
Employee	Percentage of trained employees by gender and category of employees	%	By gender: Female 43.5 Male 56.5 By gender: Management personne 5.6 Ordinary employees 94.4	By gender: Female 37.2 Male 62.8 By gender: Management personne 4.1 Ordinary employees 95.9	By category: Female 42.5 Male 57.5 By gender: Management personne 5.64 Ordinary employees 94.36
	Training hours per employee	hour	By category: Female 98.9 Male 109.4 By gender: Management personne 108.5 Ordinary employees 105.3	By category: Female 92.2 Male 118.9 By gender: Management personne 98.2 Ordinary employees 109.2	By category: Female 82.12 Male 107.18 By gender: Management personne 85.52 Ordinary employees 97.98
	Proportion of employees accepting performance appraisal	%	By category: Female 100 Male 100 By gender: Management personne 100 Ordinary employees 100	By category: Female 100 Male 100 By gender: Management personne 100 Ordinary employees 100	By category: Female 100 Male 100 By gender: Management personne 100 Ordinary employees 100
	Occurrence of discrimination	-	0	0	0
	Financial support for disadvantaged employees	10,000RMB	349	153.6	168
Employee	Investment in fixed-pointed poverty alleviation	10,000RMB	4,172.77	4,314.1	4,430.73
	Special flights	-	623	417	462
	Public welfare projects	-	2,450	1,128	1,382
	Employees participating in volunteering activities	-	83,000	22,571	27,533
	People benefited from public welfare activities	-	186,000	180,560	190,230
	Public welfare service	10,000 hours	20	18.05	20

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

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Reporting Framework		GRI Standards	Guidelines No. 14 of Shanghai Stock Exchange for Self-regulation of Listed Companies - Sustainability Report (Trial) (Draft for Comments)
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About China Eastern		2-1, 2-2, 2-6, 2-9, 2-10, 2-11, 2-12, 2-13, 2-142-17, 2-18, 2-22, 205-1, 205-2, 205-3, 405-1, 206-1, 207-1, 207-2, 207-3	Article 11, Article 12, Article 13, Article 42, Article 43, Article 53, Article 54, Article 55, Article 56
High-Quality Development Footprints in 2024			Article 41 and Article 42
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	Safeguarding Passenger Travel Safety	416-1	Article 46
	Caring for Employee Health and Safety	403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-10	Article 50
Enjoying a Wonderful Journey with China Eastern	Elevating Service Quality	203-1, 203-2, 417-1	Article 47
	Improving Customer Experience	416-1, 416-2	Article 42
	Protecting Customers' Rights and Interests	417-1	Article 48
	Advancing Win-Win Cooperation	204-1	/

Reporting Framework		GRI Standards	Guidelines No. 14 of Shanghai Stock Exchange for Self-regulation of Listed Companies - Sustainability Report (Trial) (Draft for Comments)
Steering the Future with Green Flights	Addressing Climate Change	201-2, 302-5	Article 8, Article 10, Articles 21 to 28
	Upholding Green Operation	301-1, 301-2, 301-3, 302-5, 303-1, 303-2, 303-3, 303-4, 303-5, 306-1, 306-2, 306-3, 306-4, 306-5	Article 30, Article 31, Article 33, Article 35, Article 36, Article 37
	Protecting Ecological Environment	304-2	Article 32
	Building a Sustainable Value Chain	2-6, 308-1, 308-2, 414-1, 414-2	Article 45, Article 46, Article 52
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	Index		Article 57
	Assurance Statement	2-5	Article 58
	Reader Feedback		Article 9

Remarks: GRI Indicator Description

- 2-4 Some historical data have been corrected, and the latest data in "Performance Indicators" of this report shall prevail
- 304-1China Eastern does not own, lease, or manage operations located in or near the Protected area and biodiversity-rich areas outside the Protected area
- 304-3 No protected or restored habitat
- 304-4 Species on the IUCN Red List and National Conservation Rolls in habitats that are not affected by operations
- 305-3 Indirect greenhouse gas emissions generated within the value chain have not been accounted for. Further efforts will be undertaken in this regard
- 305-6, 305-7 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.
- 307-1 No violation occurred
- 407-1 No operations and suppliers in which the right to freedom of association and collective bargaining may be at risk
- 408-1 No operations and suppliers at significant risk for incidents of child labor
- 409-1 No operations and suppliers at significant risk for incidents of forced or compulsory labor
- 410-1, 412-1, 412-2, 412-3 No involved
- 411-1 No incidents occurred
- 413-2 No operations with significant actual and potential negative impacts on local communities

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 Upholding Green Operation	P67 P71
	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	P91
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility).	Upholding Green Operation Performance Indicators	P71 P92
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility).	Upholding Green Operation Performance Indicators	P71 P92
	A1.5 Description of emission target(s) set and steps taken to achieve them.	Note: Developed the "14th Five-Year Plan" for Green Development of China Eastern Airlines and the "Action Plan for Carbon Peaking", and established a leadership group and a working group for Sustainable Aviation Fuel.	
	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.	Upholding Green Operation	P71
Aspect A2 Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	Upholding Green Operation	P71
	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	P91
	A2.2 Water consumption in total and intensity (e.g., per unit of production volume, per facility).	Performance Indicators	P91
	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.	

Disclosure Item	Description	Chapter	Page
Aspect A2 Use of Resources	A2.5 Total packaging materials used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 0-	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 Upholding Green Operation	P67 P71
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Protecting Ecological Environment	P73
Aspect A4 Climate Change	Policies on identification and mitigation of significant climate-related issues which have impacted and may impact the issuer.	Addressing Climate Change	P67-68
	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	P67-68
	B. Social		
	Employment and Labor Practices		
Aspect B1 Employment	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.	Empowering Employee Growth	P77
	B1.1 Total workforce by gender, employment type, age group and geographical region.	Empowering Employee Growth Performance Indicators	P77 P92-93
	B1.2 Employee turnover rate by gender, age group and geographical region.	Performance Indicators	P93
Aspect B2 Health and Safety	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	P50
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Performance Indicators	P94
	B2.2 Lost days due to work injury.	Note: There is no statistics in 2024.	
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Performance Indicators	P94

Disclosure Item	Description	Chapter	Page
Aspect B2 Health and Safety	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Performance Indicators	P94
	B2.2 Lost days due to work injury	Note: There is no statistics in 2024.	
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored	Caring for Employee Health and Safety	P50
Aspect B3 Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	Empowering Employee Growth	P77
	B3.1 The percentage of employees trained by gender and employee category (e.g., senior management, middle management)	Performance Indicators	P94
	B3.2 The average training hours completed per employee by gender and employee category	Performance Indicators	P94
Aspect B4 Labour Standards	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	Empowering Employee Growth	P77
	B4.1 Description of measures to review employment practices to avoid child and forced labor.	Empowering Employee Growth	P77
	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 Supply Chain management	General Disclosure Policies on managing environmental and social risks of the supply chain	Build a Sustainable Value Chain	P73
	B5.1 Number of suppliers by geographical region	Performance Indicators	P89
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Build a Sustainable Value Chain	P73
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Build a Sustainable Value Chain	P73
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Build a Sustainable Value Chain	P73
Aspect B6 Product Responsibility	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.	Improving Customer Experience Protecting Customers' Rights and Interests	P56 P59

Disclosure Item	Description	Chapter	Page
Aspect B6 Product Responsibility	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.	Protecting Customers' Rights and Interests Performance Indicators	P59 P90
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Technological Innovation	P18
	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 Customers' Rights and Interests	P59
Aspect B7 Anticorruption	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-corruption	P16
	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Note: During the reporting period, there were no corruption cases.	
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Anti-corruption	P16
	B7.3 Description of anti-corruption training provided to directors and staff.	Anti-corruption	P16
	Community		
Aspect B3 Development and Training	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	Promoting Comprehensive Rural Revitalization Contributing to Community Development	P82 P86
	B8.1 Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sport)	Promoting Comprehensive Rural Revitalization Contributing to Community Development Guarding Special Flight	P82 P86 P88
	B8.2 Resources contributed (e.g., money or time) to the focus area	Promoting Comprehensive Rural Revitalization Contributing to Community Development Guarding Special Flight	P82 P86 P88

Assurance Statement

TÜVNORD

Assurance statement No.CN-202503-CSR-02

Verification Statement of Sustainability Report

TÜV NORD (Hangzhou) Co., Ltd. ('TÜV NORD' for short) has been commissioned by the management of China Eastern Airlines Co., Ltd. ('China Eastern' for short) to carry out an independent verification to the 2024 Sustainability (ESG) Report ('Report' for short).

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

This statement is based on the 2024 Sustainability (ESG) Report which prepared by China Eastern, who is responsible for the integrity and authenticity of the information and data in the report.

Verification Scope

- Key Environment, Social and Governance performance and relevant information disclosed in the 2024 Sustainability (ESG) Report.
- Verification address: No.36 Hongxiang 3rd Road, Minhang District, Shanghai, China, the headquarter of China Eastern, we didn't visit other branches or sites.
- We evaluate the collection, analysis, aggregation of the information and data.
- The economic data is audited by other third party, so no repeated verification. Verification of the Report was done from 6th Mar 2025 to 7th Mar 2025.

Verification Methodology

Verification process including following activities:

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

Verification Conclusion

The 2024 Sustainability (ESG) Report of China Eastern objectively reflects the company's environmental, social, and governance performance in 2024. The data in report is reliable and objective, TÜV NORD didn't findthe system or substantial error.

- Materiality: China Eastern evaluated the issues in terms of impact materiality and financial materiality, and disclosed its sustainability performance on 22 material issues, including "Aviation Safety", "PassengerHealth and Safety" and "Risk Management", etc., and reponds to the expectations of stakeholders in a timely manner, and prepares the report in accordance with the latest ESG standards and guidelines, which is a certain degree of leadership.
- Quantitative: The report discloses more than 100 consecutive three-year performance data, including economic indicators such as total assets, operational conditions such as aircraft utilization rate, and environmental indicators such as energy resource consumption and carbon emission, in the form of appendices such as "Performance Tables" and chapters such as "Key Performance", which is quantitative and comparable.

TÜVNORD

Assurance statement No.CN-202503-CSR-02

- Balance: The report discloses data such as the number of passenger complaints, employee turnover rate, and work-related injuries, which is somewhat balanced.
- Consistency: The Party Work Department (Trade Union Office)/Corporate Culture Department of China Eastern is responsible for collecting, recording, analyzing and arranging the information and process used in the report, and the relevant departments can provide traceability for the sampled data in the inspection process, with good consistency.

Suggestion for Improvement

Through verification and evaluation, we had following improvement suggestion on ESG practice and management of China Eastern:

- It is suggested that further disclosure of short- and long-term goals related to climate change, such as clarifying carbon reduction targets and pathways for achieving them.
- In view of the increase in the number of employee injuries disclosed in the report, it is suggested that themanagement and measures on employee safety can be increased.

Special Statement

This statement excluding:

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

Statement of independence and Competence

TÜV NORD Group is the world's leader Certification Authority in inspection, testing and verification, operating in more than 100 countries throughout the world and providing services which includes management systems and product certification; quality, environmental, occupational health and safety, social responsibility auditing and training; environmental, social responsibility and sustainability report verification.

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

TÜV NORD (Hangzhou) Co., Ltd.

The Authorized person: Mr. Wang Peng

Date: March 13rd, 2025

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

Reader Feedback

Dear Sir/Madam:

Thank you for reading the Sustainability（ESG）Report 2024 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:

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E-mail: ceanews@163.com

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