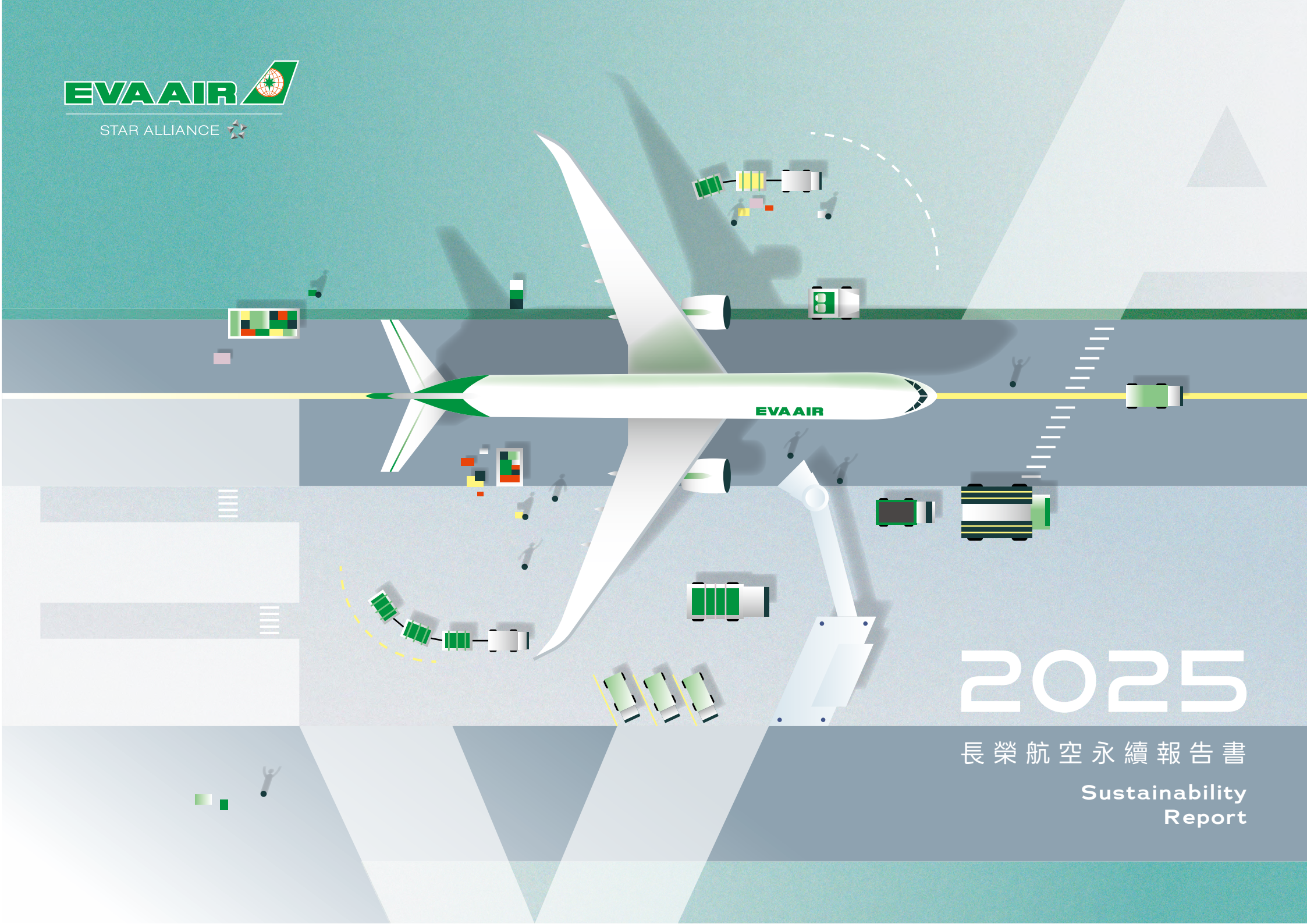




STAR ALLIANCE 



2025

長榮航空永續報告書

Sustainability
Report



STAR ALLIANCE



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About This Report /

Since the founding of EVA Airways Corporation (below, “EVA Air”), we have steadfastly upheld flight safety and service quality, while also implementing sustainable environmental, social, and governance (ESG) business practices. Our efforts have won great praise, both at home and abroad. Additionally, EVA Air regularly reviews the correlation between domestic and international trends in corporate sustainable development and our core business, as well as the impact of our business operations on our stakeholders. Therefore, we have stipulated our Corporate Sustainability Policy, system, management guidelines and implementation plan. We at EVA Air work to strengthen interaction with our stakeholders, and to achieve what stakeholders hope for from EVA Air in terms of flight safety, service, environmental, social, economic, governance and other topics in sustainability. In pursuit of these goals, EVA Air has published sustainability reports for 13 years now. In reports such as this one, we disclose our sustainable development strategy, our action plans, what we've achieved, and our vision for the future.

Report Management GRI 2-5, GRI 2-14

Bringing This Report Together	Information disclosed in this report was provided by EVA Air's departments, each of which confirmed the accuracy and completeness of the information to meet stakeholder expectations. The Corporate Sustainability Development Division, serving as the Executive Secretary of the ESG Committee, was responsible for the overall planning, management, and compilation of this report.	
Internal Review and Approval	EVA Air has formulated our Operating Procedures for the Preparation and Verification of Sustainability Reports, and we have integrated these procedures into our internal controls. The assembled Sustainability Report is submitted to the president, who reviews it in his role as chair of the ESG Committee. Once the president has approved the report, it and a materiality analysis are submitted to the Sustainability Committee, and to the Board of Directors for approval. After the Board of Directors approved the report, it will be published.	
External Review and Audit	The disclosed content is reported in accordance with GRI Standards 2021 and SASB Standards, and has been verified by Bureau Veritas Certification (Taiwan) Co., Ltd. in accordance with AA1000AS v3 Type 2 High Assurance. The independent assurance statement is attached at the end of this report. In the interest of greater report reliability, we present here the standards followed, and verifying organizations for the data presented, in this report:	
	Sustainability	AA1000 Assurance Standard (AA1000AS v3) Type 2 Bureau Veritas Certification (Taiwan) Co., Ltd.
	Financial	Regulations Governing Financial Statement Audit and Attestation Engagements, Standards KPMG
	Environment	ISO 14001 / ISO 50001 Bureau Veritas Certification (Taiwan) Co., Ltd.
		GHG Protocol KPMG
	Social	ISO 45001 Bureau Veritas Certification (Taiwan) Co., Ltd.
	Governance	ISO 9001 Bureau Veritas Certification (Taiwan) Co., Ltd.
		ISO 27001 / ISO 27701 British Standard Institution

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

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

Publication GRI 2-3

EVA Air publishes the Sustainability Report every year, and provides a downloadable electronic version from the EVA Air ESG website. The reporting period of this report is identical to that of the financial report, covering the 2025 (January 1 to December 31) period for EVA Air. This report covers EVA Air's actions and results in terms of governance, flight safety, service, the economy, the environment, society, supply chain management, and other aspects. However, a portion of material events reporting continues through to March 31, 2026. Any inconsistencies will be explained where applicable. This report is approved by the Sustainability Committee and the Board of Directors, and it is published in August 2026. The next report will be published in August, 2027.

Contact Information GRI 2-1, GRI 2-3

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

EVA Airways Corporation Corporate Sustainability Division

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ESG Website

A Message from the Executives

Resilient Operations, Leading Sustainability – Safeguarding Every Journey Amid Change

Against a backdrop of rapidly evolving geopolitical and economic conditions and an accelerating sustainability transition, the aviation industry faced multiple challenges by early 2026, including geopolitical tensions, supply chain disruptions, and elevated aviation fuel prices. Amid a complex and highly uncertain operating environment, EVA Air continued to move forward steadily by leveraging its extensive global network and strong operational resilience developed over the years. Through flexible capacity deployment and enhanced maintenance management and preventive measures, we improved aircraft utilization to respond to market demand while maintaining high service standards. In 2025, EVA Air reported consolidated revenue of NT\$220.33 billion. This achievement reflects the collective efforts of all employees and demonstrates our core competitiveness in continuing to create value and drive growth amid change.

Guided by our core values of Safety, Service and Sustainability, EVA Air continues to integrate sustainability into corporate governance and operational decision-making. In 2026, EVA Air was selected as a constituent of the Dow Jones Best-in-Class Emerging Markets Index, reflecting our continued efforts to strengthen environmental stewardship, social inclusion and corporate governance.

Sustainability Governance: Leading Sustainability Standards in Asia

In 2025, EVA Air established the position of Chief Sustainability Officer (CSO) to coordinate cross-functional resources, advance sustainability initiatives, and strengthen risk governance. In addition, we successfully obtained the Sustainable Procurement Certification under the IATA Integrated Sustainability Program (ISP), becoming one of the first two airlines in the world and the first airline in Asia to achieve this certification.

This recognition demonstrates that EVA Air has established a high-standard and systematic responsible procurement process and ensures that procurement decisions are aligned with internationally recognized sustainability standards, further reinforcing our leadership in supply chain management.

Environmental Action: Advancing the Low-Carbon Transition

In response to the challenges posed by climate change, EVA Air is following the emissions reduction pathway approved by the Science Based Targets initiative (SBTi) and actively

supporting the global goal of achieving net-zero emissions by 2050. In 2025, in accordance with Sustainable Aviation Fuel (SAF) supply policies in the European Union and the United Kingdom, EVA Air continued to use SAF at its European destinations and, beginning in the second quarter, expanded routine SAF use to major operating locations in Taiwan, North America, Singapore, and Thailand. EVA Air also signed long-term cooperation memorandums with SAF suppliers, demonstrating its commitment to environmental protection and accelerating the aviation industry's energy transition and low-carbon development.

Social Inclusion: Corporate Citizenship and Brand Excellence

EVA Air firmly believes that corporate value stems from making a positive contribution to society. Leveraging its extensive international network and efficient operational capabilities, we actively participate in humanitarian relief efforts during times of need. In 2025, we continued our partnership with Airlink, a global nonprofit organization, to transport medical supplies to areas affected by the Myanmar earthquake, demonstrating its commitment and responsiveness in international emergency relief efforts. On the service front, EVA Air introduced Boeing 787-9 aircraft equipped with its new fourth-generation Premium Economy Class and continued the cabin retrofit program for its Boeing 777-300ER fleet, further enhancing service quality and strengthening brand competitiveness.

Looking ahead to 2026, amid a continuously evolving geopolitical and economic environment, EVA Air will continue to build on its strong governance foundation while embracing innovation. By embedding sustainability into its business strategy, EVA Air will continue to enhance its resilience and competitive advantages, create long-term positive value for shareholders, passengers, society, and other stakeholders, and expand EVA Air's sustainability influence in the global aviation market.

Chairman
Steve Lin

林寶水

President
Clay Sun

孫嘉明



Highlights

Supporting Myanmar Earthquake Relief with Airlink

EVA Air believes that the aviation industry not only plays a vital role in connecting the world, but also serves as a lifeline delivering hope and support when disasters occur. In 2025, in response to the urgent shortage of medical supplies following the devastating earthquake in Myanmar, EVA Air leveraged its core air transportation capabilities to support international humanitarian relief efforts, contributing to SDG 3 (Good Health and Well-being) and SDG 17 (Partnerships for the Goals).

Through coordination by the international nonprofit organization Airlink, EVA Air partnered with the international health and humanitarian NGO Project HOPE to transport relief supplies from Chicago (ORD) to Bangkok (BKK). EVA Air fully sponsored the air freight charges and fuel surcharges for the shipment, successfully transporting 1,509 kilograms of medical blankets to support the operation of mobile medical clinics in the disaster-affected areas.

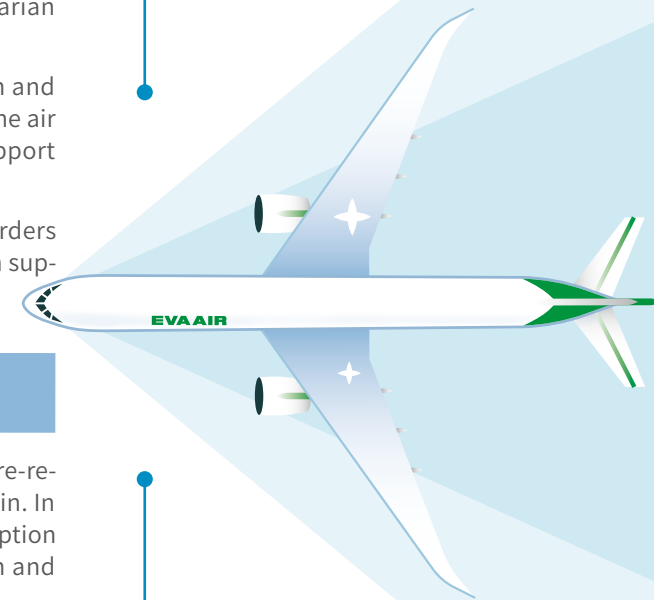
This initiative not only connected international NGO resources effectively, but also delivered care and assistance across borders to communities most in need, demonstrating EVA Air's commitment to social responsibility and international humanitarian support in times of major disasters.

From Orchard to In-Flight Dining: Sustainable Lemon Sourcing

In response to the challenges of climate change and biodiversity loss, EVA Air is actively aligning with the Taskforce on Nature-related Financial Disclosures (TNFD) framework and advancing a low-carbon transition within its in-flight catering supply chain. In partnership with Shin Shen Sustainable Future Consultancy, EVA Air supports organic orchards in Pingtung through the adoption of a patented grass cultivation farming method, a Nature-based Solution (NbS) that enhances soil carbon sequestration and reduces greenhouse gas emissions.

Through the annual procurement of approximately 27,000 kilograms of sustainably grown lemons under a contract farming arrangement, EVA Air supports environmentally friendly agricultural practices while helping reduce emissions associated with agricultural production. This initiative enables passengers to participate in the development of sustainable agriculture through their in-flight dining experience.

Beyond supporting sustainable farming, the program strengthens the climate resilience of the supply chain and advances EVA Air's commitment to creating shared value through responsible business practices, environmental stewardship, and local community development.



Sustainability Performance and Honor



Sustainability

Selected for the 2026 Dow Jones Best-in-Class Emerging Markets Index

EVA Air continued to participate in the S&P Global Corporate Sustainability Assessment (CSA) and was selected as a constituent of the 2026 Dow Jones Best-in-Class Emerging Markets Index. We also included in The Sustainability Yearbook for the fifth consecutive year and ranked among the top 5% of companies in the global airline industry in 2026.



Selected as a constituent of the FTSE4Good TIP Taiwan ESG Index and the 2025 FTSE4Good Index Series; received a AAA rating in the MSCI ESG Ratings for the aviation industry

In 2025, EVA Air was included in both the FTSE4Good TIP Taiwan ESG Index and the FTSE4Good Index Series. Our ESG performance exceeded the industry average and earned the highest AAA rating in the airline industry from MSCI ESG Ratings.

Awarded the 2025 Global Corporate Sustainability Award (GCSA)

EVA Air received Silver Class by Sustainability Reporting Award.

Awarded Six Awards at the 2025 Taiwan Corporate Sustainability Awards (TCSA)

EVA Air received the Taiwan Top 100 Sustainable Enterprises Award in the Sustainability Comprehensive Performance category and the Platinum Award in the Sustainability Report Award – Transportation Industry category. We also received four individual sustainability performance awards, including the Innovation Growth Leadership Award, Sustainable Supply Chain Leadership Award, Climate Leadership Award, and Social Inclusion Leadership Award.



Environmental

Achieved Leadership Level in the CDP Supplier Engagement Rating (SER)

EVA Air received an A- Leadership rating in the 2025 CDP Supplier Engagement Rating (SER), demonstrating its achievements in supply chain climate governance, carbon management, and supplier engagement.

Science Based Targets Initiative (SBT)

EVA Air is committed to reducing well-to-wake Scope 1 and Scope 3 jet fuel GHG emissions per revenue tonne kilometer (RTK) by 40% by 2031, using 2019 as the base year. The target was officially validated by the Science Based Targets initiative (SBTi) in June 2024.

Advancing the EVA Sustainable Vision – Green Supply Chain Program

Working with supplier partners under four key themes—Green Energy Saving, Green Circular Economy, Green Energy, and Green Transportation—EVA Air continues to improve product manufacturing and service processes. The second phase of the program achieved carbon reductions of 11,141 tCO₂e.

Expanding the Use of Sustainable Aviation Fuel (SAF)

Since 2025, EVA Air has expanded the use of Sustainable Aviation Fuel (SAF) across operations in Taiwan, Europe, the Americas, and Asia. SAF accounted for approximately 0.5% of annual aviation fuel consumption, representing a record high for the Company.



Society

Invested TWD 254 million in supporting social welfare projects

In 2025, we continued to invest cash, materials, volunteers, airfare vouchers and other resources into four major areas of the public good: safety foundation, tourism revitalization, sports & arts, and social welfare.

Combining the core values of aviation to organize visits for students from rural areas and professional groups

Through visits and field learning, disadvantaged students from rural areas and professional groups gained a better understanding of aviation knowledge and operations. In 2025, a total of 1,204 visitors visited the Safety Education Center.

84,821 Employee Training Completions

We invested labor and material resources to create training courses aimed at flight crew, cabin crew, and ground staff, based on talent development plan and aviation laws.

Employee Engagement Survey Achieved a 74.3% Response Rate

An anonymous Employee Engagement Survey conducted by an external consultant achieved a 74.3% response rate, with employee engagement and organizational alignment scores both exceeding targets and improving over the previous survey.

Held 29 Communication Meetings With Unions

We held regular communication meetings with unions, where we listened and responded to union concerns. Through this, we helped achieve win-wins for labor rights and corporate operations.

EVA ESG Voluntary Team Supported Four Volunteer Activities

Since the establishment of the ESG Volunteer Team in 2023, EVA Air has supported 14 volunteer activities, with 290 participant visits contributing a total of 2,028 volunteer hours. In 2025, the team supported four volunteer activities, involving 88 participant visits and 674 volunteer hours, and also organized an ESG Volunteer Team training workshop.



Governance

Posted Record-High Revenues

Through flexible passenger and cargo capacity deployment and effective operating strategies, EVA Air achieved consolidated revenue of NT\$220.33 billion in 2025.

Corporate Governance

Ranked among the top 6%-20% of all listed companies in the 12th Corporate Governance Evaluation and selected as a constituent of the Taiwan High Salary 100 Index.

Achieved IATA Sustainable Procurement Certification (ISP)

EVA Air successfully obtained the IATA Sustainable Procurement Certification in October 2025 following an independent third-party audit, becoming one of the world's first airlines and the first airline in Asia to achieve this certification.



Recognized with international awards

EVA Air earned recognition in the form of many international awards in 2025, including Recognized as a SKYTRAX Five-Star Airline for the 10th consecutive year, the longest streak among Taiwanese carriers.

- ★ Ranked 8th among the World's Safest Airlines by AirlineRatings.com for the 13th consecutive year.
- ★ Received the 7-Star PLUS Safety Rating from AirlineRatings.com for its strong safety culture and inflight safety management.
- ★ Ranked 7th in Condé Nast Traveler's 2025 Readers' Choice Awards for Best Airlines in the World.

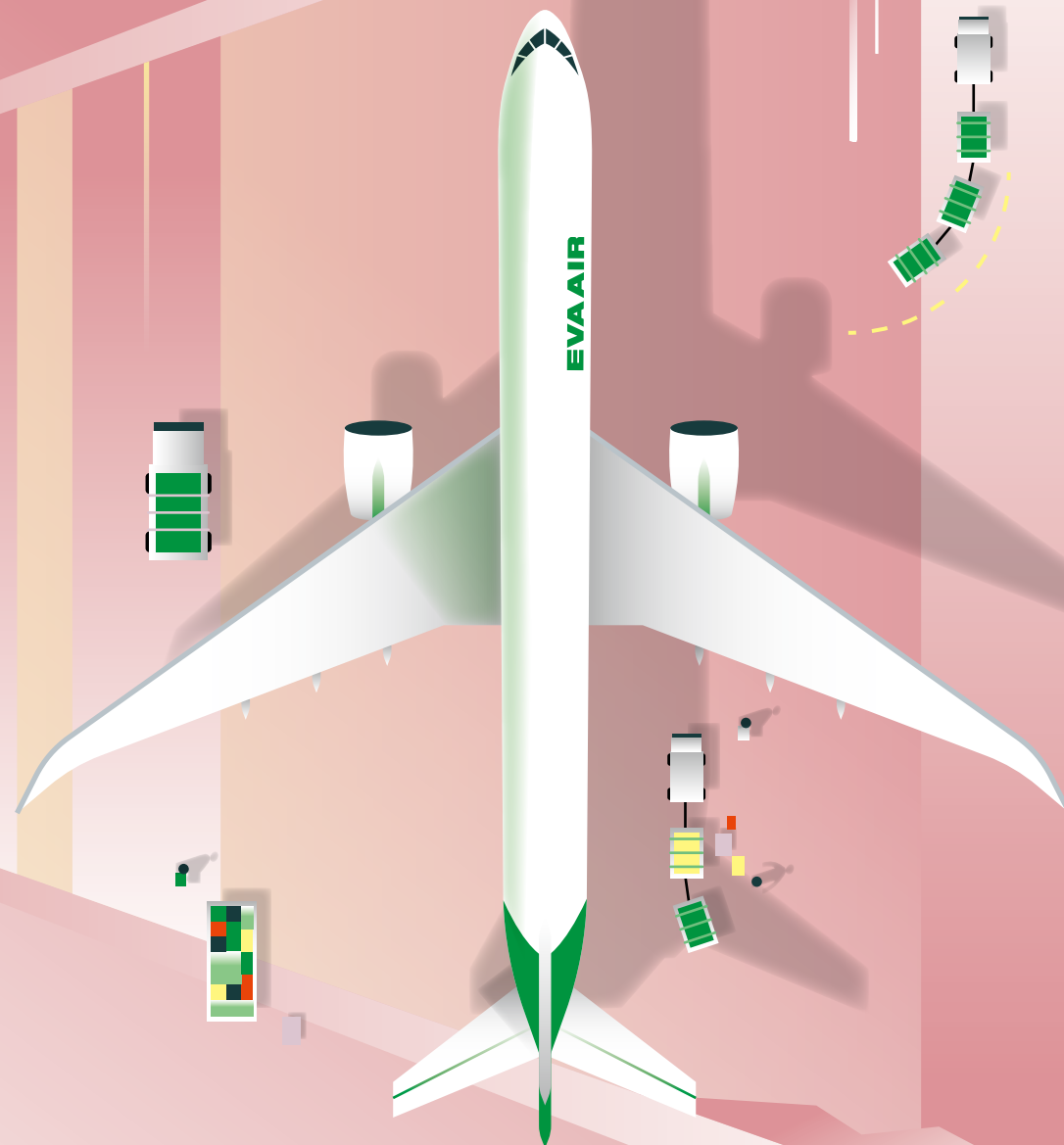


CHAPTER

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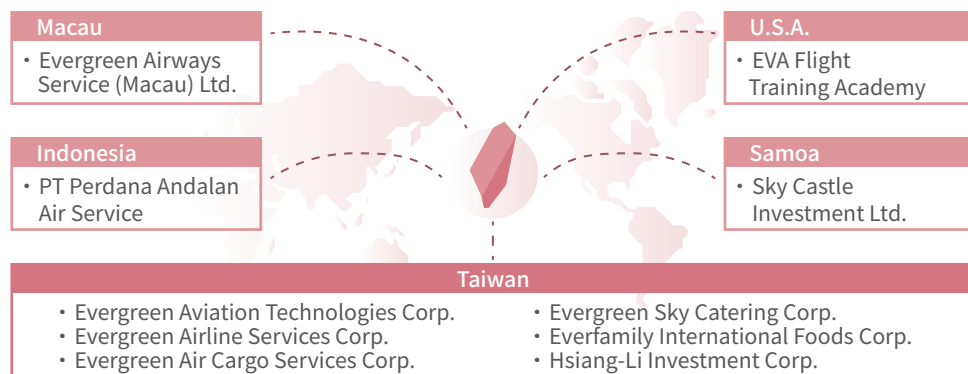
1-1 About EVA Air /

Global Routes and Locations GRI 2-6

EVA Air began flying on July 1, 1991. Today, our fleet comprises nearly 90 aircraft serving more than 60 destinations across Asia, Australia, Europe, and the Americas. EVA Air operates 94 weekly flights to 9 destinations in North America and 32 weekly flights to 6 destinations in Europe, making us the Taiwanese carrier with the most extensive network and highest flight frequency to both regions. With more than 400 weekly flights across the Asia-Pacific region, we provide seamless connectivity between Asia, Europe, and North America, further strengthening Taiwan's position as a global transit hub. Through strategic alliances and codeshare partnerships with leading international airlines, EVA Air has established a comprehensive global passenger and cargo network. Guided by our core values of Safety, Service, and Sustainability, we remain committed to rigorous safety management and service excellence, delivering a safe, comfortable, and convenient travel experience for passengers.

In 2025, EVA Air launched a new route from Taoyuan to Kobe, Taoyuan to Busan, and Taoyuan to Dallas. Based on market demand and during peak seasons, flight frequencies were increased on routes from Taoyuan to Seattle, Brisbane, and popular destinations within Asia. In addition, cargo flights to North America were actively increased to enhance fleet utilization. Passenger operations, benefiting from increased capacity and sustained market demand, maintained a high level of passenger numbers and revenue. Cargo operations, supported by the rise of AI technology applications and the robust development of the semiconductor-related industries, drove full-year revenue to reach NT\$204.3 billion, demonstrating stable and outstanding operational performance.

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



Brand Strategy and Value

Since the launch of its maiden flights, EVA Air has been actively committed to flight safety and service, with the ultimate goal of becoming a globally influential and iconic airline. To further strengthen our sustainability efforts, we designed a "brand sustainability" questionnaire, aimed at three major aspects - flight safety, innovative services, and reducing environmental impact to understand customers' perceptions of the EVA Air's brand. Because we wanted to expand the scope of the survey, the questionnaires were designed to be conducted online, and the distribution targets were corporate customers, such as high-tech industries, public institutions and private companies and individual customers. In 2026, more than 2,000 valid responses were collected. The results showed that brand perception scores reached 93% for flight safety, 81% for service innovation, and 84% for environmental impact reduction. The survey findings serve as a valuable reference for our business operations, brand management, and service enhancement initiatives as we continue to strengthen EVA Air's sustainable brand value.

Global Aviation Trends

According to the December 2025 analysis by the International Air Transport Association (IATA), the aviation industry is expected to demonstrate robust resilience and profitability in 2026, underpinned by an overall optimistic outlook. Global passenger volumes are projected to expand to 5.2 billion passengers, while total industry revenue is to hit a historic high of USD 1.053 trillion, after crossing the USD 1 trillion threshold for the first time in 2025. Industry net profit is forecast to reach USD 41 billion. As a key driver of the global economic growth, the sector will see direct employment rebound to 3.37 million people, while supporting approximately 65 million jobs worldwide and contributing around 4% of global GDP.

Expected declines in fuel prices, a record-high passenger load factor of 83.8%, and strong travel demand are all positive factors supporting airline profitability. However, supply chain issues remain severe, resulting in delays in aircraft deliveries and a backlog of approximately 5,000 aircraft. This has forced airlines to extend the service life of older aircraft, thereby increasing maintenance and operating costs. In addition, rising trade protectionism, ongoing geopolitical tensions, and volatile tariff policies continue to create headwinds and uncertainty into the industry's future trajectory.

EVA Air 2025 Passenger Load Factor (%)



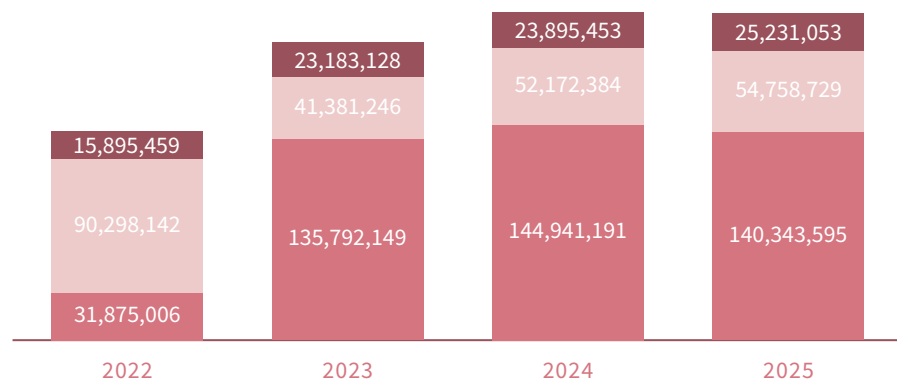
1-2 Financial Performance

Consolidated Financials GRI 201-1

In 2025, the passenger market maintained steady growth. Total annual consolidated operating revenue was NT\$220.33 billion, for net profit after tax was NT\$27.52 billion. Please refer to [chapter 5 of the 2025 EVA Air Annual Report](#) for details of the financial conditions and performance.

Ratios of Consolidated Operating Revenue

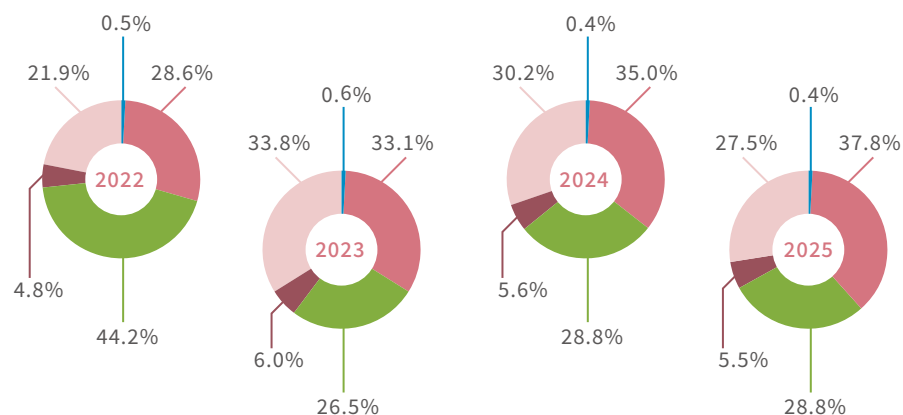
● Passenger revenue ● Cargo revenue ● Other operating revenue



Percentage of Operating Revenues for Various Regions

Unit: NTD thousands

● Taiwan ● Asia ● Europe ● North America ● Other



Business Performance over the Years

Unit: NTD thousands

	2025	2024	2023	2022
The Company's income tax expense (benefit)	5,516,442	6,817,309	4,892,666	1,204,098
The Company's total assets	341,884,708	331,489,132	305,611,637	294,048,935
The Company's amount of capital (including Advanced receipts for share capital)	54,004,443	54,004,443	54,004,443	53,601,889
Average revenue of employees	17,222	18,121	17,114	12,262
Employee salaries and welfares	29,876,199	28,588,237	23,945,408	16,971,135
The Company's total revenue	204,250,187	206,562,483	187,812,709	127,142,232
Consolidated total revenue	220,333,377	221,009,028	200,356,523	138,068,607
Consolidated net profit (loss) before tax	34,016,513	38,388,189	28,839,755	9,468,566
Total market value	197,386,240	239,509,706	169,843,974	150,889,319
The Company's operating costs and expenses	173,282,812	172,377,766	162,163,360	118,995,323
The Company's retained earnings	70,860,717	57,765,901	37,590,051	20,610,902
The Company's gross salaries	22,059,137	21,595,060	17,904,495	13,256,585
Total pension	805,866	772,512	698,945	689,778
Dividends paid	13,107,023	9,720,800	4,290,310	3,163,333
Interest paid	3,193,644	2,775,208	2,655,330	2,854,101
The Company's gross profit margin (%)	21.92	23.21	20.18	13.39
The Company's return on assets (%)	8.73	9.97	8.06	3.36
The Company's return on equity (%)	20.00	25.20	22.16	8.17
The Company's debt ratio (%)	59.55	62.83	64.99	70.09

1-3 Fleet Planning /

Fleet

As of the end of 2025, EVA Air operated a fleet of 89 aircraft, including 80 passenger aircraft and 9 freighters. To maintain market competitiveness and support fleet renewal, EVA Air plans to introduce 24 Airbus A350-1000 wide-body aircraft between 2027 and 2033, as well as 18 Airbus A321neo narrow-body aircraft between 2029 and 2033. In addition to increasing overall passenger capacity, these new-generation Airbus aircraft are expected to improve fuel efficiency by more than 15% compared with the existing fleet.

In addition, EVA Air announced the purchase of 4 additional Boeing 787-9 aircraft in 2025, bringing its outstanding order book for the 787 family to 13 aircraft. The 787 fleet is expected to reach 34 aircraft by 2033. Compared with conventional aircraft, the Boeing 787 reduces fuel consumption and carbon emissions by 20% to 25%. These fuel-efficient aircraft will enhance operational efficiency and strengthen EVA Air's overall route network.

	2022	2023	2024	2025
Number of Aircraft	86	88	84	89
Average aircraft age (yrs)	8.06	8.43	8.74	9.22

Note: Updated as of December 31st, 2025.

Improve load factor

Based on passenger and cargo market supply and demand, as well as anticipated market trends, EVA Air continued to flexibly adjust capacity deployment by focusing fleet resources on high-growth and high-demand markets to maximize operational efficiency. At the same time, we enhanced service efficiency through accelerated digital transformation while strengthening strategic partnerships with corporate customers and codeshare partners. Combined with mileage reward programs, these efforts helped stimulate market demand and maintain our competitive position.

Cargo operations benefited from strong export demand for consumer electronics, apparel, e-commerce shipments, AI servers, and semiconductors, driving continued growth in cargo volumes. We also actively expanded shipments of high-value cargo, including cold-chain products and unmanned aerial vehicles (UAVs), further diversifying cargo sources and supporting cargo load factors. In 2025, EVA Air's average passenger load factor was 77.79%, while its average cargo load factor was 71.46%. Detailed monthly load factor statistics are available on the EVA Air website [2025 MONTHLY RESULTS](#).



1-4 International Engagement

International Engagement GRI 2-28



**International Air
Transport Association**

Member

- An international organization that coordinates and manages civil airline activities and issues such as flight operation, air cargo, safety, service and environmental protection.
- Membership in IATA enables EVA Air to align with global industry standards, leading-edge insights, and evolving aviation laws and regulations.



STAR ALLIANCE

Star Alliance

Member

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

Chinese Society of Civil Aviation

**Member of
Board**

- Promotes academic activities and knowledge sharing in civil aviation, while facilitating the exchange of aviation technologies and industry expertise through the application of modern technologies.
- Facilitate communication and coordination on aviation-related issues among industry, government, and academic stakeholders.



**Association of
Asia Pacific Airlines**

Member

- A regional organization that coordinates and advocates for the Asia-Pacific airline industry through specialized committees in security, aviation policy, services, and technical operations.
- Membership in AAPA enables EVA Air to stay ahead of regional developments, drive Asia-Pacific aviation interests, and align with global industry trends and regulations.



Taipei Airlines Association

Member

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



台灣企業永續發展中心
Center for Corporate Sustainability

**Taiwan Center for
Corporate Sustainability**

**Member of
Board**

- The Taiwan Institute for Sustainable Energy (TAISE) was established in 2007. Over the years, TAISE has been focused on four core issues: the United Nations Sustainable Development Goals (SDGs), climate change, sustainable energy, and biodiversity. Through policy advocacy, sustainable education, the introduction of international standards, the establishment of awards, forums and workshops, and the organization of expositions, it has formed a sustainable accelerator to promote Taiwan.
- EVA Air serves as a Director and regularly participates in board meetings. Through this platform, we exchange industry insights with organizations across different sectors and stay informed of sustainability-related trends, technical requirements, and evolving standards.



Flight Safety Foundation

**Benefactor
Member**

- The Flight Safety Foundation is an independent, non-profit international aviation safety organization dedicated to promoting improvements in global aviation safety. The Foundation also organizes aviation safety seminars and shares the latest safety information.
- In addition to sponsoring the Flight Safety Foundation and actively participating in its international safety conferences and flight safety programs, EVA Air regularly invites Foundation experts to engage in knowledge-sharing and professional exchanges. Through these interactions, we stay informed of emerging aviation safety initiatives, updates to international aviation regulations, and the latest safety concepts and enhancement measures, while continuously strengthening EVA Air's Safety Management System (SMS).



Flight Safety Foundation-Taiwan

**Directors of
the Board**

- Promotes and advances aviation safety in Taiwan through safety, security, and ground operations training programs, and publishes a semiannual aviation safety journal.
- Collects international aviation safety information, provided education and training to airline industry, and coordinated the revision of relevant unit regulations or strategy formulation to improve the safety and security of domestic civil and military aviation.



天下永續會

**Common Wealth
Sustainability Association**

Member

- The Commonwealth Sustainability Association (CWS) uses its resources to identify trends and issues, as well as the analytical skills in investigation and research, to create a comprehensive platform for corporate communication, sharing and learning, helping companies stay informed of emerging trends and advance ESG implementation.
- For the four dimensions of corporate governance, corporate commitment, social participation, and environmental sustainability, CWS holds empowerment workshops, benchmarking company visits and annual sustainability forum at the beginning of each year.

Lobbying and Participation in Trade Associations on Climate Alignment

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

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

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

2. Screening climate-related trade associations

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

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

- (1) Assessing the public stance of the trade associations with regard to climate change. This includes whether they have made public statements, done public education, advocacy, lobbying, etc. that align with the goals of the Paris Agreement. Examples include action to keep the Earth's temperature below a 2° or 1.5° C increase, aiming for Net Zero by 2050, energy-saving and carbon-reduction, etc.
- (2) For associations that aligned with the Paris Agreement, we will then support and continue to participate in them; for those that don't, we take further response measures.
- (3) For monitored trade associations, the Corporate Sustainability Committee does annual assessments and monitoring.

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

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

2025 Climate Change Lobbying Assessment Results

In 2025, EVA Air had no climate-related direct lobbying. The associations we participated in were in fields such as aviation personnel development, workplace sexual equality, flight safety & risk management, and sustainable development. After screening, there were five trade associations related to climate change. Our assessment results are as follows:

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

CHAPTER

02

Implementing Sustainable Management

2-1	Ethical Management	16
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Highlights

Corporate Governance Evaluation

The Company was ranked in the range of 6% to 20% of all listed companies of the 12th Corporate Governance Evaluation, which illustrated the Company had good performance during operation.

Retained Position on the Sustainability and High Compensation Top 100 Indexes

Again selected in 2025 as a constituent of the FTSE4Good TIP Taiwan ESG Index and the TWSE RAFI® Taiwan High Compensation 100 Index.



2-1 Ethical Management

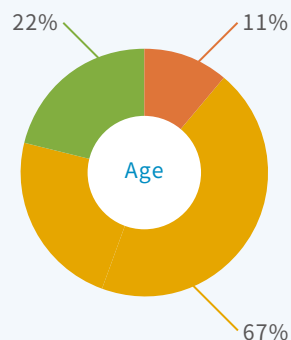
EVA Air upholds the principle of ethical management, a sound corporate governance structure, rigorous internal control system, and excellent risk management. While strengthening the Company's operating performance, EVA Air also protects the interests of shareholders and other stakeholders.

2-1-1 Corporate Governance GRI 2-9, GRI 405-1

Corporate Governance Framework

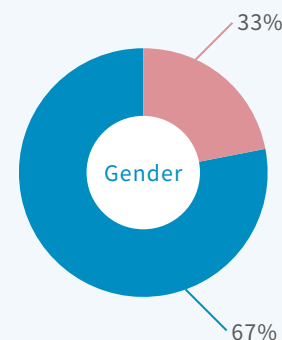
EVA Air's Directors are elected by shareholders' meeting through a candidate nomination system in accordance with the Company's Articles of Incorporation. The Board of Directors consists of nine Directors, including three independent directors (one of whom serves as an Independent Director Undertaking Public Welfare). All Directors serve a three-year term. The current Board was elected at the Annual General Shareholders' Meeting on May 29, 2026. As of May 31, 2026, the average continuous tenure of all Directors was 2.6 years, and none of the Independent Directors had served more than nine consecutive years.

- 31-40
- 61-70
- 71-80

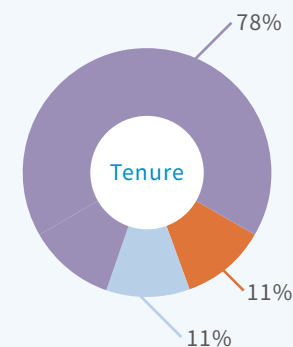


Note: No directors were aged between 41-50 or 51-60

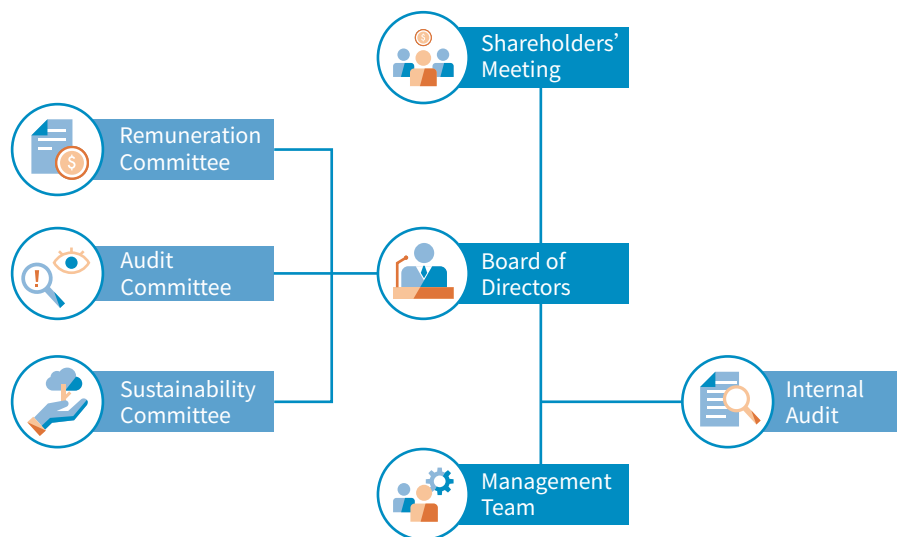
- Male
- Female



- 0-3years
- 7-9years
- >10years



Note: 0% for 4-6 years



Articles of Incorporation



Regulations for Electing Directors



Rules of Procedure for Board of Directors Meetings

Structure and Operation of the Board of Directors

GRI 2-11, GRI 2-15, GRI 2-16

The Chairman of EVA Air is primarily responsible for overseeing the management team and ensuring that business operations are conducted in accordance with the Company's management philosophy. The President is responsible for leading the management team and ensuring that EVA Air's overall operations are carried out in accordance with the directions of the Board of Directors. To maintain a clear separation of responsibilities and avoid potential conflicts of interest, the Chairman does not concurrently serve as President.

The Board of Directors convenes at least once every quarter and may be called at any time in the event of urgent circumstances. In accordance with the Company Act, the Securities and Exchange Act, the Company's Articles of Incorporation, and other applicable regulations, the Board exercises its authority and is responsible for resolving matters related to the Company's operations. To prevent conflicts of interest, EVA Air complies with its Corporate Governance Best Practice Principles and Rules of Procedure for Board of Directors Meetings. Directors who have a personal interest, or represent a juristic person with an interest, in any matter submitted to the Board are required to disclose the material aspects of such

interest at the relevant Board meeting. Where such interest may be detrimental to EVA Air's interests, the Director shall neither participate in discussions or vote on the matter and shall recuse himself or herself from the discussion and voting, nor exercise voting rights on behalf of another Director.

In accordance with Article 21 of the Company's Corporate Governance Best Practice Principles, Directors should not concurrently serve as directors of more than five TWSE- or TPEX-listed companies. Pursuant to Article 24 of the same Principles, Independent Directors should not concurrently serve as directors (including independent directors) of more than five TWSE- or TPEX-listed companies, nor serve as independent directors of more than four public companies simultaneously. Information on directors' concurrent positions is available on pages 11-13 of the [2025 Annual Report](#) and in [the Corporate Governance section](#) of EVA Air's website.

In 2025, no violations were identified through cases received via the Integrity Management Consultation and Whistleblowing Mailbox or the Corporate Sustainability Mailbox. Updates on the implementation of integrity management initiatives and stakeholder communication activities were separately reported to the Board of Directors by the responsible departments.

Remuneration for Directors and Management GRI 2-19, GRI 2-20

In accordance with the Company's Articles of Incorporation and the Payment Regulations of Directors, directors' payments consists of compensation, remuneration, allowances, and severance. Directors' compensation is authorized to be determined by the Board of Directors based on each director's level of participation in the Company's operations, contribution to the Company, and prevailing market practices within the industry.

When the Company records a profit for the year, directors' remuneration shall not exceed 2% of such profit. Individual directors' remuneration is allocated within the approved total remuneration amount based on each director's level of participation in the Company's operations and contribution to the Company. Independent directors do not participate in the distribution of directors' remuneration. Directors' participation and contribution are assessed based on individual performance and the results of Board performance evaluations, including, but not limited to, meeting attendance, training status, participation in business operations, engagement with the management team, promotion of sustainable development, and implementation of corporate governance practices.

Directors' remuneration is reviewed by the Remuneration Committee and submitted to the Board of Directors for approval. No external compensation consultants were involved in the determination of directors' remuneration.

Pursuant to Article 26 of the Company's Articles of Incorporation, when the Company records a profit for the year, employee remuneration shall be no less than 1% of such profit. Management remuneration is governed by the Company's Payment Regulation of Management Compensation and consists of fixed and variable compensation. Fixed compensation includes salary and allowances, which are determined based on the Company's organizational structure, business functions, job responsibilities, and internal and external market considerations. Variable compensation includes year-end bonuses and employee remuneration.

Year-end bonuses for management personnel are determined based on performance evaluations covering factors such as job performance, leadership, adaptability, innovation, professional knowledge and experience, planning capability, and cost management awareness and other relevant performance factors. In addition to performance-based assessments, year-end bonuses for senior management are linked to sustainability performance through the [ESG Performance and Senior Management Compensation Linkage Policy](#). Relevant indicators cover environmental, social, and governance (ESG) performance as well as operational performance metrics, including financial performance (such as, but not limited to, Return on Equity (ROE)), customer satisfaction, and flight safety. This mechanism is designed to encourage and incentivize senior management to actively participate in and advance the Company's ESG objectives.

Significant achievements by senior management related to material topics in 2025 are presented in the table below. Bonus amounts are reviewed by the Remuneration Committee and approved by the Board of Directors. The Company has not established any clawback mechanism for directors' or management's remuneration after payment. Further information on remuneration, please refer to the [Charter of Remuneration Committee](#).

Material Topic	Relevant Senior Management	Performance Indicator	Indicator Significant Achievements
Flight Safety	President, Chief Executive Vice President, Executive Vice Presidents	Operational Performance Indicator, Flight Safety Indicator	- Ranked 8th among the World's Safest Airlines by AirlineRatings.com - Zero major accidents or incidents during the year
Fleet Planning	President, Chief Executive Vice President, Executive Vice Presidents	Sustainability Performance Indicator, Environmental Performance Indicator	Introduced 5 Boeing 787 aircraft in 2025. Compared with conventional aircraft, the Boeing 787 reduces fuel consumption and carbon emissions by 20–25%, enhancing operational efficiency and strengthening the overall route network.
Information Security and Privacy Protection	President, Chief Executive Vice President, Executive Vice Presidents	Sustainability Performance Indicator, Governance Performance Indicator	- Completed transition certification to ISO 27001:2022 Information Security Management System (ISMS) - Completed implementation and certification of the ISO 27701 Privacy Information Management System (PIMS)

Diversification of Directors GRI 2-17

The members of the Board each bring expertise from distinct professional fields, including business management, transportation management, engineering management, finance and accounting, financial management, information technology, environmental protection, sustainability management, risk management, telecommunications, and law. The composition of the Board is also determined with consideration given to diversity, including gender, age, nationality, race, and culture. Independent directors possess a certain level

of understanding of risk management through their education and professional experience. Their extensive expertise enables them to provide professional opinions and adopt a multi-dimensional thinking approach, which assists the Board of Directors in making decisions that are most beneficial to the Company's operations.

Every year, EVA Air holds training sessions for directors based on the characteristics of the aviation industry and the needs of directors, and also provides directors with information on training courses and forums organized by competent authorities and professional training institutions. Directors actively participate in both internal and external training programs covering topics such as risk management, corporate governance, corporate sustainability, information security, and integrity management. In 2025, each director completed the required training in accordance with the Directions for the Implementation of Continuing Education for Directors of TWSE and TPEX Listed Companies, with an average training duration of approximately 7.22 hours. For detailed information on directors' continuing education, please refer to [the Corporate Governance section](#) of EVA Air's website or [the Market Observation Post System \(MOPS\)](#).

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

Nomination and Election of Directors GRI 2-10

According to the Company's Articles of Incorporation, EVA Air elects 9 directors (including 3 independent directors) for a term of 3 years. The election process follows the candidate nomination system as stipulated in Article 192-1 of the Company Act and the provisions of the Company's Articles of Incorporation. Shareholders holding 1% or more of the Company's issued shares may submit a written list of director candidates during the nomination period. Shareholders shall elect directors from the list of candidates announced by the Company.

According to Article 20 of EVA Air's Corporate Governance Best Practice Principles, the composition of the Board of Directors takes into consideration diversity, independence, and the professional competencies required for the performance of directors' duties.

Please refer to [the Corporate Governance section](#) on EVA Air's website for information on the election of the current Board of Directors for the term from May 29, 2026, to May 28, 2029.

Performance Evaluation of the Board of Directors GRI 2-18

To enhance the functions of the Company's Board of Directors in accordance with the “Regulations Governing Board Performance Evaluations” formulated by the Board of Directors, the Board of Directors shall carry out an internal board performance evaluation at least once a year. The evaluation indexes include the level of participation in company operations, improvement of the Board of Directors' decision-making quality, composition and structure of the Board of Directors, director appointment and continuing education, internal controls, and implementation and promotion of sustainable practices (ESG). In addition, an external board performance evaluation may be conducted every three years. In 2025, self-evaluation of performance of the Board, self-evaluation of performance of Board Members, self-evaluation of performance of the functional committees (Audit Committee, Remuneration Committee, and Sustainability Committee) were conducted. The results of these self-evaluation are as follows. The recommended improvement plans are all categorized as ongoing efforts to strengthen corporate governance and further details can be found in [the Corporate Governance section](#) on EVA Air's website.

	Self-evaluation of Performance of the Board	Self-evaluation of Performance of Board Members	Self-evaluation of Performance of the Remuneration Committee	Self-evaluation of Performance of the Audit Committee	Self-evaluation of Performance of the Sustainability Committee
Overall Average Score (5 points for full marks)	4.98	4.99	5	5	4.99
Results	Excellent	Excellent	Excellent	Excellent	Excellent

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

Functional Committees of the Board of Directors

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

Remuneration Committee

The Committee, which consists of entire independent directors, assists in formulating and periodically reviewing the performance evaluation and remuneration policies, systems, standards and structures for the directors and managers, and also periodically evaluates and determines the remuneration of the directors and managers. Two meetings were convened in the year 2025, and the average attendance rate of all Remuneration Committee members is 100%.

Audit Committee

EVA Air established the Audit Committee on June 26, 2017, which consists of entirely independent directors, with at least one with accounting or finance expertise. The Committee helps to supervise the fair presentation of the Company's financial reports; appointment of accountants, as well as the independence and performance of the accountants; the effective implementation of the Company's internal control system; and risk management related to all these tasks. Five meetings were convened in the year 2025, and the average attendance rate of all Audit Committee members is 100%.

Sustainability Committee

To fulfill the Company's corporate social responsibility and achieve sustainable business goals, EVA Air established the Sustainability Committee on December 23, 2022. The committee is composed of five members and the majority of its members are independent directors. The Sustainability Committee is responsible for reviewing and approving sustainability-related (including risk management of threats and opportunities) policies, procedures, structures, objectives, and management guidelines. It also reviews the annual sustainability work plan and oversees and monitors its implementation progress and results to ensure effective execution of the Company's corporate governance framework and alignment with its sustainable development objectives. Four meetings were convened in the year 2025, and the average attendance rate of all Sustainability Committee members is 100%.

Internal Control

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

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

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

Audits of Various Cycles in the Internal Control System—A total of 65 audit plans were scheduled for the year 2025, and all of them have been fully executed.

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

2-1-2 Compliance with Laws and Regulations GRI 2-27, GRI 206-1

Regulatory Compliance Framework

EVA Air's route network spans the globe. To provide passengers with safe and high-quality services, EVA Air is committed to ensuring that all our operational activities comply with applicable domestic and international laws and regulations. These cover corporate governance, securities laws, insider trading, financial reporting, anti-corruption, antitrust (fair competition), civil aviation act, intellectual property protection, personal data protection, labor standards act, occupational safety and health, anti-discrimination, anti-harassment, and environmental protection.

Relevant departments closely monitor domestic and international policy and regulatory developments that may have a significant impact on the Company's operations and financial performance. Internal policies and procedures are established and updated in accordance with the latest regulatory requirements. The Company also conducts ongoing training programs and implements internal control systems to ensure compliance with applicable laws and regulations.

Regulatory Compliance Achievements

There were no violations of any securities laws pertaining to listed companies, environmental protection, personal data protection, antitrust, product, or service reported for EVA Air in 2025 and neither any material regulatory violations (where a fine exceeds NT\$1 million), including non-monetary sanctions. For detailed information on different aspects of regulatory compliance, please refer to 3-1 Passenger Transportation Services ([page.39](#)), 4-2 Flight Safety ([page.53](#)), 4-3 Information Security and Privacy Protection ([page.61](#)), 5-3 Labor Relations and Human Rights Protection ([page.84](#)), 6-1 Nature and Climate Risk Governance ([page.96](#)), and 6-3 Green Operations Management ([page.104](#)) of this Report, as well as Implementation of Ethical Corporate Management page.96-101) and Labor Relations (page.146-150) in the [2025 Annual Report](#).

2-1-3 Code of Conduct

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

Since its establishment, EVA Air has upheld the corporate spirit of “challenge, innovation, and teamwork”, and has taken “safety, service, and sustainability” as its core values. In order to implement ethical management, sustainable operation and fulfill corporate responsibility, EVA Air follows concerning regulations to formulate “[Codes of Ethical Conduct](#)”, “[Ethical Corporate Management Best Practice Principles](#)”, “[Procedures for Ethical Management](#)

and [Guidelines for Conduct](#)”, “[EVA Antitrust Policy and Guidelines](#)”, “[Information Security Policy](#)”, “[Corporate Sustainability Best Practice Principles](#)”, “[Supplier Code of Conduct](#)”, etc. Besides, EVA Air refers to UN Global Compact, ILO, OECD, SA8000, ISO 26000, GRI and UN Guiding Principles on Business and Human Rights to formulate the “[EVA Air Code of Conduct](#)” as the highest guideline for conduct and ethics in the daily tasks of business ethics, environment, human rights/labor, safety and health and so on. The Code is applicable to the Company, its subsidiaries and its suppliers.



Business Ethics

- Anti-corruption and Anti-bribery
- Charitable or Political Contributions
- Conflict of Interest
- Fair Competition
- Insider Trading
- Anti-money Laundering
- Information Confidentiality
- Personal Data Protection



Environment

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



Human/Labor Rights

- Humane treatment
- Prohibition of discrimination
- Prohibition of child labor
- Freedom of choice in employment
- Freedom of association
- Working Hours and Wages



Safety and Health

- Occupational safety
- Emergency response
- Occupational injuries and occupational diseases
- Occupational Health
- Health Examinations
- Machine Safeguarding
- Occupational Health and Safety Training



Management System

- Management mechanism
- Reporting, Investigation and Protection Procedures
- Compliance and Assessment
- Amendment Procedures

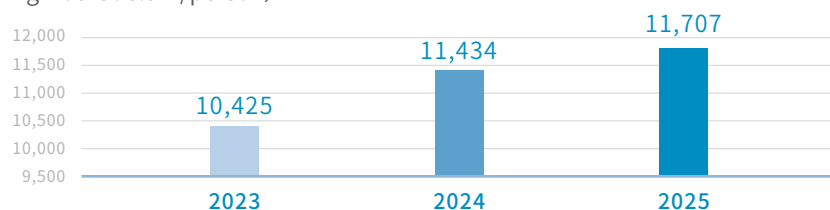


EVA Air
Code of Conduct

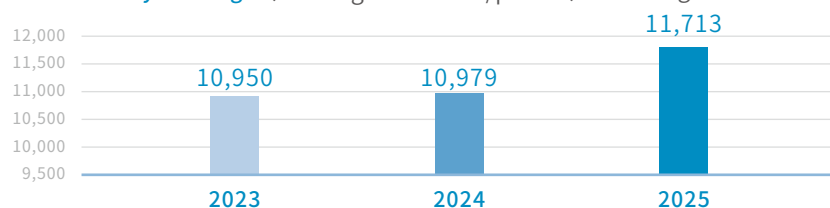
Code of Conduct Course Series GRI 205-2

The Code of Conduct and related regulations has been disclosed on the company's internal and external websites for interested parties and employees to consult at any time. The company also regularly arranges employees to participate in the code of conduct training, and signs at the end of the training to ensure that all employees fully understand the code of conduct and agree to abide by it. The current employee signing rate is 100%. From 2023 to 2025, the annual completion rate of EVA Air Code of Conduct and series of courses is 100%.

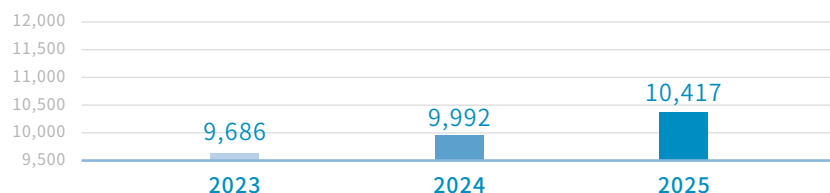
Anti-corruption and Integrity Management Training Coverage 100% ● Number of trainees (Training Hours : 0.5hr/person)



Information Security Training (Training Hours : 2hr/person) Coverage 100%



Occupational Safety and Health Training (Training Hours : 1hr/person) Coverage 100%



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

- Anti-corruption and Integrity Management Training, Information Security Training: Number of trainees/ Number of permanent employees. Employee headcount is based on the training date and covers employees across all regions (Taiwan, Asia, the Americas, Europe, and Oceania) and all employee categories (flight crew and ground staff).
- Occupational Safety and Health Training: Number of trainees/ (total number of permanent employees in Taiwan and non-Taiwanese cabin crew employed outside Taiwan). Employee headcount is based on the training date.

EVA Air has established a “Ethical Corporate Management Best Practice Principles” and “Codes of Ethical Conduct,” both of which require all board members to uphold the principle of integrity. The Company also arranges relevant training courses on business integrity for directors. For detailed information on directors' participation in such training, please refer to the [Corporate Governance section](#) on EVA Air website or [Market Observation Post System](#) (Mandarin version). In view of the fact that subsidiaries and suppliers are important operating partners of EVA Air, the Company seeks to reinforce its standards of conduct throughout its value chain. In 2024, EVA Air required 10 subsidiaries and, in 2025, 209 suppliers to sign commitments to comply with the relevant codes of conduct and participate in related training programs. The signing rate and compliance communication rate for both subsidiaries and suppliers reached 100%.

Code of Conduct Case Statistics

GRI 2-25, GRI 2-26, GRI 205-1, GRI 205-3

To implement anti-corruption, prevent and avoid any unethical, dishonest, or violations of the "EVA Air Code of Conduct" and related regulations, the Company has established an assessment mechanism for business activities with a higher risk of dishonest behavior within our operating scope. In 2025, the supply chain action team under the ESG Committee (Corporate Planning Div., General Affairs Dept., Digital And Information Planning Dept., Operation Management Dept., Information Technology Service Div., In-Flight Provisions Management Div., Engineering & Maintenance Div.), passenger and cargo business and management divisions (Passenger Business Div., Passenger Management Div., Cargo Div.) conducted self-assessments of integrity behavior within their business operations. The completion rate of the self-assessments reached 100%, with all results in full compliance with applicable regulations. Moreover, EVA Air has set up reporting, enquiry and communication channels on the Company's internal and external websites, and encourages internal and external personnel to report guideline or regulatory violations or provide relevant suggestions to EVA Air at any time.

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

After accepting a case, the responsible unit of each mailbox or hotline will assign the case to the appropriate unit for handling or investigation according to its nature and content. The Company is committed to maintaining the confidentiality of the informant's identity and the reported information, and to protecting the informant from improper treatment resulting from the report. If an investigation confirms a violation of applicable regulations, including the failure of personnel with supervisory responsibilities to report misconduct, the Company shall take disciplinary actions in accordance with labor contracts, internal disciplinary regulations, and relevant procedures, which may include dismissal. From 2023 to 2025, there were 9 cases involving violations of the Code of Conduct.

Code of Conduct Case Statistics		2023		2024		2025	
		Number of Cases Accepted	Number of Cases Closed	Number of Cases Accepted	Number of Cases Closed	Number of Cases Accepted	Number of Cases Closed
Type of case	Corruption/ Bribery	0	0	0	0	0	0
	Discrimination	0	0	0	0	0	0
	Sexual harassment	2	2	2	2	5	5
	Privacy protection	0	0	0	0	0	0
	Conflict of interest	0	0	0	0	0	0
	Fair trade	0	0	0	0	0	0
	Money Laundering/ Insider Trading	0	0	0	0	0	0
	Other	0	0	0	0	0	0
Total Number of Violations		2	2	2	2	5	5

Note 1: There were no corruption- or bribery-related incidents in 2025, nor were any government penalties imposed as a result of corruption- or bribery-related incidents.

Note 2: Case handling results and mitigation measures in 2025: Based on the severity of each case, appropriate disciplinary actions were imposed on the individuals involved. In addition, the individuals were required to attend gender equality training courses, emphasizing respect for gender equality and reiterating the Company's zero-tolerance policy. For details of case handling and mitigation measures, please refer to the "Sexual Harassment Prevention and Gender Equality" section on page 88 of this Report.

2-2 Sustainable Management

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

2-2-1 Sustainability Management Structure

Organization of Sustainable Development Governance

GRI 2-12, 2-13

Realizing the importance of promoting corporate sustainability, EVA Air established the ESG Committee in 2014 to embed the concept of sustainable management throughout the Company and ensure the effective implementation of sustainability initiatives. In 2022, EVA Air further established the Sustainability Committee under the Board of Directors to strengthen the oversight and guidance functions of corporate sustainability development.

The ESG Committee serves as the executive body responsible for promoting sustainable development and governance. It is chaired by the President, while the head of the Corporate Sustainability Development Div. serves as the Chief Sustainability Officer and is responsible for coordinating sustainability-related matters across the Company. Senior executives from each division and office serve as committee members.

The Committee is organized into nine action teams and follows the guiding principles of being action-oriented, performance-driven, and sustainability-focused. Meetings are convened once every quarter, during which the action teams conduct comprehensive discussions on sustainability-related issues. The Committee is responsible for proposing and implementing sustainability policies, objectives, strategies, management approaches, and action plans. Various issues are further delegated to the relevant responsible teams, which engage with stakeholders through established communication channels, set annual objectives, and implement improvement plans.

The implementation results of these improvement plans are tracked by the Committee and reported to the Sustainability Committee. Progress and outcomes are reported to the Sustainability Committee and the Board of Directors on a regular basis at least twice a year.

Organizational Chart of EVA Air ESG Committee



Corporate Sustainability
Best Practice Principles

2-2-2 Sustainability Management Policy and Strategy

Corporate Sustainability Policy

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



Business Integrity: Protect shareholders' rights and interests

Create maximum benefits for investors with professional operation, good faith and risk management.



Fair Trade: Say NO to corruption and bribery

Promote ethical education, abide by the laws and refuse bribery, corruption and illegal trading.



Care and Dedication: Promote social welfare

Help the disadvantaged, sponsor public welfare activities and actively contribute to society.



Energy Saving and Carbon Reduction: Protect our Mother Earth

Implement the environmental sustainability development policy in conjunction with environmental regulations to maintain a green earth.



Mutual Benefits: Grow with our partners

Properly manage suppliers, and jointly comply with the environmental, safety and health regulations to create a sustainable business environment.



Harmonious Teamwork: Look after employees' welfare

Care for employees' living, assist their career development, protect their rights and interests, and establish a friendly and fair working environment.



Service Innovation: Exceed customers' expectations

Offer innovative services, enhance brand value and touch customers' hearts with the “attentive, sincere, wholehearted” service spirit.

Sustainable Development Strategies and Blueprint

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



2-3 Materiality Analysis

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

EVA Air follows the latest GRI Standards, international sustainability trends, and the development of benchmark airlines in collecting professional insights from the nine action teams of the ESG Committee regarding the positive and negative impacts of sustainability topics on the economy, environment, and people (including human rights). We also consider the levels of concern from 7 categories of external stakeholders on sustainability topics. Additionally, we adopt the double materiality principle proposed by the European Union, considering the significant financial and non-financial impacts of sustainability topics on both “EVA Air” and the “external aspects (economy, environment, and people)”. Through identification and assessment, we have prioritized 13 material topics for EVA Air in 2025. Going forward, EVA Air will conduct this process annually, aligning with the principles of sustainability context, materiality, completeness, and stakeholder inclusiveness. These material topics will be integrated into EVA's Enterprise Risk Management (ERM) to effectively and accurately manage corporate risks and sustainability strategies.

Process for Identifying Material Topics

01 Identification

7 Categories of Stakeholders

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

19 Sustainability Topics

Referencing the United Nations Sustainable Development Goals (SDGs), United Nations Global Compact (UNGC), Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), Task Force on Climate-Related Financial Disclosures (TCFD), TNFD (Task Force on Nature-Related Financial Disclosures), S&P Global Corporate Sustainability Assessment (CSA), Carbon Disclosure Project (CDP), and other international sustainability standards, as well as sustainability reports and industry-focused topics, the following 19 sustainability topics have been identified.

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

400 Questionnaires on Stakeholder Concern

The 7 categories of stakeholders were asked to rate their level of concern regarding the identified topics on a scale of 1-5. These quantified ratings serve as a basis for understanding the level of stakeholder concern for each category.



02 Assessment

61 Questionnaires on Sustainability Impact and 48 Questionnaires on Financial Impact

The ESG Committee's nine action teams provided quantitative scores based on the incidence of positive and negative impacts for each sustainability issue; on impact levels in the areas of the economy, environment, and people (including human rights); and on EVA Air. The scores were then used to estimate each sustainability issue's level of impact on sustainability and finances. We collected 61 valid questionnaires on sustainability impacts and 48 on financial impacts.

03 Ranking

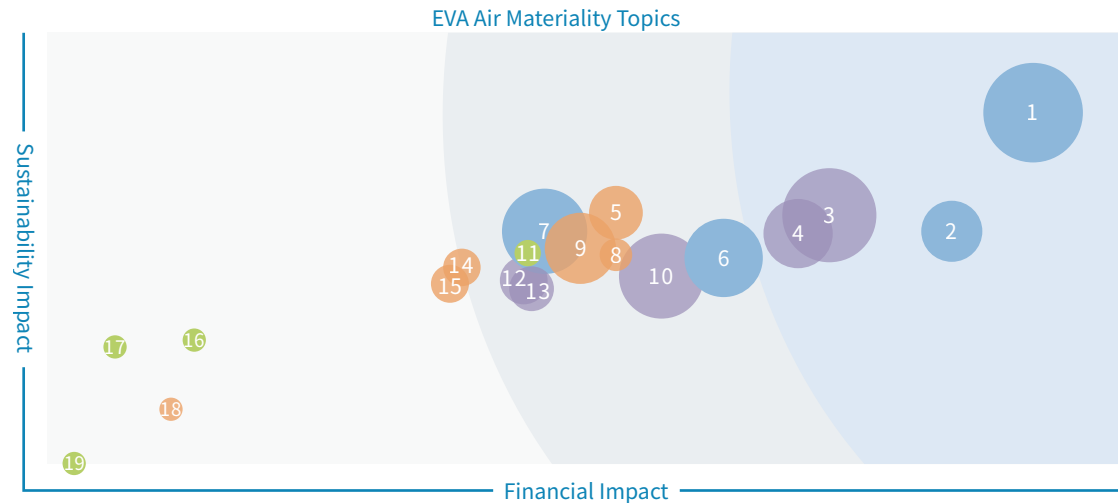
13 Material Topics

We cross-referenced the positive and negative sustainability impacts with financial impacts. Based on this analysis, 13 sustainable topics were identified and ranked according to their scores.

04 Review

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

2025 EVA Air Materiality Topics



Material Topics Aspects: ● Products & Services ● Governance ● Social ● Environment

- 1 Flight Safety
- 2 Fleet Planning
- 3 Information Security and Privacy Protection
- 4 Operational Performance
- 5 Labor Relations and Human Rights Protection
- 6 Customer Relationship and Service Innovation
- 7 In-flight Catering Management
- 8 Recruitment and Retention
- 9 Occupational Safety and Health Management
- 10 Business Integrity and Ethics
- 12 Risk and Opportunity Management
- 13 Sustainable Supply Chain Management
- 14 Talent Development and Cultivation
- 15 Workplace Diversity and Inclusion
- 16 Green Operations Management
- 17 Green Travel Services
- 18 Community Engagement and Social Welfare
- 19 Biodiversity

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

We conducted a materiality analysis on 19 topics, then ranked the resulting sustainability and financial impact data. This then resulted in 13 topics of material concern for EVA Air in 2025. The levels of sustainability impact and financial impact are presented in the matrix, while bubble size indicates the level of stakeholder concern.

The 13 material topics are Flight Safety, Fleet Planning, Information Security and Privacy Protection, Operational Performance, Labor Relations and Human Rights Protection, Customer Relationship and Service Innovation, In-flight Catering Management, Recruitment and Retention, Occupational Safety and Health Management, Business Integrity and Ethics, Climate Change Adaptation and Mitigation, Risk and Opportunity Management, and Sustainable Supply Chain Management.

Among the 13 material topics, Flight Safety, Fleet Planning, Information Security and Privacy Protection, and Operational Performance were identified as the four topics with the most significant impacts.

List of 2025 Materiality Topics and Description of Changes

Material Topics Ranking	Material Topics	Material Topics Aspects	Ranking changes
1	Flight Safety	Product and Service	↻
2	Fleet Planning	Product and Service	↑
3	Information Security and Privacy Protection	Governance	↓
4	Operational Performance	Governance	↑
5	Labor Relations and Human Rights Protection	Social	↑
6	Customer Relationship and Service Innovation	Product and Service	↑
7	In-flight Catering Management	Product and Service	↑
8	Recruitment and Retention	Social	↑
9	Occupational Safety and Health Management	Social	+
10	Business Integrity and Ethics	Governance	↓
11	Climate Change Adaptation and Mitigation	Environment	↓
12	Risk and Opportunity Management	Governance	+
13	Sustainable Supply Chain Management	Governance	↓

↻ Maintain ↑ Rise ↓ Decrease + Addition

Note1: As a result of the impact assessment, "Occupational Safety and Health Management" and "Risk and Opportunity Management" was included as a material topic for the year.

Note2: Talent Development and Cultivation was identified as material topics for 2024. The topic was removed based on the results of the 2025 Questionnaire on Sustainability and Financial Impact. However, the action plans and performance are described in chapter 5 of the ESG Report to show EVA Air's care and management for all sustainability topics.

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



Information Security and Privacy Protection

Related Sections | 4-3 Information Security and Privacy Protection

Impact Description

- + By strengthening information security management and complying with privacy protection regulations, EVA Air meets regulatory requirements associated with transactions involving passengers, industry partners, and cross-industry collaborations. These efforts help safeguard sensitive corporate and customer information while enhancing the Company's sustainability performance and long-term investment value.
- Information security incidents or personal data breaches may result in operational disruptions, infringement of personal data rights, privacy compromises, regulatory penalties, and negatively impact the Company's reputation, and public trust.

Policies and Commitments

- Information Security Policy
- Information Security and Privacy Protection Policy (disclosed on EVA Air's website)

Assessment Mechanism

Conduct monthly

- information security performance measurement and review.

Conduct semi-annual

- Convene the Information Security and Privacy Protection Committee.
- Surveillance reviews of the ISO 27001 Information Security Management System and ISO 27701 Privacy Information Management System to maintain certification validity.

Short-term Action Objectives

● Achieved ● In Progress ● Not Started

- Completed migration and recertification of the ISO 27001:2022 Information Security Management System (ISMS) in 2025.
- Implemented and obtained certification for the ISO 27701:2019 Privacy Information Management System (PIMS) in 2025.
- Enhance supplier information security management mechanisms.
- Strengthen endpoint security controls.
- Complete migration and recertification of the ISO 27701:2025 Privacy Information Management System.

Medium-term Action Objectives

- Establish data loss prevention (DLP) mechanisms to strengthen data governance.
- Expand the application of ISO 27001 and ISO 27701 standards to additional personal data processing activities.

Long-term Action Objectives

- Strive to prevent data breaches.



Operational Performance

Related Sections | 1-1 Operational Overview, 1-2 Financial Performance

Impact Description

- + Continued growth in air travel demand provides favorable conditions for the development of the aviation industry. Strong operational performance contributes to market stability and creates employment opportunities.
- As competitors continue to take delivery of new aircraft and expand capacity, market competition is becoming increasingly intense. At the same time, divergent policy pathways across countries have resulted in varying decarbonization requirements and civil aviation regulations, increasing the cost and uncertainty of cross-border operations.

Policies and Commitments

- Continue to develop and increase frequencies on high-potential passenger and cargo routes, strengthen the global route network, maximize fleet utilization, optimize products and services, and refine cabin inventory management to enhance operational performance.
- Monitor developments in financial and tax-related regulations and strive to maximize the interests of our employees, shareholders, and creditors.

Assessment Mechanism

2025 Budget Performance:

consolidated operating revenue

Estimated NT\$216.89 billion
Actual NT\$220.33 billion

achievement
rate
102%

consolidated profit before tax

Estimated NT\$27.63 billion
Actual NT\$34.02 billion

achievement
rate
123%

Short-term Action Objectives

● Achieved ● In Progress ● Not Started

- Developed 3 new destinations and flexibly adjusted fleet deployment to enhance network connectivity and respond to changes in passenger and cargo market demand.

Medium-term Action Objectives

- Optimize passenger and cargo networks through flexible deployment of passenger aircraft and freighters to balance revenue contributions and improve operational performance.
- Beginning in 2026, take delivery of 13 additional Boeing 787 aircraft and convert 3 Boeing 777-300ER aircraft into freighters.

Long-term Action Objectives

- Capture market demand and develop high-potential destinations to strengthen market competitiveness.
- Continue fleet modernization through the introduction of 24 Airbus A350-1000 wide-body aircraft between 2027 and 2033, with options for an additional 6 aircraft, and 18 Airbus A321neo narrow-body aircraft between 2029 and 2033.

Business Integrity and Ethics

Related Sections | 2-1 Business Integrity and Ethics

Impact Description

- Effective implementation of business integrity and ethical conduct not only ensures that employees act in accordance with business ethics and societal expectations, but also contributes to market stability and safeguards stakeholder interests.
- Incidents involving violations of business integrity and ethical conduct may damage the Company's reputation, disrupt market order, undermine consumer rights and interests, and potentially result in litigation risks.

Policies and Commitments

- EVA Air has established the following policies and guidelines to promote ethical business conduct, strengthen risk management, and safeguard stakeholder interests:
- Codes of Ethical Conduct, Ethical Corporate Management Best Practice, Principles Procedures for Ethical Management and Guidelines for Conduct, Antitrust Compliance Guidelines, Information Security Policy, Corporate Sustainability Best Practice Principles, Code of Conduct

Assessment Mechanism

achievement
rate
100%

Conduct two director continuing education programs annually, with each session lasting three hours

achievement
rate
100%

Conduct one internal Board performance evaluation annually

achievement
rate
100%

Conduct one integrity management training program for employees annually



No incidents involving violations of ethical corporate management were identified in 2025, and the results were reported to the Board of Directors.

Short-term Action Objectives ● Achieved

- Conduct two director continuing education programs annually, with each session lasting three hours.
- Conduct one internal Board performance evaluation annually.
- Conduct one integrity management training program for employees annually.
- Properly handle reported cases and report significant results to the Board of Directors or relevant committees in accordance with established procedures.

Medium-term Action Objectives

- Continue to conduct director continuing education programs and employee integrity management training programs, and appropriately handle and report whistleblowing, consultation, and communication cases as necessary.
- Conduct external Board performance evaluations.

Long-term Action Objectives

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

Sustainable Supply Chain Management

Related Sections | 4-4 Sustainable Supply Chain Management

Impact Description

- Effective sustainable supply chain management helps ensure a stable supply of raw materials and improve overall supply chain sustainability performance. Strengthening green supply chain practices also promotes positive industry development, enhances corporate brand image, and improves competitiveness and long-term profitability.
- Failure to properly manage the supply chain may result in negative environmental and social consequences, including environmental degradation and human rights violations. It may also increase the risk of supply chain disruptions, adversely affecting customer interests and business operations.

Policies and Commitments

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

Assessment Mechanism

- Collect information annually from procurement units through internal survey forms to track the Supplier Code of Conduct (SCoC) communication rate, Sustainability Assessment Questionnaire (SAQ) response rate, and supplier education and training completion rate among Tier 1 suppliers.
- Monitor supply chain performance through the annual supplier conference.
- Track participation and proposal submissions for the Green Supply Chain Program on an annual basis.

Short-term Action Objectives ● Achieved

- Supplier Code of Conduct (SCoC) communication rate reached 100% for both Tier 1 suppliers and critical suppliers.
- Sustainability Assessment Questionnaire (SAQ) response rate reached 100% among Tier 1 suppliers.
- Conducted one supplier education training and one supplier conference annually.

Medium-term Action Objectives

- Increase engagement with critical suppliers on decarbonization by 20%.

Long-term Action Objectives

- Achieve a 15% reduction in greenhouse gas emissions among critical suppliers by 2030.

Risk and Opportunity Management

Related Sections | 4-1 Risk and Opportunity Management

Impact Description

-  Effective risk and opportunity management helps identify business opportunities arising from market and policy changes at an early stage, support the development of new business opportunities, and enhance revenue generation. It also helps avoid additional costs resulting from unexpected events and strengthens productivity and financial performance through incentive mechanisms that enhance employee motivation and efficiency.
-  Inadequate management may result in risk events that trigger operational disruptions, increase costs associated with emergency response measures and regulatory penalties, and weaken customer trust, leading to customer attrition and reduced revenue. These impacts may adversely affect operating costs and corporate reputation.

Policies and Commitments

- Established the “Risk Management Policy and Procedures” to identify, assess, and manage uncertainties that may affect the Company’s operations, enhance the effectiveness of risk management responsibilities, and support the achievement of the Company’s operational objectives.

Assessment Mechanism



The ESG Committee serves as the body responsible for the promotion and implementation of risk management. It integrates and supervises responsible departments in implementing the Risk Management Policy and Procedures, tracks the implementation of risk controls and improvement measures, and reports implementation progress annually to the Sustainability Committee and the Board of Directors.

Short-term Action Objectives

- Adopt a risk and opportunity management framework with reference to the methodologies of ISO 31000 and COSO, and in alignment with the IFRS Sustainability Disclosure Standards. Conduct annual risk assessments and develop corresponding response plans.
- Regularly report risk management performance to the Sustainability Committee and the Board of Directors.

Medium-term Action Objectives

- Strengthen risk management capabilities and establish a consistent risk and opportunity management framework across the consolidated companies.

Long-term Action Objectives

- Strengthen the implementation of risk management mechanisms, enhance risk response capabilities and operational resilience, and support the achievement of the Company’s sustainable development objectives.

Recruitment and Retention

Related Sections | 5-1 Talent Attraction and Retention, 5-3 Labor Relations and Human Rights Protection

Impact Description

-  By providing competitive compensation and benefits, a well-established promotion system, and comprehensive career development and exploration mechanisms, EVA Air enhances employee satisfaction and reduces workforce turnover. These efforts also help attract external talent and create a positive cycle of talent attraction and retention.
-  Failure to effectively retain talent may result in workforce shortages, leading not only to increased recruitment and training costs but also to operational inefficiencies caused by insufficient staffing and excessive employee workloads. This may adversely affect EVA Air’s brand commitments to “safe and convenient air travel” and “caring and attentive service,” thereby weakening its long-term competitiveness.

Policies and Commitments



Implement effective recruitment practices

Conduct recruitment based on workforce needs, actively expand diverse recruitment channels, and progressively introduce digital technologies to optimize recruitment and selection processes.



Strengthen talent retention

Establish a sound promotion system and provide job rotation opportunities at irregular intervals, together with comprehensive training and development resources, to support employees’ continuous career growth.



Value employee feedback

Conduct regular Employee Engagement Survey and leverage various communication channels to transform employee feedback into concrete improvement actions. These efforts help balance recruitment costs, talent quality, and employee satisfaction, thereby enhancing employee engagement and reducing turnover.

Short-term Action Objectives

- Maintain an employee turnover rate below 5%.
- Achieve an employee participation rate of at least 70% in the Employee Engagement Survey, with an average engagement score of at least 70%.

Medium-term Action Objectives

- Maintain an employee turnover rate below 4.5%.
- Achieve an employee participation rate of at least 72.5% in the Employee Engagement Survey, with an average engagement score of at least 72.5%.

Long-term Action Objectives

- Maintain an employee turnover rate below 4.5%
- Achieve an employee participation rate of at least 75% in the Employee Engagement Survey, with an average engagement score of at least 75%.

S Recruitment and Retention

Related Sections | 5-1 Talent Attraction and Retention, 5-3 Labor Relations and Human Rights Protection

Assessment Mechanism

- Track the time required from manpower requisition to onboarding and evaluate the effectiveness of process improvements aimed at shortening recruitment lead times. Monitor retention rates during the probation period to assess the effectiveness of candidate selection and job matching.
- Track the number of employee promotions and internal transfers to ensure smooth career development pathways. Evaluate training effectiveness by monitoring employee performance following training programs.
- Collect employee feedback through both regular and ad hoc communication channels, develop feasible improvement initiatives, and track implementation outcomes.

S Labor Relations and Human Rights Protection

Related Sections | 5-3 Labor Relations and Human Rights Protection

Impact Description

- ➕ Sound labor-management relations help strengthen communication and interaction between employees and the Company, reduce conflicts, and enhance employees' sense of belonging and job satisfaction.
- ➖ Failure to establish effective labor-management communication and engagement mechanisms may lead to talent loss and labor disputes, adversely affecting operational stability and corporate reputation. In addition, violations of human rights-related laws and regulations, such as forced labor or child labor, may result in fines or penalties imposed by local authorities and damage the Company's reputation, potentially leading to customer loss.

Policies and Commitments

- Provide diverse communication channels and maintain regular engagement with multiple labor unions and employees to foster positive labor-management relations and strengthen employee identification with the Company.
- Communicate the Company's future development plans, operational strategies, major developments, and key initiatives through monthly internal meetings, enabling employees to better understand the Company's operating performance and provide timely feedback, thereby strengthening organizational cohesion.
- Establish a Human Rights Policy Statement and maintain a human rights protection environment based on the principles of protection, respect, and remedy. EVA Air prohibits all forms of human rights violations and complies with applicable labor laws and regulations in the regions where it operates.

Assessment Mechanism

- Hold a communication meeting with at least one labor union each month.
- Maintain employee feedback, communication, and grievance channels, and review and respond to employee feedback on a monthly basis. Implement the Human Rights Policy Statement and conduct human rights due diligence.

Short-term Action Objectives ● Achieved

- Hold a communication meeting with at least one labor union each month to facilitate timely responses to employees' suggestions and feedback.
- Continuously collect and review feedback raised by departments and employees through various communication channels and evaluate appropriate follow-up actions as needed.
- Establish a Human Rights Policy Statement and conduct annual human rights due diligence.
- Achieve an employee job satisfaction rate of at least 70% in the Employee Engagement Survey.

Medium-term Action Objectives

- Continuously and regularly hold communication meetings with multiple labor unions to conduct dialogue on issues or suggestions raised by the unions to seek consensus.
- Continue to collect and review feedback raised by departments and employees through various communication channels and evaluate appropriate follow-up actions as needed.
- Continue to conduct regular human rights due diligence and provide human rights-related training programs.
- Achieve an employee job satisfaction rate of at least 72.5% in the Employee Engagement Survey.

Long-term Action Objectives

- Based on the principles of good faith and mutual trust, the unions and corporation engage in collective bargaining regarding working conditions or legally agreeable terms to reach a reasonable consensus and sign agreements for mutual compliance to maintain harmonious labor relations.
- Enhance employees' understanding of the Company's operations and strengthen employee engagement, identification, and organizational cohesion.
- Regularly review and update human rights policies and related systems and procedures with reference to international human rights standards, emerging trends, and human rights due diligence results to prevent human rights violations and effectively safeguard human rights.
- Achieve an employee job satisfaction rate of at least 75% in the Employee Engagement Survey.

Occupational Safety and Health Management

Related Sections | 5-4 Occupational Safety and Health Management

Impact Description ➕ Providing a safe and healthy workplace and promoting employee well-being help improve employees' focus and productivity, thereby enhancing operational performance. Effective occupational safety and health (OSH) management also improves employee satisfaction and retention, reducing recruitment and training costs. ➖ Non-compliance with occupational safety and health regulations or the occurrence of major incidents may result in fines, penalties, and increased medical expenses. Occupational injuries and mental health issues may also lead to reduced attendance, workforce shortages, and higher personnel costs.	Short-term Action Objectives ● Achieved ● Maintain a frequency rate (FR) < 7.40 cases per million working hours. ● Achieve a 100% completion rate for annual employee health examinations.
Policies and Commitments • Establish the "Occupational Safety and Health Policy", committing to compliance with and exceeding applicable legal requirements, as well as hazard identification and risk control. • Pursue the goals of "Zero Violations, Zero Accidents, and Healthy Employees".	Medium-term Action Objectives • Maintain a frequency rate (FR) < 6.00 cases per million working hours. Long-term Action Objectives • Maintain a frequency rate (FR) < 5.00 cases per million working hours.
Assessment Mechanism Conduct annually • Internal audits, management reviews, and workplace inspections under the ISO 45001 Occupational Health and Safety Management System and Taiwan Occupational Safety and Health Management System (TOSHMS). • Maintain certification surveillance audits or recertification of the ISO 45001 and TOSHMS management systems. • Monitor the completion rate of employee health examinations (number of employees receiving health examinations / number of employees required to receive health examinations). Conduct quarterly • Convene the Occupational Safety and Health Committee to review OSH performance.	

Customer Relationship and Service Innovation

Related Sections | 5-4 Occupational Safety and Health Management

Impact Description ➕ Continuously develop innovative service models and products to meet customers' growing demand for technology-enabled services and enhance customer satisfaction. These efforts also contribute to outstanding performance in international rankings, strengthening EVA Air's global reputation and brand value. ➖ As consumer awareness continues to increase and social media becomes more influential, the likelihood of customer disputes and related litigation may rise, increasing the risk of compensation claims and reputational damage.	Short-term Action Objectives ● Achieved ● Maintain a passenger Net Promoter Score (NPS) ≥ 69.50
Policies and Commitments • Adopt the "EVA Air Service Commitment" as the Company's service policy and implement the "EVA Air Service Declaration 2.0."	Medium-term Action Objectives • Maintain a passenger Net Promoter Score (NPS) ≥ 69.50
Assessment Mechanism • Regularly monitor performance using passenger Net Promoter Score (NPS), customer satisfaction, customer complaint rate, and defect-free rate as key performance indicators. • Verify the implementation of service procedures through regular audits and project reviews. For major customer complaints or high-risk issues, implement recurrence prevention measures to continuously improve service quality.	Long-term Action Objectives • Become a world-class airline and the airline of choice for customers.



P In-flight Catering Management

Related Sections | 3-2 In-flight Catering Services

Impact Description

-  We strictly adhere to international health standards and rigorously supervise the selection, distribution, storage, and preparation of in-flight meals. We also maintain stringent food safety control procedures to ensure the safety, hygiene, and quality of in-flight meals while providing innovative meal services, thereby enhancing customer satisfaction and supporting revenue growth.
-  Failure to properly manage in-flight meal safety may jeopardize passenger health, raise food safety concerns, damage the Company's reputation, result in customer loss, or lead to penalties for non-compliance with applicable food safety and hygiene regulations.

Policies and Commitments

- Comply with the standards established by the International Flight Services Association (IFSA) to ensure stringent control of in-flight meal safety throughout the catering process.

Assessment Mechanism



Regularly participate in Service Quality Management Committee meetings to review the provision of in-flight catering services, customer feedback, operational irregularities and their root causes, and formulate corresponding improvement measures.



Conduct monthly meal inspections at each station to ensure strict quality control of in-flight meals.



Conduct annual food safety and hygiene audits of airline catering facilities worldwide to oversee meal preparation environments and food safety management.

Short-term Action Objectives

- Business Class meal defect-free rate target: 99.994%
- Premium Economy Class and Economy Class meal defect-free rate target: 99.998%
- Airline catering hygiene inspection rate target: 100%

Medium-term Action Objectives

- Business Class meal defect-free rate target: 99.994%
- Premium Economy Class and Economy Class meal defect-free rate target: 99.998%
- Airline catering hygiene inspection rate target: 100%

Long-term Action Objectives

- Establish annual meal defect-free rate targets based on the average defect-free rate of the previous three years. If the target is not achieved, a recurrence prevention plan shall be submitted to strengthen preventive and corrective actions.
- Airline catering hygiene inspection rate target: 100%



P Fleet Planning

Related Sections | 1-3 Fleet Planning

Impact Description

-  Improved fleet composition enables EVA Air to optimize the utilization of passenger aircraft and freighters, maintain operational competitiveness, improve energy efficiency, reduce resource consumption, and minimize environmental impacts.
-  If fleet planning does not achieve its intended objectives, it may result in inefficient allocation of the Company's resources, reduced fuel efficiency, and adverse impacts on operational performance.

Policies and Commitments

- In response to operational requirements and changing market conditions, EVA Air continues to introduce next-generation passenger aircraft and retire older aircraft. The newly introduced aircraft improve fuel efficiency by more than 15% compared with the existing fleet.

Assessment Mechanism

- Delivery schedule of new aircraft

Short-term Action Objectives

- Introduce 5 new Boeing 787 passenger aircraft in 2025.
- Operate 26 new-generation passenger aircraft by 2027, comprising 24 Boeing 787 aircraft and 2 Airbus A350-1000 aircraft.

Medium-term Action Objectives

- Operate 54 new-generation passenger aircraft by 2030, comprising 30 Boeing 787 aircraft, 18 Airbus A350-1000 aircraft, and 6 Airbus A321neo aircraft.

Long-term Action Objectives

- Operate 76 new-generation passenger aircraft by 2033, representing 70% of the total fleet, comprising 34 Boeing 787 aircraft, 24 Airbus A350-1000 aircraft, and 18 Airbus A321neo aircraft.

P Flight Safety

Related Sections | 4-2 Flight Safety

Impact Description

-  Effective flight safety management enhances customer confidence in the airline, supports revenue growth, and reduces aircraft insurance costs by lowering accident risks.
-  Safety incidents may result in aircraft damage, personal injury, operational disruptions, and fines or compensation liabilities. As the frequency of such incidents increases, customer confidence in the Company's brand may decline, leading to customer loss.

Policies and Commitments



Vision

We aim to assure your safety whenever you are airborne; we never compromise safety in the air or on the ground.



Commitment

Regularly review the effectiveness of operational activities and foster a proactive safety culture.

Assessment Mechanism

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

Short-term Action Objectives Achieved

- Number of significant accidents = 0

Medium-term Action Objectives

- Number of significant accidents over a five-year period = 0

Long-term Action Objectives

- "Zero Accident " has been EVA Air's ultimate safety goal since its establishment.

E Climate Change Adaptation and Mitigation

Related Sections | 6-1 Natural and Climate Risk Governance, 6-2 Climate Change Mitigation, 6-3 Green Operations Management

Impact Description

-  Conducting early climate change assessments and implementing carbon reduction measures help strengthen the Company's operational resilience in responding to climate-related risks while minimizing negative environmental impacts.
-  Failure to implement climate change adaptation and mitigation measures may reduce the Company's ability to respond effectively to climate-related events, resulting in prolonged operational disruptions, increased personnel and financial losses, and higher operating costs due to the need to purchase additional carbon credits under various carbon regulatory frameworks. It may also exacerbate climate change through increased carbon emissions.

Policies and Commitments

- With reference to the International Air Transport Association (IATA) decarbonization strategies and targets, EVA Air promotes various Fuel-saving Initiatives.
- EVA Air is committed to achieving net-zero carbon emissions by 2050. The Company has established short-, medium-, and long-term decarbonization strategies, joined the Science Based Targets initiative (SBTi), and set a target to reduce the Scope 1 and Scope 3 aviation fuel emissions intensity by 40% by 2031 compared with the 2019 baseline. EVA Air will continue to monitor progress toward this target.

Assessment Mechanism

- The Environmental Committee oversees the establishment of environmental protection and energy management objectives and targets, supervises the implementation of management plans, and conducts quarterly performance reviews.

Short-term Action Objectives Achieved

- Sustainable aviation fuel (SAF) accounted for 0.5% of total fuel consumption in 2025.
- Reduce non-renewable electricity consumption at EVA Air-owned buildings in Taiwan by 7% compared with 2018.
- Renewable energy (green electricity) accounted for 10% of electricity consumption at EVA Air-owned buildings in Taiwan in 2025.
- Achieve a CDP rating of B or above in 2025.
- Achieve 13,500 tonnes of fuel savings from flight operations in 2025.

Medium-term Action Objectives

- Increase sustainable aviation fuel (SAF) usage to 5% by 2030.
- Reduce the Scope 1 and Scope 3 aviation fuel emissions intensity by 40% by 2031 compared with the 2019 baseline.
- Increase renewable energy (green electricity) usage at EVA Air-owned buildings in Taiwan to 50% by 2035.

Long-term Action Objectives

- Achieve net-zero carbon emissions by 2050.

2-3-3 Stakeholder Engagement and Communication GRI 2-12, GRI 2-29

Based on the AA 1000 SES:2015 (AccountAbility 1000 Stakeholder Engagement Standard:2015), EVA Air identifies seven key stakeholder groups based on the five principles of dependency, responsibility, influence, diverse perspectives, and tension. These stakeholder groups comprise customers, employees, government agencies/NGOs, travel agencies, media representatives/external consultants/scholars and experts, shareholders and investors, and suppliers. In addition to understanding stakeholders' concerns regarding sustainability topics through stakeholder concern questionnaires, EVA Air engages with stakeholders through a variety of communication channels on a regular or as-needed basis to better understand their expectations and foster two-way communication.

EVA Air reports stakeholder engagement activities to the Board of Directors at least once a year. The stakeholder communication and engagement results for 2025 were reported to the Sustainability Committee and the Board of Directors on December 26, 2025.

Stakeholder Communication Channels

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



Stakeholder Interest

Statistics on Cases Received from Stakeholders

	No. of cases received				No. of valid cases				No. of cases handled				No. of cases resolved			
	2022	2023	2024	2025	2022	2023	2024	2025	2022	2023	2024	2025	2022	2023	2024	2025
Ethics Consultation and Violations Reporting	79	118	135	188	0	0	0	0	0	0	0	0	0	0	0	0
Social Impacts/ CSR Mailbox	143	184	203	273	78	35	69	18	78	35	69	18	78	35	69	18

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

Stakeholder Communication Results

Stakeholder	Importance to EVA Air	Issues of Concerns	Our Respons		
 Customers	Customers are the Company's primary source of revenue. Maintaining customers' trust in and satisfaction with the EVA Air brand enhances customer loyalty and contributes to sustainable business growth.	• Flight Safety • In-flight Catering Management • Information Security and Privacy Protection	Communication Channel and Frequency Official website Traveling Experience Feedback, phone calls, written feedback, email, branch offices, Chief Purser flight report on demand or as needed	Communication Content and Results 1. Flight safety is our core value and our commitment to customers. EVA Air formulated "EVA Corporate Safety Policy." The customers can know more about our efforts and actions through the public platform. 2. Airline catering food safety management complies with the hygiene standards assessment form for airline catering set by IFSA, as well as HACCP regulations. In addition, we ask our caterers to comply with related regulations, and the quarterly defect-free meal rate was calculated based on meal irregularity cases reflected by our passengers. 3. While providing customer-related services, we are committed to ensuring the protection of customer's data, privacy and interests. Information on personal data collection, usage, privacy protection, and security statements is clearly stated in the "Privacy Policy" and "Cookies" section on EVA Air's website.	Performance • Net Promoter Score (NPS): 72.82 • Overall Cargo Satisfaction: 4.52 • Awarded the SKYTRAX 5-Star Airline Certification for ten consecutive years and received the World's Best Economy Class Airline Catering and World's Cleanest Airline awards in 2025. • Recognized by the Airline Passenger Experience Association (APEX) with the Five Star Global Airline and Best Seat Comfort awards.
 Employees	Employees are the Company's most valuable asset and are essential to its operations. EVA Air continues to strengthen employee development and workplace safety to create shared value and support sustainable business development.	• Flight Safety • Operational Performance • Information Security and Privacy Protection	Communication Channel and Frequency 1. Quarterly Labor-management Communication Meetings 2. Multiple unions communication meetings on regular basis 3. Cabin crew seminars held one to two times per month 4. Quarterly committee meeting (Corporate Sustainability, Occupational Safety and Health, Employee Welfare, etc.) 5. Monthly departmental meeting 6. Investigation report on occupational accident as needed 7. Complaints hotline and mailbox on demand 8. Occasional reporting of occupational safety and health issues via email	Communication Content and Results 1. Integrate the safety goal of "zero accidents" into every employee's mindset and daily work. All employees are required to complete the Aviation Safety Basic Training course to reinforce the Company's safety culture. 2. Disclose financial condition on relevant platforms such as official website; and convey the company's operating status, direction and major policies through regular meetings to achieve goals jointly, drive revenue, and ensure sustainable development. 3. Conduct regular social engineering drills and educational training, periodically disseminate information security news and updates on the Company website, hold annual online education and training course for all employees. Additionally, establish reporting procedures for information security events, ensuring that employees promptly follow these procedures when they become aware of any such events.	Performance • Introduced the ISO 45001 and TOSHMS standards. • Monthly Occupational Safety and Health Promotion Materials: 12 items • Safety and Health Information Sharing: 10 articles • Total number of communication meetings with multiple unions: 29 • Department meetings: Monthly

Stakeholder	Importance to EVA Air	Issues of Concerns	Our Respons		
 Government/NGOs	As the Company's competent authorities, they have a certain level of influence and supervisory responsibility over the overall operational policies.	- Climate Change Adaptation and Mitigation - Green Operations Management - Green Travel Services	Communication Channel and Frequency Meeting, Official correspondence from government agencies, phone calls, audit, related business websites, participation in initiatives and seminars on demand or as needed	Communication Content and Results 1. With reference to the decarbonization strategies and targets established by the International Air Transport Association (IATA), EVA Air implements various aircraft decarbonization initiatives. 2. EVA Air is committed to achieving net-zero carbon emissions by 2050. The Company has established short-, medium-, and long-term decarbonization strategies and joined the Science Based Targets initiative (SBTi). 3. EVA Air promotes the reduction of single-use plastics used in onboard services by replacing them with reusable, biodegradable, or recyclable alternatives. We also collaborate with suppliers to develop more sustainable service items and products while reducing the use of packaging materials.	Performance - Participate in meeting and project held by international organization. - Result of Corporate Governance Evaluation: ranked within the range of 6% to 20% among all listed companies.
 Travel Agencies	As the Company's key business partners, travel agencies are responsible for selling flight tickets and providing reservation, ticketing, and other travel-related services, jointly contributing to revenue generation.	- Flight Safety - Information Security and Privacy Protection - In-flight Catering Management	Communication Channel and Frequency Phone call, visit in person, travel agency conference, letter, E-mail on demand or as needed	Communication Content and Results 1. Flight safety is EVA Air's core value and commitment to passengers. EVA Air communicates its safety initiatives and performance through public communication channels to keep stakeholders informed of its ongoing efforts. 2. EVA Air complies with applicable personal data protection regulations in the regions where it operates when collecting, processing, and using personal information. The Company has established an Information Security Policy to effectively manage network, IT system, and data security, thereby mitigating the risks of cyberattacks and data breaches. 3. In-flight catering food safety is managed in accordance with the hygiene assessment criteria established by the International Flight Services Association (IFSA) and the HACCP system. EVA Air requires all airline catering providers to comply with these requirements, including supplier management, personnel hygiene, employee training, pest control, cleaning, and environmental hygiene.	Performance - Taiwan passenger revenue: TWD 54.4billion - Continuously optimize B2B system processes improve efficiency. Also, to align with the Company's ESG goals, complete automatic check-in functions for group passengers; continue improving online check-in rates and adoption of electronic boarding passes.
 Media Reporters/ External consultants/ scholars and experts	As the Company's important business partners, their strong understanding of the industry and academia is beneficial for EVA Air to optimize organizational strategies and increase exposure.	- Flight Safety - In-flight Catering Management - Occupational Safety and Health Management	Communication Channel and Frequency Telephone counseling, E-mail, press conference as needed	Communication Content and Results Update information at any time on public platforms such as the official website, CSR website, Market Observation Post System, and social media. In response to the questions raised by the media, the internally information is collected, organized and publicly announced by the Public Relations Div. to ensure the authenticity of reports' content and avoid the reputation damage and financial loss of the company due to the spread of false information	Performance - Announced 54 Mandarin and English press releases. - Over 700 global advertising exposures

Stakeholder	Importance to EVA Air	Issues of Concerns	Our Respons		
 Shareholders and Investors	They play a key role in corporate governance and operations, holding company shares, having the right to attend shareholders' meetings, and possessing voting rights. This will benefit EVA Air to provide market value and long-term competitiveness.	• Flight Safety • Operational Performance • Information Security and Privacy Protection	Communication Channel and Frequency 1. Shareholders' meeting once a year 2. Investor conference at least once a year 3. Official website on demand 4. Shareholder hotline & mailbox on demand 5. Important financial and business information on MOPS (as per the regulations of competent authorities)	Communication Content and Results 1. "Safety, Service, and Sustainability" are the core operational value of EVA Air. We continually strengthen safety on flight operation and ground operation through operating safety management framework. 2. Regularly report on operational status and views on future industry prospects; convey business philosophy and corporate value; summarize major business project on annual report; provide important financial and business information for investors' reference. 3. EVA Air has established the "Risk Management Policy and Procedures", carried out risk identification, assessment, management, and disclosure for the risks that may be faced during business operation in terms of the economy (including corporate governance), environment, society, and other aspects in accordance with the principle of materiality, and report the operational status to the Board of Directors on a regular basis. 4. EVA Air has been committed to establishing information security management system (ISMS) and enforcing compliance with rules and regulations. We set up a dedicated department to manage and monitor ISMS and personal information protection, and set up "Information Security and Privacy Protection Committee" to implement the norms in all business areas. The CISO is responsible for the promotion of information security policies and report to the Board of Directors on a regular basis.	Performance • Shareholders' meeting in May 2025. • Investor conference in May 2025. • Issued 30 bilingual Material Information Announcements and 16 other announcements.
 Suppliers	As the Company's key business partners, suppliers provide the products and services required for EVA Air's operations, helping maintain service quality, brand reputation, and corporate image.	• Information Security and Privacy Protection • Business Integrity and Ethics • Flight Safety	Communication Channel and Frequency 1. Annual Supplier Conference 2. Telephone, email, business visits, and on-site visits (as needed)	Communication Content and Results 1. EVA Air formulated the Supplier Code of Conduct (SCoC), requiring suppliers to follow relevant norms on confidentiality obligations and information security. 2. In order to understand and grasp the sustainability status of the overall supply chain, we have formulated the SAQ according to the procurement procedure manual. Based on the SAQ results, potentially high risk suppliers and critical suppliers are audited and counseled to ensure that the risks can be effectively controlled and reduced. 3. We formulated information security policies, and required that all business partners and their employees follow both the policies and their related management mechanisms. We have also published information security and privacy protection policies on the corporate website, as a demonstration of the Company's pledge to ensure information security and protect personal data. 4. We value opinions and feedback from customers, suppliers, and other stakeholders, and provide diverse channels by which they can submit feedback. We embrace innovation and pay close attention to every detail, always striving to offer a better, wider array of aviation services.	Performance • Held in-person's supplier conference in September 2025. • The communication rate of Supplier Code of Conduct: Tier 1 suppliers: 100% Critical suppliers: 100% • Response rate of SAQ: Tier 1 suppliers: 100% Critical suppliers: 100%

CHAPTER

03

Innovative Flight Experiences

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Highlights

Fourth-Generation Premium Economy Class Wins International Design Award

EVA Air's fourth-generation Premium Economy Class received the 2025 Best New Premium Economy Class award from The Design Air, recognizing the Company's longstanding commitment to enhancing the passenger experience and design excellence.

Introduced on the Boeing 787-9, the new cabin features a 2-3-2 seating configuration with a 42-inch seat pitch. Combined with cradle motion recline technology and enhanced privacy features, as well as a 15.6-inch high-definition inflight entertainment screen and multiple power outlets, the cabin delivers a significantly upgraded level of comfort and functionality.

Cross-Industry Collaboration Elevates the Travel Experience Through Style, Quality, and Sustainability

In August 2025, EVA Air launched EVA Sky Journey: A Voyage of Style and Taste, partnering with French-Japanese lifestyle brand Maison Kitsuné to introduce a co-branded collection of amenity kits, pajamas, and slippers. The collection debuted on the Taipei-Dallas route, enhancing the premium travel experience. Made with 50% rPET recycled material, the pajamas combine contemporary design with sustainability, reflecting EVA Air's commitment to both passenger comfort and environmental responsibility.

EVA Air Becomes the First Taiwan-Based Airline to Join IATA's Digital Leadership Charter

EVA Air continues to advance cargo digitalization and has become the first Taiwan-based airline to join the International Air Transport Association's (IATA) Digital Leadership Charter. Through the adoption of the IATA ONE Record standard, EVA Air collaborates with logistics partners to enable real-time electronic data exchange, enhancing shipment visibility, operational efficiency, and supply chain collaboration while supporting the development of smarter and more sustainable air cargo service.

3-1 Passenger Transportation Services

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



EVA Air Service Declaration 2.0

Diverse Feedback Mechanisms, Listening to the Voice of Our Customers

EVA Air values the voice of our customers and offers feedback channels such as a global customer service hotline, online feedback forms through the corporate website, written correspondence, and direct communication with service personnel at overseas branches and ticketing offices. To safeguard passenger rights, EVA Air has established an acknowledgment and tracking mechanism for feedback submitted through its website and is committed to providing timely and professional responses in accordance with applicable consumer protection regulations across its operating locations. Through a closed-loop management process, customer feedback is incorporated into continuous improvement initiatives, helping enhance service quality while ensuring compliance with international standards and supporting sustainable business operations.

Strengthening Quality Management to Enhance the Customer Experience

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

Customer Feedback Handling Process

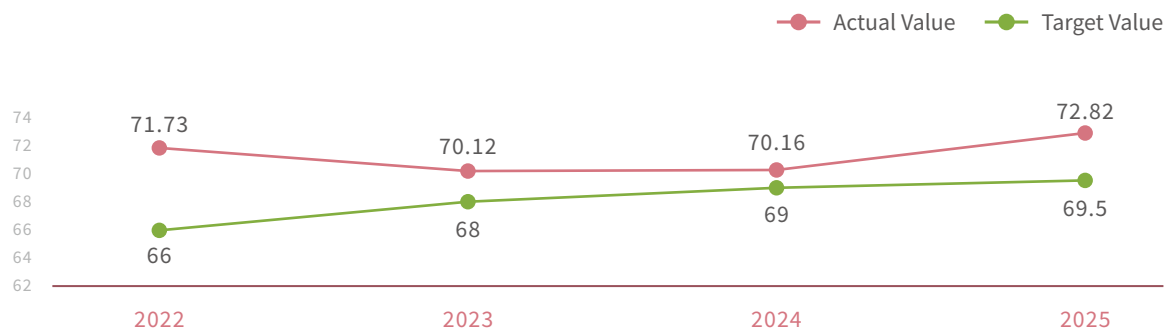


Note: This process has been independently verified by Bureau Veritas Certification (Taiwan) Co., Ltd. (BVC). The assurance statement is provided in the Appendix.

Passenger Satisfaction Survey

EVA Air regards passengers' feedback as the key to enhancing service quality. We continuously invite Infinity MileageLands members to participate in the customer satisfaction survey via email; and since 2024, we have included a link to the customer satisfaction survey on the EVA Air website to encourage all passengers to share their flight experiences. This ensures that customer feedback is heard and promotes ongoing innovation and optimization in service quality. In 2025, our Net Promoter Score (NPS) for passenger services was 72.82, surpassing the benchmark of 69.50, reflecting strong passenger endorsement of EVA Air's services.

Achievement Status of Net Promoter Score



Flight Punctuality

To provide passengers with reliable service quality, EVA Air has set up the on-time performance target of 15 minutes in accordance with AAPA (Association of Asia Pacific Airlines) regulations. In 2025, the target rate of on-time performance was 95% and the rate of departure on-time performance for all routes was 97.1%. The rate of arrival on-time performance for short-haul routes was 98.5% and the long-haul was 97.5%, thus achieving our 2025 targets. Global airline operations continue to be affected by a combination of external factors, including extreme weather events, geopolitical tensions, unpredictable geophysical events such as volcanic ash, and ongoing airport airside and terminal construction projects that impact ground operations efficiency. Despite these challenges, EVA Air remains committed to maintaining operational excellence and has set a network-wide 15-minute on-time performance target of 95.5% for 2026.

		2022	2023	2024	2025	2025 Target
Departure On-time Performance Rate		95.3%	94.9%	96.6%	97.1%	95.0%
Arrival On-time Performance Rate	Short-haul flight	98.4%	97.0%	98.1%	98.5%	95.0%
	Long-haul flight	95.5%	96.0%	97.1%	97.5%	95.0%

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

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

Care for Passengers' Rights and Health

GRI 2-27, GRI 416-2, GRI 417-2, GRI 417-3

To safeguard passenger rights and provide a safe, accessible, and healthy travel experience, EVA Air continuously enhances its passenger products and services. For passengers with disabilities and other vulnerable groups, the Company has established a comprehensive accessibility service framework to ensure equitable and safe access to services throughout the travel journey, from ticket purchase and check-in to boarding and post-flight support. Measures include accessible website and mobile app design compliant with WCAG 2.0 AA standards, online special assistance request services, and AI-powered and text-based customer support. At airports, EVA Air provides dedicated assistance counters and priority boarding arrangements, while airport lounges and aircraft cabins are equipped with accessible facilities and assistive devices. Safety information is also available in accessible formats, including Braille and subtitles. These measures are embedded in standard operating procedures and employee training programs, and their effectiveness is continuously monitored and enhanced through customer satisfaction and complaint management indicators. Through these efforts, EVA Air promotes diversity, equity, and inclusion while ensuring all passengers enjoy equitable, respectful, and accessible air travel services.

In addition, all passenger products and services, marketing communications, promotional activities, sponsorships, product information, and labeling provided by EVA Air comply with applicable laws, regulations, and relevant voluntary standards. During the reporting year, the Company did not incur any significant fines for non-compliance. Regulatory requirements are clearly specified in procurement notices for onboard service items, and suppliers are required to provide relevant testing and certification documents during the evaluation process. For example, food containers and packaging must comply with the Food Utensils, Containers and Packaging Sanitation Standards issued by Taiwan's Ministry of Health and Welfare. EVA Air does not sell prohibited or controversial products onboard. Furthermore, all ticket sales practices are conducted in accordance with applicable regulations and approved by the Civil Aviation Administration (CAA) of the Ministry of Transportation and Communications.

EVA Air regards cabin cleanliness as an integral part of service quality. Aircraft cabins are thoroughly cleaned before departure, while cabin crew regularly inspect and maintain cabin cleanliness throughout the flight to ensure a clean and comfortable travel experience. Ground personnel and supervisory units also conduct periodic inspections to continuously enhance cleaning standards. EVA Air has consistently ranked among the top performers in SKYTRAX's World's Cleanest Aircraft Cabins awards and was ranked No. 1 worldwide in 2025, demonstrating international recognition of its cabin cleanliness excellence.

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

	% of Compliance	Total Number of Items			
		2022	2023	2024	2025
Children's toys (Safety Toy inspection mark is required)	100%	17	14	9	15
Plastic tableware (Certificate of inspection is required, e.g. test of plasticizer or heavy metal, etc.)	100%	45	47	44	44
Food (Certificate of inspection is required, e.g. test of Escherichia coli, etc.)	100%	33	46	50	52

Comfortable and Honorable Service



Digital and Mobile Services

To provide the public with the most convenient, user-friendly, and fast digital and automated services, as well as to enhance customer satisfaction, EVA Air offers a range of digital service solutions.

EVA AIR App

Available in 34 languages across different markets, the app provides services including flight booking, special offers, flight status information, itinerary management (“My Trip/Check-in”), and Infinity MileageLands membership services. Passengers can use biometric authentication to quickly log in to their membership or EVA Fans accounts and conveniently manage booking records and membership information. Once logged into itinerary management (“My Trip/Check-in”), users receive automatic notifications for boarding passes, flight updates, and baggage information based on their flight schedule, and can activate flight tracking to receive flight status updates.

EVA Sky Shop App

Passengers may preorder duty free goods before their flight, with the convenience of in-flight pickup.

AI-powered Chatbot and Live Chat Service

Travel-related information and services are available through the website, mobile app, LINE, and Messenger. Supporting multiple languages and operating 24/7, the AI-powered chatbot assists passengers with award ticket availability, flight information, reservations and ticketing, and airport services. Certain responses are generated with AI assistance and are clearly identified as reference information only; official information remains subject to announcements on the EVA Air website and formal documentation. During business hours, logged-in members may also connect directly with customer service representatives via live text support, ensuring seamless access to both instant assistance and more personalized support when needed.

Cloud-based Customer Service System

A new co-browsing function enables customer service representatives to view passengers’ website or app screens in real time and provide timely and accurate assistance, improving issue resolution efficiency. Combined with AI-powered chatbot services and live text support, the system expands service channels beyond traditional voice communication and delivers a more convenient, inclusive, and efficient digital customer experience.

Overview of Digital Marketing

	2022	2023	2024	2025	2025 Target
Percentage of Customers Using Online Services	30.16%	29.64%	30.37%	29.38%	34.46%
Online Revenue Share	20.85%	30.11%	31.75%	30.03%	30.11%

Note: The strong growth recorded in 2023 and 2024 was driven by post-pandemic travel demand. As market conditions normalized in 2025, the figures declined slightly. EVA Air continues to promote online sales through global marketing initiatives, ongoing enhancements to its website and mobile app, and the development of competitive products and services.

Automated Facilities at all Destinations Worldwide

In 2025, digital boarding pass services were introduced at 10 additional destinations worldwide, including Jakarta, Beijing, Chengdu, Guangzhou, Phnom Penh, Shenzhen, Shanghai Hongqiao, Shanghai Pudong, Hanoi, and Ho Chi Minh City. Self-service baggage drop facilities were also launched in Singapore and Brisbane, complemented by the ongoing rollout of self-service baggage tag printing at various stations. These initiatives enhance operational efficiency across the network while providing passengers with a smoother travel experience.

EVA e-Library

Enhanced digital reading experience. The EVA e-Library continued to expand its collection of foreign-language publications, while the download service was extended to allow access up to seven days before departure, providing passengers with greater flexibility in planning their journeys.

Auto Check-In for Group Passengers via B2B Platform

Enhancing Group Travel Through Mobile-Friendly Design and Data-Driven Management

- (1) Mobile-Friendly Interface: Introduced an automatic interface optimization feature for mobile users, providing a more intuitive and convenient user experience.
- (2) Digital Performance Management: Enhanced performance reporting capabilities to better track paperless initiatives and support environmental sustainability objectives.
- (3) Greater Service Flexibility: Enabled seat selection and check-in for special charter flights up to 72 hours before departure, allowing groups greater flexibility in itinerary planning.
- (4) Enhanced Seat Management: Optimized the check-in process for flights with a stopover in Bangkok and provided boarding passes for the entire journey, improving the overall travel experience.

iCoupon Digital Service

Beginning in November 2025, iCoupon digital services were fully implemented across North American stations, making EVA Air the first Asian airline to adopt the system. Integrated with digital boarding passes, the service enables passengers to redeem offers instantly at participating merchants, significantly reducing waiting times while improving the efficiency and transparency of reconciliation processes and supporting paperless operations.

Leading Sustainable Baggage Services

As an industry pioneer in Taiwan, FSC-certified baggage tags were adopted across the network as part of the Company’s sustainable procurement efforts. In addition, the self-developed baggage irregularity reporting system was further enhanced, allowing passengers to track case progress at any time after arriving at their destination and providing a more convenient and environmentally friendly baggage service experience.

Official Website Service

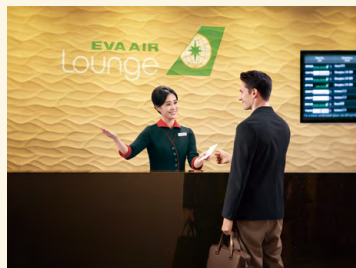
The online booking process was upgraded to display the booking class (RBD) for selected flights and provide dedicated identification for codeshare flights. In addition, a virtual reality 3D seat map was introduced to enhance the booking experience and support more informed travel planning.



VIP Lounge

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

- Developed an exclusive EVA Air signature scent in collaboration with a fragrance brand to enhance the lounge experience.
- Introduced a 360-degree virtual lounge tour, enabling passengers to explore lounge facilities in advance.
- Completed lounge renovations in 2025, improving space utilization and adding a dedicated reclining chair area for rest and relaxation.
- Partnered with Evergreen Sky Catering, certified local suppliers, and renowned brands, including Din Tai Fung, Tien Hsiang Lo, and Pierre Hermé, to provide high-quality and diverse dining options.
- Promoted waste reduction by adopting refillable amenities and biodegradable personal care products to support more sustainable travel.



Membership Services

Infinity MileageLands leverages digital technologies and strategic partnerships to enhance member services while extending engagement across sports, tourism, lifestyle, and information security.

Cross-Industry Partnerships

In 2025, mileage promotion campaigns were launched in conjunction with major sporting events sponsored in North America, including MLB's Los Angeles Angels and San Francisco Giants, and the NBA's Houston Rockets. Additional mileage rewards were also offered through designated flight promotions and online travel fairs to enhance member engagement and loyalty. Partnerships with Visa further connected Infinity MileageLands with major international events, including the 2025 MAMA Awards and the 2026 Milan Cortina Winter Olympic Games, expanding opportunities for members to earn and redeem miles.

Local Alliances and International Expansion

Cross-industry partnerships continued to expand in 2025, with new collaborations established with Grand Hilai Taipei, Rakuten Card Taiwan, HSBC India, and Anantara Vacation Club, further strengthening the global mileage rewards network and service ecosystem.

Strengthening Account Security

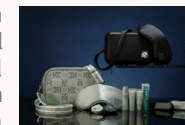
A mobile phone verification mechanism was introduced on June 25, 2025. Under the principle of one account linked to one mobile number, the measure enhances account security when members use key functions such as nominee registration and mileage transfers.



In-flight Service Items

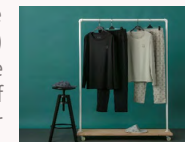
Maison Kitsuné Kit

New kits were introduced for Royal Laurel Class passengers in collaboration with Maison Kitsuné. Two exclusive designs combine premium aesthetics with practical functionality and include Maison Kitsuné-branded skincare products and travel accessories, along with a detachable shoulder strap for added convenience. Each kit also comes with a compact foldable shopping bag and a cable organizer. In addition, the onboard dental kit was upgraded to feature toothpaste from Italian luxury oral care brand MARVIS, further enhancing the premium travel.



Maison Kitsuné Pajamas

New pajamas developed in collaboration with Maison Kitsuné feature the brand's signature design elements and are made from 50% recycled PET (rPET) material. Available in three sizes, the collection enhances passenger comfort while reflecting a commitment to sustainable materials. Different color combinations of pajamas and slippers are provided on inbound and outbound flights, further enriching the premium onboard experience.



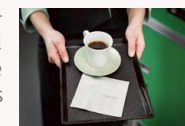
HUNTER Premium Economy Kit

EVA Air became HUNTER's first airline partner, introducing an exclusive co-branded amenity kit for Premium Economy Class passengers on long-haul routes. Available in olive green and oat brown, the kit combines contemporary design with practical functionality and includes HUNTER-branded lotion and lip balm to enhance passenger comfort during long-haul travel.



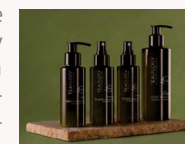
Cross-Brand Collaboration with Starbucks

In 2025, EVA Air partnered with Starbucks to elevate the onboard beverage experience. Starbucks Espresso Roast brewed coffee was introduced in Royal Laurel Class on long-haul routes, while Starbucks Pike Place Roast brewed coffee became available in Royal Laurel Class, Laurel Class, and Business Class across the network.



TEAOLGY New Onboard Toiletries

New lavatory amenities for Premium Economy Class and Economy Class feature products from Australian brand TEAOLGY, a natural, vegan, and environmentally conscious skincare brand. Formulated with the brand's signature tea infusion technology and organic tea extracts, the products offer a refreshed onboard experience. The bottles are made from recycled PET (rPET) material, combining premium design with sustainability considerations.



New Economy Class Tableware – Brilliant Glaze

EVA Air's new Economy Class tableware, "Brilliant Glaze," inspired by Taiwan's high-mountain tea plantations, the design seamlessly blends trapezoidal textures with tea tree motifs. Its translucent jade-green hue, complemented by soft beige tones, shimmers elegantly with changing light, revealing layers of delicate depth. Light weight, aesthetically pleasing, and highly functional, it enhances the in-flight dining experience, allowing you to savor gourmet meals while immersing yourself in the harmony and natural beauty of Taiwan.



3-2 In-flight Catering Services

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

In 2025, EVA Air continued to enhance its onboard dining experience through collaborations with renowned restaurants, chefs, and culinary brands. Highlights included wagyu dishes from Kanpai Classic, Bellota Iberian pork dumplings, and exclusive menus created by Michelin-starred chef Wen-Kuang Hsu, Japanese master chef Motokazu Nakamura, and culinary master Ching-Piao Huang. Champion baker Peng-Chieh Wang also provided premium bakery selections. In addition, passengers traveling in Royal Laurel Class, Premium Laurel Class, and Business Class may pre-select meals online from 21 days up to 24 hours before departure, offering greater choice and convenience.

Special In-flight Catering Services

To bring passengers a better flight experience, EVA Air regularly updates in-flight meals with fresh seasonal and local ingredients, and collaborates with internationally renowned chefs and culinary brands. Complemented by a selection of beverages and wines, these offerings provide passengers with diverse and innovative dining options throughout their journey.

A Celebrity Chef in the Sky

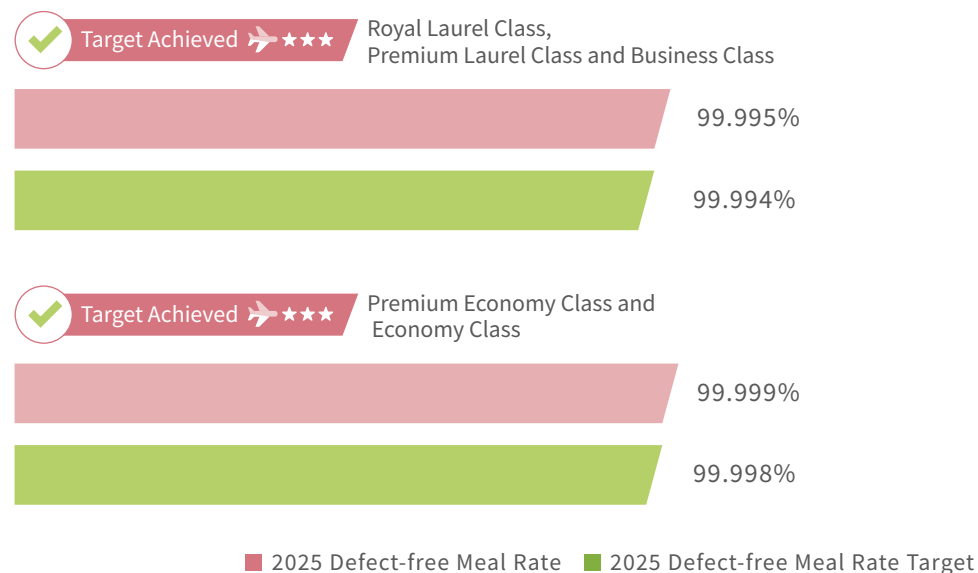
In 2025, onboard dining highlighted premium ingredients and culinary craftsmanship. Royal Laurel Class featured refined selections such as sous-vide king salmon with caviar and East-meets-West creations including lobster with salted egg yolk and wontons. Long-haul routes also offered specialty items such as soft-shell crab burgers and curated cheese platters. Premium Economy Class introduced upgraded dishes, including seared beef steak with foie gras mousse, while Economy Class showcased Taiwanese favorites such as Three-Cup Chicken with scallion rice and cordyceps shrimp congee, bringing authentic local flavors onboard.

On selected Southeast Asia routes, passengers were offered fruit popsicles in watermelon and mango flavors through a collaboration with Taiwanese brand Chun Yi Zhi, featuring locally sourced fruit from Hualien.



Defect-free Meal Rate

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



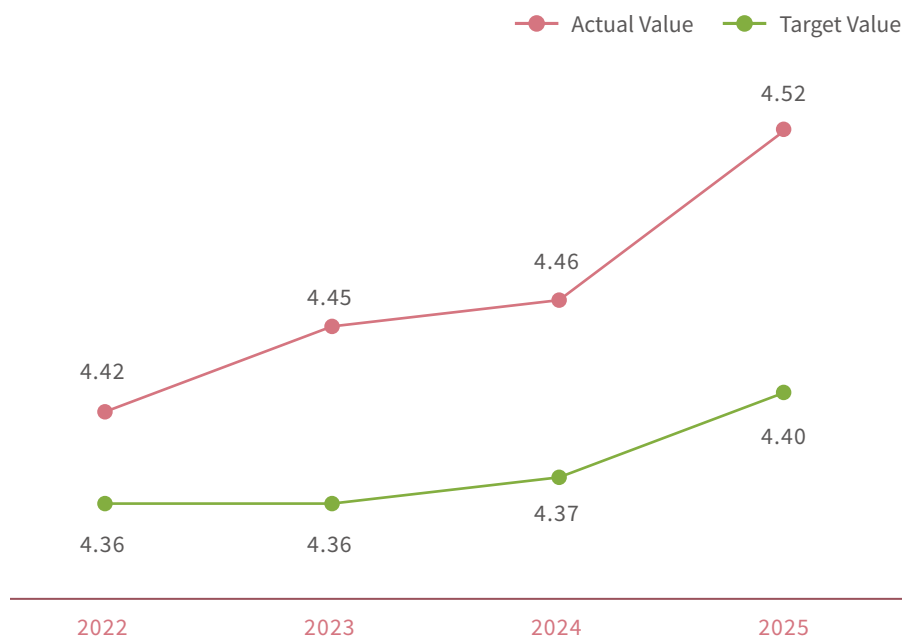
3-3 Cargo Service

EVA Air is recognized for its strong aviation safety record and professional cargo transportation capabilities, earning multiple Air Cargo Excellence Awards. In response to evolving market demand, the Company has expanded its cold chain logistics services, broadened network coverage, strengthened personnel training, and enhanced operational control and contingency response mechanisms. Through a balanced focus on long-term network development, operational efficiency, and service quality, EVA Air continues to strengthen its competitiveness in the global cargo market.

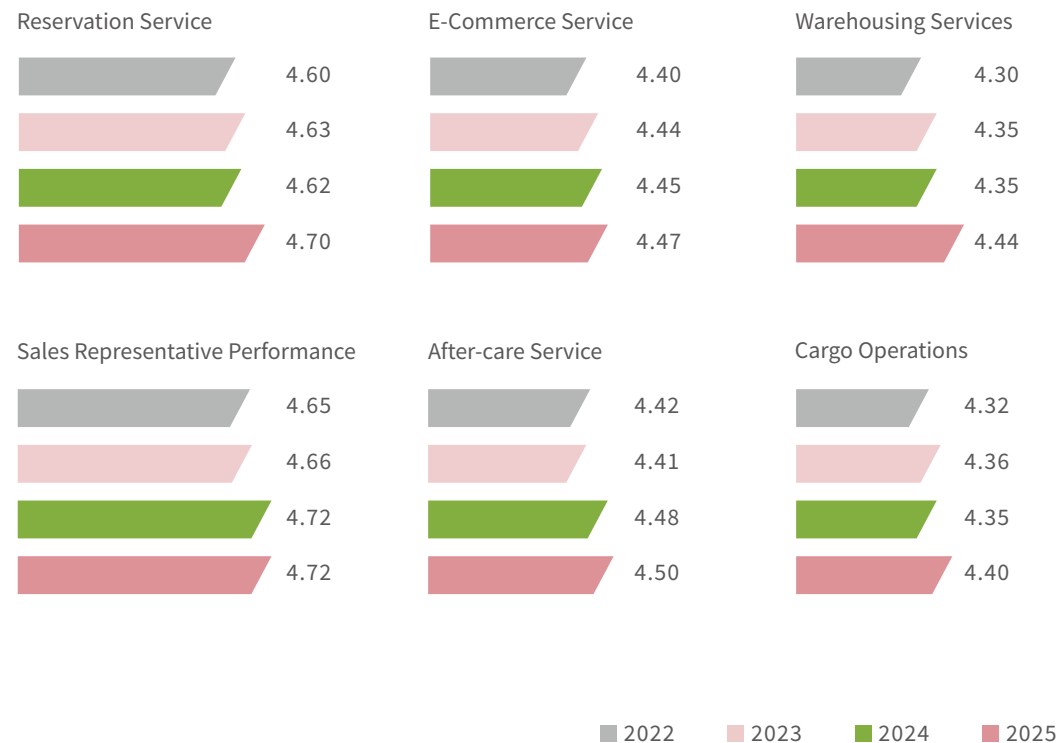
Cargo Satisfaction Survey

EVA Air values customers using our cargo services and service quality. We constantly track the customer satisfaction, service requirements and other suggestions for improvements. Every year, we conduct a customer satisfaction survey on our main freight forwarders, which comprises 6 major categories: Reservation Services, Sales And Marketing Services, Warehouse Services, E-Commerce Services, Cargo Services, And After-Sales Services.

Overall Customer Satisfaction with Cargo Services



6 Categories Customer Satisfaction with Cargo Services



The overall 2025 customer satisfaction score for cargo services was 4.52, exceeding the annual target and increasing by 0.06 points from 2024. This demonstrates that EVA Air's continued efforts to enhance cargo services have been recognized and appreciated by customers.

Among the six service categories, "Sales Representative Performance" received the highest satisfaction score of 4.72. While all indicators showed steady improvement, "Truck Transfer Service Quality" under Cargo Services received the lowest score of 4.31. This was primarily attributable to external factors, including the global shortage of truck drivers, which continued to affect truck transfer operations and service quality. In addition, the steady improvement in E-Commerce Services and After-Sales Services reflects the effectiveness of digitalization initiatives and cargo irregularity handling mechanisms.

In response to service areas that scored below target levels, we will continue to work with our Operation Management Department and other relevant departments to better understand customers' needs. Cargo terminals and ground handling agencies will be required to implement improvement measures and track progress to ensure effective implementation, thereby further enhancing the quality of EVA Air's warehousing and cargo services.

Logistics Safety and Efficiency



Cold Chain Service

Currently, there are 28 stations worldwide offering cold chain services, and all relevant personnel are required to complete annual temperature-controlled cargo handling training to ensure the provision of reliable and professional cold chain logistics services.

In March 2024, EVA Air and Evergreen Air Services Corp. again received the Center of Excellence for Independent Validators in Pharmaceutical Logistics (CEIV Pharma) certification issued by the International Air Transport Association (IATA). This certification covers EVA Air's ground handling and air transportation operations at Taoyuan International Airport. EVA Air is one of the few airlines worldwide to hold CEIV Pharma certification for both air and ground operations, enabling the provision of integrated end-to-end pharmaceutical cold chain transportation services.



Locations of Cold chain Service in 2025



Customs AEO Certification

Co-ordinate with the policy of Customs Administration, Ministry of Finance, EVA Air obtained the certification of Customs AEO Certification on November 18th, 2011 to establish secure and convenient supply chain for trade. The certification is subject to self-inspection and approval by the customs every year, and on-site verification every three years depending on the situation. EVA Air completed the self-inspection in December 2025 and received the on-site approval from the customs, which indicates that EVA Air has gained the trust of the customs and is qualified for providing a safe air cargo supply chain environment.



Lithium Battery Shipments

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



Fresh Cargo and Live Animal Services

In collaboration with Evergreen Air Services Corp. and Evergreen Air Cargo Services Corp., EVA Air obtained both the IATA CEIV Fresh and CEIV Live Animals certifications. This achievement makes EVA Air one of the few airline groups worldwide to hold both certifications across all three key operational sectors—airline operations, cargo warehousing, and ground handling services.

EVA Air is also among the few airlines globally to have obtained all four CEIV certifications, demonstrating its commitment to providing high-quality and specialized cargo transportation services.

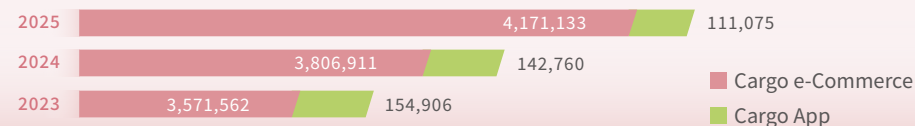
Convenient and Diversified Services

Cargo E-Commerce

With the global transition toward digital and mobile solutions, EVA Air continues to advance cargo digitalization and supports IATA's ONE Record standard for data exchange. In 2025, EVA Air worked with freight forwarders and affiliated companies to promote the application of ONE Record and successfully completed pilot operations with freight forwarding partners.

In addition to implementing this new standard in practice, EVA Air will continue to support the adoption of ONE Record, optimize smart logistics operations, improve cargo service efficiency, and expand its application through collaboration with industry partners. Embracing the spirit of corporate sustainability, we continue to move toward a more convenient, paperless, and digital operating environment, contributing to energy conservation and carbon reduction.

Number of visits

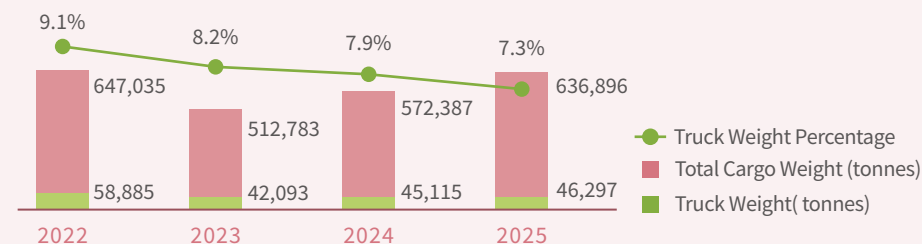


Multimodal Transportation

Currently, EVA Air owns 9 Boeing 777F freighter aircraft. In order to further enhance cargo transport capacity and strengthen competitiveness in the air cargo market, EVA Air plans to progressively convert 3 Boeing 777-300ER passenger aircraft into freighters starting in 2026. Upon completion of the conversion program, the freighter fleet will expand to a total of 12 aircraft.

EVA Air combines land and air transportation through cooperation with contracted trucking companies to provide customers with sufficient cargo capacity and efficient truck transfer services. Through EVA Air's direct flight network in North America, including Los Angeles, San Francisco, Seattle, Chicago, Atlanta, Dallas, Houston, New York, Vancouver, and Toronto, air cargo can be transported efficiently to inland destinations across the United States and Canada via extensive trucking networks. Likewise, export cargo from major cities in the United States and Canada can be connected by truck to EVA Air's direct flight gateways and transported to major destinations across Asia, including Taipei, Shanghai, Tokyo, and Singapore.

EVA Air transported a total of 636,896 tonnes of air cargo in 2025. Among this volume, truck-air intermodal cargo accounted for 46,297 tonnes, representing 7.27% of total cargo volume.



CHAPTER

04

Building Corporate Resilience

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Highlights

International Recognition

Ranked 8th as the World's Safest Airlines in 2026 by AirlineRatings.com.

Safety Promotion

In 2025, EVA Air advanced its safety culture transformation by expanding its annual Safety Week into the year-round "Live with Safety" initiative. Through initiatives such as immersive tours of the new Safety Gallery, the Safety Mileage e-newsletter platform, and Safety Leadership Development Programs, EVA Air continues to strengthen employees' safety awareness and leadership capabilities while fostering a safety culture built on organization-wide participation.

Information Security Management System (ISMS) Re-Certification

EVA Air has implemented the ISO 27001:2013 Information Security Management System since 2019 and expanded its scope in 2022 to include flight safety, aviation security and facilitation. The Company has successfully passed all surveillance audits to date. To ensure full alignment with the revised ISO 27001:2022 standard, EVA Air completed the transition certification in 2025.

Privacy Information Management System (PIMS) Certification

EVA Air firmly commits to complying with all applicable data privacy laws and regulations in the jurisdictions where we operate. To further enhance our data protection practices through a systematic approach, EVA Air completed the implementation and certification of the ISO 27701 Privacy Information Management System (PIMS) in 2025.

Obtained IATA Sustainable Procurement Certification

To strengthen sustainable supply chain governance and align with international best practices, EVA Air implemented a sustainable procurement management system, optimized its governance framework and procurement processes, and enhanced supply chain traceability mechanisms. In October 2025, EVA Air successfully completed third-party verification and became one of the first airlines in the world to obtain the IATA Sustainable Procurement Certification.

Green Supply Chain Program Reduced 11,141 tons of CO₂e

EVA Air continued to advance its Green Supply Chain Program, encouraging suppliers to actively reduce carbon emissions. The second program cycle achieved carbon reductions of 11,141 tCO₂e, bringing cumulative reductions to 25,508 tCO₂e as of 2025.

4-1 Enterprise Risk Management

4-1-1 Risk and Opportunity Management Strategies

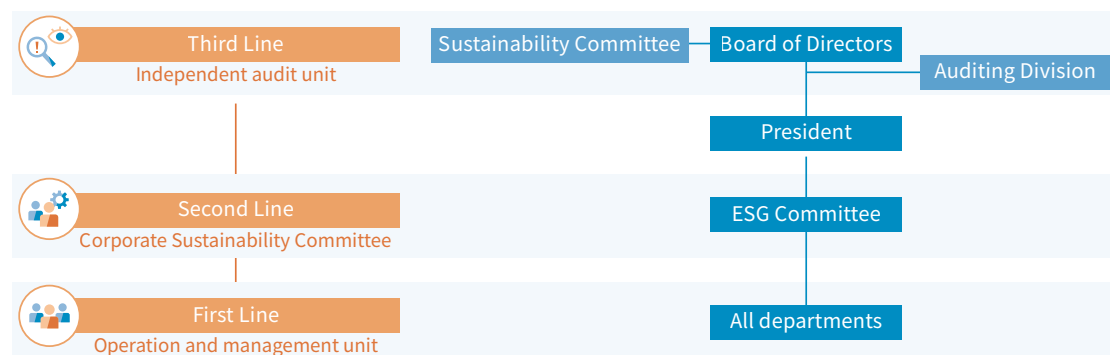
In order to improve and implement the risk and opportunity management mechanism, the Company has established the Risk Management Policy and Procedures to carry out risk management aimed at uncertain factors that may threaten the Company's operations, improve the efficiency in division of labor in risk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

Risk and Opportunity Management Framework

The Board of Directors is the highest governing body for EVA Air's risk and opportunity management and is responsible for approving the Company's risk management policies, procedures, and organizational framework. The Sustainability Committee, a committee under the Board of Directors, is responsible for reviewing risk management policies and overseeing the implementation of risk management-related decisions and operational mechanisms, and regularly reports implementation results to the Board of Directors on an annual basis.

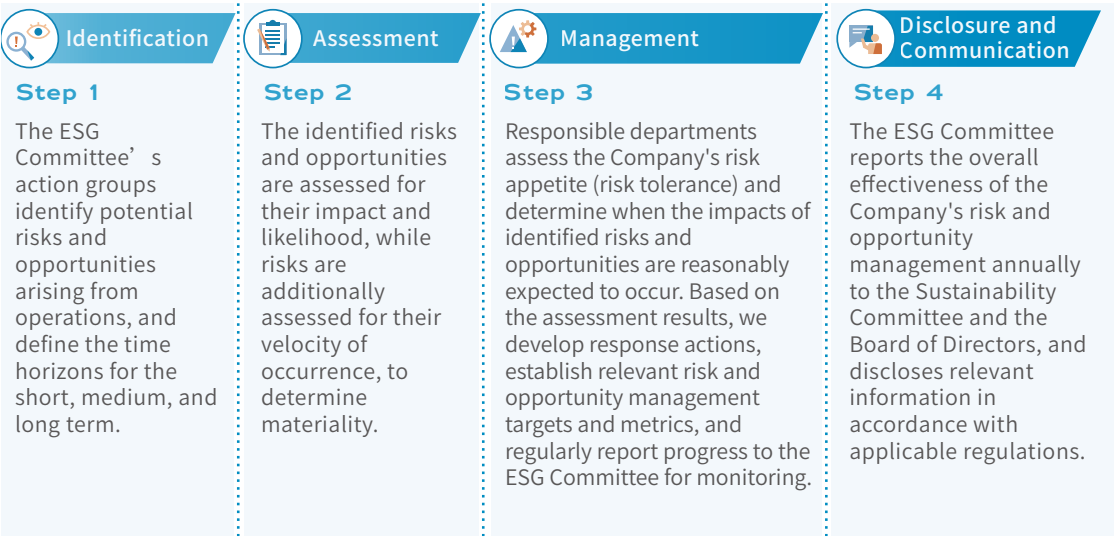
The ESG Committee is responsible for planning, implementing, and monitoring risk management-related activities. Through its quarterly meetings, the Committee directs responsible departments in implementing risk management policies and tracking the execution of risk control measures and improvement actions, and reports implementation results to the Sustainability Committee annually.

Through annual internal control self-assessments and external audits conducted every two years by an independent third-party assurance provider, EVA Air verifies the compliance and effectiveness of its risk management processes and continuously monitors the effectiveness of its risk management framework. Our most recent external audit for risk management process compliance and operating performance was completed by Bureau Veritas Certification (BVC) on June 17, 2026. For detailed statements, refer to the Independent Assurance Statement in the appendices ([page 138](#) of this report.)



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

Enterprise Risk and Opportunity Management Process



EVA Air references the ISO 31000 Risk Management Framework, the Committee of Sponsoring Organizations of the Treadway Commission (COSO) Risk Assessment in Practice methodology, and the IFRS Sustainability Disclosure Standards to identify, assess, manage, and disclose economic (including corporate governance), environmental, social, and material topic-related risks that may arise from its operations, based on the principle of materiality. This year, the assessment scope was further expanded to include consolidated subsidiaries, enabling a more comprehensive evaluation of enterprise-wide operational risks.

During the assessment process, identified risks and opportunities are evaluated using a five-point scale based on their impact and likelihood. For risks, the assessment also considers risk velocity to support a comprehensive evaluation. The assessment covers strategic, operational, financial, climate-related, and emerging risks.

Taking into account the Company's overall business strategy and operating environment, the ESG Committee evaluates the Company's risk appetite and the potential of identified opportunities based on the assessment results. The evaluation is submitted to the President for approval and serves as the basis for subsequent risk response and opportunity management, ensuring that risks remain within the Company's acceptable risk tolerance while enabling the Company to capitalize on potential opportunities.

Risk Identification Results

Following the risk management process, the key risks identified in 2025—namely climate policy and regulatory risk, industry-wide labor shortages and workforce structure challenges, and raw material supply shortages or instability—have been addressed through corresponding response actions implemented by the responsible departments. As a result, these risks have been assessed as moderate risks within the Company's acceptable risk tolerance and continue to be monitored by the ESG Committee.

Likelihood	High	- Misinformation and disinformation - Misinformation and disinformation from generative AI (AI hallucinations)	Climate policy and regulatory risk			E S G
		- Environmental degradation at operational locations - Increased demand for sustainable products and services	- Increase in cyberattacks - Increase in acute and chronic physical climate events - Foreign exchange risk - Stricter scrutiny and regulatory compliance	Industry-wide labor shortages and workforce structure challenges		
		- Competitors mastering key new technologies - Investment risk	- Stricter regulations on low-carbon energy use - Broad-scale consequences of safety occurrences - Food safety - In-flight passenger misconduct	- Occurrence of public safety crises and natural disasters - Geopolitical impacts	Raw material supply shortages or instability	
		- Natural resource scarcity - Tightening regulations on nature-positive impacts (biodiversity impacts) - Workplace bullying risk	- Energy supply instability and regulatory - Fair trade and antitrust		Capital and liquidity risk	
	Low	Credit risk	Intellectual property infringement and rights violations	Stricter business ethics and corporate governance standards		
		Impact				High

Response Measures for Key Risks



Climate Policy and Regulatory Risk

Evaluation Factors

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

Response Measures

1. Continue to comply with the Civil Aviation Administration's CORSIA requirements by monitoring and reporting international flight carbon emissions annually, tracking developments in carbon market prices, developing procurement strategies, optimizing procurement costs, allocating a carbon budget, and identifying appropriate procurement opportunities.
2. Gradually increase the use of Sustainable Aviation Fuel (SAF) by pursuing long-term partnerships with suppliers, securing larger volumes under commercially reasonable pricing, and progressively expanding SAF adoption in Taiwan in line with government policies and regulatory requirements.
3. Continue to participate in domestic and international forums and engage with stakeholders, including government agencies, industry associations, airlines, and suppliers, to monitor and discuss climate-related policies and regulatory developments.



Industry-wide Labor Shortages and Workforce Structure Challenges

Evaluation Factors

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

Response Measures

1. Regularly review and adjust the compensation structure in response to inflation and industry competition, and provide performance-based compensation and incentives to strengthen talent retention.
2. Partner with domestic universities through internships and specialized courses, giving students early exposure to aviation practices and securing top talent before graduation.
3. Maintain a comprehensive self-sponsored pilot training program to address the global pilot shortage at its source and ensure an adequate pipeline of flight crew to support future fleet expansion.
4. Provide family-friendly workplace measures, including parental leave, flexible work schedule adjustments, and contracted childcare services, to help employees balance work and family responsibilities, alleviate pressures associated with declining birth rates, and reduce talent attrition due to family-related factors.



Raw Material Supply Shortages or Instability

Evaluation Factors

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

Response Measures

1. Strengthen fleet planning and capacity management by extending the lease terms of selected leased aircraft where appropriate and flexibly optimizing fleet deployment to maintain network operations and meet passenger and cargo service demand, thereby mitigating the operational impacts of delayed aircraft deliveries.
2. Continue to monitor global market supply-demand dynamics and supply chain shifts, while enhancing supply stability through diversified sourcing, long-term supplier partnerships, and strategic procurement arrangements.

Identification of Emerging Risk

As the global aviation industry faces increasingly stringent regulatory requirements, climate change, information security threats, geopolitical developments, and the rapid advancement of emerging technologies, companies are exposed to growing uncertainty. Emerging risks have therefore become one of the key issues requiring careful assessment by airlines. By proactively identifying, analyzing, and developing appropriate response measures, EVA Air seeks to address emerging risks at an early stage and minimize their potential impacts on operations.

With reference to the Global Risks Report published annually by the World Economic Forum (WEF), each action group under the ESG Committee identifies emerging risks within its area of responsibility and conducts risk factor assessments. Based on the assessment results, corresponding response measures are developed, and the outcomes are regularly reported to the Sustainability Committee and the Board of Directors.

Emerging Risk Identification Process



Emerging Risk Identification Results

Emerging Technologies and Misinformation

Technology

 Description

The rapid advancement of generative AI and digital technologies has enabled highly convincing misinformation, such as manipulated images and fraudulent websites, to be created and disseminated at scale, making it increasingly difficult to distinguish authentic information from false content. When public awareness and digital literacy fail to keep pace with technological advances, misinformation can spread rapidly and be widely believed. This may erode stakeholder trust, resulting in operational disruption, financial losses, and reputational damage, thereby posing a significant threat to the Company's operational resilience and brand reputation.

 Impact on Our Operations

Emerging forms of misinformation, such as fake flight information and phishing websites, may mislead passengers and fraudulently obtain sensitive personal information, resulting in significant reputational damage. Internally, the use of AI applications involving sensitive information may increase the risk of data breaches in the event of cyberattacks. Overreliance on or misuse of AI may also lead to poor decision-making and increased operating costs. In addition, when the Company's brand is impersonated or misused, additional resources are required for public clarification and customer support. Collectively, these risks pose challenges to operational stability and resilience, underscoring the need to continuously strengthen cybersecurity protection and incident response capabilities.

 Mitigating Actions

EVA Air continues to strengthen its cybersecurity and digital risk management framework through identity verification mechanisms, data protection measures, and website security management to mitigate the risks of personal data breaches, fraudulent transactions, and identity impersonation. We also continue to enhance the security and authenticity of our official digital platforms and strengthen brand recognition, while promoting cybersecurity awareness and online safety practices through multiple communication channels.

In addition, we have established cybersecurity incident reporting, cross-functional response, and external notification mechanisms to ensure the timely investigation, clarification, and implementation of appropriate response measures upon receiving notifications from competent authorities or relevant organizations. When necessary, accurate information is promptly communicated through official channels.

To address emerging risks associated with new technologies, including AI-enabled misinformation, EVA Air continuously monitors the external digital environment, conducts regular cybersecurity and social engineering awareness training, and establishes AI governance principles and guidelines for the responsible use of AI. These efforts enhance the Company's operational resilience while safeguarding its reputation and maintaining stakeholder trust.

Talent Availability and Evolving Skill Requirements

Social

 Description

Demographic shifts, including declining birth rates and population aging, have contributed to a sustained tightening of the labor market. At the same time, the rapid advancement of generative AI and technologies supporting the green transition is reshaping demand for highly skilled digital and emerging technology talent. These structural changes may affect the Company's ability to acquire critical capabilities, strengthen operational resilience, and execute its transformation strategy, potentially constraining innovation and adversely affecting its overall operations and competitiveness.

 Impact on Our Operations

EVA Air may face the dual challenges of a tightening labor market and accelerating technological transformation. Failure to attract and develop qualified talent through industry-academia partnerships and diversified recruitment channels could result in workforce shortages and gaps in critical capabilities. This may directly affect the implementation of the Company's internal and customer-facing AI initiatives and the efficiency of automated services, while also hindering the execution of Sustainable Aviation Fuel (SAF) procurement strategies and decarbonization initiatives. In addition, intense competition for digital talent, particularly from the technology sector, may further constrain the Company's ability to attract and retain key talent. A shortage of professionals with digital and green transition skills could limit innovation, weaken operational resilience, and reduce the Company's long-term competitiveness in the global aviation industry.

 Mitigating Actions

To address evolving talent requirements, EVA Air regularly reviews its compensation and benefits programs while continuing to strengthen employees' capabilities in digital technologies, artificial intelligence (AI), and ESG-related competencies. At the same time, we are actively deploying AI-powered customer services and office process automation to enhance operational efficiency and reduce administrative workloads.

In addition, we partner with external professional institutions to offer a Certified Professional in Corporate Sustainability Management training program, cultivating digital and green talent while enhancing employees' sustainability expertise and capabilities. These initiatives support the Company's sustainability transformation and strengthen its long-term competitiveness.

Risk Management Culture

To embed risk awareness into employees' daily operations, EVA Air fosters a strong risk management culture through a range of initiatives, reinforcing enterprise risk management and internal control.

Training and Awareness

EVA Air adopts both top-down and bottom-up approaches to risk management. Each year, we invite external experts to deliver 6 hours of continuing education for Directors, with course topics tailored to their professional backgrounds and development needs. In 2025, Directors attended training sessions on Risk Management – Natural Risk Analysis and Circular Economy and Trump 2.0-Global Economic and Industrial Outlook in October.

To strengthen risk awareness across the organization, EVA Air also provides annual risk management training for all employees and regularly communicates risk management requirements and best practices, reinforcing a safety-first mindset throughout the Company. In 2025, a total of 12,024 training participations were completed, achieving a 100% completion rate.

Risk Management Incentive Mechanism

EVA Air incorporates risk management performance into its employee evaluation and incentive framework. Individual performance, project execution, and risk management capabilities are considered when determining performance-based incentives, encouraging employees to proactively integrate risk management into their daily responsibilities.

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

Comprehensive Risk Management across the Service Process

EVA Air follows the Plan-Do-Check-Act (PDCA) cycle in the development of products and services to assess potential risks, ensure regulatory compliance, and safeguard passenger rights and well-being. As part of the procurement process for new products and services, responsible departments conduct risk assessments based on their professional expertise and require suppliers to provide relevant inspection and certification documents to verify that new onboard products and service items comply with applicable regulations and safety requirements. For more information, please refer to [Chapter 3, Innovative Flight Experiences](#).



4-2 Flight Safety



Safety Guidelines

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

Safety, Service, and Sustainability are EVA Air's core values and the shared priorities of every employee. Guided by our sustainability action guidelines of being "action-oriented, performance-targeted, and sustainability-centered," all flight and ground personnel uphold a safety philosophy that aligns "Hazard identification and risk management as the action orientation, and S.O.P. compliance and operation accuracy as performance goals, as well as professional and systematic enhancement as the main axis of sustainability". Leveraging a data-driven, evidence-based, and systematic approach, EVA Air integrates big data analytics and artificial intelligence (AI) into its safety management practices while proactively adopting the principles of Safety II. By learning from successful day-to-day operations, we enhance system resilience and adaptive capacity, further strengthening the effectiveness and resilience of our Safety Management System (SMS).

We remain committed to our safety vision: "We aim to assure your safety whenever you are airborne; we never compromise safety in the air or on the ground." Our goal of zero accidents is embedded in every employee's mindset and daily actions. To further reinforce employees' commitment and accountability for passenger safety, EVA Air launched the "Live with Safety" Safety Culture Promotion Program in 2025. Through year-round engagement and interactive activities, the program reinforces safety awareness in daily operations, encouraging every employee to make safety a personal commitment and an integral part of everyday work, while fostering a culture of precision, discipline, and continuous improvement.

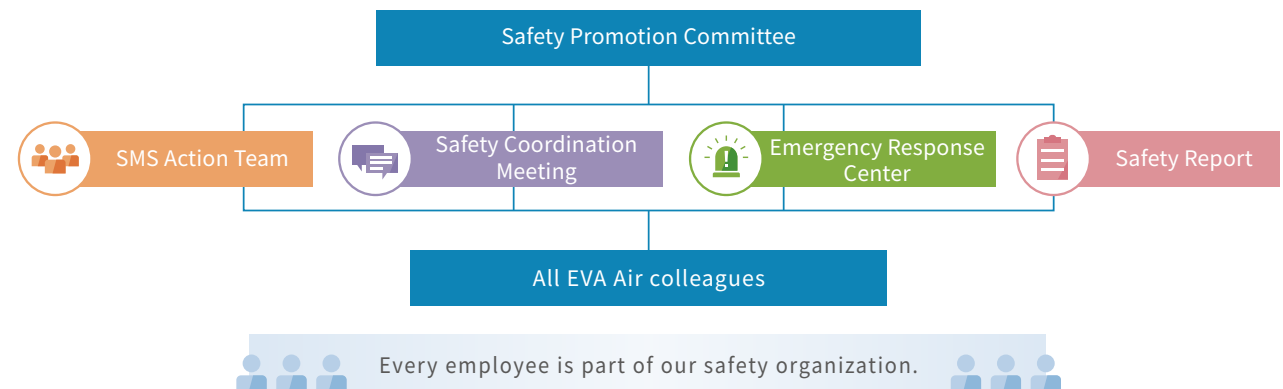
4-2-1 Smart Integration and Action Implementation

EVA Air has established and actively implemented its Safety Management System (SMS) since 2006. Guided by an action-oriented approach, we integrate safety into our management systems and continuously enhance the effectiveness of our safety management practices through ongoing monitoring of safety performance indicators (SPIs).



Flight Safety Management Structure

To ensure the effective implementation of the Safety Management System (SMS), maintain the quality and safety of operations, and proactively prevent safety occurrences, EVA Air has established an SMS Action Team under the Safety Promotion Committee. Based on the nature of operational activities, eight functional teams have been established covering Organization Management, Flight Safety, Flight Operations Control Safety, Maintenance Safety, Cabin Safety, Ground Safety, Cargo Safety, and Aviation Security. Through this structured governance framework, EVA Air systematically monitors and controls risks across operational areas and implements appropriate risk mitigation measures.



Flight Safety Policy GRI 2-23, GRI 2-24

“[EVA Corporate Safety and Security Policy](#)” signed and endorsed by the President, demonstrates EVA Air’s commitment to continuously implementing its Safety Management System (SMS) and fostering a strong safety culture throughout the organization. The Company integrates the core elements of SMS—hazard identification and risk management—into employees’ mindset, decision-making and daily operations, applying them to strategic planning, procedure development, and operational execution.

Supported by a well-established safety management organization, each department identifies hazards within its areas of responsibility and systematically manages both existing and potential risks to maintain a safe operating environment.



EVA Corporate
Safety and
Security Policy

Safety Strategies

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

Implementation of Risk Management Actions

EVA Air applies risk management methodology to strengthen the implementation of its Safety Management System (SMS). Through comprehensive safety education and training for both flight and ground personnel, we cultivate safety awareness, situational awareness, and the capability to consistently execute established standards, ensuring disciplined execution of standard operating procedures. By adopting a proactive and predictive approach, employees are encouraged to identify operational and system-level hazards at an early stage and implement timely and effective risk mitigation measures.

To further strengthen SMS implementation, EVA Air promotes the “Seven Processes Campaign” as a common operational approach for all employees. The framework illustrates the interrelationship among seven key stages—regulations, policies, procedures, documentation, standards, actions, and outcomes—to help ensure that operational activities consistently achieve the organization’s established objectives.

In 2025, EVA Air delivered two eight-hour training programs: the Basic Safety Management System Course and the Safety Management System Management Course. A total of 104 and 67 employees completed the respective programs, with a 100% completion rate for both courses.

Hazard Identification and Risk Management

GRI 2-27, GRI 416-1, GRI 416-2

In 2025, the SMS Action Team identified five categories of risk management follow-up items and implemented 42 corrective actions, including procedure revisions, enhanced personnel training, and safety awareness initiatives based on operational case studies. All corrective actions were completed, achieving a 100% implementation rate.

Discipline	Risks Category	Mitigation Actions	Status	Risk Reduction
Organizational Management	Refueling with Passengers on Board / Portable Power Banks	5	✓	Reduce risk level to low
Flight Safety	Flight Operational Occurrences	16	✓	Reduce risk level to low
Maintenance Safety	System Malfunction	12	✓	Reduce risk level to low
Ground Safety	Passenger Boarding Bridge Operational Errors	5	✓	Reduce risk level to low
Aviation Security	Security Negligence	4	✓	Reduce risk level to low
Total	5	42	Improvement Measures Achievement Rate: 100%	

To address geopolitical risks, EVA Air continuously monitors geopolitical developments and conducts risk assessments based on Notices to Airmen (NOTAMs) and other relevant information. Response plans are reviewed and updated as necessary to minimize potential impacts and losses. Through regular emergency response exercises, EVA Air also prepares contingency measures, including flight route adjustments and fuel planning, to enhance operational resilience.

In 2025, EVA Air received one administrative penalty from the Civil Aviation Administration (CAA). To prevent recurrence, the Company implemented corrective measures, including a biennial crew roster re-verification process with the Aviation Police Bureau and corresponding updates to its documented procedures.

Time of occurrence	Time of announcement	Description of Occurrence	Administrative Action
Dec 2024	Mar 2025	The Company failed to conduct the required triennial background checks for flight crew members.	A fine of NT\$80,000

Flight Safety Performance Indicators

In accordance with the 2023–2025 Global Aviation Safety Plan (GASP) issued by the civil aviation authority and the International Civil Aviation Organization (ICAO), five High-risk Categories of Occurrence (HRCs) have been identified globally: Controlled Flight into Terrain (CFIT), Loss of Control In-flight (LOC-I), Runway Excursion (RE), Runway Incursion (RI), and Mid-air Collision (MAC). EVA Air has established corresponding hazard identification and risk mitigation measures to address these risk categories.

To monitor and evaluate flight safety performance and trends, EVA Air has established annual Safety Performance Indicators (SPIs) and Safety Performance Targets (SPTs). Both SPIs and SPTs are reviewed quarterly by the Safety Promotion Committee and the SMS Action Team to ensure the continued effectiveness of the Company's Safety Management System (SMS).

Safety Performance Targets



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

	2022	2023	2024	2025
Number of serious incidents	0	0	0	0
Number of aviation accidents	0	0	0	0
Number of passenger fatalities (Note)	0	0	0	0

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

International Recognition

The IATA Operational Safety Audit (IOSA), established by the International Air Transport Association (IATA), is an internationally recognized audit program that assesses whether an airline's operational systems comply with the safety standards of the International Civil Aviation Organization (ICAO). Airlines undergo IOSA renewal audits every two years, making IOSA one of the aviation industry's most widely recognized and credible safety assessment programs.

EVA Air became the first airline in Taiwan to achieve IOSA certification in 2005. The certification demonstrates that the Company's operational systems meet internationally recognized safety standards and reflects EVA Air's long-standing commitment to flight safety. In 2024, EVA Air successfully completed its first Risk-Based IOSA Audit with outstanding results, reaffirming its commitment to providing passengers with safe and high-quality services.

Safety Promotion Activities

Since 1996, EVA Air has organized an annual Safety Week to strengthen employees' awareness of their safety responsibilities through activities such as publicity material campaigns, safety promotional video competitions, expert seminars, station safety promotion activities, and the annual Safety Week Conference.

In 2025, Safety Week was transformed into the year-round “Live with Safety” initiative. Through short-video competitions, themed awareness campaigns, cross-functional participation, and ongoing communication, the initiative strengthens employees' sense of responsibility for safety and promotes a proactive approach to risk management. Rather than being limited to a single event, safety promotion has been integrated into daily operations and decision-making, fostering a culture of continuous improvement and organization-wide participation.

The eight SMS Action Team also produced a series of Live with Safety training videos to encourage employees to remain vigilant and reduce operational errors. The videos are available on the Employee Training Management System (ETMS), recording more than 7,200 views in total.

Highlights

GRI 2-24

Live with Safety: Three Decades of Safety Culture Excellence

As EVA Air approaches the 30th year of its safety culture journey, the Company officially launched Live with Safety in 2025, a renewed safety culture initiative designed to further strengthen safety awareness across the organization and reaffirm our unwavering commitment to safety management.

The 2025 campaign concluded successfully with strong employee participation, achieving outstanding results.

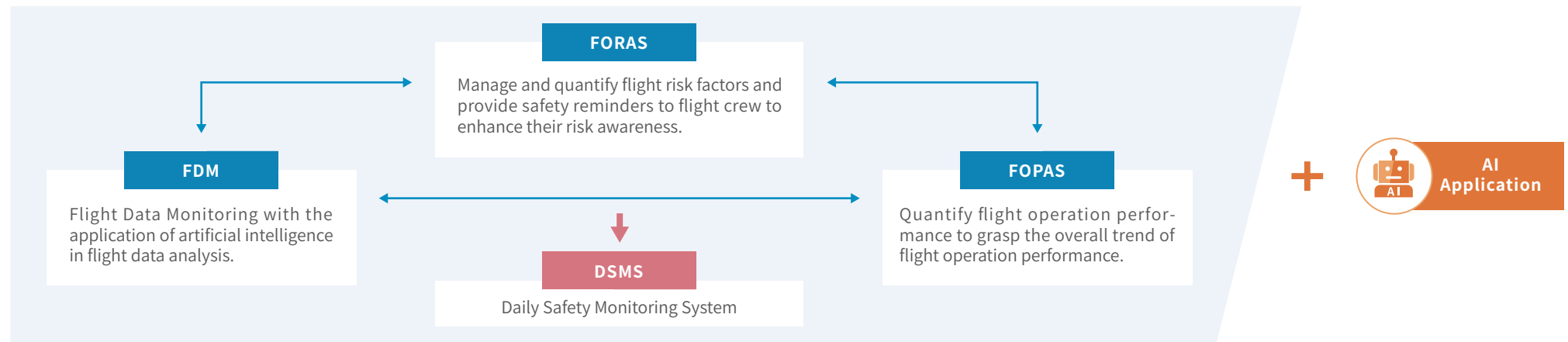
Programs	Outcome
"Live with Safety" Training Video Series	In 2025, EVA Air produced six training videos focused on reinforcing core safety principles and enhancing safety awareness across the workforce.
"Safety Leadership Development" Workshop	- The first phase of the program was developed in collaboration with National Taiwan University. Led by a university professor serving as the program director, the curriculum was tailored to EVA Air's operational needs and combined workshops with group and individual coaching sessions to ensure a practical and application-oriented learning experience. - The second phase was delivered by EVA Air's safety leaders, who designed the curriculum based on their operational experience. Centered on the concept of a safety mindset, the program incorporated team-based case discussions to explore how to build high-performing teams with a strong safety culture, strengthen execution, and achieve organizational objectives.
Safety Gallery Tours	- EVA Air's Safety Gallery was reopened in July 2025 following a comprehensive renovation. In addition to its existing safety equipment exhibits, the center features a redesigned training environment, upgraded facilities and digital resources, executive messages communicating and reinforcing the Company's safety philosophy, professionally produced documentary videos, integrated operational case studies and training materials from across the organization, and themed exhibits showcasing frontline employees' commitment to safety. Through an immersive guided experience, the Safety Gallery serves as a safety culture training space where employees can learn, embrace, and carry forward the Company's safety values and principles. - Total visitors in 2025: 1,204
Safety 100-II	Distributed Safety 100 vouchers to encourage employees to proactively report potential risks, improve personal safety awareness, and jointly ensure that safety measures are carried out. In 2025, a total of 426 employees were recognized for their outstanding contributions to safety.
Publishing "Safety Mileage"	In 2025, EVA Air published 6 issues of the "Safety Mileage-A Journey We Fly & Credit Together" e-newsletter, covering topics such as safety highlights, case reviews, and information sharing. The publication serves as a platform for employees to build a positive safety culture founded on mutual trust, support, and hazard prevention.

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

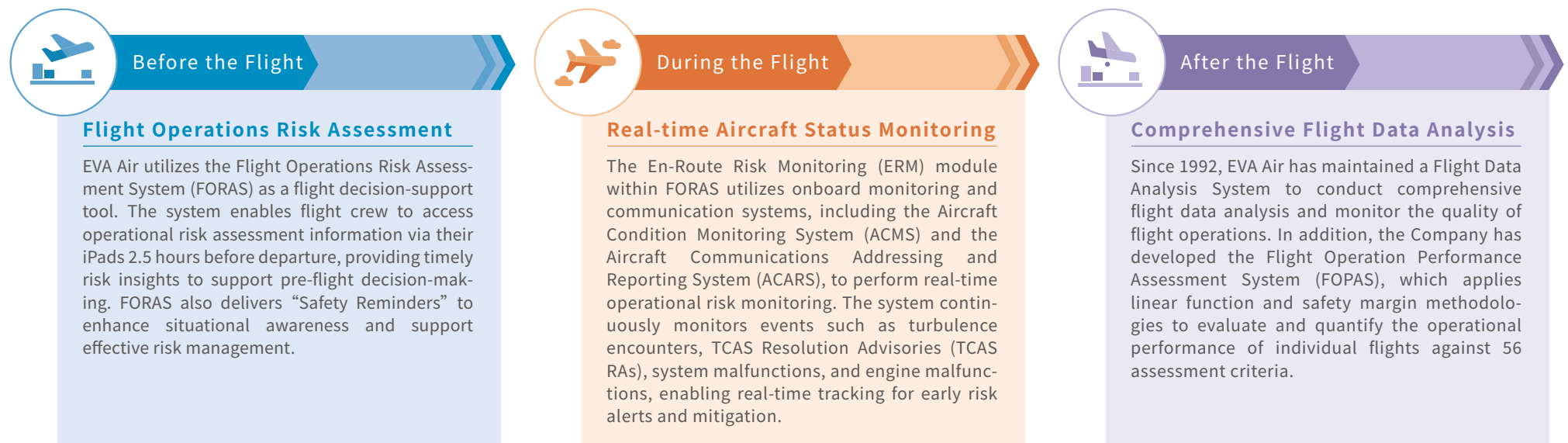
Safety Risk Management System

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

Smart FOQA (Flight Operations Quality Assurance)

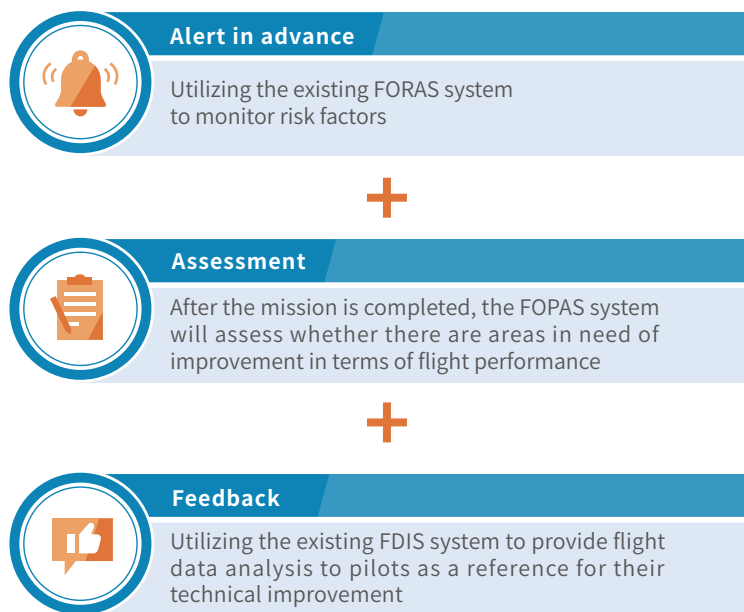


Control Flight Risks and Operational Quality



Daily Safety Monitoring System (DSMS)

In response to the continued growth in global air travel demand, EVA Air has established the Daily Safety Monitoring System (DSMS) to strengthen the safety of flight operations. Built upon three core functions—early warning, risk assessment, and feedback—the system enables continuous monitoring of flight safety risks and supports the ongoing enhancement of flight operational performance.



Application of Artificial Intelligence and Big Data

EVA Air continues to collaborate with National Taiwan University to apply artificial intelligence (AI) to flight data analysis. By leveraging flight data to train machine learning models, the system analyzes flight trajectories and provides flight handling recommendations to optimize flight crew handling techniques. It also analyzes historical flight data to identify individual handling preferences that may influence flight performance. The research outcomes are integrated into a visualized dashboard for flight crew review, enabling them to gain insight into their flight techniques and identify opportunities for continuous improvement, thereby enhancing the quality of flight operations.

4-2-3 Aircraft Maintenance and Operation Monitoring

Aircraft maintenance is fundamental to ensuring flight safety and maintaining the reliability of aircraft systems. EVA Air performs all maintenance and operational monitoring activities in accordance with the General Maintenance Manual (GMM), aircraft manufacturers' technical specifications, and applicable regulatory requirements, ensuring that every maintenance task is carried out to the highest standards.

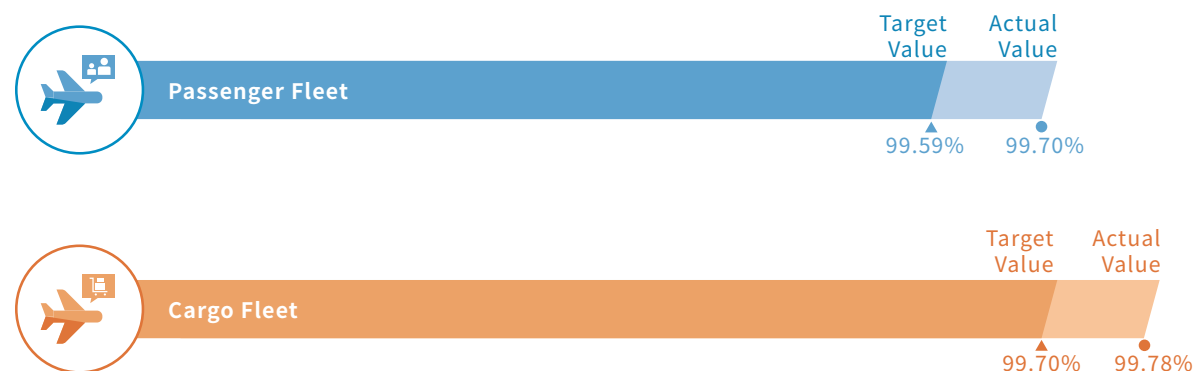
EVA Air is committed to fostering a strong maintenance culture and reinforcing maintenance discipline. Guided by the principle of "Safety First, Quality Foremost," we uphold the highest standards of maintenance quality to ensure safe and reliable flight operations.

Aircraft Maintenance Management

Through the implementation of Heavy Maintenance Visits (HMV) and Line Maintenance, EVA Air enhances Aircraft Reliability and ensures the fleet remains in an optimal operational state. Rigorous evaluations and execution of Airworthiness Directives (AD) and Service Bulletins (SB) are conducted to ensure all maintenance measures comply with airworthiness requirements. All maintenance operations are executed in accordance with regulations, standard procedures, and quality management systems. Through multi-layered quality control and inspection mechanisms, potential risks are proactively identified and eliminated to maintain continuous aircraft airworthiness, laying a solid foundation for flight safety.

From component life limit management and maintenance procedure control to engineering quality monitoring, risk management and flight safety are comprehensively implemented. In addition, the Company has established management targets for fleet Dispatch Reliability and reviews dispatch reliability and the causes of aircraft delays at monthly Quality Management Committee meetings. Through data analysis, maintenance programs are adjusted as appropriate, preventive engineering measures are executed, and operational workflows are improved to minimize unexpected malfunctions and aircraft delays, thereby continuously enhancing fleet reliability and dispatch performance to deliver safe, reliable, and on-time flight services to passengers.

2025 Passenger and Cargo Fleet Dispatch Rate



Reliability Control Program

In accordance with its Reliability Control Program, EVA Air systematically collects and analyzes operational and maintenance data to optimize maintenance practices. The program establishes alert thresholds for aircraft abnormalities, enabling engineers across relevant disciplines to investigate events that exceed predefined limits and develop corrective actions for incorporation into the aircraft maintenance program. This approach helps maintain aircraft system reliability, enhance maintenance quality, and ensure flight safety.

Technical data and operational issues identified during routine aircraft operations are monitored under four categories: (1) aircraft systems, (2) aircraft components, (3) engines, and (4) airframe structures. EVA Air also convenes monthly Reliability Meetings and Quality Management Committee meetings to monitor, discuss, and continuously improve aircraft reliability, technical corrective and preventive actions, and human factor-related issues.

Safety Performance Indicator and Target

To effectively implement the Safety Management System (SMS) and measure and monitor maintenance safety performance, the Maintenance Division has established Safety Performance Indicators (SPIs) and Safety Performance Targets (SPTs). The Division also integrates the core principles of SMS—hazard identification and risk management—into employees' decision-making and daily operations to effectively identify, assess, and control operational risks in maintenance activities, thereby enhancing safety performance and improving overall safety outcomes.

Sustainable Innovation in Aircraft Maintenance

EVA Air encourages innovation in aircraft maintenance by empowering employees to develop practical solutions that optimize maintenance processes, reduce resource consumption, and improve operational efficiency, thereby supporting the Company's sustainability objectives.

In 2025, EVA Air submitted its internally developed Electronic Flight Maintenance Log (e-LOG) to the Civil Aviation Administration (CAA) for certification. The system was officially approved and placed into service in the second quarter of 2026. By digitalizing maintenance records, e-LOG significantly reduces paper consumption, supports the Company's energy conservation and carbon reduction goals, enhances operational efficiency, and improves overall resource utilization.

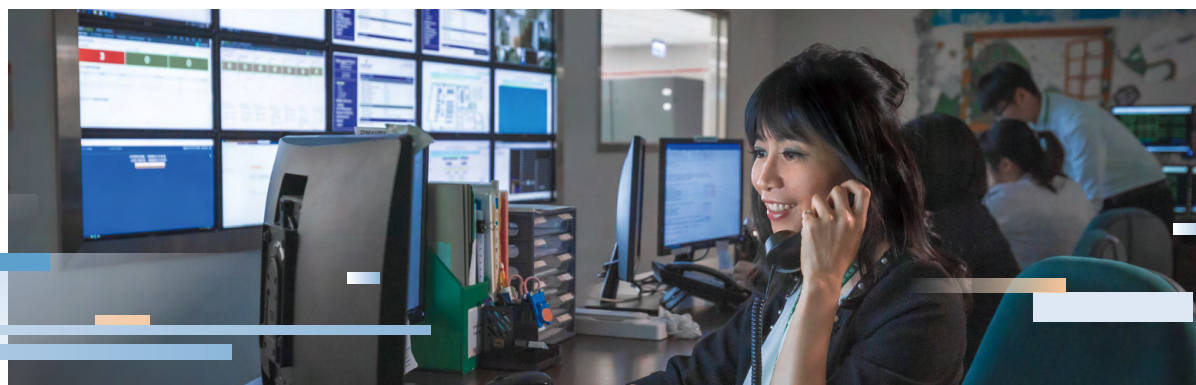
Flight Operations Monitoring

EVA Air's Flight Dispatch Department operates a 24/7 flight dispatch and operations monitoring center to ensure the safe and efficient management of all flights. Through the Flight Information System (FIS) and Flight Trace System, the team continuously monitors aircraft positions, fuel status, and other operational information, while also maintaining around-the-clock surveillance of external factors such as airport activities and weather conditions.

All flight dispatchers responsible for preparing flight plans hold licenses issued by the Civil Aviation Administration (CAA). Supported by their professional expertise and advanced operational systems, they plan flight routes that prioritize safety, fuel efficiency, operational effectiveness, and passenger comfort.

EVA Air actively participates in the European Free Route Airspace Working Group, the FAA Cross Polar Working Group (CPWG), and the Informal Pacific Air Traffic Control Coordinating Group (IPACG) to improve operational efficiency and reduce fuel consumption by optimizing flight operations across Europe, North America, the Russian Far East (RFE), the North Pacific, and Japan.

Additionally, EVA Air is also a member of the Association of Asia Pacific Airlines (AAPA) and actively participates in its Environmental Working Group (EWG). Through regular participation in the annual EWG meetings, we collaborate with air traffic control agencies from various countries to develop routes that save fuel and reduce travel time. Thereby lowering greenhouse gas emissions and reducing the environmental impact of aviation operations.



4-2-4 Flight Crew Physical and Mental Well-being GRI 403-6

EVA Air continues to implement its Employee Assistance Program (EAP) and Aeromedical Center medical examination program to safeguard the physical and mental well-being of flight crew by providing health support, counseling services, and professional care.



Crew Schedule Management

- Based on operational plans, EVA Air prepares sufficient flight crew resources in advance to meet seasonal operational demands. The scheduling process also enables flight crew to plan their leave in a reasonable manner and obtain adequate rest to support their physical and mental well-being.
- To further enhance safety margins, scheduling efficiency, crew participation through the bidding process, and real-time schedule monitoring, EVA Air implemented the Crew Management System (CMS) in 2013. Integrated with the Flight Information System (FIS) and Crew Record Management System, CMS optimizes crew scheduling while supporting safe and efficient flight operations.



Stress and Well-being Management

- Through the user-friendly Crew Management System (CMS) and crew scheduling bidding module, EVA Air enables flight crew to manage their schedules and annual leave more flexibly, supporting adequate rest, physical and mental well-being, and effective stress management. In addition, flight crew are entitled to up to 42 days of paid annual leave and 30 days of paid sick leave each year, benefits that exceed statutory requirements and help ensure they are fit to safely perform flight duties.
- The Company's Medical Center provides flight crew with professional advice and support on health and stress management.
- All employees have access to the Employee Assistance Program (EAP), which offers confidential professional counseling to help address work-related or personal concerns.
- A dedicated consultation mailbox is available to provide professional advice on health, work, and personal matters, as well as referrals to external support services when needed.
- EVA Air also operates the EVA iTALK hotline, where trained professionals provide timely care and support to help relieve stress and promote the physical and mental well-being of flight crew.



Fatigue Risk Management

- EVA Air has implemented a Fatigue Risk Management System (FRMS), a science-based approach that uses quantifiable alertness indicators to assess flight crew fatigue during duty periods. Monthly FRMS review meetings analyze the lowest-performing 5% of alertness scores, evaluate crew scheduling practices, and identify appropriate mitigation measures to further reduce fatigue-related risks and ensure flight safety.
- The Flight Operations Risk Assessment System (FORAS) also incorporates quantitative risk indicators for both accumulated and transient fatigue. These analyses are provided to flight crew through pre-flight Safety Reminders to support fatigue risk awareness and informed operational decision-making.



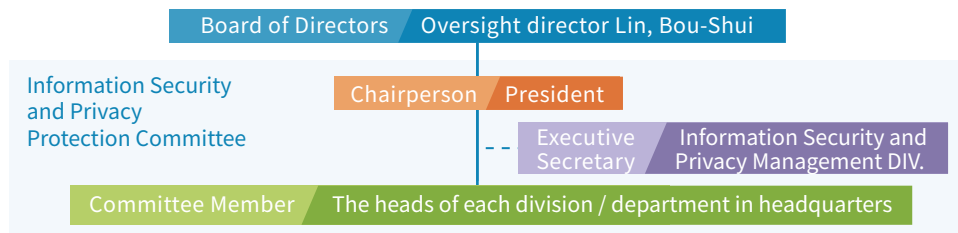
Alcohol and Drug Testing Management

- EVA Air has established comprehensive alcohol and drug testing procedures for flight safety-related personnel. Testing is conducted in accordance with the annual testing program, and occupational physicians are available to provide professional consultation and support when needed.
- To ensure the timely reporting of abnormal alcohol testing results, alcohol testing devices are equipped with standardized testing and reporting procedures to guide personnel in responding promptly and consistently.
- In 2025, the completion rate of the annual alcohol testing program for flight crew reached 158.82% of the planned target.
- In 2025, the completion rate of the annual drug testing program for flight crew reached 119.61% of the planned target.

4-3 Information Security and Privacy Protection

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

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



Information Security and Privacy Management Division

The Information Security and Privacy Management Division is responsible for formulating information security and personal data protection policies, promoting regulatory compliance, operating the Information Security Management System and Personal Data Management System, preventing and responding to information security incidents, and planning and delivering awareness and training programs. The Division works with responsible business units to implement these policies, develop operating procedures tailored to their respective functions, and strengthen the information security management framework through performance evaluations. The Division is headed by the Chief Information Security Officer (CISO), who oversees the implementation of information security policies and resource allocation, and reports annually to the Board of Directors on information security governance performance and future plans.

Information Security and Privacy Protection Committee

EVA Air established the Information Security and Privacy Protection Committee in 2022. Chaired by the President, the Committee meets semi-annually. Through the participation of senior management and department heads, the Committee reviews information security and personal data protection policies, strategic development plans, and implementation performance to strengthen information security governance and ensure effective implementation of related policies. The Committee maintains information security resilience and the effective operation of personal data protection management to safeguard the confidentiality, integrity, and availability of information assets, thereby fulfilling the Company's corporate social responsibility and supporting its long-term sustainable development.

4-3-2 Information Security Management Strategy

Information Security Policy GRI 2-23

EVA Air has formulated our information security policy to ensure the confidentiality, integrity and availability of information assets, and prevent internal and external threat whether it's intentional or not. All personnel of the Company, business related suppliers with its employees, temporary employees, etc., shall abide the rules and procedures of

the policy and relevant management mechanisms. The policy is disclosed on the official website to demonstrate the Company's commitment to upholding information security and personal privacy protection.



EVA Air Information Security Policy

Information Security Management System

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

Through verification by the British Standards Institution (BSI) and regular monitoring and review, we ensure the effectiveness of this system. Our current certification is valid from May 13, 2025, to May 12, 2028.



Risk Assessment

EVA Air integrates internal and external issues into its risk assessment process to identify and quantify risks related to the confidentiality, integrity, and availability of information assets. Appropriate mitigation measures and ongoing monitoring are implemented for high-risk items to ensure that risks are reduced to an acceptable level.

Frequency and Results of Information Security Drill for Business Continuity

To mitigate the impact of information system interruptions, business impact analysis (BIA), and business continuity planning (BCP) are regularly conducted and reviewed. Critical systems and data are backed up with redundancy both onshore and offshore. Quarterly or annual business continuity exercises are conducted depending on the requirement of each business, the appropriateness and availability of the business continuity plans (BCP) are verified by these exercises to ensure the continuous operation of core businesses. In 2025, EVA Air conducted two Disaster Recovery (DR) exercises. These hands-on drills strengthened disaster response capabilities and personnel proficiency, ensuring rapid system recovery following disruptive events and minimizing the operational impact of business interruptions.

Frequency of Drill	Business domains	Number of systems
Quarterly	Altéa Customer Management	1
Semi-annually	Information technology infrastructure	1
Annually	Passenger reservation and ticketing, cargo operations, flight and crew dispatch, membership service, aircraft maintenance, passenger e-commerce services, etc.	22

Technical Vulnerability Management and Control

EVA Air periodically perform vulnerability scanning of its information systems, particularly on core business systems, web services, and server platforms. These scans focus on issues such as operating system and application-level vulnerabilities. In 2025, five types of vulnerability scans were performed and analyzed by appointed external cybersecurity consultant. All identified risks were addressed in accordance with their classification levels, with the results validated through retesting to ensure that high-risk vulnerabilities are patched. All identified risks were classified, remediated and re-tested for verification to ensure that high-risk vulnerabilities were properly addressed. Through consistent oversight of system vulnerabilities, the Company enhance its cybersecurity defenses and minimize potential threats.

Information Security and Privacy Protection Education, Training and Effectiveness GRI 2-24

In order to establish basic information security mindset in employees and enhance their information security awareness, and mitigate information security incidents and its associated impact, we conduct social engineering drill and awareness training for all units both at home and abroad.

Relevant news or information is shared on the Company website regularly. In addition, the Company provides annual information security training for all employees as well as role-specific training for designated personnel. The implementation results for 2025 are summarized in the table below.

	Number of people completed the training	Training hours	Coverage rate (%)
All employee	11,735 ^(Note)	2hours	100%
New employee	1,197	1hours	100%
Information technology personnel	295	2hours	100%
Information security personnel	7	12hours	100%

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

4-3-3 Information Security Management Strategy

Privacy Policy

While providing customer services, EVA Air is committed to protecting customers' personal data, privacy, and rights. The collection, processing, and use of personal data comply with the Personal Data Protection Act, the EU General Data Protection Regulation (GDPR), the California Privacy Rights Act (CPRA), and other applicable privacy laws in the jurisdictions where EVA Air operates. These commitments are set out in the Company's Privacy Policy and Cookie Policy on the EVA Air website.

All employees, employees of vendors and their temporary employees, and others with business dealings with the Company are required to comply with these requirements to minimize the risk of unauthorized access, alteration, loss, damage, or disclosure of personal data.



EVA Air
Privacy Policy

Privacy Information Management System

EVA Air has established a Privacy Information Management System (PIMS) in accordance with ISO 27701, with the personal data of passengers, Infinity MileageLands members,

and customers included within the certification scope of both ISO 27701 and ISO 27001. At least one internal personal data protection audit is conducted annually to independently assess control measures, with timely remediation and follow-up monitoring to support continuous improvement. The PIMS has been certified by the British Standards Institution (BSI), with certification valid from May 13, 2025, to May 12, 2028, consistent with the Information Security Management System certification period.

Personal Data Inventory and Privacy Impact Assessment

EVA Air conducts regular personal data inventories to identify, classify, and manage personal data and data flows across its operations. Data Protection Impact Assessments (DPIA) are also performed to evaluate whether changes to personal data processing comply with applicable regulations and international standards, identify potential privacy risks, and implement appropriate mitigation measures to protect data subject rights.

Personal Data Protection Training and Performance

To strengthen employees' awareness of personal data protection and ensure legal compliance, EVA Air includes personal data protection in its annual training program. In addition to sharing personal data cases internally as required, the Company provides annual personal data protection training for all employees and new hires. In 2025, the training was combined with information security awareness training. The implementation results are summarized below.

	Number of people completed the training	Training hours	Coverage rate (%)
All employee	11,735 ^(Note)	2 hours	100%
New employee	1,197	1 hours	100%

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

Exercise of Data Subject Rights

EVA Air collects, processes, and uses personal data only for the purposes and within the scope of the data subject's consent. In 2025, no passengers' personal data were used for secondary purposes.

Data subjects may exercise their rights under applicable personal data protection and privacy laws, including the rights to access, rectify, restrict the collection, processing, or use of, and request the deletion of their personal data. Application forms are available on the EVA Air website and may be submitted to EVA Air offices worldwide.

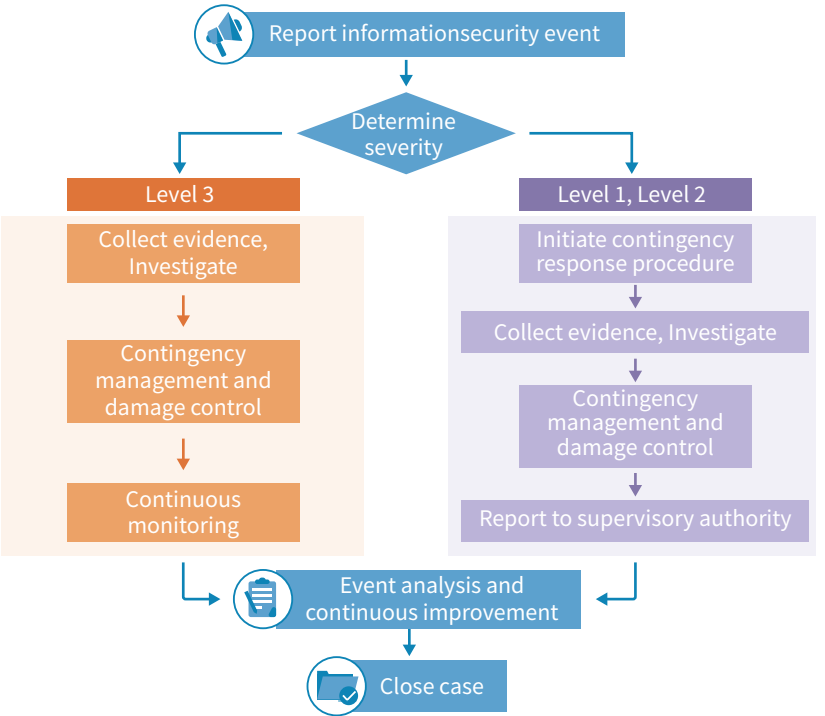
4-3-4 Information Security Incident Response Mechanism

Employees who identify an information security incident are required to report it immediately in accordance with established procedures. Outside headquarters' business hours, incidents are reported through the emergency hotline. Upon receiving a report, the Information Security and

Privacy Management Division determines whether the case constitutes an information security incident and reports it to the Chief Information Security Officer (CISO). Based on the preliminary severity assessment, the Information Security Operations Coordination Meeting determines whether to activate the incident response procedures. Relevant departments are then convened to report the incident status, implement response measures, and develop appropriate solutions.

Information security incident drills cover two categories: personal data breaches and cybersecurity incidents. At least six drills are conducted annually to ensure that responsible departments can promptly obtain incident information through the reporting process, assess the situation, and implement necessary response measures to minimize impacts. The drills also validate the effectiveness of the incident response procedures, strengthen employees' information security awareness and response capabilities, and enhance cross-departmental coordination.

Employees who violate information security policies or the Company's rules governing the use of electronic information systems are subject to disciplinary action in accordance with the Employee Management Rules, depending on the severity of the violation.



Number of Cases and Penalties of Major

Information Security Incidents GRI 2-27,418-1

In 2025, no regulatory penalties resulted from complaints filed by data subjects with regulatory authorities.

	2022	2023	2024	2025
Number of major information security incidents	0	0	1	0
Number of information security incidents related to personal data	0	0	1	0
Total amount of fines	0	0	0	0

4-3-5 Artificial Intelligence Management

Responsible AI Governance and Initiatives

While actively advancing digital transformation, EVA Air also recognizes the potential risks of artificial intelligence (AI) on society, the environment, and customer privacy. We are progressively establishing a Responsible AI governance framework to ensure that the development and deployment of AI align with our core principles of transparency, security, and accountability.

Responsible AI Policy and Governance Principles

To strengthen AI governance, EVA Air incorporates AI risk management into its corporate sustainability management framework, taking into account evolving international AI trends and regulatory requirements. The Company has adopted an AI Application Policy approved by the Board of Directors and implements the following governance principles:

- Privacy Protection and System Resilience

Throughout the AI system lifecycle, EVA Air complies with applicable personal data protection regulations and applies the principle of data minimization. Appropriate security controls are implemented to safeguard AI applications against data breaches and cyber threats while ensuring the secure transfer of data across business functions.

- Transparency and Explainability

When AI systems interact with customers, EVA Air clearly discloses the use of AI to ensure users understand that they are interacting with an AI system rather than a human representative.

- Accountability and Human Oversight

EVA Air maintains human intervention and override authority throughout the use of AI. Customers with concerns or questions regarding AI-enabled services may also contact our customer service center for assistance. For more information, please refer to [Section 3-1](#), Passenger Services of this report.



Responsible
Artificial Intelligence
Governance Policy

AI Application Area	Application Description
Flight Safety Management	EVA Air applies AI technologies to flight safety risk management by using machine learning to analyze flight trajectories and identify pilots' operating patterns and preferences. Through a visualized interface, the system provides operational recommendations to support pilots' decision-making and continuously enhance flight operation quality. For more information, please refer to Section 4-2-2 Technology Applications and System Development.
Passenger Services	To improve service efficiency and quality, EVA Air has deployed an AI-powered customer service chatbot that provides 24/7 assistance with reservations and ticketing, flight information, airport services, and other travel-related inquiries. AI-generated responses and AI-assisted recommendations are clearly identified to ensure customers understand when they are interacting with AI rather than a human representative. Customers may also transfer to a live text-based customer service agent, enabling AI and human agents to work together, ensuring that EVA Air specialists can intervene and properly handle complex or critical issues when needed.
Employee Productivity	EVA Air has introduced generative AI services through the EVA Intelligent Assistant to support employees in their daily work, providing functions such as translation, document summarization, contract comparison, and speech-to-text transcription. AI has also been integrated into the Cabin Information System to help management rapidly analyze and interpret cabin service reports, reducing case processing time and improving operational efficiency by approximately 50%. In addition, AI-powered knowledge assistants, including the EVA Knowledge Base and Cabin Crew Knowledge Base, enable ground staff and cabin crew to quickly access internal operational information. EVA Air is also evaluating the adoption of enterprise-grade AI solutions to further enhance operational efficiency while ensuring information security.

User Training and Future Outlook

To strengthen the organization's capability to govern AI-related risks and responsibilities, EVA Air continues to promote systematic training programs. The curriculum covers key topics such as AI ethics, data privacy protection, information security, and decision-making risk management, with cumulative participation reaching 1,041 employees. Through continuous training and awareness campaigns, we enhance our employees' risk identification capabilities and professional judgment within digital and intelligent operating environments. This ensures that the introduction of AI technology serves as a decision-making aid, while personnel retain ultimate control over safety and operational responsibilities.

Meanwhile, EVA Air will closely monitor international aviation industry trends, regulatory requirements, and relevant guidelines concerning AI. We will review our internal management systems and operating procedures on a rolling basis, leveraging existing safety management systems and internal audit mechanisms to ensure that AI-related principles and control measures are effectively implemented in our actual operations.

4-4 Sustainable Supply Chain Management

4-4-1 Suppliers Overview GRI 2-6

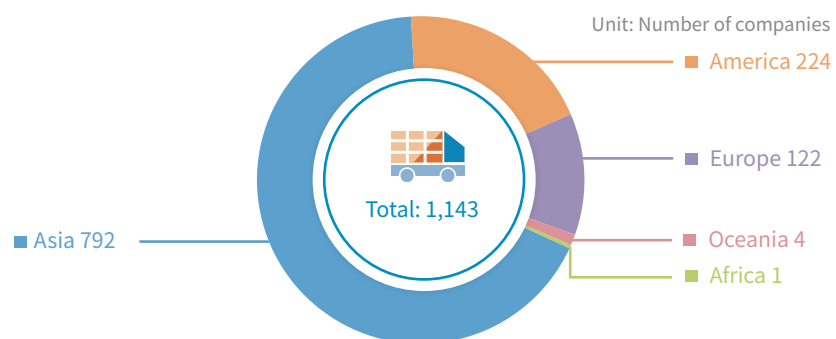
EVA Air's supply chain spans the full aviation service value chain, covering aircraft parts manufacturing, flight training, ground handling, aircraft maintenance, inflight catering, passenger and cargo services, and merchandise sales.

EVA Air Value Chain

Upstream	Aviation Industry Value Chain	Downstream
- Aircraft Manufacturers and Modification Providers - Aircraft Engine Manufacturers - Ground Support Equipment Manufacturers - Aircraft Leasing Companies	- Ground Handling Service Providers - Passenger and Cargo Carriers - Aircraft Maintenance Providers - Petroleum Suppliers - Inflight Catering Providers	- General Public - Travel Agencies - Freight Forwarders - Express Carriers

Global Suppliers Overview

EVA Air works closely with its supply chain partners to deliver high-quality products and services. In 2025, the Company classified and tiered its 1,143 global suppliers to strengthen supply chain visibility and management.



To strengthen supply chain management, EVA Air classifies its major procurement activities into five categories: aviation fuel, aircraft maintenance and spare parts, ground operations, cabin supply and catering, and operation maintenance and general affairs procurement.

Given the diverse nature of suppliers, procurements from some suppliers may have low annual transaction amounts or non-routine procurement. Tier 1 suppliers are defined as those with annual procurement amounts of at least NT\$12 million. Suppliers are further categorized by procurement type, and critical suppliers are identified accordingly. The 2025 supplier classification and profile are summarized in the figure below:

Supplier Definitions and 2025 Supplier Counts by Category

Tier 1 supplier Annual procurement amount reaching NTD 12 million.	209
Critical tier 1 supplier A. Exclusive/ Oligopolistic supplier. B. Privileged/ Designated supplier. C. Irreplaceable suppliers (e.g. with special patents, manufacturing, technology, tools or exclusive agents). D. Top 3 suppliers continuously traded with for more than three years. E. Major suppliers in different procurement categories	51
Critical non-tier 1 supplier Upstream critical suppliers of critical tier 1 suppliers.	29
High-risk suppliers Based on the results of the Sustainability Assessment Questionnaire (SAQ), tier 1 suppliers with an SAQ score below 70 are classified as high-risk suppliers. If no tier 1 suppliers score below 70, the lowest-scoring 1% of tier 1 suppliers are classified as high-risk suppliers. Critical non-tier 1 suppliers with an SAQ score below 70 are also classified as high-risk suppliers.	· Tier 1 high-risk suppliers: 1 · Non-tier 1 high-risk suppliers: 0
Significant suppliers Critical suppliers (tier 1 and non-tier 1) and high-risk suppliers	· Tier 1 significant suppliers: 52 · Non-tier 1 significant suppliers: 29

Significant suppliers



Tier 1 and Significant Suppliers: Number of Suppliers and Share of Procurement Spend in 2025

Aviation Fuel	Number of tier 1 suppliers	21
	Number of significant tier 1 suppliers	12
	Share of Tier 1 Significant Suppliers (%)	57%
	Share of Procurement Spend from Tier 1 Significant Suppliers (%)	97%
Aircraft Maintenance and Spare Parts	Number of tier 1 suppliers	52
	Number of significant tier 1 suppliers	11
	Share of Tier 1 Significant Suppliers (%)	21%
	Share of Procurement Spend from Tier 1 Significant Suppliers (%)	91%
Ground Operations	Number of tier 1 suppliers	44
	Number of significant tier 1 suppliers	12
	Share of Tier 1 Significant Suppliers (%)	27%
	Share of Procurement Spend from Tier 1 Significant Suppliers (%)	36%
Cabin Supply and Catering	Number of tier 1 suppliers	61
	Number of significant tier 1 suppliers	10
	Share of Tier 1 Significant Suppliers (%)	16%
	Share of Procurement Spend from Tier 1 Significant Suppliers (%)	59%
Operation Maintenance and General Affairs	Number of tier 1 suppliers	31
	Number of significant tier 1 suppliers	7
	Share of Tier 1 Significant Suppliers (%)	23%
	Share of Procurement Spend from Tier 1 Significant Suppliers (%)	72%
Total	Number of tier 1 suppliers	209
	Number of significant tier 1 suppliers	52
	Share of Tier 1 Significant Suppliers (%)	25%
	Share of Procurement Spend from Tier 1 Significant Suppliers (%)	85%

4-4-2 Sustainable Supply Chain Management

Sustainable Supply Chain Management Framework

Centered on its customers and guided by its corporate values of Challenge, Innovation, and Teamwork, EVA Air is committed to becoming a globally influential and leading airline. To achieve this goal, EVA Air has established a sustainable supply chain management framework under the oversight of the Board of Directors, ensuring effective top-down implementation of its management policies. The ESG Committee coordinates and supports implementation, while the Supply Chain Action Team is responsible for execution. To strengthen sustainability governance, the ESG Committee reviews the sustainable supply chain management process on a quarterly basis to ensure its effective implementation.



Sustainable Supply Chain Blueprint

EVA Air is committed to managing the social and environmental impacts of its supply chain while leveraging its influence as a sustainable enterprise to advance sustainability together with its suppliers. Aligned with the sustainable supply chain management principles of the United Nations Global Compact (UNGC), EVA Air's Sustainable Supply Chain Blueprint is built on two strategic pillars: Sustainable Risk Management and Building a Sustainable Supply Chain.



Supply Chain Management KPI

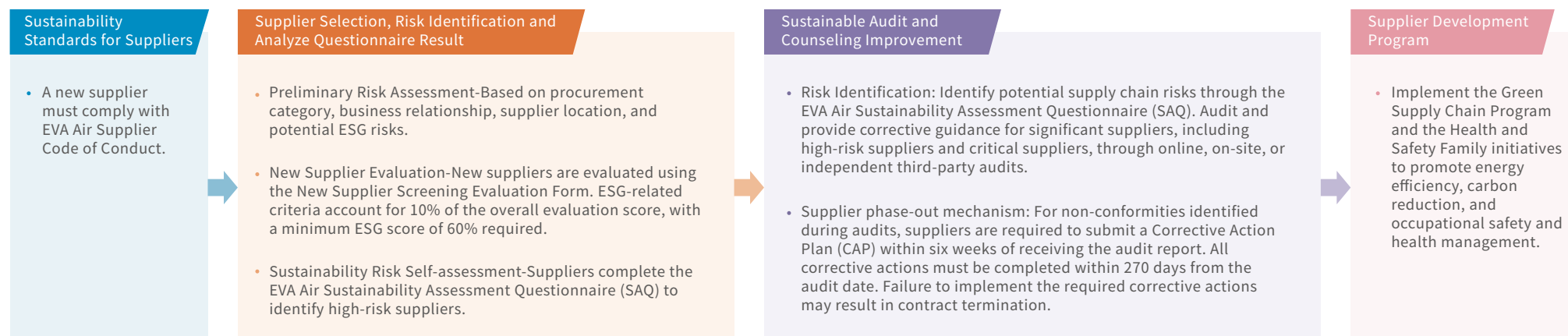
Main Focus	Strategy	Action	2025 Performance	2026 Target(s)	2030 Target(s)
Sustainable Risk Management	Supply Chain ESG Risk Management	Supplier Code of Conduct (SCoC)	100% communication rate about SCoC with tier 1 suppliers. 100% of critical non-tier 1 suppliers were educated about the SCoC by tier 1 suppliers.	- Maintain 100% communication rate about SCoC with tier 1 suppliers. - Maintain 100% communication rate about SCoC with critical non-tier 1 suppliers via tier 1 suppliers.	- Maintain 100% communication rate about SCoC with tier 1 suppliers. - Maintain 100% communication rate about SCoC with critical non-tier 1 suppliers via tier 1 suppliers.
		Supplier Selection	- ESG-related criteria are incorporated into the New Supplier Screening Evaluation Form, with ESG accounting for at least 10% of the total evaluation score. Suppliers must achieve a minimum ESG score of 60% to qualify. - Existing suppliers are expected to achieve an average SAQ score of 80 or above. - Suppliers with SAQ scores below the required threshold must complete improvement actions and related training, with a target completion rate of 100%. - Existing suppliers with an SAQ score above 90 are recognized as excellent suppliers and will be given priority consideration for future contract renewals. - For non-conformities identified during supplier audits, suppliers are required to submit a Corrective Action Plan (CAP) and an implementation timeline within six weeks of receiving the audit report. All corrective actions must be completed within 270 days from the audit date. Suppliers unable to meet the deadline must provide justification. Failure to implement the required corrective actions may result in contract termination.	- New suppliers must achieve a minimum score of 60% for the ESG-related questions. - Maintain an average SAQ score of 80 or above for existing suppliers. - Achieve a 100% completion rate for corrective actions and training for suppliers with SAQ scores below the required threshold.	- New suppliers must achieve a minimum score of 80% for the ESG-related questions. - Maintain an average SAQ score of 90 or above for existing suppliers. - Achieve a 100% completion rate for corrective actions and training for suppliers with SAQ scores below the required threshold.
	Deepen Supplier Evaluation and Auditing	Systematic Supplier Management	100% SAQ response rate for tier 1 and critical suppliers.	100% SAQ response rate for tier 1 and critical suppliers.	100% SAQ response rate for tier 1 and critical suppliers. - Implement ISO 26000 Social Responsibility Guidelines and 20400 Sustainable Procurement Guidelines.
		Supplier Audits	- Conducted audits of 20 tier 1 significant suppliers. Potential risk factors were identified, and corrective actions were completed following active engagement with the suppliers. - Introduced independent third-party audits and completed an audit of one significant supplier.	- Achieve an audit coverage rate of 80% for significant suppliers. - Continue to implement independent third-party supplier audits.	- Achieve 100% audit coverage of significant suppliers. - Complete independent third-party audits of all significant suppliers every three years.

Main Focus	Strategy	Action	2025 Performance	2026 Target(s)	2030 Target(s)
Building a Sustainable Supply Chain	Supplier Training	Supplier Education and Training	Developed training materials on global decarbonization trends and sustainable supply chain management for suppliers, achieving a 100% training completion rate among tier 1 suppliers.	Conduct supplier training annually, achieving a 100% training completion rate among tier 1 suppliers.	Annual supplier training with a 100% training completion rate among tier 1 suppliers
		Supplier Conference	A total of 70 suppliers, including 26 critical tier 1 suppliers, participated in the supplier conference in 2025.	Hold an annual supplier conference, achieving an 80% participation rate among Taiwan-based critical tier 1 suppliers.	Annual supplier conference with a 100% participation rate among Taiwan-based critical suppliers (tier 1 and non-tier 1)
	Protection of Labor Rights	Creating a High-quality Work Environment	- Maintain zero major regulatory violations, employee safety incidents, and environmental health risks among critical tier 1 suppliers. - Achieve a 100% corrective action plan submission rate for critical tier 1 suppliers with major regulatory violations, employee safety incidents, or environmental risks.	- Zero major regulatory violations, employee safety incidents, and environmental health risks among critical tier 1 suppliers. - Achieve a 100% corrective action plan submission rate for critical tier 1 suppliers with major regulatory violations, employee safety incidents, or environmental risks.	- Zero major regulatory violations, employee safety incidents, and environmental health risks among significant suppliers. - Achieve a 100% corrective action completion rate for critical tier 1 suppliers with major regulatory violations, employee safety incidents, or environmental risks.
	Mitigation of Climate Change	Supplier Decarbonization Capacity Building	Achieve 10% participation of significant suppliers in capacity-building programs.	Achieve participation of at least 12% of significant suppliers in capacity-building programs.	Achieve participation of at least 15% of significant suppliers in capacity-building programs.
		Supplier Collaboration on Decarbonization	Achieve a supply chain emissions reduction of 11,141 tCO₂e (base year: 2022).	- Achieve a 5% annual growth in the number of critical supplier participating in decarbonization initiatives. - Achieve a supply chain emissions reduction of 18,000 tCO₂e.	- Achieve a 20% annual growth in critical supplier engagement on decarbonization. - Achieve a supply chain emissions reduction of 20,000 tCO₂e.
		Sustainable Aviation Fuel (SAF) Adoption	Achieve a 0.5% Sustainable Aviation Fuel (SAF) blending ratio in 2025.	Achieve a Sustainable Aviation Fuel (SAF) blending ratio of at least 0.5% from 2026 onward.	Achieve a Sustainable Aviation Fuel (SAF) blending ratio of 5% by 2030.
		Strengthen Local Procurement	Achieve a local procurement rate of 71% in Taiwan and 72% in overseas operations.	Achieve a local procurement rate of 75% in Taiwan and 75% in overseas operations.	Achieve a local procurement rate of 80% in Taiwan and 80% in overseas operations.

Note: "Major" refers to cumulative regulatory penalties incurred within the past year that are equal to or exceed 1% of the supplier's annual revenue.

Sustainable Supply Chain Management Process

To fulfill its Sustainable Procurement and Supply Chain Development Policy and commitments, EVA Air has established the following sustainable supply chain management process to drive continuous improvement among suppliers, enhance their sustainability performance, and create shared value.



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

EVA Air is committed to sustainable development and supports the United Nations Sustainable Development Goals (SDGs). We also expect our suppliers to share these values. In 2019, EVA Air established the EVA Air Supplier Code of Conduct(SCoC), replacing the previous EVA Air Supplier Sustainability and Social Responsibility Commitment. The Code was developed with reference to internationally recognized standards and initiatives, including the United Nations Global Compact (UNGC), the International Labour Organization (ILO), the Organisation for Economic Co-operation and Development (OECD), SA8000, ISO 26000, the Global Reporting Initiative (GRI), and the United Nations Guiding Principles on Business and Human Rights (UNGPs), covering requirements related to human rights, labor standards, environmental protection, and anti-corruption.

The Code applies to all suppliers, contractors, subcontractors, and service providers that deliver products or services to EVA Air. We also encourage suppliers of our subsidiaries and affiliated companies to adopt the same standards to enhance sustainability across the value chain through collective action.

To strengthen supply chain sustainability, EVA Air requires suppliers to acknowledge and comply with the Supplier Code of Conduct. In 2025, the communication rate reached 100% among Tier 1 suppliers and Critical Suppliers. EVA Air also requires suppliers to communicate the Code to their upstream suppliers, achieving a 100% communication rate among non-Tier 1 suppliers in 2025.



Supplier
Code of
Conduct

■ Key of the EVA Air Supplier Code of Conduct

Human Rights & Working Conditions		Occupational Safety & Health		Environmental Protection			
• Freely Chosen Employment/ Prohibition of Forced Labor • Child Labor and Young Workers • Non-discrimination and Anti-harassment • Humane Treatment • Working Hours • Wages and Benefits • Freedom of Association and Collective Bargaining • Work Environment and Mental Health		• Occupational Safety • Emergency Preparedness • Occupational Injury • Training and Communication		• Permits and Compliance • Energy and Greenhouse Gas Management • Pollution Prevention and Waste Management • Resource Efficiency and Conservation Measures • Promoting Adoption of Renewable Energy • Hazardous and Harmful Substances • Protecting Forests and Biodiversity			
Business Ethics		Sustainable Supply Chain		Duty of Confidentiality & Information Security		Management System	
• Principle of Integrity • Avoiding Conflicts of Interest • Fair Trade and Antitrust • Intellectual Property Rights • Whistle-blower System		• Communicating the Sustainability of the Supply Chain • Regulatory Compliance • Business Continuity		• Duty of Confidentiality • Information Security		• Management Responsibility • Risk Assessment and Management • Training • Communication • Documents and Records • Encourage Establishment of Management Systems	

GRI 2-23, GRI 2-24

Supply Chain Sustainable Development Policy

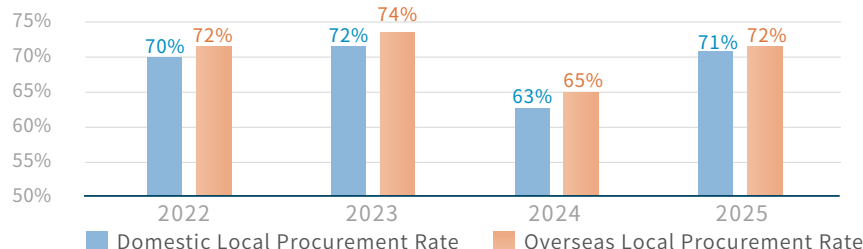
EVA Air periodically reviews and updates its internal procurement procedures. The Supply Chain Sustainable Development Policy, approved by the President, integrates internationally recognized sustainability principles covering environmental protection, human rights, labor practices, and social impacts into the evaluation criteria for new suppliers. Through its procurement policies and practices, EVA Air encourages suppliers to uphold corporate social responsibility and work together toward a more sustainable future.



Supply Chain
Sustainable
Development Policy

Operating Locations Local Procurement GRI 204-1

EVA Air's main operating locations are in Taiwan. Through active collaboration with local suppliers, we have created more local employment opportunities and reduced the carbon footprint generated by our procurement. In addition to promoting local sourcing at our operating locations in Taiwan, we are extending this practice at our international operating locations. By doing this, we build competitive supply chains both domestically and abroad. In 2025, EVA Air's local procurement rate at domestic operating locations was 71%, and 72% at overseas operating locations.



Note: Local procurement refers to purchases from suppliers whose registered manufacturing location and the location where the procured products are used are in the same country. For example, products supplied by a manufacturer registered in Taiwan and used at EVA Air's operational locations in Taiwan are classified as local procurement.

Procurement Personnel Training

Procurement personnel play a critical role in sustainable supply chain management. To strengthen their understanding of EVA Air's sustainable supply chain strategy and enhance implementation capabilities, annual training is provided, supplemented by sustainability-related courses on emerging topics. In 2025, EVA Air held two training sessions covering procurement risk management and decarbonization pathways in the aviation industry. All 310 procurement personnel completed the training, with a total of 364 training hours.

Alignment with International Standards

To continuously strengthen sustainable supply chain governance and align with international best practices, EVA Air participated in the International Air Transport Association (IATA) Integrated Sustainability Program (ISP) Sustainable Procurement Certification. Based on the principles of ISO 20400:2017 Sustainable Procurement – Guidance, the certification supports the implementation of a sustainable procurement management system to enhance governance, supplier risk management, procurement processes, and ongoing supply chain monitoring. Through this systematic approach, environmental, social, and governance (ESG) considerations are integrated into procurement and supplier management decisions, reducing supply chain risks and enhancing overall sustainability performance.

Following independent third-party verification, EVA Air was awarded the IATA Sustainable Procurement Certification in October 2025, becoming one of the first airlines worldwide to achieve this certification. This milestone demonstrates the Company's commitment and achievements in advancing sustainable supply chain management practices.

4-4-3 Supplier Screening

Sustainability Requirements and Risk Assessment GRI 308-1, GRI 414-1

Before engaging with new suppliers, EVA Air evaluates not only their credit history but also their corporate reputation and any records of significant regulatory violations. In addition, ESG-related criteria account for at least 10% of the overall evaluation score in the New Supplier Screening Evaluation Form, and suppliers must achieve a minimum ESG score of 60% to qualify. In 2025, 100% of new suppliers were evaluated in accordance with these requirements.

Potential risks associated with specific countries, industries, and products are also incorporated into the supplier assessment process. EVA Air has communicated its Supply Chain Sustainable Development Policy to all major internal procurement units and includes termination provisions in contracts with major suppliers. Suppliers found to be in violation of the Company's sustainability policies or the Supplier Code of Conduct are required to implement corrective actions. Failure to make improvements within the specified timeframe or any material violation may result in contract termination.

Supply Chain Risk Assessment Process



Aspects of Supply Chain Risks Screening



Environmental Aspects

Considering the risk for negative impacts related to environmental topics, including but not limited to greenhouse gas emissions, energy consumption, water consumption, waste, or biodiversity.



Social Aspects

Considering the risk for negative impacts related to social topics, including but not limited to human rights and labor rights such as child labor, forced labor, discrimination, right to collective bargaining, working hours, remuneration, occupational health and safety.



Governance Aspects

Considering the risk for negative impacts related to governance topics, including but not limited to corruption, bribery, or conflicts of interest.



Business Relevance

Considering the purchase amount, the Company examines the diversity and substitutability of the products and services produced and provided by the suppliers.



Country Specific Risk

Assessing risk factors related to geopolitical conditions, conflicts, and high-risk countries, based on the region/country where a supplier is situated.



Industry Specific Risk

Considering risk for negative environmental, social, and governance impacts related to a sector's distinct characteristics regarding labor situation, energy consumption, resource intensity, emissions, or pollution potential (e.g. manufacturing, service provision, etc.).



Product Specific Risk

Considering risk for negative environmental, social, and governance impacts related to a commodity's supply chain structure, labor situation, land-use and resource intensity, energy consumption, emissions, material toxicity, or pollution potential (e.g. metals, fossil fuels, wood, soy, cotton).

ESG Screening Criteria for Supplier Selection

Target	Selection method	ESG-related Criteria
New suppliers	New Supplier Screening Evaluation Form	ESG-related criteria account for at least 10% of the overall evaluation score in the New Supplier Screening Evaluation Form, and suppliers must achieve a minimum ESG score of 60% to qualify.
Existing suppliers	Sustainability Assessment Questionnaire (SAQ)	The Sustainability Assessment Questionnaire (SAQ) is developed with reference to the United Nations Global Compact (UNGC), the United Nations Guiding Principles on Business and Human Rights (UNGPs), International Labour Organization (ILO) declarations, and the Responsible Business Alliance (RBA), covering key environmental, social, and governance (ESG) topics. Existing suppliers with an SAQ score above 90 are recognized as excellent suppliers and given priority consideration for contract renewal.

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

Supply Chain Risk Assessment

EVA Air works closely with suppliers to advance supply chain sustainability. In addition to meeting quality and delivery requirements, suppliers are expected to protect the environment, provide a safe and healthy workplace, and contribute to a more sustainable and competitive value chain.

To assess and monitor supply chain sustainability performance, EVA Air developed the EVA Air Sustainability Assessment Questionnaire (SAQ) as part of its procurement procedures. The questionnaire is based on internationally recognized frameworks and standards, including the United Nations Global Compact (UNGC), the United Nations Guiding Principles on Business and Human Rights (UNGPs), the International Labour Organization (ILO) declarations, SA8000, and the Responsible Business Alliance (RBA). Suppliers are required to provide supporting documentation, and the SAQ is used to evaluate sustainability-related risks across the supply chain.

In 2025, the SAQ was distributed to all tier 1 suppliers and critical suppliers (including both critical tier 1 suppliers and critical non-tier 1 suppliers), achieving a 100% response rate.

The Response Status of Supplier SAQ

		2022	2023	2024	2025
Tier 1 suppliers	Number of suppliers surveyed	197	232	186	209
	Response Rate (%)	100%	100%	100%	100%
Critical tier 1 suppliers	Number of suppliers surveyed	56	57	50	51
	Response Rate (%)	100%	100%	100%	100%
Critical non-tier 1 suppliers	Number of suppliers surveyed	51	29	29	29
	Response Rate (%)	100%	90%	100%	100%

High-risk Suppliers

Based on the results of the EVA Air Sustainability Assessment Questionnaire (SAQ), tier 1 suppliers with an SAQ score below 70 are classified as high-risk suppliers. If no tier 1 supplier scores below 70, the lowest-scoring 1% of tier 1 suppliers are subject to a document review, and those that fail the review are also classified as high-risk suppliers. For critical non-tier 1 suppliers, those with an SAQ score below 70 are classified as high-risk suppliers.

In 2025, EVA Air further conducted a supply chain risk hotspot assessment to identify high-risk issues and implement targeted mitigation measures, enabling more comprehensive risk management and reducing potential future impacts.

Results of Supplier SAQ in 2025

	Number of high-risk suppliers	% of high risk suppliers
Tier 1 suppliers(excluding critical tier 1 suppliers)	1	0.6%
Critical tier 1 suppliers	0	0%
Critical non-tier 1 suppliers	0	0%

Material Sustainability Topics		Mitigation Measures			
		Management System Enhancement	Policies	Training and Awareness	Early Warning Mechanisms
 Environmental	Energy Management	Regularly collect and monitor energy management and greenhouse gas emissions data through the SAQ.	Incorporate energy management and carbon reduction requirements into the Supplier Code of Conduct.	Enhance suppliers' awareness of energy management and carbon reduction through supplier training.	Monitor risks related to energy management and greenhouse gas emissions through SAQ results.
	Greenhouse Gas Emissions				
 Governance	Business Ethics	Regularly assess suppliers' implementation of business ethics and integrity through the SAQ.	Incorporate anti-corruption and business integrity requirements into the Supplier Code of Conduct	Promote business ethics and integrity requirements through supplier engagement.	Identify potential business ethics risks through the SAQ and abnormal information monitoring.
 Social	Human Rights	Identify suppliers' human rights-related risks through the SAQ and public information, and require suppliers with identified risks to respond with corrective and preventive measures.	Incorporate requirements related to human rights, labor conditions, occupational safety and health, and regulatory compliance into the Supplier Code of Conduct.	-	Identify human rights-related risks through suppliers' scores on the human rights-related questions in the SAQ.

Note 1: The Company's key supplier sustainability risk management mechanisms, including the Sustainability Assessment Questionnaire (SAQ), communication of the Supplier Code of Conduct (SCoC), and supplier engagement, covered 100% of tier 1 suppliers in 2025.

Note 2: For suppliers identified as having human rights risks in 2025, EVA Air required them to provide risk mitigation and remediation measures and will continue to monitor the implementation of these actions. Suppliers proposed improvement measures covering occupational health and safety, working hours management, and human resources policies, including strengthening occupational safety and labor law training, regularly reviewing overtime statistics, monitoring departments with excessive overtime, incorporating working hours compliance into management performance evaluations, and establishing pre-approval procedures for overtime and mechanisms for sharing occupational injury cases. In addition, some suppliers plan to incorporate relevant human rights and labor requirements into their human resources policies to further strengthen internal governance.

Based on the 2025 sustainability risk assessment, no high-risk suppliers were identified across EVA Air's supply chain, as no supplier received an SAQ score below 70. EVA Air therefore analyzed the assessment results and selected the lowest-scoring 1% of suppliers, together with critical suppliers, for further audits. Audit methods included document reviews, on-site audits, and independent third-party audits.

A total of 20 significant suppliers among tier 1 suppliers were audited, including one critical supplier that underwent an on-site audit conducted by an independent third-party certification body, Bureau Veritas Certification Taiwan (BVC). The overall audit results indicated that non-compliance with labor regulations was the main risk issue among the audited suppliers. Through active engagement, guidance, and the provision of relevant information and resources, all audit findings were successfully addressed and corrected.

Based on the SAQ results, no high-risk suppliers were identified among critical non-tier 1 suppliers.

2025 Performance Assessment Results for Tier 1 and Non-Tier 1 Suppliers

	2025 Performance
Total Number of Suppliers	238
Number of Significant Suppliers	81
Number of Significant Suppliers Subject to Document Reviews or On-site Audits	81
Number of Significant Suppliers Receiving Capacity-building Support	27
Number of Significant Suppliers with Audit Findings	1
Number of Significant Suppliers Completing Corrective Action Plans	1
Number of Suppliers Eliminated	0

2025 Supplier Audit Findings and Corrective Actions

Deficiency category	Description	Corrective actions
Occupational safety and health	Government fine for violating labor regulations	- Strengthen order management and production capacity planning to prevent working hours violations. - Continue monitoring corrective actions to ensure compliance with labor regulations.

4-4-5 Sustainable Supply Chain Development

Supplier Training

To strengthen suppliers' understanding of corporate sustainability and related topics, EVA Air provides training materials covering global decarbonization trends and sustainable supply chain management. In 2025, a total of 209 suppliers completed the training, achieving a 100% completion rate.

Supplier Conference

To strengthen suppliers' sustainability capabilities, EVA Air has hosted an annual Supplier Conference since 2021. In 2025, the conference was attended by 70 suppliers, including 27 Significant Suppliers. During the event, EVA Air shared its sustainability vision, goals, and progress in advancing sustainable supply chain management, while also communicating annual sustainability expectations for suppliers.

The conference also featured the EVA Sustainable Vision – Green Supply Chain Program awards ceremony, where outstanding suppliers were recognized for their sustainability performance. The top-performing supplier was invited to share its decarbonization achievements and best practices, encouraging broader supplier participation in energy conservation and carbon reduction initiatives.

In addition, external experts delivered presentations on sustainable supply chain management, covering topics such as global decarbonization trends and sustainable procurement practices. Through knowledge sharing and dialogue, EVA Air aims to strengthen suppliers' understanding of sustainable supply chain development and encourage the integration of sustainability considerations into future product development and corporate policies, fostering long-term collaboration toward sustainable business development.



Supplier Exit Mechanism and Timeline

Under EVA Air's corrective action management mechanism, suppliers with audit findings are required to complete corrective actions within specified timeframes, depending on the severity of the findings, with a maximum implementation period of 270 days. Corrective actions for major findings must be completed within 90 days, minor findings within 180 days, and observations within 270 days. Suppliers that fail to implement the required corrective actions may be subject to contract termination.

No supplier relationships were terminated in 2025. EVA Air will continue to monitor suppliers' corrective actions to enhance sustainability performance across the supply chain.

Supplier Engagement and Capacity Building



EVA Sustainable Vision
–Green Supply Chain Program

To support the International Air Transport Association (IATA) industry's commitment to achieving net zero carbon emissions by 2050 and advance EVA Air's own 2050 net zero commitment, EVA Air works closely with suppliers to identify opportunities for reducing carbon emissions across product manufacturing and service delivery processes. Through collaborative innovation, we aim to minimize carbon footprints and build a more sustainable supply chain. In 2023, EVA Air launched the three-year EVA Sustainable Vision – Green Supply Chain Program, focusing

on four strategic themes: Green Energy Savings, Green Circular Economy, Green Energy Usage, and Green Transportation. Participating suppliers establish measurable targets and performance indicators under these themes based on their own manufacturing processes or service operations. In 2025, the program received 10 proposals, which will be evaluated in 2026 based on verified carbon reduction performance and supporting documentation.

At the 2025 Supplier Conference, EVA Air also presented the 2024 Green Supply Chain Program awards. The top-performing supplier shared its decarbonization achievements and best practices, including upcycling retired uniforms and wooden pallets, implementing an energy management system, expanding the use of renewable energy and low-carbon fuels, and electrifying equipment. These initiatives achieved annual carbon reductions of 3,086 tCO₂e. Through knowledge sharing and recognition, EVA Air encourages more suppliers to participate in decarbonization initiatives and jointly build a sustainable green supply chain.



CHAPTER

05

Building a Happy Workplace

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Highlights

Establishing Data-Driven Talent Development Milestones

In 2025, EVA Air launched the Three-Stage Career Development Pathway and a one-stop Career Exploration digital platform. Supported by multimedia learning resources and career planning tools, the platform helps employees identify career goals and development opportunities. In its first year, the program achieved a 29% participation rate among domestic ground employees, supporting data-driven talent development and organizational competitiveness.

Employee Engagement Survey Achieved Higher Response and Engagement Rates

EVA Air conducted its 2025 Employee Engagement Survey, achieving a 74.3% response rate and a 73.61% overall employee engagement rate, both exceeding the 70% benchmark and improving from 67.2% and 63.53%, respectively, in the previous survey. The survey results will be used to develop Targeted Action Program and support continuous organizational development.

Held 29 communication meetings with multiple labor unions in 2025

Held monthly meetings with multiple labor unions.

Health check-ups superior to legally-required levels

The annual employee health check-up rate reached 100%, achieving 100% of the target.

Launch of the 2025 EVA Air Workplace Health Day

EVA Air launched its inaugural Workplace Health Day in 2025, featuring a series of activities focused on well-being, technology, and social impact to support employee well-being and engagement.

5-1 Talent Attraction and Retention

5-1-1 Talent Attraction

EVA Air is committed to providing a safe and supportive workplace. Through opportunities for cross-functional development, employees are encouraged to broaden their experience and realize their potential. EVA Air also continues to invest in employee well-being by supporting work-life balance and fostering an inclusive workplace.

Talent Recruitment and Workforce Composition

GRI 2-7, GRI 2-8, GRI 401-1

In 2025, EVA Air employed 12,217 employees worldwide, including 7,615 women (62%) and 4,602 men (38%). The workforce comprised 11,997 regular employees, including 24 fixed-term contract employees, and 220 non-employee workers, consisting of 92 interns and 128 cabin crew trainees. Employees aged between 30 and 50 accounted for 64.82% of the workforce. Detailed employee and non-employee workforce data are provided in the Appendix – Workforce Composition ([page 119-120](#)).

As a service-intensive industry, aviation relies on a skilled and engaged workforce to maintain service quality and operational excellence. EVA Air recruits talent through transparent hiring channels and fair selection processes, while supporting long-term career development through professional training and internal mobility opportunities. In 2025, EVA Air opened 63 internal vacancies, of which 58 were filled internally, resulting in an internal placement rate of 92.1%. Detailed information is provided in the Appendix – Internal Vacancy Fulfillment Rate ([page 122](#)).

The workforce is primarily composed of flight crew and ground staff. Flight crew include pilots and cabin crew, while ground staff cover airport operations, passenger and cargo services, reservations and ticketing, aircraft maintenance, flight dispatch, and administrative functions. In 2025, EVA Air hired 1,074 new employees, representing a hiring rate of 8.8%, while 438 employees left the Company, resulting in a turnover rate of 3.6%, lower than the previous year. Family care and childcare responsibilities remained the primary reasons for employee turnover. During the year, one female employee was reassigned to support climate- and energy-transition initiatives. Detailed workforce movement data are provided in the Appendix – Employee Hiring and Turnover Statistics ([page 120](#)). EVA Air continues to review its compensation, benefits, and training programs, while enhancing the work environment and safeguarding employee health and safety to attract and retain talent.

Employee Diversity and Equality Inclusion

GRI 405-1

EVA Air operates across multiple regions worldwide, with Taiwan and North America (the United States and Canada) serving as key operational bases. EVA Air is committed to providing an inclusive and equitable workplace and does not tolerate discrimination based on gender, race, nationality, physical condition, religion, political affiliation, or marital status. In addition to creating employment opportunities in its operating locations, EVA Air contributes to local employment and economic development.

While approximately 80% of employees are Taiwanese, EVA Air employs flight crew and cabin crew from a wide range of nationalities, primarily including Japan, the United States, Thailand, China, Malaysia, and Vietnam. Together with Taiwanese employees, these nationalities accounted for 95.3% of the total workforce in 2025. To support the integration of foreign employees, EVA Air provides pre-employment consultation, peer mentoring by employees of the same nationality, accommodation support, and regular care interviews. EVA Air is committed to promoting gender equality and equal opportunity. In 2025, women represented 62.33% of the total workforce, while women accounted for 46.43% of management positions and 22.39% of top management positions. Although the gender composition of certain aviation professions may affect workforce demographics, EVA Air is committed to providing equal employment opportunities and ensuring that employees are treated fairly regardless of gender. Detailed diversity data are provided in the Appendix – 2025 Workforce Composition and Diversity Statistics (page 119&121).

Employees with Disabilities and Indigenous Employees

EVA Air advocates the employment rights of people with disabilities by periodically publishing vacancies at the Employment Service Center of Workforce Development Agency, Ministry of Labor. In the meantime, we have evaluated the content of some administrative positions and redesigned the roles. With the assistance of other employees, we create a friendly work environment for our partners with disabilities. The weighted number of disabled employees reached 101 at the end of 2025. For detailed data, please refer to 2025 Distribution of Employees with Disabilities and Indigenous Employees in the appendices (page 121). This was in compliance with the number required by law, creating employment opportunities for the disabled and building a diverse workplace.

5-1-2 Talent Retention

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

EVA Air maintains a comprehensive performance management system and conducts annual performance evaluations based on job-specific assessment criteria. Evaluation results are incorporated into compensation decisions and salary adjustments, while year-end bonuses are awarded based on operating performance and individual contributions. To ensure fair and competitive remuneration, EVA Air complies with applicable labor laws and regulations in all operating locations. Employee compensation is provided in accordance with local legal requirements and is not differentiated by gender. In 2025, the average number of full-time non-managerial employees was 8,841. The average annual compensation was NT\$2,229 thousand, representing a decrease of 0.81% from the previous year, while the median annual compensation was NT\$1,564 thousand, representing a decrease of 3.24%. EVA Air also benchmarks entry-level compensation against local labor market requirements. At key operating locations, entry-level standard salaries exceeded local minimum wage requirements by 1.504 times in Taiwan, 1.025 times in the United States, and 1.115 times in Canada. Standard salaries for entry-level employees were not differentiated by gender. Detailed information is provided in the Appendix – Ratio of Entry-Level Standard Salaries to Local Minimum Wages at Key Operating Locations (page 122).

EVA Air has established an employee share subscription program in accordance with applicable regulations. During capital increases by cash, a portion of newly issued shares is reserved for employee subscription. Share allocation is determined based on factors including job level, years of service, the total number of shares available for employee subscription, and the number of participating employees. In the most recent offering, 10% of newly issued shares were reserved for employee subscription, with a participation rate of 99.4% among eligible employees, excluding top management.

The Compensation Information of Permanent Employees

	2022	2023	2024	2025	Differentials
The number of permanent employees	8,326	8,374	8,619	8,900	0.033
Average compensation of permanent employees (Unit: TWD)	1,426,435	1,942,570	2,260,342	2,242,759	-0.008
Median compensation of permanent employees (Unit: TWD)	857,045	1,381,384	1,619,796	1,568,377	-0.032
The ratio of compensation for the CEO to the average compensation for permanent employees	4.611	3.772	3.630	4.176	0.546
The ratio of compensation for the CEO to the median compensation for permanent employees	7.675	5.305	5.066	5.972	0.907
The ratio of the percentage increase in annual total compensation for the CEO to the median percentage increase in annual total compensation for all employees (excluding the CEO)					-4.438

Note 1: Definition of permanent employees: It refers to the number of employees employed in Taiwan, including both domestic and foreign nationals, excluding the President, part-time employees, and those who have been employed for less than 6 months.

Note 2: Total compensation includes base salary, overtime pay, allowances, bonuses, employee benefits, etc., but it does not include the estimated amount for share-based payments.

Note 3: Average compensation of permanent employees = Total compensation of permanent employees / Total number of permanent employees.

Note 4: Median compensation of permanent employees refers to the number that lies in the middle when arranging the compensation of permanent employees in ascending order.

Note 5: Differentials = (2025 data - 2024 data)/2024 data

Note 6: In 2025, fleet capacity and salaries were higher than in 2024; however, year-end bonuses were lower than in the previous year. As a result, compensation decreased in 2025.

2025 Female/Male Salary and Compensation Ratio **GRI 405-2**

		Overall	Flight crew	Cabin crew	Domestic ground staff	Foreign ground staff
Salary	Top Management	0.99	-	-	0.93	1.05
	Management position	0.99	1.03	-	0.96	0.98
	Non-management Employees	1.01	0.92	1.21	0.95	0.97
Compensation	Top Management	1.01	-	-	0.95	1.06
	Management position	1.00	1.03	-	0.98	0.98
	Non-management Employees	1.02	0.93	1.19	0.97	0.97

Note 1: In 2025, there was no female top management in the flight crew, no top management and no male management position in the cabin crew.

Note 2: Only a few foreign ground staff members held top management positions; thus, this analysis is based on data from personnel in the same region.

2025 Female/Male Salary and Compensation Ratio at Major Operating Locations

		Flight crew	Cabin crew	Ground staff
Salary	 Taiwan	0.93	1.23	0.92
	 U.S.A.	-	-	0.93
	 Canada	-	-	1.02
Compensation	 Taiwan	0.93	1.20	0.94
	 U.S.A.	-	-	0.98
	 Canada	-	-	1.01

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

Retirement Benefit Plans **GRI 201-3**

EVA Air maintains retirement benefit plans in accordance with applicable regulations and conducts annual actuarial assessments to ensure adequate retirement fund provisions. In 2025, the contribution rate for the old pension scheme was 5.0%, consistent with the statutory requirement, while the contribution rate for the Labor Pension Act scheme was 6.0%. All employees eligible under either scheme were covered by the retirement benefit program. As of December 31, 2025, the balance of EVA Air's labor retirement reserve account with the Bank of Taiwan was NT\$8,020,685,311. Based on actuarial assessments, the reserve was sufficient to meet future retirement obligations.

Employee Benefits and Well-being **GRI 401-2**

EVA Air is committed to supporting employee well-being and continuously reviews and enhances working conditions and employee benefits beyond statutory requirements. In addition to providing a supportive work environment, EVA Air promotes its Employee Assistance Program (EAP) to support employees' physical and mental well-being. To strengthen employee support, a network of Care Ambassadors has been established across departments in collaboration with the Human Resources Division. Through timely identification, preventive support, and appropriate assistance, the program helps address organizational and personal issues that may affect employee well-being, engagement, and performance. By fostering a healthy and supportive workplace, EVA Air seeks to enhance employee well-being and organizational resilience.



Benefits of Permanent Employees

Various welfare subsidies and bonuses

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

Statutory Benefits

Annual leave (employees are entitled to three days of paid annual leave after six months of service, increasing with years of service to a maximum of 30 days), unpaid parental leave (available in single-day units for up to 30 days in Taiwan from 2026, FMLA in the U.S. and parental leave provided in Canada), retirement system under the Labor Standards Act, retirement benefits in the United States (such as 401(k) plans), both male and female employees are eligible to apply for parental leave without pay, and they have priority in returning to their original positions after the leave period expires.

* Stress management and employee care

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

* Sports and health

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

Flexible Work

Flexibility in work arrangements to meet business needs, including options for work from home, reduced work hours during parental leave, requests for adjusting work schedules, and flexible scheduling for non-shift employees with long-term caregiving or family transportation responsibilities, can be submitted for approval.

* Maternal Health Support

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

* Benefits Beyond Regulatory Requirements

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

Note 1: All welfare measures apply to all major operating locations of the Company, including Taiwan, the Americas (including the United States and Canada). Items marked with an asterisk (*) apply to welfare benefits in Taiwan.

Note 2: In 2025, a total of 10,580 employees were legally entitled to annual leave, with an actual leave utilization rate of 83.16%. Any unused leave days for the year were fully compensated in the January payroll of the following year.

Note 3: Starting in 2026, non-shift employees are eligible to adjust their daily work schedule, with 33 applications processed in the first half of the year.

Outside Employment Policy for Part-time Employees

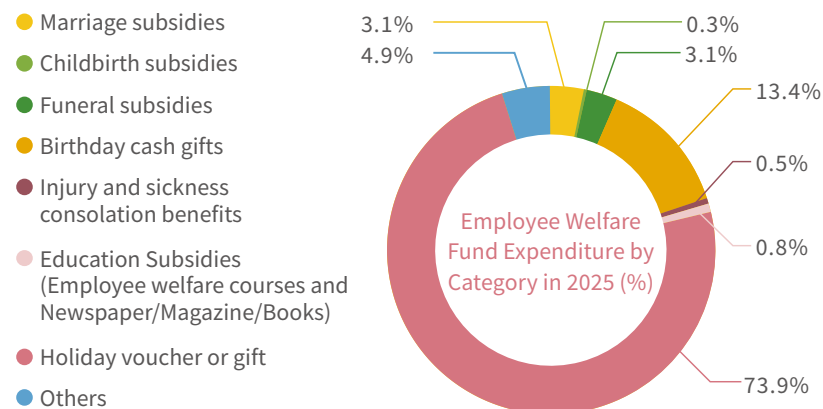
EVA Air supports flexible career development opportunities for employees. Under our outside employment policy, part-time employees may apply for external work opportunities, provided that such activities do not conflict with the Company's business, interfere with job responsibilities, or affect participation in required training programs. During their outside employment, employees are expected to uphold professional ethics and strict confidentiality, and to proactively report any status changes to maintain mutual labor-management trust. Concurrently, EVA Air continues to provide labor insurance, national health insurance, occupational accident insurance, alongside legal labor pension contributions, to ensure that their seniority remains unaffected. In 2025, EVA Air employed 42 part-time employees. Excluding 10 contract-based massage therapists, 9 out of the remaining 32 employees successfully completed the application process, representing an application rate of approximately 28.1%.

Employee Welfare Committee

To enhance employee well-being, the Employee Welfare Committee is responsible for planning and administering employee welfare programs. Benefits provided through the Committee include birthday cash gifts, holiday vouchers, injury and sickness consolation benefits, marriage, funeral and childbirth allowances, as well as online learning programs covering language development, professional skills, and personal development.

In 2025, the total expenditure for the aforementioned family-friendly and childcare measures amounted to NT\$4,707,200.

Employee Welfare Fund Expenditure by Category in 2025 (%)



Parental Leave GRI 401-3

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

In 2025, there were 207 female crew members applied for ground duties; moreover, there were 498 employees applying for unpaid paternal leave, which male was accounted for 4.02% and female was 95.98%. There were 45.65% of employees who were eligible applied for unpaid parental leave, and all applications were approved; 97.22% of these applicants returned to their workplace after their leaves. We provide an excellent work environment which motivates our employees to return to work.

	Female	Male	Total
Number of people eligible for unpaid parental leave in 2025	825	266	1,091
Number of people applying for unpaid parental leave in 2025	478	20	498
Percentage of people applying for unpaid parental leave in 2025 (%)	57.94%	7.52%	45.65%
Number of people who should be reinstated after unpaid parental leave in 2025 (A)	411	13	424
Number of people applying to be reinstated (B)	385	12	397
Reinstatement rate (B/A)	93.67%	92.31%	93.63%
Number of people reinstated in 2024 (C)	480	23	503
Number of people applying to be reinstated in 2024 and serving for more than 1 year (D)	466	23	489
Retention rate (D/C)	97.08%	100%	97.22%

5-2 Talent Development and Cultivation

5-2-1 Talent Development

EVA Air views continuous employee development as a key driver of organizational resilience. In response to employee feedback collected through the 2024 Employee Engagement Survey, EVA Air launched the Career Blueprint and Annual Career Development Program in 2025. Through a dual approach of program enhancement and digital enablement, the initiative strengthens internal talent mobility and workforce planning through data-driven management while increasing transparency through a dedicated career development platform. This approach enables talent to develop in line with evolving business needs and industry trends.

Career Development Blueprint

The aviation industry encompasses a wide range of specialized professions and career opportunities. EVA Air has established structured career development pathways that enable employees to progress through different stages of professional growth within their respective functions. Internal recruitment opportunities are also available to support cross-functional career development and broaden career prospects.

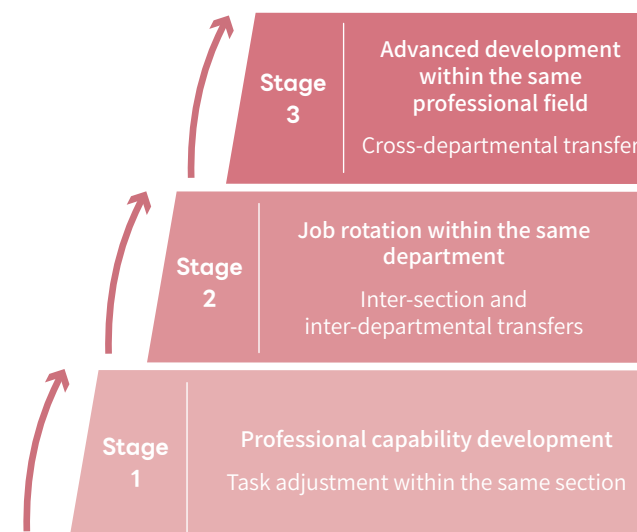
Annual Career Development Achievement Rate

EVA Air encourages job rotation and diversified work experience to expand employee capabilities and support talent development. In 2025, talent development was further integrated into a measurable management indicator, enabling progress to be tracked through quantitative performance data.

The career development framework consists of three stages: professional capability development, job rotation within the same department, and advanced development within the same professional field. For departments with limited internal rotation opportunities due to organizational size, EVA Air adopts a training-in-lieu-of-rotation approach by providing external learning and development resources. This ensures equitable access to career development opportunities across the organization while supporting talent retention and the principles of diversity, equity, and inclusion (DEI).

In 2025, the average career development achievement rate across all Taiwan-based operations reached 29%. This milestone marked the introduction of a data-driven approach to talent development and provided the basis for establishing more ambitious departmental development targets in 2026. Through continuous talent development and internal mobility, EVA Air seeks to optimize workforce deployment and strengthen organizational capabilities.

Note: Departmental achievement rates are calculated as the number of completed career development cases divided by the number of employees within the department. The achievement rate represents the average of all departmental achievement rates.



“Career Exploration” Platform

To enhance employees' understanding of cross-functional opportunities and empower them to take ownership of their career development, EVA Air launched the Career Exploration Platform in November 2025. The digital platform provides transparent and accessible information on different functions and departments across the organization, guiding employees through a structured four-step exploration process:



The platform has received positive employee feedback since its launch. Based on employee input, EVA Air plans to further enhance the platform through initiatives including an Internal Recruitment Tracking System, a Two-Way Internal Recruitment Feedback Mechanism, Department Certification Maps, and a Talent Mobility Platform. These initiatives are intended to strengthen career development opportunities, support internal talent mobility, and align individual career aspirations with organizational development needs.

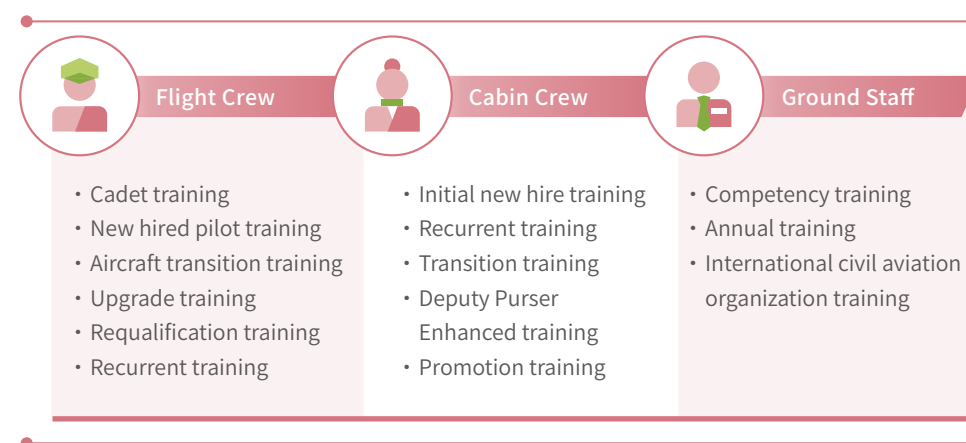
5-2-2 Talent Cultivation GRI 404-1, GRI 404-2

Employee Training Program

Cultivating talents is the foundation of the corporate sustainable development and an essential task to enhance service quality. EVA Air is dedicated to latest training resources to keep up with the needs of diverse job function and the requirements of aviation regulations; three main training systems have been established for flight crew, cabin crew, and ground staff respectively. These standardized trainings effectively increase the employee's professional capacity and work efficiency. To accelerate digital transformation and intelligent workplace applications, EVA Air established a Center of Excellence (CoE) to promote employee development initiatives. Training programs focus on digital capabilities and include topics such as robotic process automation (RPA), the EVA Intelligent Assistant, Microsoft Teams, Microsoft Office applications, and Tableau analytics. Through a combination of self-directed learning, team-based learning, and knowledge-sharing activities, employees are encouraged to strengthen their digital skills and workplace effectiveness. In 2025, EVA Air invested an average of NT\$50,701 per employee in training and development. Employees received an average of 44.1 training hours, including 42.0 hours for female employees and 47.2 hours for male employees. Detailed information is provided in the Appendix – Average Training Hours and Training Expenditure by Employee Category ([page 123](#)).

To support its net-zero transition and respond to evolving climate-related regulations, EVA Air also provides risk management and sustainability training for all employees. Training topics include climate change, sustainability-related risks and opportunities, sustainable aviation fuel (SAF), green electricity, fuel-efficiency initiatives, and green supply chain management, helping employees strengthen their understanding of sustainability and climate transition issues.

Training Framework



Flight Crew Training Program

To support safe flight operations, EVA Air continues to invest in advanced full-flight simulators and training equipment for new pilot training, aircraft type conversion training, command upgrade training, recurrent training, and requalification training.

Flight crew members are required to complete two proficiency training and assessment sessions within every 12-month period. Additional training is assigned when necessary to ensure operational competency and compliance with EVA Air's safety standards. In 2025, the overall supplementary training rate across all aircraft fleets remained between 2% and 5%. To further enhance training effectiveness, EVA Air continues to adopt innovative training methodologies and was the first airline in Taiwan approved by the Civil Aviation Administration (CAA) to implement Evidence-Based Training (EBT) for recurrent pilot training.

EVA Air established EVA Flight Training Academy in California, United States, in 2013. As the only Asian airline operating its own flight training school in the United States, the Academy supports pilot development and flight safety through standardized training programs.

The Academy operates ten single-engine aircraft and three twin-engine aircraft and provides training for the Private Pilot License (PPL), Instrument Rating (IR), Commercial Pilot License (CPL), Multi-Crew Pilot License (MPL), Flight Instructor certifications, and Upset Prevention and Recovery Training (UPRT).

The Academy has the capacity to train approximately 80 cadets annually and provides training for EVA Air, UNI Air, and other airlines. By the end of 2025, a cumulative total of 506 cadets had completed training.

In 2025, training completion rates were as follows:

- Cadet training: 190 completions (91%)
- New hired pilot training: 56 completions (95%)
- Aircraft transition training: 68 completions (93%)
- On-type upgrade (SFO to PIC) training: 7 completions (88%)
- Upgrade training (FO to SFO): 77 completions (100%)
- Requalification training: 29 completions (100%)
- Recurrent training: 4,193 completions (100%)

Note: Completion rate refers to the percentage of participants who successfully passed the final assessment.

Cabin Crew Training Program

To maintain cabin safety and service quality, EVA Air implements cabin crew training in accordance with established Standard Operating Procedures (SOPs). Training is conducted in dedicated facilities using realistic simulation equipment and onboard service items to replicate operational scenarios.

Training programs cover the operation of emergency equipment, emergency procedures, and service standards and skills across different cabin classes. In addition to meeting passengers' essential needs, cabin crew are trained to uphold EVA Air's service philosophy of "Attentive, Sincere, Wholehearted" in every customer interaction.

In 2025, cabin crew training performance was as follows:

- Initial new hire training: 178 completions (100%)
- Recurrent training: 4,369 completions (100%)
- Transition training: 1,510 completions (100%)
- Deputy Purser Enhanced training: 234 completions (100%)
- Promotion training: 430 completions (98%)

Ground Staff Training Program

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

In 2025, ground staff training performance was as follows:

- Competency training: 71,457 completions (99%)
- Annual training: 1,994 completions (100%)
- International civil aviation organization training: 29 completions (96%)



Employee Development and Capability Building Programs

Training Category	Development Program	Objective	Program content	Business Benefits	Target Participants	Delivery Method
Leadership Development Program	New Junior Management Development Program	Support newly promoted supervisors in transitioning to leadership roles.	Covers supervisory responsibilities within HR systems, performance management, information security, occupational safety, labor relations, and leadership role transition.	- Develops leadership awareness, strengthens people management and communication capabilities, and enhances understanding of labor regulations. 2025 participants: 43	Newly promoted junior management	Method: Instructor-led training Instructor: Internal managers and external speakers
	Management Capability Development Program	Strengthen leadership, communication, and management capabilities.	Covers management skills, labor regulations, communication, performance management, coaching, and performance discussions.	- Equips supervisors with practical management capabilities, strengthens labor law awareness, improves employee coaching, and promotes harmonious labor relations. 2025 participants: 1,210	Middle and junior management	Method: Instructor-led training and e-learning Instructor: External speakers
Culture and Values	Supervisor Development Workshop – Station Operations and Management Experience Sharing	Strengthen leadership, communication, teamwork, airport operations management, and ESG awareness.	Experienced managers from overseas stations and headquarters share operational and management practices through interactive workshops and group discussions.	- Strengthens leadership, cross-cultural communication, teamwork, and operational coordination while enhancing management confidence. 2025 participants: 56	Airport Operations supervisors and high-potential employees	Method: Instructor-led workshops and team learning Instructor: Internal managers
	Service Excellence Program	Strengthen collaboration across departments to enhance customer experience and organizational performance.	Based on the EVA Air Service White Paper, the TEAM EVA – Collaboration Without Boundaries program focuses on accountability, effective communication, collaboration, and high-performing teams.	- Supports service excellence and customer satisfaction. Performance is measured through the Net Promoter Score (NPS). 2025 NPS: 72.82 (Target: 69.50; Achievement: 104.78%)	Frontline employees and supervisors	Method: Instructor-led workshops and team learning Instructor: External professional speakers
	Pre-departure Orientation for Expatriates	Prepare employees for overseas assignments and familiarize them with local working environments.	Relevant departments provide country-specific information, operational procedures, and practical guidance before assignment.	- Supports faster adaptation to overseas assignments and reduces cross-cultural challenges. 2025 participants: 48	Employees assigned to overseas offices	Method: Instructor-led training Instructor: Internal business representatives and managers

Training Category	Development Program	Objective	Program content	Business Benefits	Target Participants	Delivery Method
Critical Talent Development and Knowledge Transfer	Instructor Pilots Reemployment Program	Preserve critical expertise and strengthen pilot development.	Covers aircraft operating procedures, aircraft systems, crew resource management, joint emergency situation training, line observation, simulator instructor recurrent training, and standardization evaluation.	Facilitates knowledge transfer from experienced instructors while strengthening pilot development and optimizing instructor resource allocation.	Retired Instructor Pilots reemployed as Flight Training Consultants	Method: Instructor training Instructor: Internal Instructor Pilots and Check Airmen
	Cross-functional Internal Mobility Program	Expand employees' career development opportunities and multidisciplinary capabilities.	Employees receive job-specific training after transferring to a new department.	- Supports career development, strengthens internal talent mobility, promotes business integration, and builds a broader talent pipeline. 2025 employee turnover rate: 3.6% (0.3 percentage points lower than 2024)	Employees successfully matched through internal recruitment	Job-specific training, practical assignments, and competency assessments
Digital Transformation	Business Intelligence (BI) - Tableau Data Visualization Program	Foster a data-driven culture by strengthening data analytics, decision-making, and cross-functional collaboration capabilities.	Covers Tableau fundamentals, including data preparation, visualization, and interactive dashboard development. Through the Center of Excellence (CoE), employees also share practical applications and business cases.	- Through experience sharing and training, employees gain a better understanding of the practical value of data visualization tools and explore how to apply these approaches to their work to enhance efficiency and decision-making accuracy. - Supports data-driven decision-making across flight operations, training analytics, flight dispatch, customer satisfaction, aircraft system monitoring, fleet reliability, service optimization, and energy-saving initiatives, contributing to cumulative savings of 784 tonnes of fuel and reducing 2,488 tonnes of CO₂e. - The program has also established more than 42 Key Risk Indicators (KRIs) to strengthen risk management and organizational agility.	Employees whose roles involve data analytics and digital decision-making	Method: Instructor-led training and team learning Instructor: Internal managers, engineers, and experienced Tableau users

Note: Training and development programs are available to all employees, including temporary and part-time employees.

Skills Development and Transition Assistance Programs GRI 404-2

EVA Air provides transition assistance programs for employees whose careers conclude due to retirement or termination of employment. Support includes severance payments, retirement consultation, and access to the Employee Assistance Program (EAP), which offers professional services such as psychological counseling, legal consultation, and healthcare support based on individual needs.

Employees returning from extended leave or reemployment are provided with job-specific training based on the length of their absence. Where professional certifications are required, requalification training is provided in accordance with applicable regulations to support a smooth return to work and ensure continued competency.

For employees whose employment is terminated, EVA Air provides severance benefits in accordance with applicable regulations. During the statutory notice period, employees are also entitled to up to two paid working days per week to seek new employment. This arrangement supports career transition while helping reduce the financial and psychological impacts associated with employment changes.

5-2-3 Employee Performance Review

GRI 404-2, GRI 404-3

Evaluation

EVA Air conducts annual performance evaluations for all employees, including ground staff, flight crew, and cabin crew, regardless of employment category or gender. Performance evaluation results are used to support decisions related to promotion, year-end bonuses, salary adjustments, job rotation, and talent development. In 2025, the performance evaluation completion rate was 100%.

Employees requiring performance improvement receive coaching, performance discussions, and development support to identify workplace challenges and establish improvement plans. These initiatives help strengthen professional capabilities and enhance job performance. Performance evaluations also support career development and internal mobility. Based on evaluation results, career aspirations, and organizational needs, managers may arrange job rotations and development opportunities to help employees broaden their experience and maximize their potential. EVA Air also conducts regular promotion assessments to provide employees with transparent career advancement opportunities.

Performance Reviews and Feedback

Performance evaluations are conducted by employees' direct supervisors and are integrated into regular performance discussions and day-to-day feedback. For employees with cross-functional responsibilities or management responsibilities across multiple departments, evaluations are conducted by the managers with direct supervisory responsibility during the relevant evaluation period, ensuring a comprehensive and objective performance assessment.

Flight crew	Cabin crew	Ground staff
Flight crew complete one annual proficiency assessment and two administrative performance evaluations each year. Employees requiring improvement receive coaching and feedback from fleet managers to support continued development.	Cabin crew undergo two performance evaluations each year. Employees requiring improvement receive coaching from management and participate in performance improvement plans to strengthen individual performance.	Performance evaluations are conducted twice each year. Employees requiring improvement participate in performance discussions with their supervisors to establish improvement goals, followed by progress reviews.

5-3 Labor Relations and Human Rights Protection

5-3-1 Human Rights Management

GRI 2-23, GRI 2-24, GRI 408-1, GRI 409-1

Human Rights Management Strategy

EVA Air believes that respect for human rights is the core value of corporate sustainable development. To safeguard the basic human rights of employees, suppliers, customers and partners, in addition to abiding by local laws and regulations, EVA Air also followed the United Nations Universal Declaration of Human Rights and the two covenants (ICCPR and ICESCR), the International Labour Organization- The Declaration of Fundamental Principles and Rights at Work, the United Nations Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, and the Ten Principles of the United Nations Global Compact to establish the "EVA Air Human Rights Policy Statement", creating a human rights protection environment based on protection, respect and compensation that prohibits any violations of human rights, and allows people to be treated fairly and with dignity. The Human Rights Policy Statement and amendments to it are subject to review by the Chairman.

In addition, the Company has formulated the "EVA Air Human Rights Management Framework" in accordance with the "EVA Air Human Rights Policy Statement" and other regulations, with the Human Resources Division serving as the

dedicated unit responsible for human rights management. We conduct regular risk assessments on major human rights issues, conduct human rights due diligence, and develop mitigation and remediation measures for risks assessed as moderate or above. In 2025, EVA Air complied with applicable labor laws and regulations governing recruitment and employment across all operating locations and throughout the supply chain. No incidents of child labor, or forced or compulsory labor, were identified.



Fair and Living Wages

EVA Air adheres to the local labor laws of each country, and the salaries of all employees are in compliance with, or exceed, the relevant salary laws and regulations of the place of operation. These include requirements on minimum basic wages, extended working hour wages, statutory benefits, and paid annual leave.

EVA Air provides timely payment for a living wage that is sufficient to cover employees' living expenses. Full-time entry-level employees receive a fixed salary that ensures a reasonable standard of living, both for them and their families. In principle, raises are no less than the annual growth rate of the Consumer Price Index (CPI) in Taiwan, to guarantee that employee pay is no less than the living wage.

EVA Air upholds the principle of equal pay for equal work and maintains a non-discriminatory compensation system regardless of gender, sexual orientation, race, age, religion, or marital status. Compensation decisions are based on objective performance evaluations and the overall compensation policy. Year-end bonuses are awarded based on operational performance and individual contributions, reinforcing the link between performance and rewards.

To support employee development, EVA Air provides dual career pathways for management and professional employees, together with progressive competency development programs, incentive mechanisms, promotion and job rotation opportunities that enable employees to develop according to their strengths and career aspirations.

Base pay is established with reference to market conditions and fairly reflects employees' skills and experience. The compensation structure is reviewed regularly to ensure fairness and competitiveness while supporting talent retention and strengthening long-term organizational competitiveness.

In 2025, 100% of EVA Air's entry-level employees received compensation that met or exceeded the applicable living wage across all operating locations.

Comparison of Entry-level Base Pay, Local Minimum Wage, and Local Cost of Living at Key Operating Locations (2025)

Unit: TWD

	Entry-level Base Pay	Local Minimum Wage	Local Cost of Living
Taiwan	43,000	28,590	25,031
USA (San Francisco Airport Area)	119,728	119,603	51,054
Canada (Vancouver)	76,779	68,878	34,010

Note: Local cost of living data were obtained from Numbeo as of April 30, 2026. The figures are updated periodically and exclude housing rental costs.

Human Rights Due Diligence

Human Rights Due Diligence Process

	Commitment Comply with international standards and local laws, and formulate the Human Rights Policy Statement.
	Identification Identify salient human rights issues and vulnerable groups in the organization's attributes and operating style.
	Evaluation Regularly assess human rights impact on employees, suppliers (including contractors, subcontractors, service providers), partners (such as subsidiaries, joint ventures, and local communities), customers and service processes and determine the degree of risk exposure.
	Action Based on the regular assessment of human rights risk level, formulate different action plans and mitigation measures.
	Remedy In response to incidents of human rights violations, provide different levels of remedial measures such as system improvement, material compensation, psychological counseling and punishment.

Human Rights Risk Identification Results

Role of EVA Air	Salient Human Rights Issue	Affected parties	Evaluation Factors	Risk Level in 2025
As an Employer	Overtime working	All employees (including Female, Indigenous, migrant employees, etc.)	- Number of employees working more than 12 hours - Number of people whose overtime working hours on working days and rest days are more than 46 hours in a single month.	Medium
	Fair salary		- Whether the salary is paid on time and in compliance. - Is there any difference in salary due to gender, race, nationality, etc?	Medium
	Occupational Safety and Health		- Number of cases in occupational accident statistics. - Abnormal workload identification and risk investigation.	Medium
	Discrimination/Harassment/ Workplace Unlawful Infringement		- Number of cases of sexual harassment. - Number of cases of unlawful infringement in the workplace.	Medium
	Privacy Protection		Whether there has been an abnormal information security management and control or external intrusion resulting in the leakage of employees' personal data.	Low
	Forced Labor		Number of employee appeals.	Low
	Freedom of assembly and negotiation		Labor-management channels/frequency.	Low
	Maternal health protection	Female employees who are pregnant, within one year after parturition, or breastfeeding	Pregnancy and post-partum health hazard assessment.	Low
	Child Labor	New recruits and minors exposed to child labor risks (for preventive identification)	Recruitment process.	Low
As a Buyer	Working Conditions	Tier 1 suppliers and their employees	- Has the Supplier Code of Conduct been communicated to suppliers? - Have the suppliers ever been punished for violating the laws and regulations such as working hours, wages, and occupational safety? - Have the suppliers considered sustainability and the impact on the environment while operating?	Low
	Occupational Safety and Health			
As a Service Provider	Environmental Protection	All Customers	- Whether there has been an abnormal information security management and control or external intrusion resulting in the leakage of customers' personal data. - Number of cases in which customer feedback is related to discrimination. - Recognition of potential human trafficking signs by front-line employees.	Low
	Privacy Protection			
As an Investor	Prohibition of discrimination	All subsidiaries, joint ventures, and their employees	- Have the subsidiaries/joint ventures signed the Code of Conduct? - Have the subsidiaries/joint ventures ever been punished for violating the laws and regulations such as working hours, wages, and occupational safety? - Have the subsidiaries/joint ventures considered sustainability and the impact on the environment while operating?	Low
	Human Trafficking			
As a Community Member	Working Conditions	Residents living near the airport	- Does aircraft take-off and landing noise comply with international norms or verification standards? - Number of noise-related cases in Corporate Social Responsibility Mailbox and Environmental Issues Reflection Mailbox.	Low
	Occupational Safety and Health			
As a Community Member	Environmental Protection	All community residents	- Does the air pollutant control of aircraft and ground vehicles comply with environmental regulations or original factory specifications? - Number of cases related to the environmental pollution in Corporate Social Responsibility Mailbox and Environmental Issues Reflection Mailbox.	Low
	Noise			

Salient Human Rights Issues and Mitigation Measures for Medium-or Higher-Risk Issues (by job type) GRI 2-25

Full-time employees

Salient Human Rights Issue	Job type	System optimization	Facility upgrades	Regulatory basis	Education and awareness raising campaign	Early warning system
Overtime working	Flight and Cabin Crew	- Implement in-flight rest scheduling for inflight crews. - Lift requirement to submit refund request before departure.	Expand workforce on regional routes.	Crews to be dispatched in accordance with the Aircraft Flight Operation Regulations (AOR) and other applicable regulations.	Raise awareness of regulations on working hours and in-flight rest scheduling and take measures to address overtime risks.	Continuously monitor flight schedules to ensure they are not affected by weather, mechanical issues, or air traffic control, which may result in overtime risks.
	Ground Staff	- Review monthly work and overtime hours; analyze causes of overtime; make improvements - Regularly review business operations and labor allocation and make necessary adjustments.	- System to require that overtime be requested in advance. - System provides abnormal time alerts during scheduling and when there is overtime, to enable early response.	Establish working hour and overtime standards in accordance with the law, and make adjustments as necessary based on actual circumstances.	- Issue regular bulletins about working hour regulations, to enhance employee awareness. - Conduct training for managers on working hour regulations and management mechanisms.	- Identify high-risk individuals through monthly reviews of abnormal working hours. - Provide early warnings to employees through abnormal working hour system notifications.
Fair Salary	Flight and Cabin Crew	- Regularly review employee salaries and welfare conditions; make adjustments as needed. - Review salary payments to ensure compliance with local laws and regulations, and to prevent discrimination based on gender or sexual orientation.	Regularly review employee salaries and welfare; make adjustments as needed.	- Determine job titles in accordance with the Company's organizational structure, business activity, and nature of work, and the fixed remuneration standard for each position is formulated taking internal and external factors into account. - Fixed remuneration standards must comply with local laws and regulations in operating locations.	Conduct regular human rights trainings to promote the concept of fair salary, including equal pay for equal work, with exceptions for seniority, award and discipline, performance, and other reasonable non-sexual or non-sexual-orientation factors.	Establish channels for employee feedback, communication, and complaints.
	Ground Staff					
Occupational Safety and Health (OSH)	Flight and Cabin Crew	- Conduct workplace hazard identification and risk assessments, and encourage employee participation in improvement initiatives. - Convene regular Occupational Safety and Health Committee meetings to review, coordinate, and recommend OSH improvements.	Improve working environments or equipment based on investigation findings where necessary.	- Maintain the effectiveness of the OSH management system through ISO 45001 and TOSHMS certification. - Implement employee health protection programs in accordance with applicable regulations.	- Require new employees to complete OSH training upon onboarding. - Conduct annual refresher training. - Provide health education, medical information, and seminars delivered by external specialists.	- Maintain occupational incident reporting mechanisms and OSH reporting channels. - Provide annual health examinations and follow-up consultation for employees requiring additional support.
	Ground Staff					
Discrimination/ Harassment/ Workplace Unlawful Infringement	Flight and Cabin Crew	Conduct workplace unlawful infringement risk identification and assessments and implement improvement measures where necessary.	Improve working environments or facilities based on investigation findings.	Implement measures for preventing workplace unlawful infringement and sexual harassment.	- Require new employees to complete training upon onboarding. - Conduct annual refresher training and awareness programs. - Invite external experts to deliver educational seminars.	- Maintain reporting channels for workplace unlawful infringement through dedicated hotlines, email, and EVA team+. - Maintain dedicated reporting channels for sexual harassment.
	Ground Staff					

Note 1: All mitigation measures have been fully implemented across EVA Air's operating locations, resulting in a 100% implementation rate.

Note 2: For the human rights assessment results and mitigation measures applicable to contractors and Tier 1 suppliers, please refer to Section 4-4-4 Supplier Assessment (p. 71).

Human Rights Impact Incidents and Remediation Measures for Medium-or Higher-Risk Issues

Human Rights Impact Issues	Affected Parties	Related 2025 incidents	Remediation Measures
Overtime Working	Employees	5 incidents of inflight crews working overtime above the legal limit	Restoration Verify that flight crew scheduling complies with the Aircraft Flight Operation Regulations (AOR) and other applicable regulations. Corrective Actions Implement inflight crew rest arrangements, increase staffing on regional routes, and enhance airport duty sign-off procedures to reduce the risk of excessive working hours. Financial / Non-financial Remedies Ensure wages are paid based on actual hours worked in compliance with applicable laws and regulations.
Fair Salary	Employees	2 incidents of adverse punitive salary handling reported by inflight crews	Restoration Verify that flight crew compensation complies with the requirements of the competent authorities. Corrective Actions Revise relevant operating procedures, including recognizing menstrual leave as protected flight hours for eligible flight crew.
Occupational Safety and Health (OSH)	Employees	116 occupational accident incidents	Restoration Investigate, address, and close each case within the required timeframe in accordance with the Company's procedures. Corrective Actions Improve management systems, control measures, working environments, equipment, or work practices based on the root cause analysis of each case. Strengthen awareness and communication on the three most common hazard types affecting cabin crew each quarter and the root causes of commuting-related occupational injuries. Financial / Non-financial Remedies Grant occupational injury leave in accordance with applicable regulations and proactively provide information on occupational injury insurance and other relevant insurance programs, while assisting affected employees with the application process.
Discrimination/ Harassment/ Workplace Unlawful Infringement	Employees	5 sexual harassment incidents 2 workplace unlawful infringement incidents	Corrective Actions Reinforce communication on gender equality and the prevention of workplace unlawful infringement and harassment, reaffirming the Company's zero-tolerance policy and ensuring that all cases are handled in accordance with applicable laws and regulations. Financial / Non-financial Remedies Conduct care interviews with complainants and provide appropriate support, including referrals for psychological counseling and legal assistance. Where necessary, arrange separate work locations or duty assignments for the parties involved. Disciplinary Actions Impose appropriate disciplinary actions on offenders, including administrative sanctions, departmental transfers, or other corrective measures. Offenders may also be required to participate in training on gender equality, workplace unlawful infringement prevention, or competency enhancement, as appropriate.

Salient Human Rights Issues and Complaint Handling GRI 2-27

Incident Description
The Taoyuan City Government Department of Labor conducted a labor inspection and determined that EVA Air had violated Article 32, Paragraph 2 of the Labor Standards Act due to excessive working hours of cabin crew. As a result, administrative fines totaling NT\$3.65 million were imposed. Although flight crew scheduling complies with the Aircraft Flight Operation Regulations (AOR), cabin crew working hours may occasionally exceed the original duty schedule due to unforeseeable circumstances beyond the Company's control, such as adverse weather conditions, military exercises, air traffic control, or flight diversions resulting from onboard medical emergencies. While these situations are not attributable to human factors and cannot be anticipated in advance, EVA Air continues to strengthen mitigation measures to reduce the likelihood of occasional excessive working hours. These measures include implementing inflight crew rest arrangements, increasing staffing on regional routes, and enhancing airport duty sign-off procedures.

Incident Description
Significant Cabin Crew On-duty Incidents If a crew member becomes ill or is injured while on duty, the response procedures are the same as those applied to passengers. Upon receiving a report, the Chief Purser or any crew member shall ensure that the Chief Purser (or their designated deputy) and the Captain are notified, and immediately contact MedLink to seek onboard medical support and take appropriate medical actions in accordance with professional guidance. EVA Air will continue to strengthen and standardize procedures for responding to crew members experiencing abnormal conditions while on duty. Additional measures have also been implemented to better safeguard employees' fitness for duty, including enhancing the inflight duty relief mechanism, providing medical information for overseas stations, and strengthening emergency response training for supervisors. EVA Air will continue to listen to feedback from cabin crew and strive to balance operational reliability with employee well-being while fostering a healthier and more balanced working environment.

Employee Complaints

To safeguard employee rights and interests, EVA Air has established the Employee Complaint Handling Procedures, which provide formal channels for employees to raise workplace concerns. The Company engages in timely communication and coordination with employees to seek mutually acceptable resolutions.

Between 2022 and 2025, a total of 50 employee complaints relating to labor practices were submitted through the formal complaint mechanism. Most of the newly reported cases involved disputes over salary determination and compensation arrangements. To reduce the likelihood of similar labor disputes, EVA Air will continue to strengthen communication with employees regarding employment terms and conditions, while addressing complaints through fair, constructive, and good-faith dialogue.

Employee Complaint Statistics

	2022	2023	2024	2025
Total employee complaints submitted through the formal complaint mechanism (current year)	9	18	12	11
Employee complaints handled (including cases carried forward from the previous year)	9	20	16	12
Employee complaints resolved (including cases carried forward from the previous year)	7	16	15	11
Employee complaints pending resolution	2	4	1	1

Note 1: The above statistics include cases submitted by employees to external mediation authorities or the courts through formal dispute resolution mechanisms. These independent third-party mechanisms help safeguard the rights and interests of both employees and the Company. EVA Air handles all cases in accordance with the outcomes of the respective proceedings.

Note 2: The numbers of complaints handled and resolved include all complaints addressed or resolved during the reporting period, regardless of whether they were submitted in the current or previous reporting year.

Note 3: Complaints pending resolution refer to complaints formally submitted during the reporting year that remained unresolved as of the end of the reporting period.

Due to the nature of airline operations, employee working hours may occasionally deviate from scheduled duty rosters because of adverse weather conditions, air traffic control restrictions, or other operational factors. EVA Air continues to monitor and manage instances of occasional excessive working hours. However, overtime resulting from exceptional circumstances, such as natural disasters or other unforeseen events, may be unavoidable. Whenever working hours exceed the statutory limits, EVA Air manages such situations in accordance with the Civil Aviation Act and Article 32 of the Labor Standards Act.

Sexual Harassment Prevention and Gender Equality

GRI 406-1

To promote gender equality in the workplace, eliminate gender discrimination, and prevent sexual harassment, EVA Air continues to provide training on the Act of Gender Equality in Employment and sexual harassment prevention. Training programs also

cover maternal health protection to strengthen employees' awareness of gender equality and foster a respectful and inclusive workplace.

Employees who experience gender discrimination or sexual harassment may file a complaint in accordance with the EVA Air Measures for Prevention, Reporting, and Punishment of Sexual Harassment by submitting Sexual Harassment Complaint Form. Complaints are reviewed and resolved within two months of receipt, with a one-month extension permitted when necessary.

In 2025, 10 complaints relating to sexual harassment and gender discrimination were submitted through the formal complaint mechanism. Following investigation, five cases were substantiated, and appropriate corrective and remedial actions were taken. To help prevent recurrence, EVA Air reinforced internal awareness initiatives and invited external experts to deliver sexual harassment prevention training, further promoting workplace gender equality.

In 2025, the completion rate for gender equality training reached 100%, with a total of 8,135 training hours delivered.

Management of Sexual Harassment and Gender Discrimination Cases

Content of Violation	No. of Cases	Result
Physical harassment	2	Policy: Reiterate the importance of respecting gender equality through relevant announcements and reaffirm the Company's zero-tolerance policy, ensuring compliance with the law. Help provided: Conduct care interview(s) for the person who was harassed; make adjustments to work tasks/workplaces dissimilarly for both parties. Disciplinary measures: Provide administrative discipline to the individuals involved, along with arranging their participation in gender equality courses.
Verbal harassment	2	Policy: Reiterate the importance of respecting gender equality through announcements and reaffirm the Company's zero-tolerance policy, ensuring compliance with the law. Help provided: Provide necessary assistance and care interview(s) to the individuals involved, such as referrals to psychological counseling or legal aid services. Disciplinary measures: The perpetrator voluntarily retired.
Stalking behavior	1	Policy: Reinforced internal communications on gender equality and respect, reiterating our zero-tolerance stance, with all cases handled in accordance with applicable laws and regulations. Help provided: Conducted care interview(s) with the affected individual and provided necessary support, including referrals for psychological counseling and legal assistance. Disciplinary measures: The individual involved voluntarily resigned.

Sexual Harassment Complaint Procedure

1 Step 1.	2 Step 2.	3 Step 3.
Submission of a Sexual Harassment Complaint	Establishment of a Sexual Harassment Complaint Investigation Panel	Case Resolution within Two Months from the Day Following Complaint Receipt (One-Month Extension if Necessary, with Notification to the Parties)
Receive the complaint, verify the complaint details, and obtain the complainant's signature or seal on the complaint form.	The Investigation Panel shall include at least one external professional with expertise in gender equality.	If the complainant considers that the Company has failed to appropriately handle the complaint, or disagrees with the investigation findings or disciplinary actions, the complainant may file a complaint with the competent local authority in accordance with Article 32-1 of the Act of Gender Equality in Employment.

Gender Discrimination/Sexual Harassment Complaint Channel



Flight Crew



Cabin Crew



Ground Staff

Phone Number

+886-3-351-5916	+886-3-351-8805	+886-3-351-5113
+886-3-351-5886	+886-3-351-8806	

E-mail 134@evaair.com

5-3-2 Labor-Management Communication

GRI 2-30, GRI 407-1

Labor-Management Communication and Freedom of Association

Harmonious labor-management relations serve as a critical foundation for sustainable corporate operations. EVA Air has consistently upheld the principle of equal treatment to safeguard the labor rights of all employees, strictly complying with local regulations regarding freedom of association and collective bargaining across all global stations. We highly value and respond to all feedback and suggestions raised by employees through various channels. For individual labor relations, we engage in communication, interaction, and consensus-building with colleagues through channels such as care interviews, labor-management meetings, and the Employee Welfare Committee. In terms of collective labor relations, we regularly hold communication meetings with labor unions to listen and respond to their feedback and suggestions, balancing labor rights and corporate operations to create a win-win outcome.

Through multiple negotiations, EVA Air successfully renewed the collective agreements with both Taoyuan Flight Attendants Union and EVA Airways Corporation Affiliated Enterprises Union in 2025. Including the agreement with the Airline Pilots Association, the total employee coverage rate is approximately 40.4% (calculated as the number of union members who signed collective agreements and agreement divided by the total domestic ground staffs and all flight crews). For non-union employees, the Corporation continues to adhere to the principle of equal treatment regarding their compensation, benefits, and administrative management.

Labor-Management Communication Channels, Frequency, and Key Topics

Communication Channel	Frequency	Main Content	Results
Labor-Management Meetings	Quarterly	Coordination and communication on labor-management issues	Effective in 2025, working shifts on the day before Lunar New Year's Eve is eligible to receive red envelopes contribution.
Departmental Meeting	Monthly	Communication of the Company's business outlook, operating strategies, and major initiatives, while gathering employee feedback	To recognize employees' dedication and contributions following EVA Air's 10th consecutive SKYTRAX Five-Star Airline award, commemorative EVA Air down vests were presented to all employees.
Regular Communication Meetings with Labor Unions	Monthly	Coordination and communication on labor-management issues	Collective agreements, including peace clauses, were successfully renewed with the Taoyuan Flight Attendants' Union and the EVA Airways Corporation Affiliated Enterprises Union.
Flight Crew Forums	6 times/year	Strengthen communication between active flight crew and management through regular meetings covering Company policies, flight safety, flight operations, and Crew Resource Management (CRM).	Women's uniforms were enhanced by introducing trouser options, and cabin crew luggage was upgraded to improve functionality, convenience, and comfort.
Employee Welfare Committee	3 times/year	Planning, coordination, and administration of employee welfare programs	Employee feedback regarding inflight meals, shuttle bus facilities, overseas accommodations, and baggage was referred to the relevant departments for evaluation and follow-up improvements.
Occupational Safety and Health Committee	Quarterly	Review, coordinate, and make recommendations on occupational safety and health (OSH) matters	Airport operating environments and safety facilities were enhanced. Improvements included installing additional warning signs and upgrading lighting to address vehicle-pedestrian safety and inadequate parking lot illumination. Hardware issues, including insufficient counter lighting and air-conditioning configurations, were also referred to the responsible departments for review and improvement to further enhance operational safety.
First Officer Meeting Senior First Officer Meeting	Every 6 months	Collect feedback from newly qualified flight crew regarding flight operations and training experiences	Workplace safety measures were further strengthened by installing fire door retainers to reduce the risk of doors remaining open, repairing magnetic locking devices on catering carts to improve operational safety, and optimizing the design of heat-resistant gloves to enhance workplace safety.
Pilots Online Feedback Platform	Whenever necessary	Suggestions for improving operational practices	
Regular Airport Ground Staff Team Meetings	Once every quarter or every 6 months	Understand employees' thoughts through face-to-face communication; provide care and encouragement to enhance teamwork and improve job satisfaction.	
Performance Reviews and One-on-One Meetings	2 times/year	Understand employee perspectives through face-to-face communication, provide support and encouragement, and strengthen team cohesion and job satisfaction	

Note: Labor-management meetings, department meetings, the Employee Welfare Committee, the Occupational Safety and Health Committee, and performance reviews and one-on-one meetings provide multiple channels for employees to express their views and communicate with management. Feedback collected through these channels is consolidated and considered in decision-making on matters relevant to all employees.

Minimum Notice Period for Significant Operational Changes

GRI 402-1

Before implementing significant operational changes that are expected to materially affect employees' rights and interests, EVA Air provides advance notice to employees and follows the required procedures in accordance with applicable labor laws and regulations in the jurisdictions where it operates. In Taiwan, where employment is terminated pursuant to Article 11 or the proviso to Article 13 of the Labor Standards Act, the statutory notice periods are as follows:

1. 10 days for employees with more than three months but less than one year of continuous service.
2. 20 days for employees with one year or more but less than three years of continuous service.
3. 30 days for employees with three years or more of continuous service.

After receiving notice of termination, employees are entitled to take paid leave during working hours to seek new employment. Such leave may not exceed the equivalent of two working days per week, and wages are paid in accordance with the Labor Standards Act.

Employee Engagement Survey

EVA Air conducts an Employee Engagement Survey every two years to assess employees' engagement and organizational commitment. In 2026, the survey was administered anonymously by an independent external consultant through an online questionnaire to evaluate employees' perceptions across eight dimensions: sense of purpose, job satisfaction, well-being, employee engagement, job performance, innovation, stress management, and teamwork. The survey results serve as a key input for organizational improvement. A total of 8,730 employees worldwide participated in the survey, representing a 74.3% response rate. The overall employee engagement rate reached 73.61%, exceeding both the previous survey results (67.2% response rate and 63.53% employee engagement) and the 2025 target of 70% for both indicators. Detailed results are provided in Appendix – Employee Engagement Survey ([page 125](#)). The survey also found that 91.67% of employees agreed they clearly understood their work priorities and were able to achieve established objectives, while 90.54% agreed they effectively managed their work progress and completed assigned tasks within scheduled timelines.

Based on the survey findings, well-being and innovation were identified as relatively lower-scoring dimensions. In response, EVA Air continues to strengthen initiatives in two key areas: employee well-being and an innovative work environment. These initiatives include expanding the Employee Assistance Program (EAP), enhancing psychological and stress management support, promoting employee health and well-being, and reinforcing supervisor coaching mechanisms to further support employees' physical and mental well-being, workplace care, and work-life balance. The Company has also established a Manager Portal and Employee Coaching Guidelines, providing systematic resources and leadership development programs to strengthen managers' emotional awareness and coaching capabilities. In addition, the Daily Coaching Enhancement Program has been launched to facilitate management experience sharing and case discussions, further fostering a supportive leadership culture.

Within the job satisfaction dimension, employees gave relatively lower scores to the availability of career development resources. In response, EVA Air continues to enhance promotion pathways for non-management ground employees, implement the Career Development Roadmap, expand the Career Exploration Platform, and launch the Talent Mobility Platform to improve internal talent mobility and better align employee career aspirations with organizational workforce needs.

In addition, the Company has implemented a Targeted Action Program, under which each department develops and executes tailored improvement initiatives based on the anonymous survey results and changes in engagement indicators. EVA Air will continue to strengthen its employee listening, follow-up actions, and innovation initiatives to foster an engaging workplace culture and further enhance its employer brand.

5-4 Work Safety and Health Management

5-4-1 Occupational Safety and Health Management

Occupational Safety and Health Management Structure

GRI 403-4

EVA Air has established an Occupational Safety and Health (OSH) Committee to oversee the Company's occupational safety and health (OSH) management. The Committee is responsible for reviewing the annual OSH work plan and overseeing the implementation of occupational safety and health policies and related decisions. The Committee comprises 24 members, including one Chairperson, one Executive Secretary, one occupational safety and health management representative, one engineering supervisor responsible for occupational safety and health, one healthcare professional, 11 department managers, and eight employee representatives. The Committee convenes quarterly to review matters including occupational safety and health policies, implementation of training programs, employee health management, occupational injury analysis, OSH management performance, and related recommendations. Following the Committee's review, the relevant departments are responsible for implementing the agreed actions. The Occupational Safety and Health Office monitors implementation progress, follows up on corrective actions, and regularly reports implementation status to the Committee.

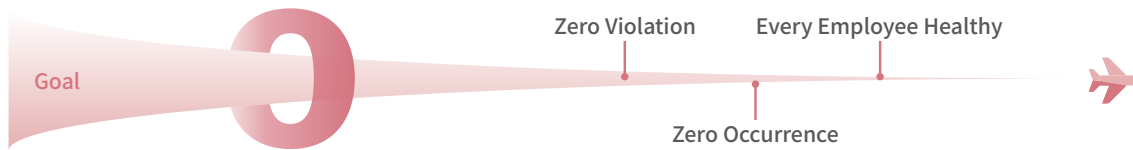
Occupational Safety and Health Management Strategy

GRI 403-1, GRI 403-8

EVA Air's Occupational Safety and Health Policy has been approved by the Board of Directors. Guided by the objectives of zero regulatory violations, zero occupational accidents, and a healthy workforce, EVA Air has established a comprehensive occupational safety and health (OSH) management system based on the Taiwan Occupational Safety and Health Management System (TOSHMS) and the international ISO 45001 Occupational Health and Safety Management Systems. Through these management systems, EVA Air systematically identifies and controls workplace hazards and risks while strengthening employee participation, occupational injury prevention, management of change, procurement management (Note), contractor management, and emergency preparedness and response. These measures are designed to safeguard the health and safety of all workers, including employees, contractors, and other external workers, while continuously improving OSH management performance. All EVA Air workplaces in Taiwan have successfully completed internal audits and obtained certification under both TOSHMS and ISO 45001. The certified scope covers passenger and cargo air transportation services and related contracted operations. As of the end of 2025, the certifications covered 10,739 employees and 414 non-employee workers, representing 100% of EVA Air employees and 100% of non-employee workers within the certification scope.

Note: In accordance with the Occupational Safety and Health Procurement Management Procedures, EVA Air evaluates new suppliers against occupational safety and health (OSH) criteria during the supplier qualification process. A supplier is considered to meet EVA Air's OSH requirements if it satisfies at least one of the following criteria:

1. Holds certification to a recognized occupational safety and health management system.
2. Demonstrates effective implementation of an occupational safety and health management system during on-site supplier assessments.
3. Has established an occupational safety and health organization and appointed qualified OSH management personnel in accordance with applicable regulations.
4. Demonstrates satisfactory occupational safety and health performance.
5. Has had no work-related fatality during the past two years.



EVA Air invests in occupational safety and health (OSH) training for both employees and contractors. The Company also conducts regular workplace inspections, safety patrols, and internal audits, while periodically reviewing occupational injury performance with relevant departments. Based on analyses of the root causes of occupational injuries, targeted improvement measures are developed and implemented to prevent recurrence and continuously reduce occupational injury rates. In 2025, one nonconformity related to Clause 8.1.3 – Management of Change was identified during the internal audit, and the responsible department completed the required corrective actions.

To further reduce occupational injuries, EVA Air prepares and publishes quarterly occupational injury case studies on the internal Occupational Safety and Health Portal to strengthen cabin crew awareness of safe work practices and workplace safety. In addition, to foster a safe and healthy working environment, EVA Air launched the "Safe Workplace Walkthrough Program" in September 2023. Under this initiative, OSH personnel conduct on-site observations and work with individual departments to identify opportunities for improving workplace safety and health, preventing occupational injuries, and protecting employee well-being. Based on historical occupational injury data, cabin crew were identified as the employee group with the highest occupational injury rate and therefore became the initial focus of the program. In 2024, the program was expanded to include airport operations, which had the second-highest number of occupational injuries. In 2025, its scope was further extended to departments operating specialized equipment. Observation results are reported to the Occupational Safety and Health Committee, and recommendations are referred to the responsible departments for evaluation and follow-up actions, as appropriate.

Key Occupational Safety and Health Management Measures

Safety Management	Occupational Health Management	Emergency Preparedness Drills
- Conduct workplace occupational safety and health inspections. - Perform occupational injury statistical analyses and communicate lessons learned from incident cases. - Conduct inspections of machinery, equipment, and vehicles. - Carry out workplace hazard identification, risk assessment, and risk control. - Conduct workplace unlawful infringement prevention and maternal health protection risk assessments. - Conduct risk assessments for middle-aged and older workers.	- Provide complimentary influenza and MMR vaccinations for flight crew and frontline employees, and offer self-paid influenza vaccinations to all employees. - Provide influenza vaccinations for kitchen personnel. - Regularly communicate information and preventive measures relating to occupational diseases and high-risk infectious diseases, including COVID-19, measles, and influenza. - Install automated external defibrillators (AEDs) at major office locations and buildings, and provide first aid and AED training. - Implement workplace unlawful infringement prevention and maternal health protection programs. - Implement a hearing conservation program for ramp personnel and employees in the Passenger Reservation and Ticketing Department. - Conduct night work risk assessments.	- Conduct fire emergency response organization training and drills twice a year. - Conduct infectious disease emergency response drills as needed and convene the Epidemic Prevention Response Committee, when appropriate, to develop and implement response measures to protect employee health and safety. - Hold post-drill review meetings following emergency response exercises to identify improvement opportunities and strengthen future emergency preparedness.

5-4-2 Preventing and Investigating Occupational Injury

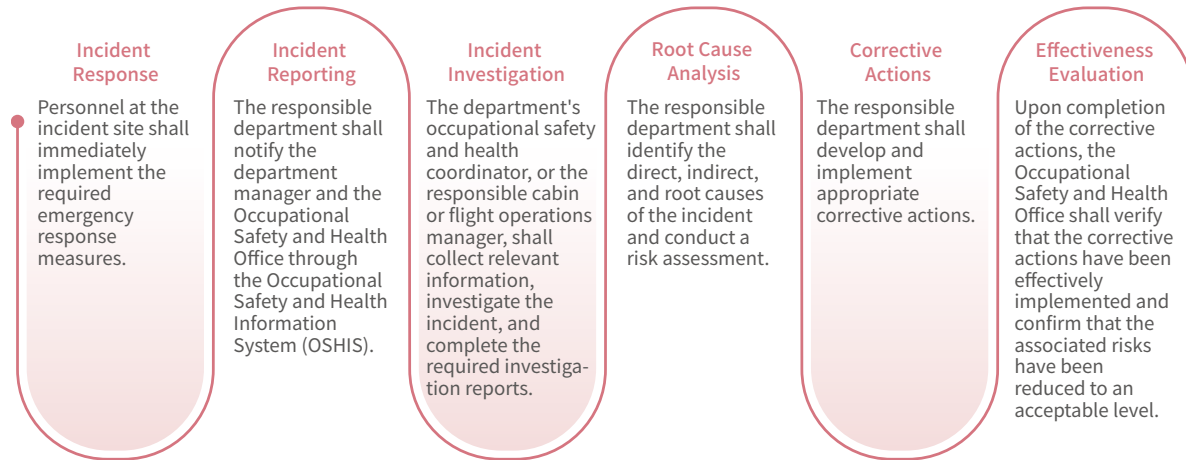
Occupational Injury Prevention and Occupational Safety and Health Training GRI 403-2, 403-5, 403-9

Each department at EVA Air conducts a workplace hazard identification and risk assessment at least once a year in accordance with the Hazard Identification and Risk Assessment Management Procedure. Potential hazards are identified by considering factors such as the work environment, workplace location, job tasks, employee qualifications, machinery and equipment, tools, energy sources, and hazardous chemicals. Appropriate engineering controls, administrative controls, and personal protective equipment (PPE) are identified, and risks are assessed accordingly.

For activities classified as medium-risk, appropriate risk control measures are implemented and their effectiveness is monitored. For high-risk activities, immediate control measures are required to prevent occupational injuries and minimize potential health impacts. In 2025, EVA Air identified two high-risk activities, both related to commuting traffic accidents, and 14 medium-risk activities, comprising three slip, trip and fall hazards, three commuting traffic accident hazards, one fall from height hazard, one musculoskeletal injury hazard, one contact with extreme temperature hazard, one caught-in or entanglement hazard, one struck-by hazard, one falling object hazard, one collision hazard, and one cut, puncture, or abrasion hazard. For all medium- and high-risk activities, the responsible departments establish management programs and performance targets (e.g., zero recurrence), implement preventive measures such as safety awareness programs, regularly monitor progress, and evaluate the effectiveness of the management programs upon completion. Where targets are not achieved, improvement programs continue until the desired outcomes are attained. In addition, whenever an occupational injury occurs, the responsible department is required to reassess the risk level of the related work activity based on its likelihood and severity in accordance with the Occupational Injury Investigation Management Procedures. The investigation process includes employee incident reports and occupational injury investigation reports, and the findings are used to implement corrective actions and continuously improve risk controls. Where employees are exposed to an imminent danger in the workplace, they are entitled, in accordance with Article 18 of the Occupational Safety and Health Act, to remove themselves from the hazardous area, exercise their right to refuse unsafe work, and immediately report the situation without being subject to disciplinary action.

To address operational risks associated with different work environments and job functions, EVA Air has established safety controls and warning signage throughout its workplaces and provides appropriate personal protective equipment (PPE) to employees. Automated External Defibrillators (AEDs) are installed in major office buildings, and employees receive AED operation and first aid training to enhance emergency preparedness. In addition, EVA Air conducts annual emergency response training and drills, including fire and earthquake response exercises, to strengthen employees' emergency response capabilities and minimize the impact of emergency events.

Occupational Injury Investigation Process



Occupational Safety and Health Training

Position		Training Course	Session	Attendance
Employee	New Recruits	Occupational safety and health educational training	32	1,048
	On-the-job	Occupational safety and health recurrent educational training	1	10,417
		Occupational Safety and Health Committee member training	2	2
		Workplace hazard identification training	1	103
		Occupational safety and health training (for junior management)	12	467
		Hazardous chemical hazard communication training	1	24
		Workplace unlawful infringement regulations and investigation practices	1	30
		Workplace unlawful infringement and sexual harassment complaint investigation practices	1	100
		Contractor management practices	2	118
		Occupational injury investigation training	1	103
		First Aid Occupational Safety and Health Training (Initial)	1	52
		First Aid Occupational Safety and Health Refresher Training	2	90
		Fire Safety Training and Emergency Response Drills	4	203
		Fire Safety Training and Emergency Response Drills	4	30

Note: The employee participation figures cover EVA Air employees in Taiwan. In 2025, General Occupational Safety and Health Training was provided to newly hired ground employees and pilot trainees.

5-4-3 Occupational Safety and Health Performance

GRI 403-7, 403-9, 403-10

Through a robust occupational safety and health (OSH) management system, effective risk controls, and comprehensive OSH training, EVA Air provides a safe and healthy working environment for all workers. In 2025, the Company recorded no occupational diseases and no work-related fatalities. Supported by stable flight operations, employees' total hours worked increased by approximately 2.8% compared with 2024. A total of 116 occupational injuries were recorded in 2025, with the majority related to commuting traffic accidents, followed by slips, trips and falls, collisions, and falling objects. The number of work-related lost-time injuries resulting from work activities decreased by 26.1% compared with 2024. In addition to implementing return-to-work and work accommodation programs to support employees in resuming work as early as possible following occupational injuries, EVA Air continues to strengthen injury prevention through safety communications (e.g., the OSH Promotion Materials), awareness campaigns, seminars, and training programs.

EVA Air is equally committed to safeguarding the health and safety of contractors. As of December 31, 2025, the Company engaged approximately 414 contractor workers, including security personnel, outsourced information systems developers, cleaning personnel, electromechanical maintenance personnel, construction and renovation workers, and airport baggage tag delivery personnel. This represented a slight decrease from 450 contractor workers on December 31, 2024, primarily because the volume of engineering projects remained comparable to the previous year. In accordance with the Contractor Occupational Safety and Health Management Procedures, all contractors are required to execute both a Contractor Occupational Safety and Health Agreement and a Hazard Notification Form for Contracted Operations before commencing work. Contractors are also required to provide occupational safety and health training and communicate workplace hazards to their employees and subcontractors prior to the start of contracted work. In 2025, one occupational injury involving a contractor was recorded. The incident occurred when a worker was injured while moving construction panels alone. Following the investigation, internal safety awareness was reinforced, and contractors were required to perform such tasks with at least two workers to prevent similar incidents from recurring. Detailed occupational injury statistics for EVA Air employees and contractors are provided in Appendix – Occupational Injury Statistics ([page 126](#)).

5-4-4 Employee Health Protection

EVA Air is committed to protecting the physical and mental well-being of its employees. In addition to safeguarding employee health and safety through a comprehensive occupational safety and health (OSH) management system and related policies, the Company actively promotes a wide range of employee health promotion and support initiatives. EVA Air also provides comprehensive health examinations and on-site medical services to foster a safe, healthy, and supportive workplace.

Health Protection Measures GRI 403-3, 403-6



Health promotion and tracking

- Provide annual periodic health examinations for employees. Employees with abnormal examination results receive health consultations, guidance, and follow-up care.
- Hearing Conservation Program: Employees working in high-noise environments or in designated positions requiring prolonged telephone use receive employer-funded hearing examinations, hearing conservation education, and health guidance where abnormal results are identified.
- To promote the early detection and prevention of cardiovascular diseases, tunnel-type and arm-type blood pressure monitors are installed at major workplaces, enabling employees to monitor their blood pressure at their convenience.
- Provide complimentary screening programs for the four major types of cancers for employees and their eligible family members to facilitate early detection and early treatment.
- Organize health promotion seminars and communicate health-related information through regular medical newsletters.
- Provide health education and counseling through on-site medical consultations.
- To encourage employees to develop and maintain regular exercise habits, EVA Air organized the "Endorphins Activated: Stay Healthy, Stay Happy" Health Promotion Campaign from September to November 2025. Monthly participation achievement rates remained stable at 58–61% among registered participants.



Infectious Disease Prevention

- Provide annual seasonal influenza vaccinations for employees to reduce the risk of infection and mitigate the severity of illness.

- Provide MMR (measles, mumps, and rubella) vaccinations for frontline flight crew and ground employees to help prevent infection.
- Regularly communicate information on infectious diseases and promote awareness of personal preventive measures to protect employee health.
- Provide adequate infection prevention and control supplies whenever necessary.



Employee Assistance Program (EAP)

- Provide an Employee Assistance Program (EAP), including psychological counseling and medical consultation services.

- Monitor and analyze Employee Assistance Program (EAP) utilization.

Year	2022	2023	2024	2025
Number of Users	140	158	120	122
Hours of Use	459.0	457.5	382.5	397.5

Employee Health Risk Management

EVA Air believes that healthy employees are the Company's most valuable asset. To support employee health and well-being, EVA Air operates the Clinic Division staffed by a dedicated team of doctors, registered nurses, pharmacists, and radiologic technologists, providing outpatient medical services, employee health examinations, and medical consultation services. With the exception of employees who have resigned, are on unpaid leave, or are on maternity leave, all employees participate in periodic health examinations. The examination frequency and scope exceed applicable regulatory requirements. Based on the examination results, the Clinic Division implements systematic health management measures, including health consultations, follow-up care, and health risk management, to provide effective, continuous, and comprehensive health support. In addition, the Clinic Division regularly shares health-related information through medical newsletters to enhance employees' health literacy and health management awareness, helping to reduce workplace stress and lower the risk of occupational diseases.

Management Plan	Measures	Implementation Methods
Periodic Employee Health Examinations	Conduct periodic health examinations for all employees, with the exception of those who have resigned, are on unpaid leave, or are on maternity leave. Provide health examinations at a frequency and scope that exceed applicable regulatory requirements.	• Making sure employees get annual check-ups; participation rate, 100%.
Health Examination Results Analysis	Based on employees' health examination results, implement risk-based health management, including health risk classification, follow-up management, risk assessment, and medical consultation services.	• Low health risk: Employees receive a Health Passport to help them understand their health examination results, together with access to health information through the Company's medical information platform and medical consultation services. • Medium- and high-health risk: Employees are provided with medical consultation services or physician consultations, together with recommendations for medical follow-up and ongoing health monitoring. • Employees identified as having metabolic syndrome or cardiovascular disease are enrolled in a risk-based health management program according to their risk level. The annual follow-up completion rate reached 100% in 2025.

In accordance with applicable regulations, EVA Air implements Occupational Health Protection Programs, including the Maternal Health Protection Program, the Abnormal Workload-Induced Disease Prevention Program, and Ergonomic Hazard Assessments. The number of employees covered by these three health protection programs and the corresponding health management measures from 2022 to 2025 are presented below:

Health protection program	2022	2023	2024	2025	Management measures
Maternal Health Protection	314	415	432	425	• Implement the Maternal Health Protection Program. Female employees covered by the program are required to complete the Self-Assessment Form for the Health Status of Pregnant and Postpartum Employees (within one year after childbirth) and submit it to the Clinic Division, where they receive one-on-one consultations with a doctor and undergo fitness-for-work assessment. • Organize maternal health seminars. • Provide breastfeeding-friendly facilities and lactation rooms across the Company's workplaces.
Abnormal Workload Management	28	33	35	42	• Employees identified by the Occupational Health Management System as having medium or high cardiovascular risk receive individual consultations with a doctor, who provides lifestyle counseling, stress management guidance, and recommendations for appropriate medical follow-up, as needed.
Work-related Musculoskeletal Disorder Prevention	36	94	182	150	• Employees whose Musculoskeletal Symptom Questionnaire, completed as part of their health examination, indicates a score of 3 or above are identified for follow-up. • Health guidance on musculoskeletal care is provided via email, and employees are invited to the Clinic Division for follow-up consultations. • Medical recommendations and health guidance are provided based on employees' job characteristics. If necessary, the Key Indicator Method (KIM) is used as a reference tool for ergonomic risk assessment.

Onsite Medical Services 382 times in 2025

EVA Air's doctors and registered nurses provide on-site medical services and health consultations at the Company's corporate headquarters. In addition, they regularly deliver medical services at other workplaces across northern, central, and southern Taiwan. In 2025, a total of 382 on-site medical services were conducted, providing medical consultations, health guidance, and follow-up care for employees with abnormal health examination results to support their health and well-being.

CHAPTER

06

Charting the Way to Net-Zero

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Highlights

Increasing the Use of Sustainable Aviation Fuel

Beginning in 2025, EVA Air expanded its Sustainable Aviation Fuel (SAF) deployment and established long-term partnerships with both international and domestic suppliers. In alignment with SAF blending requirements under European Union and United Kingdom regulations, EVA Air has incorporated SAF into operations at all European airports since the first quarter. Starting in the second quarter, EVA Air further collaborated with major suppliers to implement the regular voluntary use of SAF at key operational hubs in North America, Singapore, Thailand, and Taiwan, taking concrete action to reduce carbon emissions.

Advancing Domestic SAF Development

The Taiwan Sustainable Aviation Fuel (SAF) Decarbonization Flagship Program established a platform jointly led by the MOTC and MOEA to strengthen domestic SAF supply and accelerate industry adoption. As a member of the SAF Utilization Working Group, EVA Air participated in two meetings in 2025. EVA Air also joined the launch ceremony of the Domestic SAF Pilot Program held by the CAA at Kaohsiung International Airport on April 23, 2025, marking Taiwan's first use of SAF.

Increasing Renewable Electricity Supply

In 2025, 2,606,000 kWh of solar photovoltaic renewable electricity was supplied to EVA Air's headquarters and bonded warehouse building, accounting for approximately 10.8% of the annual electricity consumption of company-owned buildings in Taiwan.

Supporting Sustainable Agriculture

EVA Air is the first airline in Taiwan to incorporate sustainable agriculture outcomes into its inflight meal. Through its partnership with Shin-Shen Sustainability Co. Ltd., EVA Air launched the Sustainable Lemon Project, introducing lemons grown using grass-covered cultivation practices. By maintaining natural ground cover, the project helps enhance soil carbon sequestration, promote biodiversity on farmland, and support farmers in adapting to the challenges of climate change.

6-1 Governance of Climate- and Nature-related Risks

EVA Air actively responds to global sustainability trends and has established a net-zero emissions target. An assessment of the Company's environmental footprint indicates that its primary impacts arise from the energy, resources, and ecosystems associated with value chain activities related to flight and ground operations. In response to the global climate emergency, EVA Air joined the Science Based Targets initiative (SBTi) in June 2022 and has established a governance framework for climate-related risks and opportunities with reference to the Task Force on Climate-related Financial Disclosures (TCFD) and IFRS S2 Sustainability Disclosure Standards. Following the release of the Taskforce on Nature-related Financial Disclosures (TNFD) framework in September 2023, EVA Air initiated an integration process to incorporate nature-related impacts and dependencies into its management approach, further embedding Nature Positive strategies and actions into its climate agenda.

Sustainability Governance Structure GRI 2-23, GRI 2-24, GRI 2-27

EVA Air's Sustainability Committee under the Board of Directors serves as the highest oversight body for nature- and climate-related risks. All members are directors, and the Chairperson serves as convener. Under the ESG Committee, the Environmental Action Team (Environmental Committee) assesses nature- and climate-related risks and opportunities and coordinates the development and implementation of EVA Air's nature, environmental, and energy-related decisions, management measures, and action plans. It comprises three task forces—Sustainable Aviation Fuel, Environment and Energy, and Carbon Management—with the heads of relevant departments serving as standing members.

The ESG Committee convenes quarterly to review performance related to nature and climate issues, ensuring the effectiveness of the Company's management approaches and policies. Progress is reported annually to the Board of Directors and the Sustainability Committee to support actions that mitigate nature- and climate-related impacts.

Through the implementation of various management systems, EVA Air has maintained a record of zero major environmental regulatory violations over the past five years. In 2025, one vehicle entered an Air Quality Maintenance Zone without a valid self-management certification label of the required rating and was fined NT\$2,000. The certification label was subsequently renewed and the issue was fully rectified.



Functions and Responsibilities



ESG Committee:

Reports implementation results and action plans to the Board of Directors and the Sustainability Committee on an annual basis, and implements management measures to mitigate nature- and climate-related impacts.



Environmental Action Team:

Identifies climate- and nature-related risks and opportunities across departments, assesses potential financial and operational impacts, identifies material climate-related risks and opportunities, and develops corresponding mitigation and management measures. Convenes Environmental Committee meetings quarterly to review related performance and reports progress to the ESG Committee on a quarterly basis.

Task Forces



Sustainable Aviation Fuel:

Manages risks and opportunities related to SAF, and is responsible for SAF procurement and market trend analysis.



Environment and Energy:

Manages operational issues related to energy, water, waste, and air pollution to reduce environmental impacts.



Carbon Management:

Oversees carbon emissions and carbon management activities, ensures compliance with domestic and international carbon regulations, and monitors developments in global carbon markets.



Environment and Energy Policy



Biodiversity and Zero Deforestation Commitments

Note: Both policies were approved by the Board of Directors.

Climate-related Incentive Mechanisms

EVA Air has established climate-related incentive mechanisms by incorporating climate-related risk and opportunity management, greenhouse gas (GHG) emissions reduction, energy efficiency, and sustainability target achievement into relevant management and performance evaluation processes. These mechanisms are designed to enhance engagement in climate action across the organization and support the low-carbon transition and sustainable development.

Target Group	Incentive Mechanism
Top Management	Sustainability and climate-related performance indicators are incorporated into annual bonus evaluations (see Section 2-1-1 Corporate Governance, p.17).
Operational Management	Performance related to the ISO 14001 Environmental Management System and ISO 50001 Energy Management System is included in the annual performance evaluation of the Chief Sustainability Officer (who also serves as Chair of the Environmental Committee) and linked to compensation.
Employees	Flight crew, cabin crew, and ground staff who make outstanding contributions to climate-related initiatives, such as GHG emissions reduction, may be nominated for the E.P.A. Awards. Award recipients are eligible for additional recognition and incentives (see Section 4-1-2 Risk and Opportunity Identification and Management Process, p.52).

Climate- and Nature-related Risk Management GRI 201-1

EVA Air implements climate- and nature-related risk management by identifying short-, medium-, and long-term climate- and nature-related risks across policy, technology, regulatory, market, reputational, and physical climate dimensions. The Company assesses the potential impacts and likelihood of these risks to determine their materiality. Management performance is regularly reported to the Sustainability Committee and the Board of Directors for review, and corresponding adaptation and mitigation measures are implemented to reduce risk exposure and enhance operational resilience. For details on climate- and nature-related risks and opportunities, the materiality assessment matrix, and assessment results, please refer to the 2025 EVA Air Climate and Nature Report, page 4.



Climate- and Nature-related Financial Impacts and Responses

Risk/ Opportunity Category	Topic	Affected Area		Operational and Financial Impact Assessment	Adaptation and Management Strategies
		Nature	Climate		
Transition Risks	Climate Policy and Regulation	Carbon Pricing		- Under the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA), EVA Air is required to purchase Eligible Emissions Units (EEUs) to offset carbon emissions. Increases in emissions from international flights may result in higher operating costs. - Under the EU ETS and UK ETS, only a limited number of flights are currently subject to emissions reporting and allowance surrender obligations.	- Monitor developments in carbon markets and develop procurement strategies to optimize compliance costs. - Continue implementing fuel-saving initiatives and improving fuel efficiency. - Increase the use of SAF to reduce carbon offsetting obligations. - Promote Green Travel and Green Transportation programs for corporate customers.
	Nature-related Policy and Regulation	Ecological Impacts of SAF		- The aviation industry relies on SAF to reduce carbon emissions; however, SAF production may have environmental impacts, including competition for feedstocks, land-use change, and water consumption. - The relatively high cost of SAF may increase operating costs.	Utilize certified SAF and guarantee the sustainability of feedstock origins across the entire procurement process.
	Market	Rising Costs of Sustainable Materials		- Sustainable feedstocks are generally more expensive due to higher production costs, limited availability, and lower supply stability compared with conventional materials. - SAF remains more expensive than conventional jet fuel and is subject to higher price volatility. In 2025, additional spending on SAF accounted for approx. 0.27% of EVA Air's operating costs. - Based on actual consumption in 2025, the additional procurement costs resulting from material substitution of service items accounted for approximately 0.01% of operating costs in 2025.	- Explore long-term partnerships with suppliers to secure higher SAF supply at reasonable prices and gradually increase SAF uptake in Taiwan in line with government policies and regulations. - Partner with suppliers in the design and development of service items and products to help reduce the procurement cost of recycled materials.
	Reputation	Illegal Wildlife Trafficking		The transportation of illegally traded wildlife may raise concerns about the Company's ethical reputation and reduce the confidence of customers, business partners, and investors, potentially affecting revenue and business development.	Enforce the prohibition on the transportation of illegally traded wildlife and associated products, provide employee training, and collaborate with local airports to prevent illegal wildlife trafficking.
		Supplier Nature-related Risks		Negative publicity associated with suppliers due to environmental degradation, pipeline leaks, or similar incidents may damage EVA Air's reputation, reduce consumer trust in the brand, attract international scrutiny, and weaken the confidence of investors and business partners, thereby adversely affecting business development.	- Establish biodiversity-related policies and targets, participate in biodiversity conservation initiatives, and collaborate with relevant government agencies and NGOs. Source food products and merchandise produced with sustainability considerations, and adhere to internal guidelines, including the IUCN Red List of Threatened Species. - Assess the biodiversity conservation practices of existing fuel suppliers and increase the use of SAF and alternative fuels to diversify fuel sources.
Physical Risks	Acute	Soil and Watershed Conservation		- Landslides or debris flows may disrupt operations at EVA Air facilities or key suppliers, resulting in reduced revenue. - Disaster recovery and reconstruction efforts may lead to increased expenditures.	Conduct risk assessments for operational facilities and key suppliers, and avoid establishing new facilities in geologically vulnerable areas.
	Chronic	Water Resource Consumption		Declining water availability may increase water procurement costs for EVA Air's operational facilities and key suppliers. As some suppliers rely heavily on water-intensive processes, water scarcity could affect procurement costs and the stability of product and service supply.	- Implement rainwater harvesting and condensate recovery systems in company-owned buildings in Taiwan to reduce operational water consumption. - Require suppliers located in high water-risk areas to establish water resource management measures.

Risk/ Opportunity Category	Topic	Affected Area		Operational and Financial Impact Assessment	Adaptation and Management Strategies
		Nature	Climate		
Physical Risks	Chronic	Changes in Precipitation Patterns and Long-term Climate Shifts		Changes in precipitation patterns and long-term climate shifts may increase the frequency and severity of extreme weather events, such as floods and droughts. These events could affect operational facilities and key suppliers, resulting in flight delays, operational disruptions, or supply chain interruptions, which may reduce revenue and increase maintenance and procurement costs.	For adaptation measures implemented at domestic and international operational facilities, please refer to the 2025 Climate and Nature Report, p. 18.
Opportunities	Sustainable Products and Services	Development and Expansion of Low-carbon Services		- As demand for sustainable products and services continues to grow, low-carbon air transportation services may attract more passengers and customers, creating opportunities to increase revenue. - EVA Air launched the EVA e-Library service to promote paperless inflight reading materials. In 2025, project-related costs accounted for approx. 0.004% of annual operating costs (excluding initial implementation costs), and resources will continue to be allocated to support the program. In the same year, the initiative contributed to fuel savings of 2,231 tonnes.	- Promote Green Travel and Green Transportation programs for corporate customers. - Reduce the use of single-use plastics onboard. - Provide sustainable low-carbon inflight meals by increasing the use of locally sourced ingredients and plant-based meal options to reduce upstream carbon emissions. - Offer meal pre-selection services to reduce food waste.
		Sustainable Inflight Meals		By sourcing ingredients produced through organic or sustainable agricultural practices and optimizing the supply chain, EVA Air can reduce energy consumption and transportation costs associated with inflight meals, mitigate impacts arising from climate change and environmental risks, and enhance operational resilience.	- Design low-carbon menus by selecting ingredients produced through organic or sustainable agricultural practices, and reduce the use of plastic packaging and single-use items. - Collaborate with suppliers to optimize supply chain management.
	Resource Use	Efficiency Improvements		Improving the efficiency of energy, water, and material use can reduce operating costs and lower the additional investments required to achieve net-zero emissions, such as the procurement of renewable electricity.	Maintain the ISO 50001 and integrate it with the ISO 14001 to regularly monitor the use of water and materials, track and evaluate improvements in resource efficiency, and continuously refine management strategies.
	Environmental Responsibility	Reduction of Single-use Plastics		- Reducing the use of single-use plastics helps avoid cost increases by reducing the need to invest in improved plastic waste management to meet regulatory requirements or to procure more expensive alternative materials. - Effectively manage plastic waste to help avoid regulatory penalties and other associated costs	- Establish a dedicated project team to monitor regulatory developments and market trends, actively identify alternative solutions, and set plastic reduction targets. - Collaborate with suppliers to develop optimal response strategies, drive continuous improvement, and engage industry partners to ensure operational and supply chain resilience.

Climate Scenario Analysis

EVA Air developed climate scenarios with reference to the latest scientific assessments published by the International Energy Agency (IEA) and the Intergovernmental Panel on Climate Change (IPCC) to evaluate potential climate-related financial and operational impacts on key flight routes and suppliers. The analysis includes scenarios in which global temperatures rise by 1.5° C and exceed 1.5° C by the end of the century. The CORSIA is a key carbon regulatory mechanism for the aviation industry. Under the scheme, emissions from international routes subject to offsetting requirements must be offset through the purchase of EEU's.

The scope of the physical risk scenario analysis covers EVA Air's headquarters, Taiwan's top five suppliers, six major overseas suppliers, and the top five passenger service locations in 2025. No material losses related to floods or droughts were identified during the reporting year. EVA Air will continue to assess whether additional adaptation measures are required based on evolving climate conditions to minimize potential losses. The scenario analysis is intended to support the Company's assessment of potential future climate-related uncertainties. The scenarios and associated operational impacts do not represent actual events. For detailed results of the climate scenario analysis, please refer to page 16 of the 2025 EVA Air Climate and Nature Report.

Internal Carbon Pricing

EVA Air has established an internal carbon price of USD 20.8 per tonne of CO₂e, with reference to carbon price scenario analysis presented at the 232nd Council meeting of the International Civil Aviation Organization (ICAO). This shadow price is used to assess the potential financial impacts of current and future Scope 1 greenhouse gas (GHG) emissions generated by aircraft operations. The purpose of implementing internal carbon pricing is to support cost-benefit analysis, improve energy efficiency, promote low-carbon investments, and integrate climate-related considerations into decision-making and risk assessment processes. It also helps identify low-carbon transition opportunities and serves as an important input for strategic and financial planning, including carbon offset budgeting, regulatory compliance, and the development and achievement of climate-related policies and targets. In addition, internal carbon pricing supports efforts to reduce GHG emissions across the upstream value chain. EVA Air currently incorporates internal carbon pricing into selected business decision-making processes and will continue to adjust the internal carbon price dynamically based on the latest market developments and international analyses.

Biodiversity Risk Assessment and Environmental Education

In 2024, EVA Air conducted a Key Biodiversity Areas (KBAs) assessment covering a 15-kilometer radius around its major domestic and international operational facilities and key supplier locations. The results showed no direct overlap with KBAs, although some locations are situated nearby. EVA Air also assessed sites against the Taiwan Ecological Network (TEN) Priority Areas and identified the Xucuogang Wetland, the largest nationally designated coastal wetland in northern Taiwan, near the airports and its headquarters as a biodiversity-sensitive area. To enhance employee awareness of ecological conservation, EVA Air organized an internal seminar focused on the wetland's biodiversity. EVA Air will continue to evaluate mitigation measures, including avoidance, minimization, restoration, and offsetting, to reduce potential impacts on biodiversity. The Company will also continue to assess whether its operations adversely affect threatened species, strengthen employee training on risks related to illegal wildlife trafficking, and ensure that inflight meal ingredients do not include species identified for protection by the IUCN Red List of Threatened Species. In 2026, EVA Air invited the Chi Po-lin Foundation to host an environmental education seminar, "Taiwan from Above," with 88 employees participating to enhance awareness of environmental issues and sustainable land stewardship.



Sustainable Low-carbon Inflight Meals

To reduce emissions and nature-related risks associated with inflight meals, EVA Air continues to promote low-carbon meal options and sustainable sourcing strategies. In addition, EVA Air offers plant-based meal options as alternatives to animal-based proteins, helping reduce emissions associated with livestock production while lowering potential biodiversity impacts linked to agricultural land use. In partnership with Shin-Shen Sustainability Co. Ltd., EVA Air launched the Sustainable Lemon Project, sourcing 24,000 kg of sustainably grown lemons annually from a 2.7578-hectare organic lemon farm in Pingtung. By adopting grass-covered cultivation practices, the project enhances soil carbon sequestration, supports biodiversity, and contributes to Taiwan's 2050 Net Zero Transition - natural carbon sink strategy. EVA Air is also the first airline in Taiwan to incorporate sustainable agriculture outcomes into inflight meals. Through its procurement practices, EVA Air supports sustainable agricultural development, strengthens supply chain sustainability, and promotes greater awareness of environmental stewardship among passengers.



6-2 Climate Change Mitigation

EVA Air's Net Zero Roadmap and Transition Plan

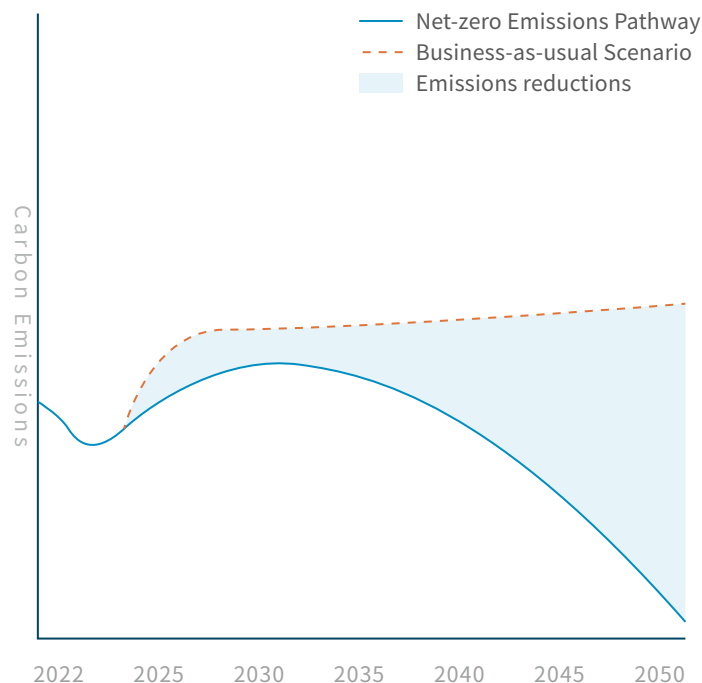
Following the International Air Transport Association (IATA) commitment to achieve net zero carbon emissions by 2050, EVA Air announced its own 2050 Net Zero Carbon Emissions commitment in November 2021 in support of the Paris Agreement goal of limiting global warming to 1.5 °C. To achieve this goal, EVA Air has established a transition strategy focused on aircraft and engine technology, operational and infrastructure improvements, Sustainable Aviation Fuel (SAF), renewable energy, and carbon offsetting and carbon emission trading. For information on significant capital expenditures related to the low-carbon transition, please refer to page 110 of the 2025 Annual Report.

To align emissions reductions with its net zero pathway, EVA Air joined the Science Based Targets initiative (SBTi) in June 2022 and established a near-term target using the aviation sector methodology. The target was validated in June 2024, committing

EVA Air to reduce the carbon intensity of Scope 1 and Scope 3 emissions from aviation fuel by 40% by 2031, compared with the 2019 baseline of approximately 968 gCO₂e/RTK. EVA Air will continue to monitor progress toward this target. EVA Air also works closely with stakeholders across the value chain, including industry peers, trade associations, government agencies, public sector organizations, and civil society, to support the implementation of its transition plan (see Section 1-4 Advocacy and External Engagement). In addition, EVA Air participated in consultations on Taiwan's Just Transition Action Plan for the transportation sector organized by the National Development Council, providing industry perspectives on the country's 2050 Net Zero policy and the Climate Change Response Act to help ensure that livelihoods, labor rights, and social well-being are appropriately considered throughout the transition.

As new technologies such as SAF are introduced, EVA Air will continue to strengthen employee capabilities and technical expertise to support a fair and orderly transition while balancing the interests of all stakeholders.

Decarbonization Roadmap



Key Net Zero Transition Strategies	Key Actions
Aircraft and Engine Technology	Continue introducing next-generation aircraft
Operational and Infrastructure Improvements	- Continue implementing fuel-saving initiatives. - Work with regulatory authorities to improve the efficiency and quality of air traffic management and airport operations.
Sustainable Aviation Fuel (SAF)	- Increase the use of SAF and establish short-, medium-, and long-term targets and quantified demand. - Collaborate with government agencies, airline associations, industry partners, and fuel suppliers to strengthen Taiwan's SAF production capacity. - Partner with academic institutions to invest in feedstock research and technological innovation.
Renewable Energy	Increase the use of renewable electricity and establish short-, medium-, and long-term targets.
Carbon Offsetting and Carbon Emission Trading	- Participate in the CORSIA and carbon market mechanisms. - Continue promoting EVA Air's Green Travel passenger carbon offset program.

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

The aviation industry's operations comprise two major components: flight operations and ground operations. Greenhouse gas (GHG) emissions from aircraft account for more than 99% of EVA Air's Scope 1 emissions. Since 2016, EVA Air has conducted annual GHG inventories in accordance with ISO 14064-1 and obtained third-party verification. The inventory initially covered emissions from aviation fuel consumption and company-owned buildings in Taiwan. Since 2023, the organizational boundary has been expanded to include all operationally controlled facilities worldwide, including domestic and overseas stations and city offices. In 2025, EVA Air continued to conduct its GHG inventory in accordance with the GHG Protocol and obtained third-party assurance.

Over the past two years, growing demand in the international aviation market led to an increase in flight operations and fuel consumption, resulting in higher Scope 1 emissions. Meanwhile, Scope 2 emissions decreased due to effective electricity-saving measures and increased use of renewable energy. Detailed GHG emissions data are provided in the Appendix, 2025 Greenhouse Gas Inventory and Verification Results and Scope 3 Greenhouse Gas Emissions (see p. 127).

Unit: tCO₂e

		2022	2023	2024	2025	2025 Target
Direct Emissions (Scope 1)	Aircraft	4,489,390	6,500,804	7,075,050	7,193,099	-
	Non-aircraft	476	1,188	1,209	1,085	
	Total	4,489,866	6,501,992	7,076,259	7,194,184	
Indirect Emissions (Scope 2)	Location-based	11,990	13,737	13,419	13,041	13,922
	Market-based	-	-	13,022	11,806	12,687

Note 1: Direct emissions from aircraft are generated through the consumption of aviation fuel and include both scheduled commercial flights and certain non-commercial flights, such as ferry, maintenance, and training flights.

Note 2: Data coverage is measured by the ratio of EVA Air's standalone revenue to the consolidated revenue of the Company. The coverage rates for 2022–2025 were 92%, 94%, 93%, and 93%, respectively.

Fuel Efficiency and Emissions Intensity GRI 305-4

As air travel gradually recovered from the COVID-19 pandemic in 2022, passenger load factors improved while the use of passenger aircraft for cargo transport declined, resulting in significant improvements in both passenger and cargo fuel efficiency. In 2023, aviation demand continued to grow, leading to year-on-year increases in both fuel consumption and transport capacity. Nevertheless, the introduction of new-generation aircraft and the continued implementation of fuel-saving initiatives enabled EVA Air to maintain stable fuel efficiency for both passenger and cargo operations, with only minor fluctuations. EVA Air also continues to increase the use of SAF to reduce carbon emissions intensity, laying the foundation for lower-carbon flight operations.

		Unit	2022	2023	2024	2025	2025 Target
Fuel Efficiency	Passenger	L / 100 RPK	5.516	4.185	4.217	4.451	4.371
	Cargo	L / FTK	0.216	0.097	0.097	0.097	0.098
Carbon Emissions Intensity	Passenger	kg CO ₂ e/ RPK	0.139	0.106	0.106	0.112	0.106
	Cargo	kg CO ₂ e/ FTK	0.544	0.244	0.245	0.246	0.247
	Overall	kg CO ₂ e/ RTK	0.733	0.738	0.732	0.742	-

Note 1: Fuel efficiency and Scope 1 carbon emissions intensity are calculated based on fuel consumption from passenger and cargo operating flights.

Note 2: Revenue Ton Kilometers (RTK) = 0.09 × Revenue Passenger Kilometers (RPK) + Revenue Freight Ton Kilometers (FTK).

Note 3: Lower values represent lower per-unit fuel consumption/carbon emission.

Note 4: Data coverage for passenger and cargo fuel efficiency was 100% of operating flights for the period from 2022 to 2025.

Sustainable Products and Services Program

With reference to the EU Taxonomy, EVA Air recognizes Sustainable Aviation Fuel (SAF) as its primary sustainable product and service. Increasing the use of SAF is one of the aviation industry's key strategies for achieving the net-zero transition. EVA Air continues to expand SAF adoption, with SAF accounting for 0.5% of total aviation fuel consumption in 2025, and has set a target of increasing SAF usage to 5% by 2030. To accelerate SAF deployment, EVA Air signed a memorandum of understanding with National Cheng Kung University to advance research and technological innovation on microalgae-based SAF feedstocks. We also continue to improve fuel efficiency through fleet modernization and the introduction of new-generation aircraft.

In addition, EVA Air participates in domestic and international industry forums and training programs to stay informed of emerging sustainable fuel technologies. Through external advisory support, we continue to strengthen internal sustainability awareness and implementation. In 2025, the additional cost associated with SAF procurement accounted for approximately 0.27% of the Company's operating costs. EVA Air will continue increasing SAF utilization to support the aviation industry's progressive transition toward net-zero emissions.

Unit: NT\$ thousand

	2022	2023	2024	2025	2025 Target
Sustainable Revenue	-	3,752	21,225	913,539	1,006,947
Consolidated Revenue	138,068,607	200,356,523	221,009,028	220,333,377	216,884,907
Sustainable Revenue as a % of Consolidated Revenue	0%	0.0019%	0.0096%	0.4146%	0.4643%

Note: With reference to the EU Taxonomy, specifically economic activity 6.19 Passenger and Freight Air Transport, EVA Air has recognized revenue generated from flights using SAF as taxonomy-aligned sustainable revenue since 2023.

Fuel-saving Initiatives GRI 302-4, 302-5, 305-5

By leveraging big data analytics, we identify opportunities to improve fuel efficiency and reduce carbon emissions across our flight operations. In response to evolving operating conditions, we actively develop and implement effective fuel-saving initiatives, progressively embedding these practices into our standard operating procedures. Recognizing that each initiative has distinct characteristics, we apply customized evaluation criteria to accurately quantify the effectiveness of every fuel-saving initiative.

In 2025, EVA Air implemented 9 major fuel-saving initiatives, which delivered fuel savings of 14,341 tonnes compared with the baseline. This is equivalent to 170,556 MWh of energy and an estimated reduction of 45,317 tCO_{2e} emissions.

Initiative	Strategy / Actions
Improving Load Factors	In 2025, EVA Air achieved a passenger load factor of 77.79% and a cargo load factor of 71.46% through the following initiatives: - Expanded the route network and optimized capacity deployment to meet market demand. - Cargo volume increased by 6.91%, supported by strong demand for AI servers, semiconductors, and e-commerce shipments. Secure medium- and long-term block space agreements and charter contracts with customers, together with the expansion of cold-chain services, and optimized freighter deployment further improved cargo load factors. - Enhanced in-flight products and services while expanding automated services to improve the travel experience.
Low-drag Paint or Alternative Coatings	From 2017 onward, mica-based paint coatings have been eliminated from all newly delivered aircraft and from routine repainting of the existing fleet to reduce aircraft weight.
On-board Aircraft Weight Reduction	- Promoting paperless cockpit and cabin by replacing newspapers and magazines with electronic publications and adopting Electronic Flight Bags (EFBs) for flight crews. - Replacing aging ULDs with lightweight ones. - Refining loading practices by optimizing potable water and cabin service supplies, while introducing an outstation laundering program for inflight service items to reduce weight. - Refuel accurately according to captain's fuel order to avoid unnecessary fuel uplift. - Implemented dynamic taxi fuel planning in flight plan. - Where dispatch requirements permit, alternate airport with lower planned diversion fuel is planned in the flight plan.
Improved on-board technology for route planning	- Continuously evaluate flight planning service providers and implement system with advanced optimization engine to determine the most fuel-efficient routes and flight levels while accounting for complex airspace restrictions and weather conditions. - Weather update service is provided to flight crew to access real-time weather information during flight and allow the computer to compute the optimal cruising altitude. If air traffic control (ATC) permits, cruise at the optimal flight level to improve fuel efficiency. Weather update service is also used when there is a route change to enhance fuel prediction accuracy.
Airframe Modifications	- Adopted manufacturer performance improvement packages for new aircraft whenever available and continuously evaluated retrofit options for the existing fleet. - As the first airline in Asia to collaborate with Lufthansa Technik AG, we tested AeroSHARK riblet film on one of 777 freighters. This technology is expected to improve fuel efficiency by approximately 1%. Subject to successful trial, the technology may be rolled out across the wider fleet.
Engine Upgrades/ replacement	- Continued monitoring aviation technology industry and introducing next-generation fuel-efficient aircraft to replace aging aircraft. - Performed regular engine washing to improve fuel efficiency and reduce average exhaust gas temperature by approximately 10° C. - Evaluated engine foam cleaning as an alternative to conventional water washing, with an estimated fuel saving of 0.2–0.3%. - Worked with engine manufacturers to implement Service Bulletin upgrades to restore engine performance.
Other Fuel Efficiency Initiatives	- Applied continuous descent operations (CDO), delayed landing configuration deployment or low-drag landing configurations, and single-engine taxiing after landing whenever operationally feasible and approved by air traffic control (ATC). - Used ground support equipment (GSE) instead of the auxiliary power unit (APU) during ground operations whenever available. - Optimized aircraft loading center of gravity (CG) to improve fuel efficiency. - Prioritized the use of GSE over the APU during maintenance activities. Regularly inspecting flight control alignment and cleaning aircraft surfaces to reduce aerodynamic drag.

Green Travel - Carbon Offset Program

EVA Air launched its Green Travel Carbon Offset Program in 2017 in partnership with Climate Impact Partners, a UK-based environmental NGO. Through the online carbon emissions calculator, passengers can voluntarily contribute to certified carbon reduction projects based on the emissions associated with their journey or make a one-time contribution. Climate Impact Partners identifies and supports high-quality carbon reduction projects certified under internationally recognized standards, including the

Gold Standard and the Verified Carbon Standard (VCS), ensuring that purchased carbon credits deliver measurable environmental benefits. Passengers receive a certificate issued by Climate Impact Partners as confirmation of their contribution.



Green Travel
Carbon Offset
Program

Environmental and Energy Management Systems GRI 2-26

EVA Air has implemented the ISO 14001 Environmental Management System and ISO 50001 Energy Management System. The ISO 14001 Environmental Management System achieved 100% third-party certification coverage based on revenue. Through the Environmental Committee, EVA Air regularly identifies and manages environmental risks associated with operations across its domestic and overseas facilities. Based on energy consumption, water use, and waste generation, EVA Air conducts systematic reviews and assessments to identify opportunities for improving energy performance, water efficiency, and waste management. Quantitative targets are established for energy conservation, waste reduction, and water conservation to support environmental protection initiatives and reduce the environmental impacts of operations.

In addition, EVA Air continues to invest in research and development by introducing energy-efficient equipment and environmentally friendly service products to further reduce energy consumption, water use, and waste generation. To strengthen environmental awareness and accountability across the organization, we provide ongoing environmental and energy management training to enhance employees' understanding of energy conservation, water management, waste reduction, and the environmental impacts of their work. EVA Air has also established an environmental inquiry mailbox (environment@evaair.com) to receive inquiries, complaints, and suggestions from local communities and both internal and external stakeholders. As of the end of 2025, no complaints related to environmental impacts had been received.

Energy Consumption GRI 302-4

The aviation industry relies heavily on fossil fuels. EVA Air continuously monitors energy consumption across both flight and ground operations. Since 2023, the scope of energy data collection has been expanded to include all operational facilities worldwide, covering domestic and overseas stations and offices. In addition to implementing fuel-saving initiatives for flight operations, EVA Air continues to promote energy conservation measures in its office buildings. Electricity consumption at company-owned buildings in

Taiwan is monitored annually to evaluate the effectiveness of energy-saving initiatives. In 2025, these measures—including equipment upgrades, air conditioning optimization, and regenerative freight elevator systems—saved 86,804 kWh of electricity. Since 2023, EVA Air has also progressively increased the use of renewable energy, including SAF and solar photovoltaic power, to reduce reliance on conventional energy sources and lower greenhouse gas emissions. Detailed energy consumption data are provided in the Appendix, Energy Consumption (see p. 128).

6-3 Green Operations Management

Water Resource Management

EVA Air monitors water consumption across its domestic and overseas operational facilities. All wastewater discharged is domestic sanitary wastewater. At the Company's headquarters, rainwater harvesting and condensate recovery systems have been installed to increase water reuse and reduce municipal water consumption. In addition, water-efficient fixtures carrying Taiwan's Water Efficiency Label are prioritized when procuring kitchen and sanitary equipment for office buildings to optimize water use efficiency. In 2025, EVA Air introduced GE 360 Foam Wash technology, which reduces water consumption by approximately 40% compared with conventional engine washing methods, delivering significant water savings. EVA Air has also established a target to reduce water use intensity by 5% by 2030, compared with the 2025 baseline. Detailed water consumption data are provided in the Appendix, Water Consumption (see p. 128).

Air Pollution and Noise Management GRI 305-7

To comply with airport noise regulations and help maintain a quieter environment for surrounding communities, the International Civil Aviation Organization (ICAO) and the U.S. Federal Aviation Regulations (FAR) establish stringent aircraft noise certification standards. All aircraft in EVA Air's fleet comply with ICAO Chapter 4 and FAR Stage 4 noise standards. EVA Air also strictly follows the noise abatement procedures established by individual airports during takeoff and landing operations to minimize the impact of aircraft noise on surrounding communities.

Waste Management

EVA Air follows the 5R principles—Refuse, Reduce, Reuse, Recycle, and Repair—to progressively strengthen waste management, with a target of reducing waste intensity by 5% by 2030, compared with the 2025 baseline. In 2025, approximately 0.05% of operating costs was invested in service items made from recycled materials to reduce onboard waste. Waste reduction initiatives for ground operations included expanding recycling facilities in office areas, reusing packaging cartons, improving meal order management in employee cafeterias, reusing office furniture, and promoting paperless operations. Onboard waste mainly consists of service items and food waste. All waste

is handled in accordance with local station requirements, while recycling and reuse are promoted to reduce landfill disposal. To support global plastic reduction initiatives, EVA Air reduces waste at the source through big data analysis to optimize onboard service item consumption and progressively adopts lightweight and environmentally friendly materials.

To minimize environmental impacts, EVA Air classifies and stores waste in accordance with applicable regulations and engages licensed contractors to collect, recycle, and dispose of recyclable and industrial waste. No hazardous waste was transported across national borders for treatment. Waste handling at Taiwan's company-owned buildings and bonded warehouse is regularly audited to ensure legal compliance and safe disposal. Waste generation, hazardous industrial waste, and recyclable materials are also monitored to identify any abnormal increases. Detailed waste management data are provided in the Appendix, Waste (see p. 128).

Packaging Management

EVA Air is committed to reducing the use of onboard single-use plastics items by replacing them with reusable, biodegradable, or recyclable alternatives. We have committed to reduce the consumption of onboard single-use plastic by 90% by 2030, compared with the 2019 baseline. Through continuous product improvements and collaboration with suppliers, EVA Air works closely with suppliers to develop of service items and products using recyclable and reusable materials while minimizing packaging. In 2025, several packaging improvements were implemented, including replacing selected inflight shopping non-woven bags with paper bags, using recyclable plastic packaging for long-haul Business Class amenity kit and pajama, and introducing lids made from recycled plastic for Economy Class meal trays. The design of onboard service items continues to incorporate the principles of recyclability, repulpability, and plastic-free solutions.

For non-plastic packaging, EVA Air uses cartons made from unbleached recycled paper printed with environmentally friendly ink and has adopted carton sealing tape made from 100% recycled PET film with water-based adhesive for e-commerce shipments. We also committed to working with suppliers to explore more sustainable packaging materials. Plastic packaging for onboard food items is also being phased out. In 2025, butter served on flights departing from London, Singapore, Ho Chi Minh City, Haneda, and Narita was changed to plastic-free packaging. EVA Air also monitors packaging materials used for self-operated merchandise, prints recycling labels on non-woven shopping bags to improve recycling rates, and continues working with suppliers to increase the use of recyclable plastics.

2025 Use of Non-plastic Packaging Materials for Self-operated Merchandise and Service Items

	Total Weight (tonnes)	Certified Materials	Recycled Materials
		(%)	(%)
Wood / Paper fiber	89.1	63	4.3
Metal	53.1	0	100
Glass	853.3	0	100

Note 1: The percentages of recycled or certified materials represent the weight of recycled or certified materials as a proportion of the total weight of each material category.

Note 2: Recycled wood and paper fiber materials are sourced from FSC-certified materials.

Note 3: The reporting boundary has been revised to include non-plastic packaging materials used for self-operated merchandise and onboard service items.

Use of Plastic Packaging Materials

	Unit	2022	2023	2024	2025	2025 Target
Total Weight	Tonne	47.2	212.2	254.3	268.9	266.5
Recyclable Plastic Content	%	38.8	59.8	63.0	59.3	63.0
Compostable Plastic Content	%	0	0.1	0.4	0.4	0.4
Other Recycled Material Content	%	0	0	0	4.4	0

Note 1: The percentage of recyclable plastics is calculated based on the weight of recyclable plastics relative to the total weight of plastic packaging materials.

Note 2: The percentage of biodegradable plastics is calculated based on the weight of compostable plastics relative to the total weight of plastic packaging materials.

Note 3: Plastic packaging material usage was lower in 2022 due to the impacts of the COVID-19 pandemic.

Note 4: In 2025, the reporting boundary was revised to include all plastic packaging materials used for self-operated merchandise and onboard service items. Historical data were restated accordingly, resulting in 100% data coverage.

Note 5: From 2022 to 2025, the average plastic packaging material used per passenger remained stable at 0.02 kg per passenger. The increase in the total weight of plastic packaging materials was primarily attributable to growth in passenger traffic.

Food Waste Management GRI 2-27

To ensure food safety and hygiene, EVA Air conducts annual hygiene audits of all catering kitchens based on the International Flight Services Association (IFSA) Catering Facility Hygiene Standards. In 2025, the audit coverage rate reached 100%. Catering kitchens are also managed in accordance with local regulations, and EVA Air encourages catering partners to continuously implement management systems such as ISO 14001, ISO 45001, and ISO 50001 to enhance sustainability performance. EVA Air recorded no violations of health and safety regulations in 2025.

EVA Air is committed to working closely with catering suppliers to reduce food loss throughout the catering lifecycle, from sourcing and transportation to meal preparation, loading, and unloading, while encouraging suppliers to monitor food loss. Food safety is managed through seven key control processes, including raw material inspection, transportation, cold chain management, cleaning and sanitation, food preparation, meal quality control, and temperature-controlled delivery. EVA Air also monitors food waste generated during meal preparation at Evergreen Sky Catering. Following the first outbreak of African swine fever (ASF) in Taiwan in October 2025, the government temporarily suspended the use of food waste for pig feed. As a result, 80% of food waste was recycled into animal feed, while the remaining 20% was disposed of through incineration.

To reduce meal waste, EVA Air applies big data analytics and operational expertise to improve passenger load forecasts and optimize meal provisioning by route. Passenger check-in information, transfer passenger no-show data from the Amadeus Altéa Departure Control Customer Management (CM) system, and the Global Catering System (GCS) are used to monitor meal waste, optimize meal loading, and identify stations with higher meal waste for follow-up actions. Annual training is also provided to catering planners to strengthen meal planning capabilities. EVA Air is committed to reducing food waste per passenger, with a target of achieving a 10% reduction by 2030 compared with the 2023 baseline of 266.95 grams per passenger.

Food Waste Management Performance

	Unit	2025
Catering Kitchen Food Waste	tonnes	3,717.38
Onboard Meal Waste	tonnes	90.78
Total Food Waste Generated	tonnes	3,808.16
Number of Passengers	passengers	14,978,016
Food Waste per Passenger	grams	254.25

Note 1: Total food waste generated = Catering kitchen food waste + Onboard meal waste.

Note 2: Food waste per passenger = Total food waste generated ÷ Number of passengers.

Note 3: Total catering kitchen food waste is estimated by multiplying the average food waste generated per passenger at the Taiwan catering kitchen by the total number of passengers worldwide.

Due to strict biosecurity regulations designed to protect agriculture and prevent the spread of animal diseases, all unconsumed onboard meals from international flights are required to be incinerated and cannot be reused or recycled.

	Unit	2022	2023	2024	2025	2025 Target
Total Food Waste Generated (A)	tonnes	672.68	3,256.04	3,905.00	3,808.16	3,884.85
Food Waste Recovered (B)	tonnes	517.31	2,652.14	3,195.98	3,100.75	3,163.19
Food Waste Disposed (A-B)	tonnes	155.37	603.90	709.02	707.41	721.66
Food Waste Recovered per Passenger	grams	216.84	217.44	218.50	207.02	-

Note 1: Food waste recovered per passenger = Food waste recovered ÷ Number of passengers.

Note 2: The reporting boundary covers all passengers worldwide, with 100% data coverage.

CHAPTER

07

Community Engagement & Social Inclusion

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Highlights

Invested over NT\$254 million in community investment initiatives

In 2025, EVA Air continued to support its four community investment pillars—Safety Foundation, Tourism Revitalization, Sports and Arts, and Social Welfare—through cash contributions, in-kind donations, volunteer services, and airfare vouchers.

175,278 attendees at arts and cultural events

Supported 15 international performing arts events and nine Evergreen Symphony Orchestra Classical Music Concert performances, attracting a total audience of more than 175,278.

1,204 visits to EVA Air's Safety Gallery

A total of 1,204 visitors toured EVA Air's Safety Gallery, promoting the Company's commitment to flight safety and safety education.

Donated 522 surplus equipment items

Donated 522 surplus equipment items, including computers, student desks, and wardrobes, with a total value exceeding NT\$5.14 million, benefiting 35 social welfare organizations and schools.



7-1 Community Investment Strategy /

EVA Air upholds the philosophy of giving back to society through four community investment pillars—Safety Foundation, Tourism Revitalization, Sports and Arts, and Social Welfare. By leveraging the strengths and resources of the aviation industry, we actively support a wide range of community initiatives and create positive social impact, advancing our commitment to a more inclusive society.

Safety Foundation



Theme Contents

Flight safety is the cornerstone of the aviation industry. EVA Air promotes aviation safety through flight safety education, talent development, and the sharing of safety management expertise and best practices, fostering a strong safety culture.

Who we Focus

- Airline industry peers
- Employees
- Students
- Passengers

Action Strategies

EVA Air promotes aviation safety through knowledge sharing and the cultivation of aviation professionals. By working with industry partners, employees, and the broader community, we strive to enhance flight safety and operational excellence.

Tourism Revitalization



Theme Contents

Tourism and aviation are mutually reinforcing. Through tourism initiatives and international promotional activities, EVA Air showcases Taiwan's cultural heritage and local attractions, helping stimulate regional tourism and support local economic development.

Who we Focus

- Tourism event organizers
- Local communities
- Government agencies

Action Strategies

EVA Air partners with local governments by providing airfare vouchers and complimentary tickets to support tourism events and enhance their international visibility. We also collaborate with the Taiwan Tourism Administration on overseas promotional campaigns to showcase Taiwan's diverse attractions and unique local experiences.

Sports and Arts



Theme Contents

Sports and arts play a vital role in strengthening a nation's cultural vitality. By sponsoring international sporting events, athletes, and overseas performing arts groups visiting Taiwan, EVA Air fosters international exchange while promoting sports participation and enriching cultural experiences.

Who we Focus

- Sports and arts event organizers
- Athletes
- Sports teams
- General public

Action Strategies

EVA Air provides air transportation and related resources to support athletes, sports teams, and event organizers, helping reduce travel costs and logistical burdens while promoting sports development and international cultural exchange.

Social Welfare



Theme Contents

EVA Air supports disadvantaged groups and rural communities through financial contributions, air transportation, in-kind donations, and partnerships with the Chang Yung-Fa Foundation. We also support community development and sustainable tourism by leveraging local resources.

Who we Focus

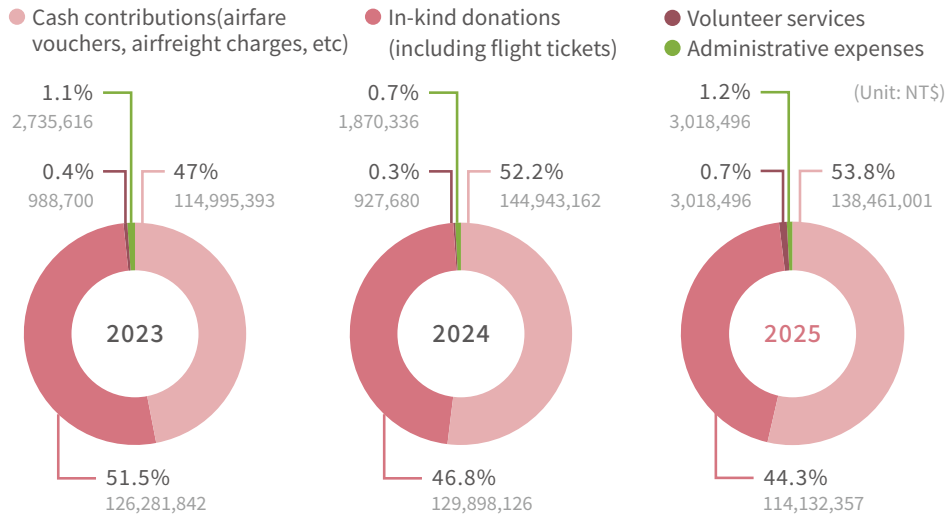
- Chang Yung-Fa Foundation
- Communities and media
- Disadvantaged groups
- Schools

Action Strategies

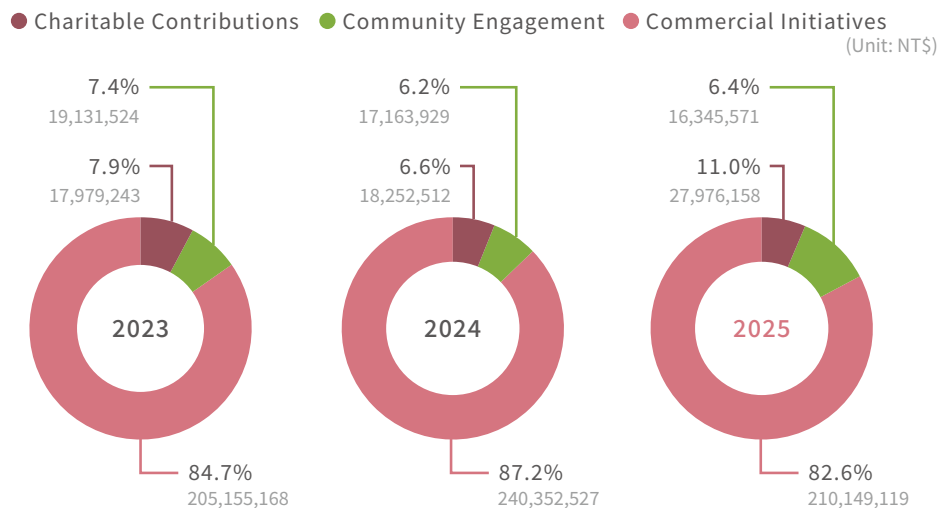
In partnership with the Chang Yung-Fa Foundation, EVA Air provides essential supplies and volunteer support to help address resource shortages in rural communities and improve the well-being of disadvantaged groups. We also sponsor sustainability forums to raise public awareness of social welfare and climate change issues.

7-2 Community Investment and Performance

Resources Invested



Community Investment Category



Note: Commercial Initiatives include support for domestic athletes, domestic and international sporting events and teams, as well as aviation safety talent development.

Community Investment Performance

Business Benefits	Indicator	2023	2024	2025
Safety Foundation	University Flight Safety Course instructors	88	88	88
	Campus hires	88	109	113
	Flight safety awards received	1	1	1
Tourism Revitalization	Overseas tourism promotion events hosted in Taiwan	1	2	1
	Aviation and tourism awards received	27	24	16
Sports and Arts	Participants in sports and arts events	3,125	2,748	2,277
	Official airline partnerships	13	19	35
	EVA Air Marathon participants	23,247	23,246	22,962
Social Welfare	Employees participating in the United Way campaign	595	584	589
	United Way donations (NT\$)	913,400	1,076,800	1,171,700

Indicator	Indicator	2023	2024	2025
Safety Foundation	Visitors to the EVA Safety Gallery	1,139	1,076	1,204
	Students enrolled in the Civil Aviation Engineering Program	211	238	231
	Doctors participating in Compassionate Doctors on Board	492	810	1,308
Tourism Revitalization	Local tourism events supported	9	6	12
	Local agricultural products procured (kg)	7,895	7,560	9,030
Sports and Arts	Athletes supported	13	14	12
	Sports teams supported	10	10	7
	Arts and cultural events supported	11	25	24
Social Welfare	Social welfare organizations and schools benefited	104	49	35
	Surplus equipment items donated	206	2,397	522

7-3 Community Investment Highlights

Safety Foundation



Key Initiatives in 2025

- Aviation talent development
- Safeguarding passenger health

Key Achievements in 2025

- Partnered with NCKU to offer the Civil Aviation Engineering Program, with 231 students enrolled in 2025.
- Collaborated with Young Scientific American TW initiative, integrating stories of youth scientific research with aviation and aerospace STEM education. The campaign generated more than 420,000 social media impressions and reach, while Episodes 1–7 of the podcast recorded 12,739 listens.
- Expanded the Compassionate Doctors on Board program to 1,308 participating doctors, an increase of more than 61% from the previous year.
- Provided 2,262 MedLink consultations, offering passengers fitness-to-fly assessments, medical consultations, and care support.
- Welcomed 1,204 visitors to the EVA Safety Gallery.
- Hosted four Little Flight Attendant events with 144 participants. The program received more than 2,600 applications, with an investment exceeding NT\$2.6 million and the support of 13 employee volunteers.

Tourism Revitalization



Key Initiatives in 2025

- Promoting local tourism through EVA Air's aviation expertise

Key Achievements in 2025

- Supported 12 tourism events, contributing more than NT\$14 million in cash and in-kind donations, as well as 55 flight vouchers valued at over NT\$4.5 million.

Sports and Arts



Key Initiatives in 2025

- EVA Air Marathon
- Supporting domestic sports development
- International sports promotion
- International arts and cultural exchange

Key Achievements in 2025

- Attracted 22,962 runners from nearly 52 countries to the EVA Air Marathon. The event also featured a campus outreach program, engaging more than 250 students from 13 schools, the Founding Welfare Foundation, and Taiwan Fund for Children and Families.
- Supported 12 Taiwanese athletes, 7 domestic sporting events, and 1 tennis development association, contributing more than NT\$100,000 in cash and 230 flight tickets with a total value exceeding NT\$79.35 million.
- Supported 7 overseas sports teams (including professional clubs) and 1 international sporting event, contributing approx. NT\$80.61 million in cash and 20 flight tickets valued at approx. NT\$8 million.
- Helped bring 15 international performing arts productions to Taiwan and supported 9 Evergreen Symphony Orchestra "Classical Music Concert" performances, attracting more than 175,278 attendees. EVA Air contributed approx. NT\$15.67 million in cash and 21 flight tickets valued at approx. NT\$5.96 million.

Social Welfare



Key Initiatives in 2025

- Waiving excess baggage fees for schools, community organizations, and fire departments transporting equipment
- Integrating sports initiatives with community outreach
- Promoting sustainability and early childhood development awareness
- Donating surplus equipment to rural communities

Key Achievements in 2025

- Through the "Let Me Fly with You" Children's Dream Fulfillment Program, EVA Air contributed more than NT\$4.4 million in funding and over NT\$200,000 in volunteer support. The campaign documentary accumulated more than 1.4 million views.
- Organized three corporate visits for disadvantaged students, welcoming 146 students, teachers, and parents to learn about EVA Air's ESG initiatives.
- Donated surplus equipment, including computers, office desks, furniture, and cabinets, with a total value exceeding NT\$5.14 million, benefiting 35 social welfare organizations and schools.
- Invited the Eden Social Welfare Foundation and 200 representatives from the Taiwan Fund for Children and Families to the EVA Air VIP Night – Symphony Under the Stars Concert, while collecting 1,976 receipt donations.
- Members of the ESG Voluntary Team contributed a total of 674 volunteer hours to support EVA Air's community initiatives.

Featured Initiative

Safety Foundation



Aviation Talent Development and Flight Safety Knowledge Sharing

Project Overview



Since 2013, EVA Air has partnered with National Cheng Kung University to offer the Civil Aviation Engineering Program. Experienced professionals from the Company's Flight Operations, Flight Dispatch, Flight Safety, and Maintenance divisions serve as instructors, integrating academic education with industry expertise to cultivate highly qualified aviation engineering professionals.

Key Results



- The Civil Aviation Engineering Program has engaged a cumulative total of 1,908 students through 2025.
- The EVA Safety Gallery welcomed 1,204 visitors in 2025.
- Provided emergency evacuation training and ocean route observation opportunities for military aircrew personnel.



Safeguarding Passenger Health

Project Overview



Since 2013, EVA Air has partnered with MedAire to provide passengers with fitness-to-fly assessments, medical consultations, and care support through the MedLink service. This enhances in-flight medical assistance while reducing the risk of flight diversions caused by passenger medical emergencies.

EVA Air also launched the Compassionate Doctors on Board program, inviting licensed physicians traveling on EVA Air flights to volunteer their medical expertise and provide timely assistance when fellow passengers require in-flight medical care.

Key Results



- Conducted 2,262 MedLink consultations in 2025.
- The Compassionate Doctors on Board program had a cumulative total of 3,207 participating doctors as of 2025.



Safety Foundation



Little Flight Attendant Program

Project Overview



To promote public understanding of EVA Air's commitment to flight safety, EVA Air launched the Little Flight Attendant Program for children aged 6–9 from employees' families and EVA Air Facebook followers. Participants experience cabin crew training through hands-on activities while learning essential flight safety knowledge and service skills. Wearing specially designed cabin crew uniforms, children complete five interactive training modules covering professional etiquette, cabin door evacuation, cabin service, emergency evacuation training, and ramp tours. The program fosters safety awareness, teamwork, service excellence, and a sense of responsibility through an engaging learning experience.

Key Results



- Hosted three public sessions and one employee-exclusive session in 2025.
- Received more than 2,600 applications, with 48 families (144 participants) selected to attend.
- Invested over NT\$2.6 million in the program, supported by approx. 52 employee volunteers.



Tourism Revitalization



Taiwan International Balloon Festival

Project Overview



Since its launch in 2011 by the Taitung County Government, the Taiwan International Balloon Festival has showcased the natural beauty of the Taitung Rift Valley through hot air balloon events. The festival brings international hot air balloons and pilots to Taiwan while also supporting Taiwanese balloons and pilots in participating in overseas balloon festivals, enhancing Taiwan's international visibility as a tourism destination.

Key Results



- Proud sponsor of the Taiwan International Balloon Festival for 11 consecutive years.
- Sponsored the air freight transportation of five hot air balloons, contributing NT\$1 million in cash and 23 flight tickets with a total value of approx. NT\$2.8 million.



Sports and Arts

3



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EVA Air Marathon

Project Overview



Held on October 26, the EVA Marathon attracted 22,962 runners from nearly 52 countries, and regions fostering international sports exchange while promoting tourism in Taipei. As part of the event, EVA Air also organized the Seedling Program - Campus Tour, bringing professional coaches to schools to promote sports education and inspire young talent to pursue their athletic aspirations.

Key Results



- Together with the "Let Me Fly with You" Children's Dream Fulfillment Program, EVA Air donated NT\$1.2 million to the Eden Social Welfare Foundation and the Taiwan Fund for Children and Families.
- Invested more than NT\$700,000 in the Seedling Program - Campus Tour, held in February and June in Hualien and Matsu, engaging more than 250 students from 13 schools, the Founding Welfare Foundation, and the Taiwan Fund for Children and Families.



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Supporting Sports Development in Taiwan

Project Overview



Leveraging its aviation expertise and corporate resources, EVA Air supports the development of sports in Taiwan by providing air transportation and financial support for athletes and sporting events across a wide range of disciplines, including badminton, golf, table tennis, swimming, long-distance running, tennis, and weightlifting. Through these efforts, EVA Air helps strengthen international sports exchange and promote the sustainable development of Taiwanese sports.

Key Results



- Provided 230 flight tickets with a total value of approx. NT\$79.35 million.
- Received both the Gold Award and the Long-term Sponsorship Award in the Sports Activist Awards presented by the Ministry of Education Sports Administration, becoming the only airline in Taiwan to receive these honors.



Sports and Arts

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International Sports Partnerships

Project Overview



EVA Air extends its support for sports worldwide by partnering with internationally renowned sports teams and organizations. Through these partnerships, the Company promotes Taiwan's global visibility while strengthening its brand presence and supporting international sports exchange.

Key Results



- Contributed approx. NT\$80.61 million in cash and 20 flight tickets with a total value of approx. NT\$8 million.
- Served as the exclusive airline partner of the NBA Houston Rockets, and the only non-U.S. airline partner of the MLB San Francisco Giants and MLB Los Angeles Angels.
- Hosted a Hello Kitty Theme Day with the San Francisco Giants during the partnership, with EVA Air President Clay Sun participating as the ceremonial first-pitch guest.
- Hosted Philippines Night with the Houston Rockets, with EVA Air President Clay Sun serving as the ceremonial first-pitch guest.
- Became the exclusive airline partner of Stade de Reims (France), West Ham United F.C. (England), and AC Monza (Italy).
- Continued its partnership with Japan's Yokohama DeNA BayStars (NPB) for the sixth consecutive year.



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International Arts and Cultural Events

Project Overview



EVA Air provided cash contributions and flight tickets to support the introduction of international arts and cultural performances to Taiwan, including the Hungarian State Opera's Madama Butterfly and Swan Lake, the classic French musical Notre Dame de Paris, the Broadway musical Charlie and the Chocolate Factory, U-Theatre's 2025 European Tour, the Marvel Infinity Saga Concert, and the Disney Princess Concert. These initiatives enabled audiences in Taiwan to experience world-class international performances locally.

Key Results



- Contributed NT\$15.67 million in cash and NT\$5.96 million in flight tickets, with total support exceeding NT\$21.63 million, helping organizers invite performers and production teams to Taiwan.
- Attracted a cumulative audience of more than 175,278.



Social Welfare



"Let Me Fly with You" Children's Dream Fulfillment Program

Project Overview



In support of the UN Sustainable Development Goals (SDGs) and children's rights to survival and development, EVA Air launched the "Let Me Fly with You" Children's Dream Fulfillment Program in partnership with the Taiwan Fund for Children and Families in 2023. Now in its third year, the program continues to raise public awareness of children with developmental delays and support early intervention services. In 2025, EVA Air expanded the initiative by partnering with both the Taiwan Fund for Children and Families and the Eden Social Welfare Foundation to produce a documentary highlighting the challenges faced by children with developmental delays in offshore islands and rural communities. Together with Evergreen Group affiliates, EVA Air also donated vehicles to support early intervention services and organized an employee fundraising campaign to provide medical assistive devices and learning resources for these children.

Key Results



- EVA Air and its employees contributed a total of NT\$1.5 million in donations, with 29 employee volunteers participating in the program.
- The documentary accumulated more than 1.4 million views.



"Love, Share" Spotlight Program and Jade Mountain Program

Project Overview



Aviation professionals from EVA Air—including pilots, cabin crew, ground staff, and maintenance personnel—guided students from underserved rural communities on visits to the EVA Safety Gallery, emergency evacuation training facilities, and flight simulator training center. By integrating community engagement with EVA Air's core aviation expertise, the program promotes aviation knowledge, strengthens flight safety awareness, and inspires students to broaden their career aspirations and future competitiveness.

Key Results



- Organized three corporate visits for students from underserved rural communities, welcoming 146 students, teachers, and parents to EVA Air's training center.
- Invested more than NT\$170,000 in the program, supported by 24 employee volunteers.



ESG Voluntary Team

Project Overview



To advance community engagement and environmental stewardship, EVA Air established the ESG Voluntary Team and introduced paid volunteer leave to encourage employee participation in environmental and community initiatives. Through these efforts, EVA Air empowers employees to contribute to sustainable development while putting its ESG commitments into practice.

Key Results



- The ESG Voluntary Team consisted of 87 members in 2025.
- Supported 4 community initiatives, with 88 volunteer participations contributing a total of 674 volunteer hours.
- Organized 1 ESG Voluntary Team workshop.



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Social Data

1. Employee Composition

Employee Contract and Employment Type by Gender and Region in 2025 GRI 2-7

		Gender		Region				
		Male	Female	Taiwan	Asia	America	Europe	Oceania
By Contract Type	Temporary Employees (Fixed-term Contracts)	23	1	24	0	0	0	0
	Permanent Employees (Open-ended Contracts)	4,450	7,523	9,510	1,903	367	179	14
	Non-regular Employees	129	91	220	0	0	0	0
Total		4,602	7,615	9,754	1,903	367	179	14
By Employment Type	Non-guaranteed hours employees	0	0	0	0	0	0	0
	Full-time Employees	4,586	7,589	9,712	1,903	367	179	14
	Part-time Employees	16	26	42	0	0	0	0
Total		4,602	7,615	9,754	1,903	367	179	14

Note 1: Employee data are as of December 31, 2025. Regular employees are classified as Temporary Employees (Fixed-term Contracts) or Permanent Employees (Open-ended Contracts). Temporary employees include doctors, flight training consultants, and massage therapists, and the remaining permanent employees are on open-ended contracts. Non-regular Employees comprise interns and trainees in Taiwan.

Note 2: Full-time Employees are regular employees whose agreed working hours are equivalent to the standard working hours, while Part-time Employees work fewer than the standard working hours.

Employees Statistics by Job Level and Age in 2025 GRI 405-1

	< 30			30 – 50			> 50			Total	% of all employees
	Male	Female	%	Male	Female	%	Male	Female	%		
Top Management	0	0	0%	0	0	0%	52	15	0.55%	67	0.55%
Senior Management	0	0	0%	12	4	0.13%	102	74	1.44%	192	1.57%
Junior Management	0	0	0%	224	218	3.62%	256	249	4.13%	947	7.75%
Non-management Employees	849	1,516	19.36%	2,556	4,905	61.07%	551	634	9.70%	11,011	90.13%
Total	849	1,516	19.36%	2,792	5,127	64.82%	961	972	15.82%	12,217	100.00%

Note 1: For ground staff, top management refers to Vice President level and above; senior management refers to Junior Vice President level; junior management refers to (Deputy) Manager level. All other employees are classified as non-management.

Note 2: For flight crew, top management refers to the Executive Chief Pilot and Deputy Executive Chief Pilot (Vice President level); senior management refers to the Deputy Executive Chief Pilot (Junior Vice President level) and Chief Pilot; junior management refers to all other administrative flight management(except for the management mentioned above). All other employees are classified as non-management.

Note 3: For cabin crew, senior management refers to the Executive Chief Purser; junior Management refers to the Deputy Executive Chief Purser, Senior Purser, and Cabin Crew Instructor (Purser). All other employees are classified as non-management.

Non-employee Workforce by Category in 2025 GRI 2-8

Contractual relationship with the organization	Type of work	Number of people		Rate of change
		2024	2025	
Contractor	- Security Personnel - Outsourced IT System Developers - Cleaning Personnel - Maintenance Personnel - Construction, Renovation, and Maintenance Workers - Baggage Tag Delivery Personnel	450	414	-8%

Note: Data are as of December 31, 2025. The increase in the number of contractors in 2024 was primarily due to the higher volume of engineering projects following the post-pandemic recovery.

EVA Air's Employee Composition in 2025 GRI 2-7, GRI 2-8, GRI 405-1

		Male		Female		% of all employees
		Employees	%	Employees	%	
Age	< 30	849	35.90%	1,516	64.10%	19.36%
	30 – 50	2,792	35.26%	5,127	64.74%	64.82%
	> 50	961	49.72%	972	50.28%	15.82%
Category	Inflight Service	1,932	29.58%	4,600	70.42%	53.47%
	Ground Service	2,670	46.97%	3,015	53.03%	46.53%
Position	Top Management	52	77.61%	15	22.39%	0.55%
	Senior Management	114	59.38%	78	40.62%	1.57%
	Junior Management	480	50.69%	467	49.31%	7.75%
	Non-management Employees	3,956	35.93%	7,055	64.07%	90.13%
Education	Doctor	1	100.00%	0	0.00%	0.01%
	Master	530	63.70%	302	36.30%	6.81%
	Bachelor	3,403	34.86%	6,360	65.14%	79.91%
	Junior college	368	33.48%	731	66.52%	9.00%
	High school (or under)	300	57.47%	222	42.53%	4.27%

New Hires by Year GRI 401-1

		2022		2023		2024		2025	
		Employees	%	Employees	%	Employees	%	Employees	%
Gender	Male	277	64.0%	528	42.0%	408	36.9%	481	44.8%
	Female	156	36.0%	729	58.0%	698	63.1%	593	55.2%
Age	< 30	230	53.1%	929	73.9%	883	79.9%	848	79.0%
	30 - 50	184	42.5%	305	24.3%	204	18.4%	214	19.9%
	> 50	19	4.4%	23	1.8%	19	1.7%	12	1.1%
Region	Taiwan	217	50.1%	742	59.0%	721	65.2%	534	49.7%
	Asia (excluding Taiwan)	81	18.7%	376	29.9%	304	27.5%	444	41.3%
	America	86	19.9%	95	7.6%	53	4.8%	73	6.8%
	Europe	44	10.2%	43	3.4%	28	2.5%	23	2.1%
	Oceania	5	1.1%	1	0.1%	0	0%	0	0%
Position	Top Management	1	0.2%	0	0%	0	0%	0	0%
	Senior Management	0	0%	0	0%	1	0.1%	0	0%
	Junior Management	1	0.2%	2	0.2%	11	1.0%	7	0.7%
	Non-management Employees	431	99.6%	1,255	99.8%	1,094	98.9%	1,067	99.3%
Total		433	4.1%	1,257	11.2%	1,106	9.4%	1,074	8.8%

Note: New hire rate (%) = Number of new hires during the year / Total number of employees at year-end.

Employee Turnover by Year **GRI 401-1**

		2022		2023		2024		2025	
		Employees	%	Employees	%	Employees	%	Employees	%
Gender	Male	210	37.4%	221	39.9%	151	32.8%	148	33.8%
	Female	352	62.6%	333	60.1%	310	67.2%	290	66.2%
Age	< 30	133	23.7%	102	18.4%	109	23.6%	105	24.0%
	30 - 50	360	64.1%	366	66.1%	281	61.0%	242	55.3%
	> 50	69	12.2%	86	15.5%	71	15.4%	91	20.7%
Region	Taiwan	339	60.4%	361	65.2%	282	61.2%	285	65.1%
	Asia (excluding Taiwan)	154	27.4%	126	22.7%	129	28.0%	109	24.9%
	America	48	8.5%	44	7.9%	32	6.9%	30	6.8%
	Europe	17	3.0%	22	4.0%	18	3.9%	14	3.2%
	Oceania	4	0.7%	1	0.2%	0	0%	0	0.0%
Position	Top Management	5	0.9%	1	0.2%	5	1.1%	3	0.7%
	Senior Management	3	0.5%	7	1.3%	4	0.9%	8	1.8%
	Junior Management	24	4.3%	25	4.5%	16	3.5%	30	6.8%
	Non-management Employees	530	94.3%	521	94.0%	436	94.5%	397	90.7%
Total		562	5.3%	554	4.9%	461	3.9%	438	3.6%

Note: Employee turnover rate (%) = Number of employees who left during the year ÷ Total number of employees at year-end.

Voluntary and Involuntary Turnover by Category in 2025

			2022		2023		2024		2025		
			Employees	%	Employees	%	Employees	%	Employees	%	
Gender	Male	Voluntary turnover	209	37.2%	220	39.7%	149	32.4%	144	32.9%	
		Involuntary turnover	1	0.2%	1	0.2%	2	0.4%	4	0.9%	
	Female	Voluntary turnover	352	62.6%	332	59.9%	309	67.0%	285	65.1%	
		Involuntary turnover	0	0.0%	1	0.2%	1	0.2%	5	1.1%	
Age	< 30	Voluntary turnover	133	23.7%	102	18.4%	109	23.7%	104	23.7%	
		Involuntary turnover	0	0.0%	0	0.0%	0	0.0%	1	0.2%	
	30 - 50	Voluntary turnover	359	63.9%	365	65.9%	280	60.7%	236	53.9%	
		Involuntary turnover	1	0.2%	1	0.2%	1	0.2%	6	1.4%	
	> 50	Voluntary turnover	69	12.2%	85	15.3%	69	15.0%	89	20.3%	
		Involuntary turnover	0	0.0%	1	0.2%	2	0.4%	2	0.5%	
	Region	Taiwan	Voluntary turnover	338	60.2%	359	64.8%	280	60.8%	281	64.2%
			Involuntary turnover	1	0.2%	2	0.4%	2	0.4%	4	0.9%
Asia (excluding Taiwan)		Voluntary turnover	154	27.4%	126	22.7%	128	27.8%	104	23.7%	
		Involuntary turnover	0	0.0%	0	0.0%	1	0.2%	5	1.1%	
America		Voluntary turnover	48	8.5%	44	7.9%	32	6.9%	30	6.8%	
		Involuntary turnover	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Europe		Voluntary turnover	17	3.0%	22	4.0%	18	3.9%	14	3.3%	
		Involuntary turnover	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Oceania		Voluntary turnover	4	0.7%	1	0.2%	0	0.0%	0	0.0%	
		Involuntary turnover	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Position	Top Management	Voluntary turnover	5	0.9%	1	0.2%	5	1.1%	3	0.7%	
		Involuntary turnover	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	Senior Management	Voluntary turnover	3	0.5%	7	1.3%	4	0.9%	8	1.8%	
		Involuntary turnover	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	Junior Management	Voluntary turnover	24	4.3%	25	4.5%	15	3.3%	30	6.8%	
		Involuntary turnover	0	0.0%	0	0.0%	1	0.2%	0	0.0%	
	Non-management Employees	Voluntary turnover	529	94.1%	519	93.7%	434	94.1%	388	88.6%	
		Involuntary turnover	1	0.2%	2	0.3%	2	0.4%	9	2.1%	
Voluntary turnover			561	5.26%	552	4.91%	458	3.89%	429	3.51%	
Involuntary turnover			1	0.01%	2	0.02%	3	0.03%	9	0.07%	
Total Turnover			562	5.3%	554	4.9%	461	3.9%	438	3.6%	

Note 1: Voluntary turnover includes resignations and retirements, while involuntary turnover includes layoffs and deaths.

Note 2: The primary reasons for employee turnover were family caregiving responsibilities and childcare. In 2026, EVA Air introduced flexible working hours and one-day parental leave to support employee retention.

2. Employee Diversity

■ Employees by Nationality in 2025 GRI 405-1

	Percentage of total employees	Percentage with managerial position
Taiwan	78.2%	89.9%
Japan	2.3%	1.0%
U.S.A.	2.4%	2.8%
China	1.6%	1.7%
Thailand	5.1%	1.0%
Malaysia	1.2%	0.4%
Vietnam	4.5%	0.5%
Others	4.7%	2.7%

Note 1: The proportion of employees in management positions is calculated as the number of managers of each nationality divided by the total number of managers.

Note 2: Nationality is classified based on each employee's primary nationality.

■ Local Hiring Rates at Global and Key Operating Locations in 2025 GRI 202-2

	Worldwide	Taiwan	U.S.A	Canada
Local Hiring Rate	93.94%	95.85%	83.90%	38.64%
Proportion of Local Residents in Management	88.72%	99.79%	53.13%	44.44%
Proportion of Local Residents in Top Management	94.03%	100.00%	50.00%	0%

Note 1: Local residents are employees who hold the nationality of the country in which they are employed.

Note 2: Local Hiring Rate = Number of local resident employees / Total number of employees in the region.

Note 3: Proportion of Local Residents in (Top) Management = Number of local residents in (Top) management positions / Total number of (Top) management employees in the region.

Note 4: The Americas, as a key operating region, include the United States and Canada.

Note 5: Top Management refers to Vice President level and above for ground staff, and the Executive Chief Pilot and Deputy Executive Chief Pilot (Vice President level) for flight crew.

■ Representation of Female Employees and Managers in 2025

	%	Target Year	Target
Female Employees	62.33%	2026	60%
Female Managers	46.43%	2026	43%
Female Junior Managers	49.31%	2026	45%
Female Top Managers	22.39%	2030	25%
Female Managers of sales	48.11%	2026	43%
Female Employees of STEM	39.40%	2026	35%

Note: Beginning in 2025, STEM roles are defined as science, technology, engineering, and mathematics-related roles.

■ Employees with Disabilities and Indigenous Employees in 2025

	%
Number of indigenous employees	61
Number of employees with disabilities	68
Weighted number of employees with disabilities	101
% of employees with disabilities (Note 2)	1.00%

Note 1: Rate (%) = Weighted number of employees with disabilities ÷ Total number of employees. The statutory minimum ratio is 1%.

Note 2: The total number of employees is based on the number of employees enrolled in Taiwan's Labor Insurance program as of December 1, 2025, excluding locally hired overseas employees.

Note 3: The number of Indigenous employees in 2025 is an estimate, pending official verification by the Indigenous Peoples Commission.

3. Talent Development and Retention

Ratio of Standard Entry-Level Wage to Local Minimum Wage at Key Operating Locations in 2025 GRI 202-1

	2022	2023	2024	2025
Taiwan	1.505	1.439	1.565	1.504
U.S.A.	1.055	1.075	1.092	1.025
Canada	1.143	1.102	1.110	1.115

Note 1: Ratio of Standard Entry-Level Wage to Local Minimum Wage = Standard entry-level wage ÷ Statutory minimum wage.

Note 2: The statutory minimum wage is based on the monthly minimum wage in Taiwan and the hourly minimum wage multiplied by the statutory standard working hours in the Americas.

Note 3: Employees in the Los Angeles branch account for approximately one-third of EVA Air's U.S. workforce; therefore, the statutory minimum wage in Los Angeles is used as the basis for calculation.

Note 4: As staffing levels are relatively similar across Canadian stations, the higher statutory hourly minimum wage (Vancouver) is used as the basis for calculation.

Note 5: The standard entry-level wage does not vary by gender.

Gender Pay Gap Analysis in 2025

	Gender Pay Gap
Compensation (Mean)	-0.05
Compensation (Median)	-0.09
Bonus (Mean)	0.12
Bonus (Median)	0.11

Note 1: Due to differences in compensation structures, pilots and management employees are excluded from this analysis.

Note 2: Gender pay gap (%) = (Male compensation – Female compensation) / Female compensation × 100%.

Human Capital Return on Investment (ROI)

2022	2023	2024	2025
1.41	1.9	1.99	1.89

Note 1: Human Capital ROI = [Operating Revenue – (Operating Expenses – (Personnel Costs + Employee Benefits))] / (Personnel Costs + Employee Benefits).

Note 2: Human Capital ROI decreased slightly in 2025, primarily due to a slight decline in operating revenue and higher personnel and employee benefit costs compared with the previous year.

Internal Job Filling in 2025

		2022	2023	2024	2025
Internal Job Openings (A)		41	31	57	63
Positions Filled Internally (B)		41	28	51	58
Internal Fill Rate (B/A)		100%	90.3%	89.4%	92.1%
Gender	Male	10	9	18	21
	Female	31	19	33	37
Age	<30 years old	6	6	5	17
	30 - 50 years old	35	22	46	41
	> 50 years old	0	0	0	0
Position	Top Management	0	0	0	0
	Middle Management	0	0	0	0
	Junior Management	0	0	0	0
	Non-management Employees	41	28	51	58

Average Recruitment Cost

Unit: TWD

	2022	2023	2024	2025
Ground staff	1,195	1,277	1,469	1,246
Flight crew (local residents)	2,483	1,404	2,299	1,953
Flight crew (overseas residents)	39,555	23,125	25,908	48,018
Cabin crew	0	2,892	6,309	7,482
Total	12,276	2,916	6,123	7,749

Note 1: Average cost per hire = Total recruitment costs for the year ÷ Number of new hires during the year.

Note 2: For ground staff, only recruitment costs incurred in Taiwan are included. Recruitment costs include advertising and pre-employment medical examinations. The decrease in advertising expenses resulted in a lower average cost per hire in 2025.

Note 3: For flight crew (expatriates), the average cost per hire increased in 2025 due to higher accommodation costs and increased airfare for candidates traveling to Taiwan for the recruitment process.

Note 4: For cabin crew, the average cost per hire increased in 2025 due to higher costs for medical examinations and recruitment venues across multiple countries, as well as the introduction of campus recruitment in Vietnam.

Average Training Hours and Costs by Employee Category in 2025 **GRI 404-1**

		Average training hours (hours)				Average training cost (NTD)			
		2022	2023	2024	2025	2022	2023	2024	2025
Overall	Each employee	31.3	45.3	42.9	44.1	52,888	54,058	50,652	50,701
Gender	Each female employee	27.1	45.8	40.0	43.0	45,816	54,687	47,298	49,361
	Each male employee	38.6	44.4	47.7	46.1	65,325	52,974	56,373	52,956
Age group	< 30	29.0	42.1	41.0	42.6	49,036	50,219	48,456	48,968
	30-50	31.8	46.3	43.3	44.7	53,730	55,273	51,171	51,387
	> 50	32.1	39.3	42.9	43.4	54,282	46,896	50,719	49,841
Management level	Top Management	23.1	31.4	37.3	36.6	8,199	10,283	10,185	9,675
	Middle Management	25.5	33.5	38.6	38.0	31,277	32,297	29,366	27,899
	Junior Management	27.5	34.4	38.7	38.5	17,106	28,896	26,292	27,623
	Non-management Employees	31.9	46.0	43.3	44.8	58,555	51,716	53,501	53,387
Type of training	Flight Operations	59.8	65.5	60.3	60.8	371,245	383,984	357,796	349,488
	Cabin Services	31.5	56.3	44.2	47.9	1,446	3,102	3,285	7,439
	Ground Operations	22.4	31.9	36.9	36.2	1,716	4,256	4,837	4,527

Note 1: The table presents the average training hours for permanent employees. Average training hours per employee = Total training hours during the year / Total number of permanent employees at year-end.

Note 2: In 2025, ground staff managers completed a total of 4,741 management training hours, with 1,353 participants successfully completing the training.

Note 3: Training costs for flight crew are higher than those for cabin crew and ground staff, primarily due to the nature of training programs, including course tuition and related expenses.

Performance Assessment Mechanism

Performance assessment type	Actual application	Description	Applicable to	Frequency	Follow-up mechanism
Management by Objectives (MBO) and Comprehensive Performance Evaluation	Performance Evaluation	Performance is evaluated through a top-down approach, with performance expectations communicated through work assignments and ongoing feedback before formal evaluations.	All employees	Semi-annually	- Employees in underperforming organizations receive coaching, performance discussions, and assessments to identify workplace challenges, develop improvement plans, and monitor progress, thereby enhancing professional competencies and work efficiency. - Performance evaluation serves as a key reference for promotions, year-end bonuses, salary adjustments, job rotations, and talent development.
Multi-source Performance Evaluation	Performance Evaluation	- Managers responsible for cross-functional operations are authorized to conduct performance evaluations. - Employees supporting cross-functional operations are evaluated by their direct supervisors.	All employees	Semi-annually	
Team Performance Evaluation	Station Performance Assessment	- Performance at global passenger service stations is evaluated annually by the responsible corporate management unit based on predefined performance criteria, with an overall performance ranking assigned to each station. - Individual performance directly contributes to team performance, strengthening employees' sense of ownership while enhancing both individual and team performance quality.	Stations worldwide	Monthly	- Annual awards are presented to top-performing stations in recognition of outstanding performance. - Underperforming stations are subject to ongoing monitoring and guidance through monthly and annual case reviews. - Assessment results serve as a reference for continuously improving service quality at passenger service stations. - Individual objectives are aligned with team goals, and individual performance is evaluated within the context of overall team performance.
Agile Performance Evaluation	Frontline Excellence Awards / Star Recognition Program	Performance feedback and recognition are provided on a monthly, quarterly, or annual basis based on performance outcomes to encourage employee engagement.	Frontline staff (including ground and air personnel)	Quarterly/Annually	Performance results serve as a reference for employee recognition and talent development
	Key Performance Indicator	Daily feedback and case sharing facilitate timely communication and coaching, helping teams align on development goals while reinforcing continuous recognition of strong performance.	Reservation department staff	Monthly	- KPI rankings are published monthly, with recognition programs for top-performing employees to reinforce positive performance. - KPI results serve as one of the inputs for annual performance evaluations.

4. Labor Relations and Human Rights Protection

■ Union Membership Rate (Covered by Collective Agreements or Agreement in 2025) GRI 2-30

2022	2023	2024	2025
47.3%	45.4%	40.1%	40.4%

Note 1: The number of union members is estimated based on union dues deductions, official correspondence and media reports. Since employees have the right to join multiple labor unions, memberships across different unions may overlap.

Note 2: In alignment with the corporation's financial annual report, the 2025 data is calculated as the number of union members who signed collective agreements or agreement divided by the total domestic ground staff and all flight crews (The baseline date of employees number is December 31, 2025).

Note 3: Employees are free to join labor unions of their choice. As the company's total headcount fluctuates due to onboarding, resignation, and retirement, the union membership rate may change over time.

■ Employee Engagement Survey

Indicator	2022	2023	2024	2025	2025 Target
% of Employee Engagement	80.01%	63.53%	63.53%	73.61%	70%
% of employee who responded to the survey	51.2%	67.2%	67.2%	74.3%	70%

Note: The Employee Engagement Survey is conducted every two years.

The survey covers the following dimensions:	Total	Gender		Age					Position			
		Female	Male	20-30	31-40	41-50	51-60	>60	Non-management Employees	Supervisors	Middle Management	Senior Management
Sense of Purpose	75.82%	71.87%	81.80%	77.60%	70.60%	79.37%	82.72%	89.11%	73.75%	86.21%	93.25%	96.83%
Job Satisfaction	70.58%	65.66%	78.03%	72.38%	65.44%	72.48%	78.50%	88.71%	68.79%	77.72%	89.87%	95.63%
Well-being	56.10%	49.91%	65.46%	58.30%	51.58%	57.89%	61.52%	76.41%	53.40%	68.51%	82.59%	86.51%
Employee Engagement	73.02%	68.79%	79.43%	69.88%	66.80%	79.51%	86.50%	93.32%	70.40%	86.57%	95.57%	96.83%
Job Performance	91.11%	90.30%	92.33%	89.86%	89.82%	91.75%	95.33%	97.58%	90.61%	93.13%	96.52%	98.41%
Innovation	66.17%	61.97%	72.50%	62.16%	61.44%	71.72%	77.84%	85.48%	63.12%	83.59%	90.51%	94.44%
Stress Management	85.45%	84.53%	86.84%	80.88%	84.22%	88.13%	92.06%	95.97%	84.66%	88.41%	93.25%	97.35%
Teamwork	82.26%	80.15%	85.44%	82.47%	79.53%	84.18%	86.44%	93.55%	81.16%	86.58%	93.67%	98.41%
Employee Engagement Rate	73.61%	69.78%	79.39%	72.97%	69.12%	77.13%	81.91%	89.65%	71.59%	83.33%	91.98%	95.40%

Note 1: Survey responses were measured using a five-point Likert scale, where 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, and 5 = Strongly Agree.

Note 2: Employee Engagement Rate (%) represents the percentage of survey respondents who achieved the top level of engagement, defined by the Company as responses of 4 (Agree) or 5 (Strongly Agree).

■ Human Rights Assessment

Category	Assessment Rate(2023-2025)	Risk Identification Rate (2025)	Mitigation Rate (2025)
Permanent Employees	100%	1.11%	100%
Contractors and Tier 1 Suppliers	100%	1%	100%
Joint Ventures	Not applicable.	Not applicable.	Not applicable.

Note 1: Assessment Rate refers to the percentage of individuals assessed over the past three years.

Note 2: Risk Identification Rate refers to the percentage of assessed individuals identified as having human rights risks.

Note 3: Mitigation Rate refers to the percentage of identified at-risk individuals for whom mitigation measures have been implemented.

5. Safety and Health Management

EVA Air Occupational Injury Statistics GRI 403-9, GRI 403-10

		2022			2023			2024			2025		
		Male	Female	All	Male	Female	All	Male	Female	All	Male	Female	All
Employee	Number of Occupational Injuries	21	402	423	14	165	179	15	137	152	16	100	116
	Disabling Injury Frequency Rate (FR)	3.18	64.21	32.93	2.05	17.59	11.05	2.07	13.67	8.81	2.12	9.81	6.54
	Disabling Injury Severity Rate (SR)	19	478	243	14	257	155	32	163	108	44	144	101
	Number of severe occupational injury	0	0	0	0	2	2	0	0	0	1	1	2
	Severe occupational injury rate	0	0	0	0	0.21	0.12	0	0	0	0.13	0.09	0.11
	Lost workdays	128	2,994	3,122	96	2,417	2,513	236	1,636	1,872	339	1,469	1,808
	Total hours worked by all employees	6,584,152	6,260,518	12,844,670	6,817,160	9,377,388	16,194,548	7,231,368	10,018,994	17,250,362	7,544,280	10,189,260	17,733,540
	No. of deaths due to occupational accidents	0	0	0	0	0	0	0	0	0	0	0	0
	Number of occupational diseases	0	0	0	0	0	0	0	0	0	0	0	0
Contractor	Number of Occupational Injuries	0	0	0	1	0	1	0	0	0	1	0	1
	Disabling Injury Frequency Rate (FR)	0	0	0	4.62	0	3.52	0	0	0	3.93	0	3.08
	Disabling Injury Severity Rate (SR)	0	0	0	998	0	762	0	0	0	94	0	73
	Number of severe occupational injury	0	0	0	1	0	1	0	0	0	0	0	0
	Severe occupational injury rate	0	0	0	4.62	0	3.52	0	0	0	0	0	0
	Lost workdays	0	0	0	216	0	216	0	0	0	24	0	24
	Total hours worked by all employees	211,000	92,574	303,574	216,405	66,927	283,332	242,827	66,340	309,167	254,407	70,067	324,474
	No. of deaths due to occupational accidents	0	0	0	0	0	0	0	0	0	0	0	0
	Number of occupational diseases	0	0	0	0	0	0	0	0	0	0	0	0

Note 1: Occupational injuries refer to work-related injuries or illnesses resulting in death, permanent total disability, permanent partial disability, or temporary total disability, with one or more lost workdays, including commuting accidents.

Note 2: Lost Time Injury Frequency Rate (LTIFR) = Number of occupational injuries $\times 10^6 \div$ Total hours worked.

Note 3: Lost Time Injury Severity Rate (LTISR) = Total lost workdays $\times 10^6 \div$ Total hours worked. Lost workdays are calculated on a calendar-day basis, excluding the date of injury and the date of return to work.

Note 4: A high-consequence work-related injury refers to a work-related injury or illness from which the worker is unable to recover to their pre-injury health status within six months, excluding fatalities.

Note 5: High-consequence Work-related Injury Rate = Number of high-consequence work-related injuries $\times 10^6 \div$ Total hours worked.

Note 6: An occupational disease refers to a disease caused by long-term exposure to chemical, physical, biological, ergonomic, or psychosocial hazards in the course of work and diagnosed by an occupational medicine specialist or officially recognized by the competent authority.

Note 7: Data are reported as of March 31, 2026.

Absentee Rate

2022	2023	2024	2025	2025 Target
0.53%	0.89%	0.82%	0.81%	0.9%

Note 1: The absence rate is calculated as: (days of personal leave + ordinary sick leave + occupational injury leave) / total scheduled working days for the year. The calculation covers all permanent ground employees, flight crew, and cabin crew based in Taiwan.

Note 2: In 2022, the COVID-19 pandemic significantly reduced flight operations, resulting in fewer scheduled working days and a lower-than-normal absence rate. Compared with the pre-pandemic absence rate of 1.43% in 2019, the rate has declined significantly since 2023.

Note 3: EVA Air analyzes the primary causes of employee absences and implements targeted improvement measures while monitoring their effectiveness. Initiatives such as enhanced health management programs and the Employee Assistance Program (EAP) contributed to a lower absence rate in 2025 compared with the previous year.

Note 4: As the original target (<1.0%) has been achieved consistently in recent years, EVA Air has established a more ambitious interim target of <0.9% to drive continuous improvement.

Environmental Data

2025 Greenhouse Gas Inventory and Verification GRI 305-1, GRI 305-2, 305-4

Item	2024		2025	
	Emission (tCO ₂ e)	Intensity (tCO ₂ e/ NT\$ million)	Emission (tCO ₂ e)	Intensity (tCO ₂ e/ NT\$ million)
Scope 1				
EVA Air	7,076,259	-	7,194,184	-
Subsidiaries	23,040	-	27,090	-
Total	7,099,299	32.12	7,221,274	32.77
Scope 2				
EVA Air	13,419	-	11,806	-
Subsidiaries	38,926	-	36,845	-
Total	52,345	0.24	48,651	0.22
Scope 3	Emission (tCO ₂ e)		Emission (tCO ₂ e)	
EVA Air	1,531,253		1,672,426	
Subsidiaries	-		21,308	
Total	-		1,693,734	

Note 1: For EVA Air, the reporting boundary for Scope 1 (direct GHG emissions) and Scope 2 (energy indirect GHG emissions) covers global operational facilities. For consolidated subsidiaries, the reporting boundary for Scope 1 and Scope 2 primarily covers operational facilities in Taiwan or in the country where each subsidiary is headquartered.

Note 2: For both EVA Air and its consolidated subsidiaries, the reporting boundary for Scope 3 (other indirect GHG emissions) covers operations in Taiwan. Reported categories include purchased goods and services, capital goods, fuel- and energy-related activities, employee commuting, and business travel. Consolidated subsidiaries were included in the Scope 3 inventory beginning in 2025.

Note 3: In 2024, EVA Air and its consolidated subsidiaries conducted the greenhouse gas inventory in accordance with ISO 14064-1:2018, which was externally verified. Beginning in 2025, the greenhouse gas inventory has been prepared in accordance with the GHG Protocol and is externally assured.

Note 4: Scope 2 emissions were reported using the location-based method in 2024 and the market-based method in 2025.

Scope 3 Greenhouse Gas Emissions GRI 305-3

Unit: tCO₂e

	2025
Category 1 Purchased goods and services	*253,600
Category 2 Capital goods	37,633
Category 3 Fuel- and energy-related activities not included in Scope 1 or Scope 2	1,550,561
Category 4 Upstream transportation and distribution	*23,951
Category 5 Waste generated in operations	1,915
Category 6 Business travel	129
Category 7 Employee commuting	6,317
Category 8 Upstream leased assets	-
Category 9 Downstream transportation and distribution	-
Category 10 Processing of sold products	-
Category 11 Use of sold products	-
Category 12 End-of-life treatment of sold products	-
Category 13 Downstream leased assets	69,787
Category 14 Franchises	-
Category 15 Investments	6,084

Note 1: Values marked with an asterisk (*) were estimated using the financial data method and have not been externally assured. All other categories have been externally assured.

Note 2: Total Scope 3 greenhouse gas emissions for 2022, 2023, and 2024 were 2,224,464, 2,228,985, and 2,086,588 tCO₂e, respectively. These values were estimated using the financial data method or other estimation methodologies and are provided for reference only.

Energy Consumption GRI 2-4, 302-1, 302-3

	Unit	2022	2023	2024	2025	2025 Target
Non-renewable Energy Consumption	MWh	16,364,646	23,669,056	26,400,426	27,099,480	27,383,926
Aviation Fuel	tonnes	1,402,565	2,029,072	2,217,268	2,276,297	-
	MWh	16,339,667	23,638,372	26,370,040	27,072,080	-
Gasoline	liters	29,967	214,405	200,861	187,517	-
	MWh	272	1,944	1,756	1,639	-
Diesel	liters	32,349	67,198	72,138	49,762	-
	MWh	316	656	723	499	-
Natural Gas	m ³	18,383	25,604	32,159	31,225	-
	MWh	171	238	303	294	-
Electricity	MWh	24,221	27,845	27,604	24,967	-
Renewable Energy Consumption	MWh	-	385	3,654	127,541	-
	% (Share)	-	0.0	0.0	0.5	-
Renewable electricity	MWh	-	-	836	2,606	2,600
Sustainable Aviation Fuel	tonnes	-	31	230	10,199	-
	MWh	-	385	2,818	124,935	-
	% (Share)	-	0.0	0.0	0.5	0.5
Energy Intensity	GJ/RTK	0.010	0.010	0.010	0.010	-

Note 1: Electricity consumption excludes electricity used by outsourced contractors at the corporate headquarters.

Note 2: 1 kcal = 4.184 kJ; 1 kWh = 3,600 kJ.

Note 3: Due to a change in the calculation methodology, aviation fuel consumption data for 2023 and 2024 have been restated and are 31 tonnes and 230 tonnes lower, respectively, than those disclosed in the 2024 Sustainability Report.

Note 4: Due to an update of the calorific value, the 2024 natural gas consumption (MWh) has been restated, resulting in an increase of 82 MWh compared with the value disclosed in the 2024 Sustainability Report.

Note 5: The actual renewable energy share for 2023 and 2024 was greater than zero; however, the values are displayed as 0% after rounding due to their relatively small magnitude.

Note 6: Data coverage is measured based on the ratio of EVA Air's standalone revenue to the consolidated revenue. The data coverage rates for 2022–2025 were 92%, 94%, 93%, and 93%, respectively.

Water Consumption

Unit: million liters

Water Source	2022	2023	2024	2025	2025 Target
Municipal Water	135.044	167.555	179.298	201.674	-
Condensate Recovery	4.769	5.991	9.262	13.202	-
Rainwater Harvesting	1.312	0.024	0.188	0.154	-
Total Water Withdrawal	141.125	173.570	188.748	215.030	-
Total Water Discharge (including wastewater)	119.956	147.534	160.435	182.775	-
Total Water Consumption	21.169	26.035	28.312	32.254	27.603

Note 1: Total water consumption = Total water withdrawal – Total water discharge. Total water consumption is estimated as 15% of total water withdrawal.

Note 2: Due to the revised reporting boundary, historical data for municipal water consumption, total water withdrawal, total water discharge, and total water consumption for 2022–2024 have been restated. Compared with the figures disclosed in the 2024 Sustainability Report, municipal water consumption increased by 9.266, 24.329, and 30.158 million liters, respectively. Total water withdrawal increased by 9.266, 24.329, and 30.158 million liters; total water discharge increased by 7.876, 20.679, and 25.634 million liters; and total water consumption increased by 1.390, 3.649, and 4.523 million liters, respectively.

Note 3: Data coverage is measured based on the ratio of EVA Air's standalone revenue to consolidated revenue. The data coverage rates for 2022–2025 were 92%, 94%, 93%, and 93%, respectively.

Waste Generation

Unit: tonnes

Water Source	2022	2023	2024	2025	2025 Target
Recycling	155.76	345.50	421.83	542.94	-
Incineration with Energy Recovery	1,125.56	2,806.26	3,629.27	3,739.64	3,538.47
Incineration without Energy Recovery	0.07	0.10	0.10	0.11	-
Landfilling	0	0	0	0	-
Other Disposal Methods	0	0	0	0	-

Note 1: The reporting boundary covers company-owned buildings in Taiwan and onboard waste.

Note 2: Onboard waste is estimated based on the quantities of general waste and recyclables collected from flights arriving at Taiwan Taoyuan International Airport, and the results are extrapolated to represent global flight operations.

Note 3: Due to the revised reporting boundary, historical data for recycling and incineration with energy recovery for 2022–2024 have been restated. Compared with the figures disclosed in the 2024 Sustainability Report, recycling increased by 98.82, 289.98, and 360.51 tonnes, respectively, while incineration with energy recovery increased by 916.53, 2,596.14, and 3,408.76 tonnes, respectively.

Note 4: Data coverage is measured based on the ratio of EVA Air's standalone revenue to consolidated revenue. The data coverage rates for 2022–2025 were 92%, 94%, 93%, and 93%, respectively.

Aircraft Air Emissions in LTO cycle GRI 305-7

		Unit	2022	2023	2024	2025	2025 Target
Nitrogen Oxides (NOx)	Total Emissions	tonnes	1,970	2,670	2,875	2,959	-
	Passenger Transport Emissions Intensity	g/RPK	0.0548	0.0428	0.0428	0.0449	0.0429
	Cargo Transport Emissions Intensity	g/FTK	0.2650	0.1249	0.1194	0.1212	0.1207
Hydrocarbons (HC)	Total Emissions	tonnes	131	186	189	186	-
Carbon Monoxide (CO)	Total Emissions	tonnes	1,089	1,499	1,593	1,621	-
Sulfur Oxides (SOx)	Total Emissions	tonnes	31	50	58	61	-

Note 1: Air pollutant emissions were estimated using the simplified calculation method described in the ICAO Airport Air Quality Manual, based on the Landing and Take-off (LTO) cycle emission factors for each aircraft type. The calculation covers passenger and cargo operating flights.

Note 2: Certified emission data for NOx, HC, and CO were obtained from the ICAO Aircraft Engine Emissions Databank, hosted by the European Union Aviation Safety Agency (EASA). SOx emissions were estimated using the U.S. Environmental Protection Agency (EPA) recommended emission factor (0.000891 tonnes/LTO).

Note 3: The reporting boundary covers all passenger and cargo operating flights, with 100% data coverage.

Environmental Protection Expenditure

Unit: NT\$ thousand

	2022	2023	2024	2025
Capital Investment	74,201	106,912	185,493	224,554
Environmental Operating Expenditures	115,244	180,170	217,530	624,818
Total Environmental Expenditures (Capital Investment + Environmental Operating Expenditures)	189,445	287,082	403,023	849,372
Cost Savings and Operating Revenue	6,729	7,652	4,368	13,335

Note 1: Capital investment includes green product procurement and environmental equipment investments. Green product procurement refers to the procurement of environmentally preferable products reported in accordance with the Taoyuan Low-Carbon Green City Self-Government Ordinance. Environmental equipment investments include expenditures related to the development and maintenance of the Green Travel carbon offset platform, energy-efficient equipment upgrades, outdoor air quality monitoring equipment, and the Intelligent Energy Management System (EMS).

Note 2: Environmental operating expenditures include expenses for waste collection and treatment, aircraft noise mitigation, SAF, carbon emissions compliance under CORSIA, the EU ETS and the UK ETS, implementation of ISO environmental and energy management systems, and other environmental projects and studies.

Note 3: Cost savings and operating revenue include electricity cost savings, as well as avoided penalties associated with international carbon regulations and avoided carbon credit costs resulting from the use of SAF.

Note 4: Data coverage is measured based on the ratio of EVA Air's standalone revenue to consolidated revenue. The data coverage rates for 2022–2025 were 92%, 94%, 93%, and 93%, respectively.

Governance Data

Management Shareholding

	Ratio of Shareholding Value to Base Salary, 2025
President	0.95
Executive Vice President	0.25

Note 1. The ratio is calculated as: (Shareholding × Stock value) / Base salary.

Note 2. The stock value is calculated based on the closing price of NT\$36.55 at the end of 2025.

Material Topic Impacts Valuation

Fleet Planning

EVA Air continues to modernize its fleet by replacing older aircraft with new-generation fuel-efficient models. In 2025, the Company introduced five Boeing 787 passenger aircraft and continued implementing flight fuel efficiency initiatives while monitoring performance to ensure progress toward its decarbonization targets.

External stakeholder	Environment
Cause of the Impact	Product/Service
Business activity coverage	>50% Business Activity
Positive and Negative Impact	- Positive Impact: The Boeing 787 is equipped with high-efficiency engines and a lightweight airframe, delivering approximately 20% lower fuel consumption than older wide-body aircraft. This improves fuel efficiency and reduces greenhouse gas emissions. - Negative Impact: Failure to replace older aircraft with new-generation models may reduce fuel efficiency and increase greenhouse gas emissions.
Output Metric	The introduction of five Boeing 787 passenger aircraft reduced fuel consumption by approximately 15,740 tonnes compared with the older aircraft they replaced.
Impact Metric	Reduced fuel consumption lowers greenhouse gas emissions and the associated social costs. Based on the U.S. Environmental Protection Agency's 2023 report, the introduction of the new aircraft is estimated to have reduced the social cost of greenhouse gas emissions by approximately US\$9,729,537 in 2025.

Sustainable Supply Chain Management

EVA Air implements sustainable supply chain management to ensure a stable supply of materials and enhance the sustainability performance of its supply chain. Local procurement, one of the Company's key supply chain management practices, also strengthens brand reputation and enhances competitiveness.

External stakeholder	Suppliers(Society)
Cause of the Impact	Supply chain
Business activity coverage	>50% Business Activity
Positive and Negative Impact	- Positive Impact: EVA Air's sustainable supply chain management supports local economic development, promotes local employment, and creates social value. - Negative Impact: Meeting sustainable supply chain requirements may increase suppliers' manufacturing and operational costs.
Output Metric	Local procurement amount in 2025
Impact Metric	EVA Air promotes local procurement as a key component of its sustainable supply chain management. In 2025, the Company spent approximately NT\$78,974 million on local procurement, supporting the economies of the regions where it operates while promoting local employment and economic development.

GRI Content Index /

Statement of use	EVA Air's Sustainability Report is compiled in accordance with the GRI Standards. The information disclosure period of this report is from 1 January to 31 December 2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	GRI has not published an applicable Sector Standard

General Disclosures

GRI Standard	Disclosure	Page No.
GRI 2: General Disclosures 2021	The organization and its reporting practices	
	2-1 Organizational details	04
	2-2 Entities included in the organization's sustainability reporting	04
	2-3 Reporting period, frequency and contact point	04
	2-4 Restatements of information	04
	2-5 External assurance	04
	Activities and workers	
	2-6 Activities, value chain and other business relationships	10 、 65
	2-7 Employees	75 、 118 、 119
	2-8 Workers who are not employees	75 、 118 、 119
	Governance	
	2-9 Governance structure and composition	16
	2-10 Nomination and selection of the highest governance body	18
	2-11 Chair of the highest governance body	17
	2-12 Role of the highest governance body in overseeing the management of impacts	22 、 34
	2-13 Delegation of responsibility for managing impacts	22
	2-14 Role of the highest governance body in sustainability reporting	4 、 25
	2-15 Conflicts of interest	17
	2-16 Communication of critical concerns	17

GRI Standard	Disclosure	Page No.
GRI 2: General Disclosures 2021	2-17 Collective knowledge of the highest governance body	18
	2-18 Evaluation of the performance of the highest governance body	18
	2-19 Remuneration policies	17
	2-20 Process to determine remuneration	17
	2-21 Annual total compensation ratio	76
	Strategy, policies and practices	
	2-22 Statement on sustainable development strategy	05
	2-23 Policy commitments	20 、 54 、 61 、 69 、 70 、 84 、 96
	2-24 Embedding policy commitments	20 、 54 、 55 、 62 、 69 、 70 、 84 、 96
	2-25 Processes to remediate negative impacts	21 、 86
	2-26 Mechanisms for seeking advice and raising concerns	21 、 104
	2-27 Compliance with laws and regulations	20 、 41 、 54 、 64 、 87 、 96 、 106
	2-28 Membership associations	13
	Stakeholder engagement	
	2-29 Approach to stakeholder engagement	34
	2-30 Collective bargaining agreements	89 、 125

Material topics

GRI Standard	Disclosure	Page No.
GRI 3: Material Topics 021	3-1 Process to determine material topics	25
	3-2 List of material topics	04、25
	3-3 Management of material topics	27

Note 1: The added material topics correspond to the following GRI Standards: 205 and 206.

Note 2: The removed material topics correspond to the following GRI Standards: 403.

Topic-specific Standards - Economic

GRI Standard	Disclosure	Page No.
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	11
	201-2 Financial implications and other risks and opportunities due to climate change	97
	201-3 Defined benefit plan obligations and other retirement plans	77
GRI 202: Market Presence	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	76、122
	202-2 Proportion of senior management hired from the local community	121
GRI 204: Procurement Practices	204-1 Proportion of spending on local suppliers	70
GRI 205: Anti- corruption	205-1 Operations assessed for risks related to corruption	21
	205-2 Communication and training about anti-corruption policies and procedures	21
	205-3 Confirmed incidents of corruption and actions taken	21
GRI 206: Anti- competitive Behavior	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	20

Topic-specific Standards - Environmental

GRI Standard	Disclosure	Page No.
GRI 302: Energy	302-1 Energy consumption within the organization	128
	302-2 Energy consumption outside of the organization	Information unavailable
	302-3 Energy intensity	128
	302-4 Reduction of energy consumption	103、104
	302-5 Reductions in energy requirements of products and services	103
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	102、127
	305-2 Energy indirect (Scope 2) GHG emissions	102、127
	305-3 Other indirect (Scope 3) GHG emissions	102、127
	305-4 GHG emissions intensity	102、127
	305-5 Reduction of GHG emissions	103
	305-6 Emissions of ozone-depleting substances (ODS)	Information unavailable
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	104、128
GRI 308: Supplier Environmental Assessment	308-1 New suppliers that were screened using environmental criteria	70
	308-2 Negative environmental impacts in the supply chain and actions taken	71

Topic-specific Standards - Social

GRI Standard	Disclosure	Page No.
GRI 401: Employment	401-1 New employee hires and employee turnover	75 、 119 、 120
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	77
	401-3 Parental leave	79
GRI 402: Labor/ Management Relations	402-1 Minimum notice periods regarding operational changes	90
GRI 403: Occupational Health and Safety	403-1 Occupational health and safety management system	90
	403-2 Hazard identification, risk assessment, and incident investigation	91
	403-3 Occupational health services	93
	403-4 Worker participation, consultation, and communication on occupational health and safety	90
	403-5 Worker training on occupational health and safety	91
	403-6 Promotion of worker health	60 、 93
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	92
	403-8 Workers covered by an occupational health and safety management system	90
	403-9 Work-related injuries	91 、 92 、 126
	403-10 Work-related ill health	92 、 126
GRI 404: Training and Education	404-1 Average hours of training per year per employee	80 、 123
	404-2 Programs for upgrading employee skills and transition assistance programs	80 、 83 、 84
	404-3 Percentage of employees receiving regular performance and career development reviews	84
GRI 405 Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	16 、 76 、 118 、 119
	405-2 Ratio of basic salary and remuneration of women to men	77

GRI Standard	Disclosure	Page No.
GRI 406: Non- discrimination	406-1 Incidents of discrimination and corrective actions taken	88
GRI 407: Freedom of Association and Collective Bargaining	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	89
GRI 408: Child Labor	408-1 Operations and suppliers at significant risk for incidents of child labor	84
GRI 409: Forced or Compulsory Labor	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory	84
GRI 414: Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	70
	414-2 Negative social impacts in the supply chain and actions taken	71
GRI 416: Customer Health and Safety	416-1 Assessment of the health and safety impacts of product and service categories	41 、 54
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	41 、 54
GRI 417: Marketing and Labeling	417-1 Requirements for product and service information and labeling	41
	417-2 Incidents of non-compliance concerning product and service information and labeling	41
	417-3 Incidents of non-compliance concerning marketing communications	41
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	64

Sustainability Accounting Standards Board (SASB) Index

Topic	Code	Accounting Metric	Data/ Page No.
Greenhouse Gas Emissions	TR-AL-110a.1	Gross global Scope 1 emissions	102、 127
	TR-AL-110a.2	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	103、 104
	TR-AL-110a.3	1. Total fuel consumed 2. percentage alternative 3. percentage sustainable	128
Labor Practices	TR-AL-310a.1	Percentage of active workforce covered under collective bargaining agreements	89、 125
	TR-AL-310a.2	1. Number of work stoppages and 2. total days idle	0 day
Competitive Behavior	TR-AL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	No such instances occurred.
Accident & Safety Management	TR-AL-540a.1	Description of implementation and outcomes of a Safety Management System	53
	TR-AL-540a.2	Number of aviation accidents	55
	TR-AL-540a.3	Number of governmental enforcement actions of aviation safety regulations	54

Code	Activity Metrics	Unit	Data
TR-AL-000.A	Available seat kilometers (ASK)	Million ASK	65,978
TR-AL-000.B	Passenger load factor	%	82.57
TR-AL-001.C	Revenue passenger kilometers (RPK)	Million RPK	54,478
TR-AL-001.D	Revenue ton kilometers (RTK)	Million RTK	9,440
TR-AL-002.E	Number of departures	Number	65,396
TR-AL-002.F	Average age of fleet	Years	8.74

Note 1: ASK=the number of available seats * the distance travelled in kilometers

Note 2: Passenger load factor=RPK / ASK

Note 3: RPK=the number of revenue passengers carried * the distance travelled in kilometers

Note 4: RTK=RPK * 0.09 + FTK

TCFD Index

Core Elements	Recommended Disclosures	Implementation Index of TWSE Listed Companies' Climate-related Information	Page No.
Governance	a. Describe the board's oversight of climate related risks and opportunities.	1. Describe the board of directors' and management's oversight and governance of climate-related risks and opportunities.	96
	b. Describe management's role in assessing and managing climate-related risks and opportunities.		96
Strategy	a. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	2. Describe how the identified climate risks and opportunities affect the business, strategy, and finances of the business (short, medium, and long term).	97-99
	b. Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	3. Describe the financial impact of extreme weather events and transformative actions.	97-99
	c. Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2° C or lower scenario.	5. If scenario analysis is used to assess resilience to climate change risks, the scenarios, parameters, assumptions, analysis factors and major financial impacts used should be described.	99
Risk Management	a. Describe the organization's processes for identifying and assessing climate-related risks.		97
	b. Describe the organization's processes for managing climate-related risks.	4. Describe how climate risk identification, assessment, and management processes are integrated into the overall risk management system.	97
	c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.		97
Metrics & Targets	a. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	6. If there is a transition plan for managing climate-related risks, describe the content of the plan, and the indicators and targets used to identify and manage physical risks and transition risks.	33、 102、 127
	b. Disclose Scope 1, Scope 2, and if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	9. Inventory and verification of greenhouse gas emissions, reduction targets, strategies, and action plans.	101
	c. Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	8. If climate-related targets have been set, the activities covered, the scope of greenhouse gas emissions, the planning horizon, and the progress achieved each year should be specified. If carbon credits or renewable energy certificates (RECs) are used to achieve relevant targets, the source and quantity of carbon credits or RECs to be offset should be specified.	33、 102、 127
-	-	7. If internal carbon pricing is used as a planning tool, the basis for setting the price should be stated.	100

TNFD Index

Core Elements		Page No.
Governance	a. Describe the board's oversight of nature-related dependencies, impacts, risks and opportunities.	96
	b. Describe management's role in assessing and managing nature-related dependencies, impacts, risks and opportunities.	96
	c. Describe the organization's human rights policies and engagement activities, and oversight by the board and management, with respect to Indigenous Peoples, Local Communities, affected and other stakeholders, in the organization's assessment of, and response to, nature-related dependencies, impacts, risks and opportunities.	96
Strategy	a. Describe the nature-related dependencies, impacts, risks and opportunities the organization has identified over the short, medium and long term.	97-99
	b. Describe the effect nature-related dependencies, impacts, risks and opportunities have had on the organization's business model, value chain, strategy and financial planning, as well as any transition plans or analysis in place.	97-99
	c. Describe the resilience of the organization's strategy to nature-related risks and opportunities, taking into consideration different scenarios.	99
	d. Disclose the locations of assets and/or activities in the organization's direct operations and, where possible, upstream and downstream value chain(s) that meet the criteria for priority locations.	100
Risk Management	a. (i) Describe the organization's processes for identifying, assessing and prioritizing nature-related dependencies, impacts, risks and opportunities in its direct operations.	97
	a. (ii) Describe the organization's processes for identifying, assessing and prioritizing nature-related dependencies, impacts, risks and opportunities in its upstream and downstream value chain(s).	97
	b. Describe the organization's processes for monitoring nature-related dependencies, impacts, risks and opportunities.	97
	c. Describe how processes for identifying, assessing, prioritizing and monitoring nature-related risks are integrated into and inform the organization's overall risk management processes.	97
Metrics & Targets	a. Disclose the metrics used by the organization to assess and manage material nature-related risks and opportunities in line with its strategy and risk management process.	33 、 104-106 、 128
	b. Disclose the metrics used by the organization to assess and manage dependencies and impacts on nature.	33 、 104-106 、 128
	c. Describe the targets and goals used by the organization to manage nature-related dependencies, impacts, risks and opportunities and its performance against these.	33 、 104-106 、 128

Independent Assurance Statement



INDEPENDENT ASSURANCE STATEMENT

To: The Stakeholders of EVA AIRWAYS CORPORATION

Introduction and objectives of work

Bureau Veritas Certification Taiwan has been engaged by EVA AIRWAYS CORPORATION to conduct an independent assurance of its 2025 EVA Air's Sustainability Report. This Assurance Statement applies to the related information included within the scope of work described below.

This information and its presentation in the 2025 EVA Air's Sustainability Report are the sole responsibility of the management of EVA AIRWAYS CORPORATION. Bureau Veritas was not involved in the drafting of the Report. Our sole responsibility was to provide independent assurance on its content.

The objective of our engagement is to provide assurance to EVA AIRWAYS CORPORATION stakeholders over the accuracy, reliability and objectivity of the reported information and that it covers the issues material to the business and its stakeholders.

Scope of work

The scope of our work was limited to assurance over AA1000 AccountAbility Principles and performance data, included in the Sustainability Report for the reporting period January 1, 2025, to December 31, 2025. Subject to the limitations and exclusions listed in the section below, our review included:

- Data and information included in 2025 EVA Air's Sustainability Report;
- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse and review the information reported;
- Evaluation of the Report against the main principles of the AA1000 AccountAbility Principle (2018)
 - Inclusivity
 - Materiality
 - Responsiveness
 - Impact
- Evaluation of the Report against the principles of Stakeholder Inclusiveness, Sustainability Context, Materiality, Completeness, Balance, Comparability, Accuracy, Timeliness, Clarity, and Reliability, as defined in the GRI Standards.

Reporting Criteria

2025 EVA Air's Sustainability Report has been prepared in reference to relevant best practice reporting frameworks such as the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB), as well as internal definitions set by EVA AIRWAYS CORPORATION for tracking and monitoring the progress against its ESG (Environment, Social, Governance) performance indicators.



Limitations and Exclusions

Our work was subject to the following exclusions:

- Financial data, including financial data that feeds into the calculation of information in the Sustainability Report as these are audited by an external financial auditor and are relied on as accurate for the purposes of our scope of work. This includes but is not limited to any statements relating to production, sales, revenue, salaries, payments, and financial investments;
- Greenhouse gas emissions are verified by verification body selected by EVA AIRWAYS CORPORATION and are relied on as accurate for the purposes of our scope of work.
- Information related to activities outside the defined reporting period or scope;
- Company position statements (including any expression of opinion, belief, aspiration, expectation, aim or future intent) and any EVA AIRWAYS CORPORATION or third-party anecdotes or testimonials;
- Content of external websites or documents linked from the Sustainability Report and country or business unit specific Reports of other EVA AIRWAYS CORPORATION entities or joint ventures;
- Appropriateness of any new targets, commitments, and objectives established and communicated by EVA AIRWAYS CORPORATION; and
- Appropriateness of definitions and any internal reporting criteria adopted by EVA AIRWAYS CORPORATION for its disclosures.

The following limitations should be noted:

Our work was limited to EVA AIRWAYS CORPORATION Head Office activities where EVA AIRWAYS CORPORATION consolidates and reconciles data provided by its markets, countries of operation, suppliers and other third parties. The reliability of the reported data is dependent on the accuracy of data collection and monitoring arrangements at market and site level, not addressed as part of this assurance.

This High level assurance engagement relies on a risk based selected sample of the information in the Sustainability Report and the associated limitations that this entails.

Responsibilities

The preparation and presentation of the Sustainability Report are the sole responsibility of the management of EVA AIRWAYS CORPORATION

Bureau Veritas was not involved in the drafting of the Sustainability Report. Our responsibilities were to:

- Provide High level assurance as per AA1000 over the accuracy, reliability and objectivity of the information contained within the Sustainability Report;
- Form an independent conclusion based on the assurance procedures performed and evidence obtained; and
- Report our detailed conclusions and recommendations in an internal report to EVA AIRWAYS CORPORATION management.

Independent Assurance Statement



Assessment Standard

The assurance process was conducted in line with the requirements of the AA1000 Assurance Standard (AA1000AS v3), Type 2 at a High level of assurance.

Summary of work performed

As part of our independent assurance, Bureau Veritas undertook the following activities:

1. Interviews with relevant personnel of EVA AIRWAYS CORPORATION;
2. Review of documentary evidence produced by EVA AIRWAYS CORPORATION;
3. Review performance data listed in report with sampling basis;
4. Visits to 1 site located in Taiwan (Taoyuan City);
5. Evaluate the design of internal systems, processes and controls for data collection, aggregation, analysis and reporting, including assessing the appropriateness of assumptions made, estimation techniques used and reporting boundaries;
6. Confirm where relevant the accuracy of information with third parties and/or partner agencies;
7. Assess the disclosure and presentation of 2025 EVA Air's Sustainability Report to ensure consistency with assured information.

Our work was conducted against Bureau Veritas' standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance.

The work was planned and carried out to provide reasonable, rather than absolute assurance and we believe it provides a reasonable basis for our conclusions.

Our findings

On the basis of our methodology and the activities described above, it is our opinion that:

- The information and data included in 2025 EVA Air's Sustainability Report are accurate, reliable and free from material mistake or misstatement;
- The Report provides a fair representation of EVA AIRWAYS CORPORATION 's activities over the reporting period;
- The information is presented in a clear, understandable and accessible manner, and allows readers to form a balanced opinion over EVA AIRWAYS CORPORATION 's performance and status during the reporting period;
- The Report properly reflects the organisation's alignment to and implementation of the AA1000 Assurance Standard v3 principles of Inclusivity, Materiality, Responsiveness and Impact in its operations. Further detail is provided below;
- EVA AIRWAYS CORPORATION has established appropriate systems for the collection, aggregation and analysis of relevant information;

Alignment with the principles of AA1000 Accountability Principle (2018)

Inclusivity



EVA AIRWAYS CORPORATION has processes in place for engaging with key stakeholders including socially responsible investors, clients, employees, supply chain and local community; and has undertaken a number of formal stakeholder engagement activities in 2025 covering a range of material topics such as Economic, Social and Environment.

Materiality

The Report addresses the range of environmental, social and economic issues of concern that EVA AIRWAYS CORPORATION has identified as being of highest material importance. The identification of material topics has considered both internal assessments of risks and opportunities to the business, as well as stakeholders' views and concerns.

Responsiveness

EVA AIRWAYS CORPORATION is responding to those issues it has identified as material and demonstrates this in its policies, objectives, indicators and performance targets. The reported information can be used by the organisation and its stakeholders as a reasonable basis for their opinions and decision-making.

Impact

EVA AIRWAYS CORPORATION's management system can monitor, measure and be accountable for how their actions affect their broader ecosystems.

Statement of independence, impartiality and competence

Bureau Veritas is an independent professional services company that specialises in quality, environmental, health, safety, and social accountability with over 195 years history. Its assurance team has extensive experience in conducting verification over environmental, social, ethical and health and safety information, systems, and processes.

The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health and safety information, systems and processes, has over years combined experience in this field and an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day to day business activities. We are particularly vigilant in the prevention of conflicts of interest.

No member of the assurance team has a business relationship with EVA AIRWAYS CORPORATION, its Directors or Managers beyond that required of this assignment. We have conducted this verification independently, and there has been no conflict of interest.

Independent Assurance Statement



Bureau Veritas Certification Taiwan
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8 July 2026

Technical Reviewer: *yan*
Verifier: *Ava Liu, Gary Hu*



AA1000
Licensed Report
000-76/V3-VGMA9

Independent Assurance Statement



STATEMENT of COMPLIANCE

This is to state that
EVA Airways Corp.
NO. 376, SEC. 1, HSIN-NAN RD., LUCHU DIST., TAOYUAN, TAIWAN, R.O.C.
Holds Statement No: TWN/RM/30087981

Bureau Veritas Certification (Taiwan) Co., Ltd. was engaged to conduct an independent verification of the risk management practice managed by **EVA Airways Corp.** for the period stated below. This Compliance Statement applies to the related information included within the scope of work described below.

Boundaries of the risk management process covered by the compliance verification:

- **EVA Airways Corp.** at NO. 376, SEC. 1, HSIN-NAN RD., LUCHU DIST., TAOYUAN, TAIWAN, R.O.C. (Legal representative head office)
- EVA Airways Corp. Risk Management Policies and Procedures v. 12 Mar. 2026

CER Manager: 
Originally Issue: 8/7/2026

Latest Issue: 8/7/2026

The verification details are as below:

The verification was completed through on-site visits, observations, interviews with relevant personnel, and review of documented information and records for the period from 15 May 2024 to 30 May 2026.

The verification approach was based on sampling, focusing on selected risk items across different categories and organizational functions. The governance structure, including oversight by the Risk Management Committee and reporting to the Board, was observed to be established and functioning.

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Holds Statement No: TWN/RM/30087981
Latest Issue: 8/7/2026

Conclusion

Based on the verification activities performed, the risk management processes of **EVA Airways Corp.** for the period from **15 May 2024 to 30 May 2026** are considered to be effectively implemented and maintained.

Based on sampled evidence, the observed practices are generally in line with the company's Risk Management Policies and Procedures, and no material inconsistencies were identified.

EVA Airways Corp.'s Risk Management Policy and Procedures demonstrate alignment with key principles and structural elements of **ISO 31000:2018**, including governance, risk assessment processes, and stakeholder consideration. The framework reflects internationally recognized risk management concepts and provides a strong foundation for effective risk management practices.

Statement of independence, impartiality and competence

The Bureau Veritas Group is an independent professional services company that specializes in Quality, Health, Safety, Social, and Environmental management with over 190 years history in providing independent assurance services.

No member of the verification team has a business relationship with **EVA Airways Corp.**, its Directors or Managers beyond that required of this assignment. We conducted this verification independently and to our knowledge there has been no conflict of interest.

The Bureau Veritas Group has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities.

The verification team has extensive experience in conducting assurance over environmental, social, ethical and health and safety information, systems and processes, has over 20 years combined experience in this field and an excellent understanding of The Bureau Veritas Group standard methodology for the verification of Risk management.

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Independent Assurance Statement



STATEMENT of COMPLIANCE

This is to state that

EVA Airways Corp.

NO. 376, SEC. 1, HSIN-NAN RD., LUCHU DIST., TAOYUAN, TAIWAN, R.O.C.

Holds Statement No: TWN/CFHP/31837427

Bureau Veritas Certification (Taiwan) Co., Ltd. was engaged to conduct an independent verification of the Customer Feedback Management practice managed by **EVA Airways Corp.** for the period stated below. This Compliance Statement applies to the related information included within the scope of work described below.

Boundaries of the Customer Feedback Handling Process covered by the compliance verification:

- **EVA Airways Corp.** at NO. 376, SEC. 1, HSIN-NAN RD., LUCHU DIST., TAOYUAN, TAIWAN, R.O.C. (Legal representative head office)
- **Customer Feedback Handling Procedures, PI-WS-001, Version 30, dated 28 April 2026.**

CER Manager:

Originally Issue: 8/7/2026

Latest Issue: 8/7/2026

The verification details are as below:

The verification was completed through on-site visits, observations, interviews with relevant personnel, and review of documented information and records for the period from 1 Jan. 2025 to 15 Jun. 2026.

The verification approach was based on sampling, focusing on selected feedback channels across different categories and organizational functions. The governance structure, including oversight by the Customer Feedback Management Committee and reporting to the top management, was observed to be established and functioning.

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Holds Statement No: TWN/CFHP/31837427
Latest Issue: 8/7/2026

Conclusion

Based on the verification activities performed, the Customer Feedback Handling processes of EVA Airways Corp. for the period from 1 January 2025 to 15 June 2026 were found to be implemented and maintained in accordance with the documented Customer Feedback Management Procedures. Personnel interviewed demonstrated awareness of the applicable requirements, and sampled records were processed in accordance with the established procedures. No material inconsistencies were identified within the sampled activities and records.

In particular, the verified framework evidences:

- Comprehensive and accessible customer feedback channels, including direct, digital, and alliance-based platforms, enabling broad stakeholder engagement;
- A structured classification and handling mechanism to ensure consistent and risk-based prioritization of customer feedback cases;
- Clearly defined response timelines and service standards supporting timely and responsive customer communication;
- Strong cross-functional coordination and supervisory review mechanisms to ensure accountability and quality of investigation outcomes;
- Formalized escalation, corrective, and preventive action processes supporting continuous improvement and mitigation of recurring service issues;
- Centralized governance and data consolidation enabling monitoring, trend analysis, and management-level oversight.

The verification also indicates that customer feedback is systematically incorporated into operational control and service enhancement processes, reinforcing a customer-centric approach across the organization. Overall, the Customer Feedback Management framework of EVA Airways Corp. is consistent with internationally recognized principles and practices, including key elements of ISO 9001:2015, particularly in the areas of customer focus, process effectiveness, responsiveness, and continual improvement. The system provides a reasonable and reliable foundation for sustaining service quality, strengthening customer trust, and supporting transparent disclosure of customer-related performance.

Statement of independence, impartiality and competence

The Bureau Veritas Group is an independent professional services company that specializes in Quality, Health, Safety, Social, and Environmental management with over 190 years history in providing independent assurance services.

No member of the verification team has a business relationship with **EVA Airways Corp.**, its Directors or Managers beyond that required of this assignment. We conducted this verification independently and to our knowledge there has been no conflict of interest.

The Bureau Veritas Group has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities.

The verification team has extensive experience in conducting assurance over environmental, social, ethical and health and safety information, systems and processes, has over 20 years combined experience in this field and an excellent understanding of The Bureau Veritas Group standard methodology for the verification of Customer Feedback Handling Process.

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