



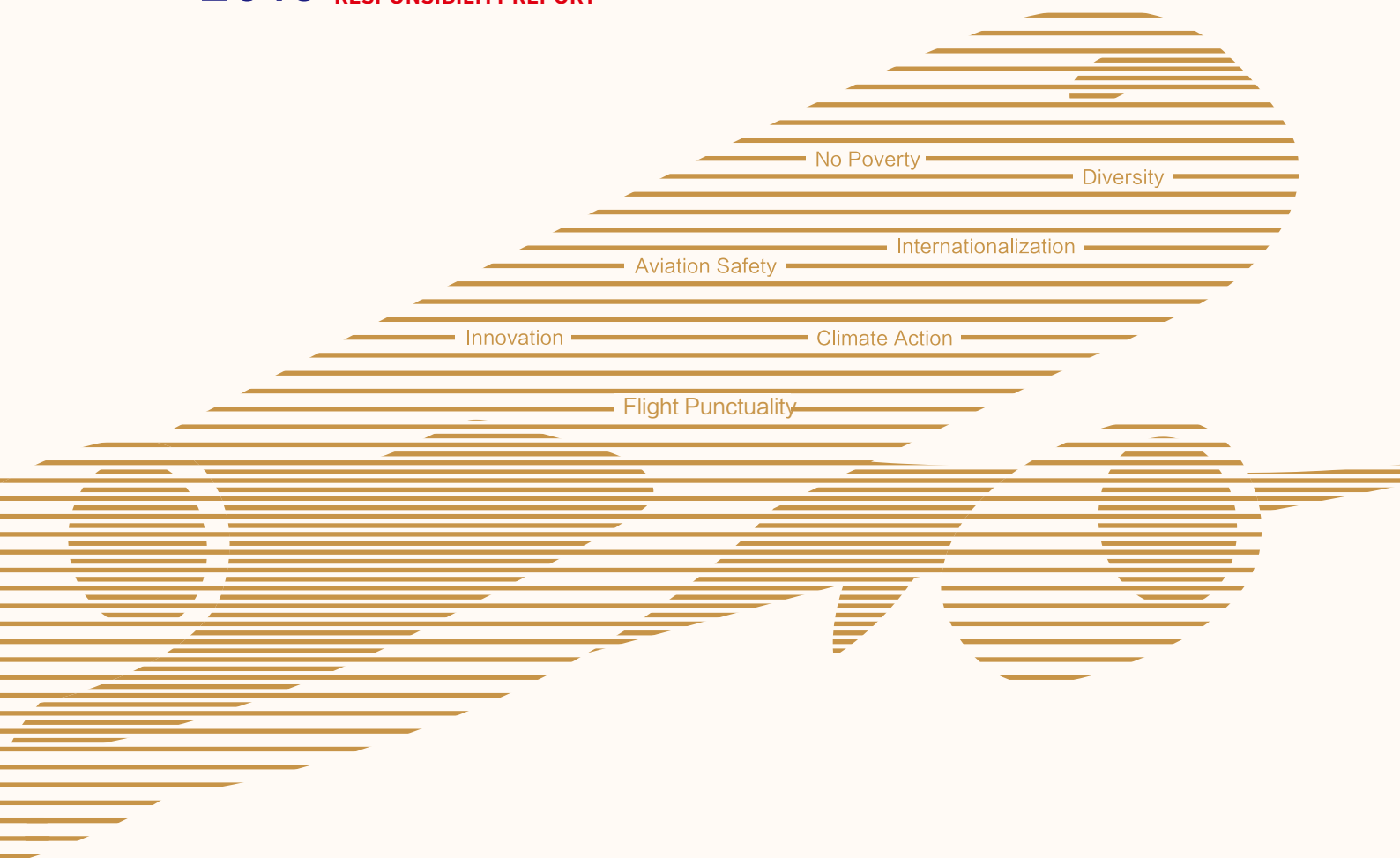
中國東方航空
CHINA EASTERN



HIGH-QUALITY DEVELOPMENT FOR A SUSTAINABLE FUTURE

CHINA EASTERN AIRLINES **CHINA EASTERN**

2019 CORPORATE SOCIAL
RESPONSIBILITY REPORT



What does sustainable development mean for China Eastern Airlines?

The aviation transport industry bears an important mission of advancing humanistic exchange, economic and trade exchange, and cultural communication. It also reconstructs individual lifestyle and corporate ecology. The sustainable development of the aviation transport industry needs to balance aviation resources, social needs, environmental factors and economic benefits. How to reduce negative impacts on society and the environment and maximize its positive impacts on sustainability are important challenges that we have been thinking about. We believe that responsible and sustainable operations make more positive contributions to sustainable development and also brings us more innovation opportunities, stronger partnerships and more sustainable growth.



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Message from the Chairman



As the world is undergoing the greatest changes in a century, global governance faces a complicated situation. Multilateralism and economic globalization have been challenged amid the rising trade protectionism and unilateralism. Climate change, inequality and imbalance and other sustainable development challenges grow more intense, with more uncertainties and instabilities. However, the trend of economic globalization is inevitable, and peace and development continue to be the main themes of the times.

The year 2019 witnessed the 70th anniversary of the founding of the People's Republic of China and it was also a critical year to build a

moderately prosperous society in all respects. Facing increasingly intense global challenges, China has firmly stepped up efforts in deepening reform in all areas and accelerated the innovative, green and high-quality development. China Eastern is deeply aware of the importance of reform and development and pursues a development pattern of higher quality, efficiency, equality and sustainability. Throughout the year, China Eastern received the routine inspections from the Central Leading Group for Inspection Work and launched the campaign on the theme of "staying true to our founding mission", embarking on a new stage for high-quality development in the new era with stronger belief and resolve.

High-quality development is the only way to build a world-class enterprise with global competitiveness. And safety is the most important foundation for a high-quality, efficient and sustainable development. For years, China Eastern has thoroughly implemented the important decisions and deployment of the CPC Central Committee on civil aviation safety, and put safety first and always. In accordance with the highest safety standards, we conducted the strictest safety drills to improve the management of the safety system. In 2019, we operated 988,000 safe flights for 2.394 million hours, ensuring flight safety and air defense security, with the zero serious accident rate of aviation transport for the tenth year. As a response to the major hidden safety hazards of B737MAX, we first grounded B737MAX and suspended the use of the aircraft, which led to global consensus of grounding the B737MAX series fleet. This move fully demonstrated our resolution of zero tolerance for hidden safety hazards, achievements in safety governance system and competency improvement, and the responsibility fulfillment of central state-owned enterprises (SOEs), winning nationwide and worldwide recognition.

In the big trend of global economic integration, aviation transport plays a greater role in promoting global connectivity and economic development. We, with strong sense of responsibility and mission, have been committed to serving the national and even global development. As an air bridge connecting the world, we have stepped up our efforts in building global flight network and a Silk Road in the air. In 2019, we successively launched new routes to Budapest, Yangon, Mandalay and other international destinations. Moreover, we built China Eastern base and put it into operation at Beijing Daxing International Airport (BDIA), making several records such as "the first accredited airline at BDIA", "the only airline in China engaged in the whole process of test flight", and "the first airline to switch operations to BDIA and put into operation". As the satellite hall of Shanghai Pudong International Airport was officially put into operation, China Eastern initiated the operating model of "two hubs with four airports in Beijing and Shanghai" and unveiled a new chapter in serving the Belt and Road Initiative, the coordinated development of the Beijing-Tianjin-Hebei Region, the Yangtze Delta integration, and the construction of Xiong'an New Area. This also provided us with strong momentum for high-quality development.

Benefiting the people with fruits of development and better meeting people's needs for a better life are the fundamental goals of our high-quality development. We have made unremitting efforts to achieve these goals. We keep promoting supply-side structural reform and building a considerate airline, in order to achieve a high level of dynamic balance between supply and demand, and improve passengers' sense of safety, achievement and happiness. New technologies, new applications and new forms of business related to AI, big data and Internet of Things emerge as the new round of technological revolution and industrial revolution pace up. To some extent, this accelerates the innovation-driven revolution of aviation industry. In 2019, we launched the integrated service system for smart travel, becoming the world's first airline to promote the "5G+AI" new technology. We became the first to provide facial recognition check-in service and battery-less luggage tags, and redefined the new standards of smart, scenario-based and convenient aviation service, unlocking unlimited possibilities of smart air travel. As a Shanghai-based airline, we guaranteed aviation transport service for the 2nd China International Import Expo (CIIE). Through the platform, we signed agreements with 14 suppliers from 9 countries and regions. Thus, we have realized "purchasing, flying and serving worldwide".

In the new era, "green development" has become the common form for pursuing high-quality development. Shouldering the responsibility of ecological protection, we spare no efforts to prevent and control pollution. In 2019, we continued our Battle for Blue Sky by enhancing efforts in energy conservation and emission reduction, with focus on the energy consumption reduction per unit of production. We invested nearly RMB 50 billion to introduce more eco-friendly and efficient new planes. At the same time, we improved our energy conservation and consumption reduction administration system. Throughout the year, 195,500 tons of jet fuels were saved, which equals to reducing about 610,000 tons of carbon emissions. We actively fulfilled the responsibility of a central SOE to help win the fight against poverty and provided constant assistance for poverty-stricken areas, striving to achieve "high-quality, high-level and sustainable" effects in poverty alleviation. Apart from more investment and projects, we expand the route network to cover 68 airports in poverty alleviation areas, connecting the radiating poverty-stricken counties with the outside world. "Poverty alleviation through aviation support" supported the opening up, economic and social development of impoverished areas. In 2019, China Eastern's fixed-point poverty alleviation counties - Shuangjiang County and Cangyuan County in Yunnan Province, were lifted out of poverty ahead of schedule and nine poverty alleviation villages supported by China Eastern in Shaanxi, Shanxi, Jiangxi, Gansu, Yunnan, Anhui and Jiangsu, etc. were also lifted out of poverty.

In early 2020s, rising to the sudden outbreak of "Coronavirus disease 2019 (COVID-19)", the Chinese government took the most resolute and forceful measures to effectively prevent it from spreading throughout the world and sparing no efforts to protect Chinese people's safety and health. Firmly upholding the decisions and deployment of the CPC

Central Committee and the State Council, we have always put people's safety and health first and resolutely taken effective measures to ensure the pandemic prevention and control while promoting work and production resumption, regardless of the difficulties. With a relatively low passenger load factor at this time, we fully guaranteed accessible flights for all domestic routes and some major international routes. Prudent steps were taken to protect the health and safety of our customers and employees during the pandemic. "China Eastern stands by for the call of the motherland." We were the first in civil aviation industry in China to fly a chartered flight for medical personnel bound for Wuhan. The chartered air freight volume of China Eastern occupied over 40% of the industry. We unblocked a "channel in the air to save lives", transporting medics and supplies to aid the battle against COVID-19 in Wuhan. Fighting in places where the nation and people most need us is a glorious tradition for China Eastern as a central SOE and also the gene of China Eastern people. While ensuring effective prevention and control, we took scientific and orderly steps to promote work and production resumption and unite social forces to fight against COVID-19, making active contributions to building a community with a shared future for mankind.

Chinese President Xi Jinping highlights sustainable development is the "golden key" to solving global problems. China is now standing at a historical convergence point; the year 2020 is the conclusive year to build a moderately prosperous society in all aspects and a critical year to achieve the two centenary goals. The new journey, new challenges, new revolution, new opportunities and new driving force in 2020 bring new hopes for economic and social development.

Stepping into a new stage of high-quality development in the new era, we will firmly pursue the vision of innovative, coordinated, green, open and shared development in the context of global sustainable development. While advancing the goal of "building a world-class airline and a happy China Eastern", we will continue our efforts to help build China's strength in transportation and civil aviation, supporting China to implement the 2030 Agenda for Sustainable Development and contributing more to global sustainable development.



Liu Shaoyong

Chairman

China Eastern Airlines Corporation Limited

March 11, 2020

About the Report

Reporting Objectives

This CSR report is the 12th of its kind released by China Eastern Airlines Corporation Limited since 2009. By disclosing the Company's CSR concepts and practices, it aims to promote better communication and interaction with stakeholders, facilitate the establishment of trust and cooperation based on the same value identification, and foster the sustainable development of the Company and the society.

Reporting Period

The contents of this report mainly cover the Company's management and practice from January 1, 2019 to December 31, 2019. Some data and contents may extend beyond the time scope if necessary.

Reporting Cycle

The Report is published annually. The latest report was released in April, 2019.

Reporting Scope

The report covers the entire company (including its branches and wholly-owned subsidiaries) and some practices may come from China Eastern Group and the holding subsidiaries.

Compilation Conformance

This report was prepared in accordance with *Guidelines to the State-owned Enterprises Directly under the Central Government on Fulfilling Corporate Social Responsibilities* issued by State-owned Assets Supervision and Administration Commission of the State Council (SASAC), the *Environmental, Social and Governance Reporting Guide(HK-ESG)* issued by Hong Kong Exchanges and Clearing Limited, *Guidelines on Preparation of CSR Reports and Notice on Further Improvement of Poverty Alleviation Work Performance Disclosure of Listed Companies* issued by Shanghai Stock Exchange, *GB/T 36001 Guidance on Social Responsibility Reporting, GRI Sustainability Reporting Standards (GRI Standards)* issued by the Global Sustainability Standards Board (GSSB), *Guidance on Social Responsibility (ISO 26000:2010)* issued by International Organization for Standardization (ISO), *Guidelines on Corporate Social Responsibility Reporting for Chinese Enterprises (CASS-CSR 4.0)* by Chinese Academy of Social Sciences, the *2030 Agenda for Sustainable Development*, and supplement guidelines in aviation service industry. With systematic integration of crucial guidelines and standards, the report responds to stakeholders' expectations and requirements and highlights industrial features and corporate characteristics.

Data Source

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

Reference

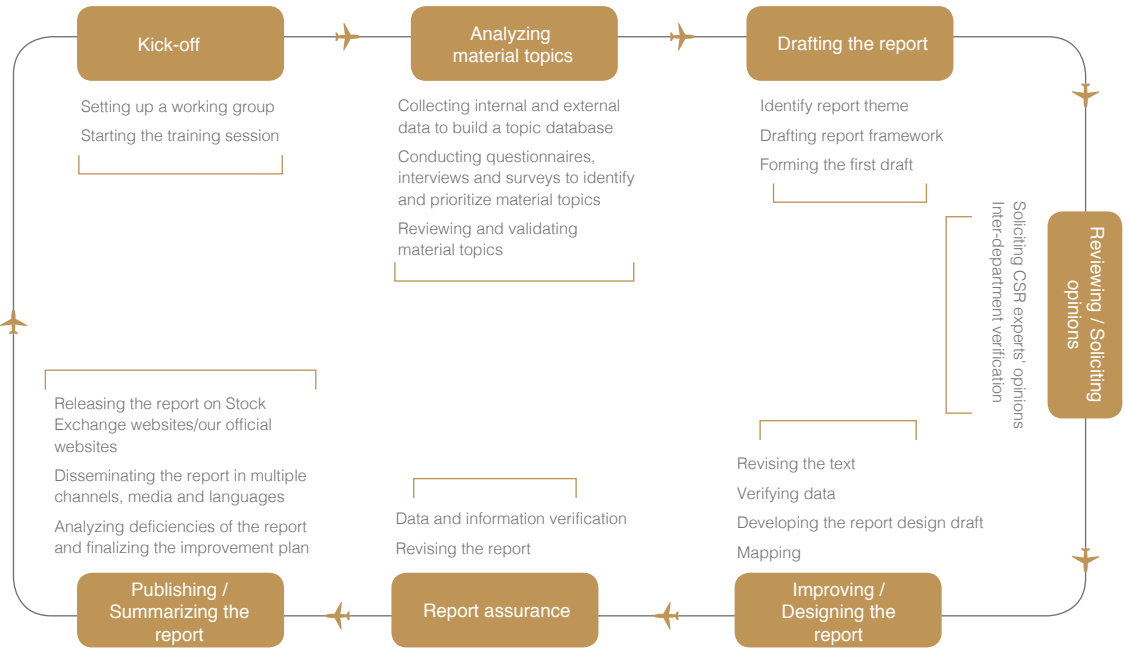
To facilitate presentation and reading, "China Eastern Airlines Co., Ltd." in this report also is referred to as, "China Eastern", "the Company" and "We". "China Eastern Air Holding Company" is referred to as "China Eastern Group". The subsidiary "Shanghai Airlines Co., Ltd." is referred to as "Shanghai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

Report Access

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

Department of Corporate Culture and Brand Management of China
Eastern Airlines
Telephone: 021-22331435
Fax: 021-62686883
Address: No.36 Hongxiang 3rd Road, Minhang District, Shanghai,
China
Zip Code: 201100

Reporting Preparation



About China Eastern

Company Profile

Headquartered in Shanghai, China Eastern Airlines Corporation Limited is one of the three state-owned backbone airlines of China. Originating from the first civil aviation squadron established in Shanghai in January 1957, it is the first Chinese airline to be listed in New York, Hong Kong and Shanghai. With 62 years of development, it has ranked top 10 among global airlines. Currently, it operates a fleet of over 730 aircraft with an average of 6.4 service years, which is one of the youngest fleets in major airlines worldwide. Moreover, it boasts the largest-scale in-flight Wi-Fi wide-bodied fleet with leading commercial and technical models in China.

During recent years, China Eastern has taken deepening comprehensive reform as the main task. Led by international and internet-based development, we focused on transformation and development, brand

building and capability enhancement for leapfrog development, and realized a "Golden Decade (2009-2018)" for China Eastern's development. We are committed to pursuing the vision of "building a world-class airline and a happy China Eastern", and have sped up the transformation from a traditional air carrier to a modern air service integrator. Currently, we have four hubs in China, namely Shanghai, Beijing, Xi'an and Kunming. The scope of our businesses in China cover all airports at municipalities and provincial capitals as well as those with above 10-million-passenger turnover. At present, we operate 109 outlets (46 domestic and 63 overseas) across the globe. Relying on the SkyTeam Airline Alliance, we have established an aviation transport network covering 1,150 destinations in 175 countries and regions. The annual passenger turnover of China Eastern exceeds

more than 130 million, ranking top 10 among global airlines. China Eastern has always provided global travelers and customers with quality and convenient aviation transport and extended services.

Focusing on providing high-quality aviation transport service, China Eastern is committed to becoming a smart air travel service supplier. It has won "Flight Safety Diamond Award" - the highest flight safety award in China, rated as Top 50 Most Valuable Chinese Brands by the world's famous brand rating agency - WPP for eight consecutive years and Global Top 500 Most Valuable Brands by the UK's brand rating agency - Brand Finance for four consecutive years. Additionally, China Eastern has received awards at home and abroad for operating quality, service experience, and social responsibility fulfillment, etc.

Fleet structure in 2019

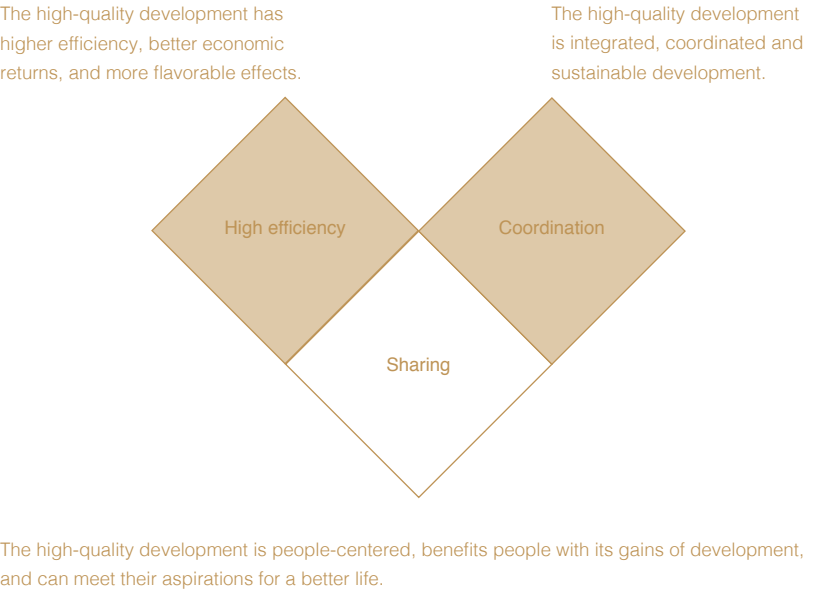
Aircraft Model	2019	2018	2017
B777 series	20	20	20
B787 series	10	4	0
A350 series	7	2	0
A330 series	56	57	58
A320 series	328	307	291
B737 series	302	290	254
B767	0	0	4
Business aircraft	11	12	10
Total	734	692	637

The data of freight aircrafts of China Eastern Group's subsidiaries are excluded.

Corporate Strategy

Adopting the new development vision, China Eastern has advanced the development plan of "1232", that is, regarding comprehensively deepening reform as the main task, focusing on internationalized and internet-based development, and setting transformation and development, band building and capability improvement as the three guarantees to realize the vision of "building a world-class airline and a happy China Eastern". In 2019, as China's economy progressed into high-quality development from the rapid growth, China Eastern embarked on a new stage of high-quality development in the new era based on the new achievements of the "Golden Decade", with the strategic goal of building a world-class enterprise with global competitiveness.

Connotations of China Eastern's High-quality Development



Corporate Governance

China Eastern has continuously improved corporate governance structure in strict accordance with the listing rules in China and overseas and related laws and regulations. In 2019, in line with *Code of Corporate Governance for Listed Companies and Guidelines for Articles of Association of Listed Companies (2019 Revision)*, the Company systematically revised the *Articles of Association*, *Rules of the General Meeting of Shareholders*, *Rules of Deliberation of the Board of Supervisors*, rules of deliberation of specialized committees of the Board of Directors and other important regulations. The Company took orderly steps to promote the elections of the Board of Directors and the Board of Supervisors.

The Board of Directors attaches great importance to ESG administration. In 2019, the

Aviation Safety and Environment Committee was set up for implementing national laws and regulations on aviation safety and environmental protection, conducting inspections and supervision over the Company's aviation safety work, researching, reviewing and proposing advice on the Company's aviation safety work plans, major safety issues as well as major environmental issues related to aviation carbon emissions at home and abroad, and supervising the implementation of related advice. The Audit and Risk Management Committee is responsible for inspecting and supervising the Company's financial reporting, risk management as well as internal control, internal legal system building, inspecting and evaluating the Company's overall risk management (especially risk management and control systems for major decisions,

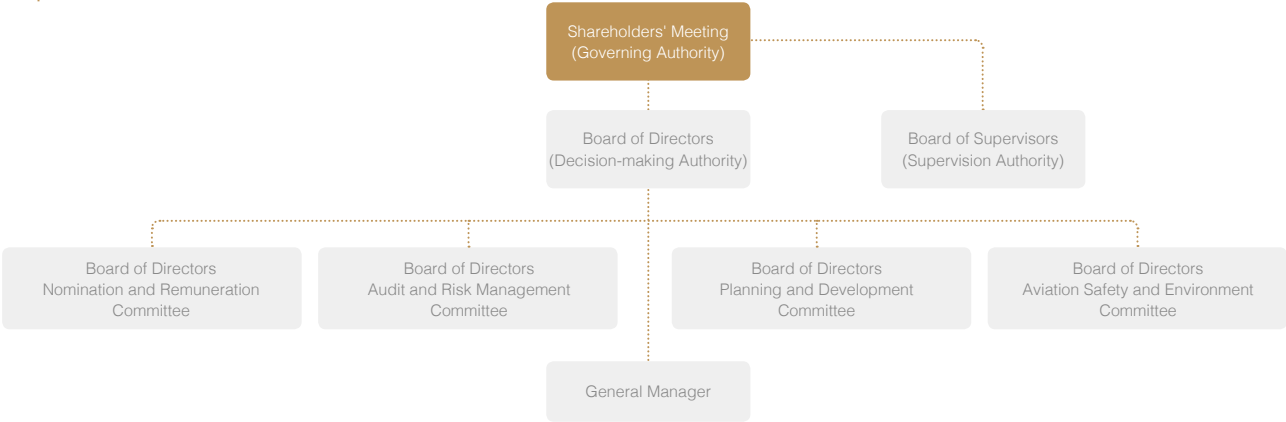
events and businesses), and supervising the implementation of these systems.

In 2019, the Company held 14 meetings of the Board of Directors, including five Board meetings; two shareholder meetings, and 22 meetings of specialized committees. In order to further improve corporate governance and enhance duty fulfillment of directors, supervisors and senior executives, China Eastern organized independent directors to conduct five field researches at home and abroad, including in China Eastern base at BDIA, China United Airlines, China Eastern R&D Center, etc. Directors, supervisors and senior executives were organized to attend 22 trainings of duty fulfillment for listed companies.

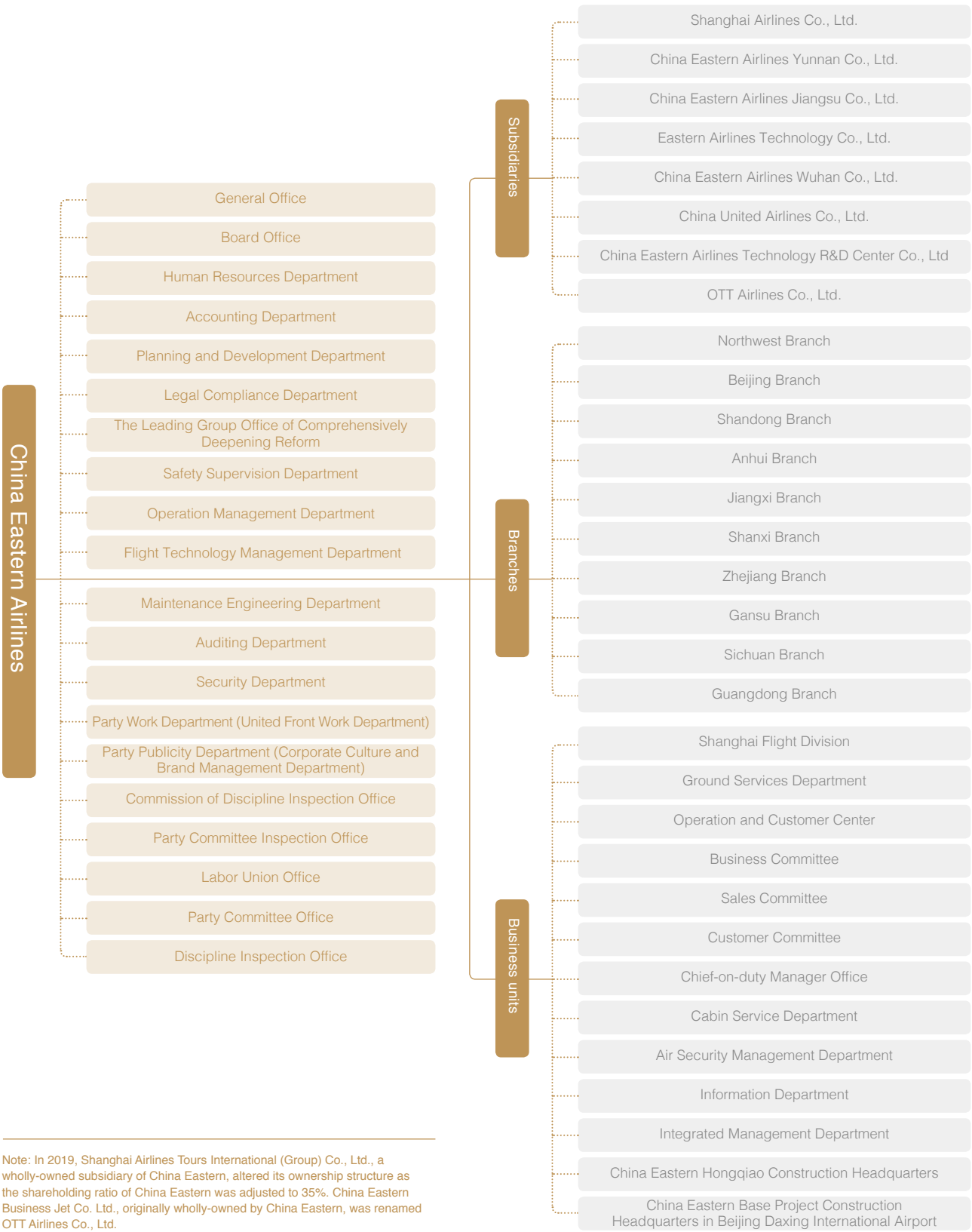
Board of directors and core management

Name	Position
Liu Shaoyong	Chairman, Party Secretary
Li Yangmin	Vice Chairman, General Manager, Vice Party Secretary
Tang Bing	Director, Vice Party Secretary
Wang Junjin	Director
Lin Wanli	Independent Director
Shao Ruiqing	Independent Director
Cai Hongping	Independent Director
Dong Xuebo	Independent Director
Yuan Jun	Worker Director

Corporate Governance Framework



Organizational Framework



Note: In 2019, Shanghai Airlines Tours International (Group) Co., Ltd., a wholly-owned subsidiary of China Eastern, altered its ownership structure as the shareholding ratio of China Eastern was adjusted to 35%. China Eastern Business Jet Co. Ltd., originally wholly-owned by China Eastern, was renamed OTT Airlines Co., Ltd.

Party Building

In 2019, the Party committee of China Eastern took implementing Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era as the main task, gave full play to Party organizations' role in leadership and oversight, and incorporated the Party's leadership into corporate governance, contributing to high-quality corporate development with high-quality Party building.

The Party Committee of China Eastern continued to improve Party building quality and level and transformed the political and organizational advantages of Party organizations into a strong drive of corporate reform and development; underlined the integration of Party building into production and operation and promoted Party building to improve corporate profitability and competitiveness. With these efforts, China Eastern fully fulfilled the mission assigned by the CPC Central Committee and used operational performance and outcomes of reform and development to evaluate effects of Party building.

During routine inspections from the Central Leading Group for Inspection Work and the campaign on the theme of "staying true to our founding mission", the Party committee of China Eastern integrated the vision for "Big Enterprise, Strong Party Building" with the implementation of the Party building accountability system, so as to form a new pattern of Party building. In response to the 51 problems in four categories detected during special inspections and 20 pieces of advice given by the inspection group, we conducted corresponding rectifications, with a completion rate of 94.8 percent. During the campaign, we held 15 seminars, organized thematic reading classes, and used online resources (developing and operating Party Building Website on PC terminal and Mobile APP, and operating China Eastern Party Building Account on WeChat) to encourage Party members and officials to study and implement Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, ensuring that the Company is reforming and developing towards a right political direction.

The Party committee of China Eastern combines Party building at grassroots with production and operation and ensures primary-level CPC organizations play a leading role. In 2019, the "Blue Sky Party Group" organized 183 exchange meetings and cumulatively 1,980 crew members participated in the activity. The "Blue Sky Party Group" project received the first prize of Outstanding Research Projects by Central SOEs Party Building and Ideological Work Research Institute and was included in the collection of excellent cases of primary-level Party organization secretaries' practices. Moreover, we continuously enhanced the team building of officials and issued the Opinions on Further Motivating Officials to Fulfill Responsibility in a New Era to firmly advance full and rigorous governance over the Party.



Anti-corruption

China Eastern earnestly implements the requirements of improving Party conduct and clean governance and anti-corruption of central SOEs. Based on the opinions of the Central Leading Group for Inspection Work (CLGIW) on special inspections of China Eastern and the actual situation of China Eastern, we formulated the *Work Plan of Discipline Inspection Group for Making Rectifications and Enhancing Supervision based on the Opinions of the 13th CLGIW on Special Inspections of China Eastern*, the *Work Plan of Discipline Inspection Group for Implementing Rectifications based on the Opinions of the 13th CLGIW on Special Inspections of China Eastern*, and the *Work Priorities of Promoting and Supervising Internal Inspections and Rectifications* in 2019, which stipulated the inspection and rectification supervision should be integrated into daily supervision work scope, and proposed to promote the Party conduct and clean governance and anti-corruption work by means of investigation, circular, spot check, undercover interview and discipline inspection advice. At the same time, we established the working group for Party conduct, clean governance and anti-corruption led by the head of Discipline Inspection Group, so as to promote exchange of supervision resources and enhance anti-corruption efforts.

Measures for Anti-corruption

Anti-corruption Supervision	Anti-corruption Training	Anti-corruption Inspection	Anti-corruption Talk	Anti-corruption Alert
Enhancing the supervision of units (departments) that have intensive authorities, capital and resources in major projects, critical areas and key positions, and strengthening corruption risk control	Organizing discipline inspection officials and relevant personnel to participate in internal training, special tasks and on-the-job rotation and training, and assigning personnel to coordinate with the Central Leading Group for Inspection Work	Conducting anti-corruption inspections among officials to be promoted and those to be awarded outstanding officials	Fulfilling the "Two Responsibilities" (Party Committee's major responsibility, Discipline Committee's supervision responsibility), implementing the the eight-point decision on improving Party and government conduct, preventing and controlling corruption risks in areas related to aircraft, ticketing, transport and IT, with 66 employees for the anti-corruption talk	Issuing notices, sending alert SMS, WeChat message and alert emails in major nodes, conducting warning education, on-site inspection, and special rectification



Investor Relations Management

In strict accordance with the regulatory requirements for listed companies, China Eastern fulfills its responsibilities of information disclosure and continuously improves the disclosure quality. In 2019, the Company further enhanced basic administration and organized the document compilation of regulatory laws and regulations on state-owned capital and operation of listed companies as well as internal rules and regulations. Moreover, the Company systematically sorted out related party transactions for the period 2020-2022, corresponding decision-making and announcement procedures. According to the regulatory rules of New York, Hong Kong and Shanghai Stock Exchanges, the Company issued 104 reports, including the annual report, interim report, as well as announcement documents of major capital projects, aircraft purchase right transfer and daily related party transactions, etc.

In 2019, the Company also enhanced market value management. We held the first meeting of Market Value Management Committee where the detailed working rules of market value management committee, work scheme for market value management and the 2019 work plan for market value management were reviewed and approved. Regarding private placement of shares, we coordinated market value management and investor relations management. To enhance communication with professional investment institutions and investors at home and abroad and improve investor relations management, we held two teleconferences for domestic and overseas analysts, organized four overseas roadshows, talked with 70 institutional investors, and received 146 investment banking analysts and institutional investors in 20 batches for research and exchange; we attended 26 strategy meetings of security companies, and had effective communication with investors on Shanghai Securities E-info Platform (sns.sseinfo.com). All the endeavors have improved our corporate image in the capital market.

Compliance Management

Legal compliance is the cornerstone for a company to achieve stable and healthy operation. China Eastern has firmly observed business ethics and steadily advanced the building of a law-based China Eastern to ensure legal compliance. In accordance with the working rules of the SASAC for the decision-making system of the "Four Major Issues" (major issues, major officials appointment, major project arrangements, and use of large-volume capital), the Company formulated the *Interim Regulations of China Eastern on Legal Review of Decision-making of the Four Major Issues*, and revised the *Implementation Plan for Comprehensively Promoting the Law-based China Eastern (2019 revision)*, *Measures for the Administration of Legal Dispute Cases*, *Interim Measures for Assessment of Law-based Governance* and other systems, so as to enhance top-level design of legal compliance.

In order to better serve the internationalization strategy, China Eastern strictly follows Chinese laws and regulations, and laws and regulations of relevant countries and regions on anti-monopoly and anti-unfair competition to enhance overseas compliance management for maintaining stable and orderly market order and environment. Meanwhile, China Eastern continues to enhance administration of contracts and lawsuit disputes to protect its legal rights and interests. In 2019, the contract fulfillment ratio reached 100%; no lawsuit dispute over monopoly and unfair competition occurred.

Technological Innovation

China Eastern pays great attention to promoting the high-quality development through technological innovation. In 2019, we organized trainings based on R&D plans and promoted R&D with the drive of business operation. Through building a R&D innovation platform, we endeavored to improve R&D innovation efficiency and speed up the transformation of technological outcomes.

Establishing the scientific research management system

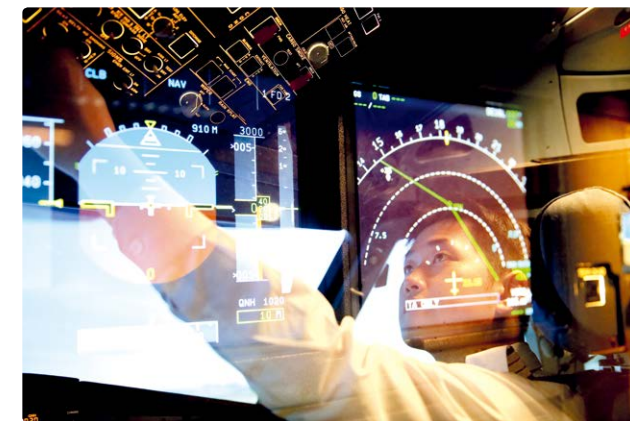
China Eastern issued the regulations and implementation rules for research projects of the R&D Center; established the review committee for high-value projects and approved five projects of this kind; the Company also enhanced intellectual property protection and management, obtained three software copyrights and one registered trademark, and applied two invention patents and one registered work.

Enhancing independent innovation

China Eastern continues to advance the application of big data technology. China Eastern Safety Analysis Platform (MSAP) has effectively improved data security and shaken off the dependence of aviation big data on foreign analysis software; the Company persists in the deep integration of innovation and business development, and launched the first online English language learning platform for flight attendants.

Promoting the transformation of technological outcomes

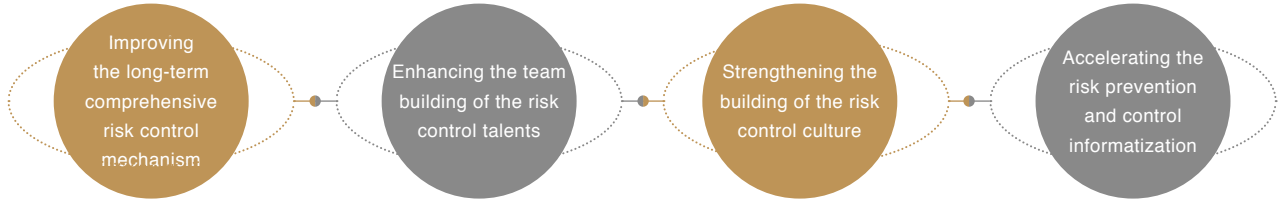
China Eastern has completed the development of application of eight special airport scenario databases; adopted low-cost aviation material alternatives and maintenance & repair projects; and accomplished the analyses of 13 research projects including the Analysis on Risks of Tail Strike during Takeoff. In response to two Boeing 737MAX crashes, the Analysis Report on the Aircraft's Abnormal Big Angle of Attack studies the flight data of different aircrafts operated by China Eastern to analyze the causes behind it. The report provided data evidence for China Eastern's unprecedented decision on suspending Boeing 737MAX aircraft before Boeing adopted follow-up measures and disclosed the causes of the crashes.



Risk Control

China Eastern highly values comprehensive risk control and spares no efforts to prevent and tackle major risks, improve its capability, which is a solid guarantee for building a world-class enterprise with global competitiveness in a faster pace. In accordance of the SASAC's *Notification on 2019 Task of Central State-owned Enterprises for Comprehensive Risk Control*, and the *Notification on 2019 Task of China Eastern Group for Comprehensive Risk Control*, we conducted risk evaluation for Year 2019, and identified five major risks based on two dimensions: possibility of risk occurrence and the estimated risk impact. The five major risks: safety operation risk, business operation risk, cyber information security risk, legal compliance risk and major project management risk were identified. Furthermore, we formulated a chart for major risks and took targeted measures to constantly improve risk resistance ability and safeguard the stable and robust development.

Risk Control Measures



Informatization

China Eastern is committed to being a smart air travel company that provides informatized, digital and internet-based services. We have established the informatization work mechanism and organizational management system, improved information infrastructure, and promoted the integration of information technology and corporate operation. With these efforts, the cybersecurity protection capability and informatization-driven innovation and development capability has been enhanced, facilitating the Company to achieve a high-quality development.

While promoting informatization, we value the role of innovation. We pay attention to Intellectual property and patent protection, nurture culture for innovation, and continuously enhance our innovation capability in a fair competition environment. Since applying emerging technologies into production in November 2018, we have launched independent R&D projects including "Dong Dong" third-generation robot, China Eastern Smart Customer Service, AI Competence Platform, AI Flight Receipt and Invoice Verification, etc. In 2019, our Information Department accomplished 48 system certifications of software copyright.

Measures for Informatization

Facilitating the Construction of Smart Hubs

- Supporting the construction of the Pudong Airport hub: Giving play to the transfer function of the S1 satellite hall, and launching facial recognition check-in and noise-free VIP lounge service; using algorithm to rationally allocate gate positions at Shanghai Pudong International Airport, thus significantly improving the rate for using the boarding bridge
- Fully guaranteeing the inaugural operation of Beijing Daxing International Airport: Becoming the airline to provide "facial recognition for boarding pass"self-service check-in equipment with independent IPR; the first airline in the world to provide battery-less luggage tags, contributing to building a green and smart airport; the first airline to confirm interactive data with Daxing Airport and access airport facial data, creating the first practice of facial data interaction in civil aviation

Supporting Passengers' Smart Travel

- Building a brand new official website in global version and the app to project a new image of China Eastern service
- Rebuilding the air WiFi operation management platform and providing technical support for commercialized network product sales
- Becoming the first airline in China to realize smart customer service and the robotic self-service process integrating 12 business scenarios
- New distribution capability (NDC) received the highest level - Level 4 certification of the International Air Transport Association (IATA)

Guaranteeing Safe Operation

- Advancing the construction of the new generation of operation control system, launching the flight dispatch module in all branches and subsidiaries, and supporting the operation of nearly 3,000 flights per day
- Completing the R5-level work schedule system development, testing and trial operation training, and ensuring pilots, flight attendants and air security guards (including trainees) act in alignment with laws and regulations
- Launching the Operational Safety Analysis Platform (MSAP) and improving flight safety and quality through Quick Access Recorder (QAR) data analysis and application
- Conducting the trial operation of the aircraft affairs Phase III project to support safe operation of core production businesses, covering finance, human resources, contracts, procurement, sales and assets

Improving Corporate Governance Capability

- Building the company-level data sharing and exchange platform, and effectively guaranteeing the standardized, procedure-based and automatic supervision of state-owned capital and data of China Eastern
- Completing the data mid-end framework design and laying a foundation for cross-border data flow and integration, smart data analysis, cross-department data sharing, and data management enhancement
- Building a legal self-inspection system and becoming the first airline to implement the whole process of legal self-inspection; continuously eliminating safety risks and building the situation awareness platform integrating cybersecurity and business safety
- Launching the first version of Happy Net Bar PC and mobile portal, building the one-stop online service platform, and launching the Wellbeing Credit program





Flighting COVID-19, China Eastern in Action

As of March 25, 2020, China Eastern has operated **154** chartered flights for COVID-19 fight, transporting **15,937** medical personnel and **3,634.54** tons of pandemic prevention and control materials; the controlling shareholder China Eastern Group donated RMB **10** million for the prevention and control of the pandemic.

- On the Spring Festival Eve January 24, China Eastern operated the first chartered flight to aid the fight against the COVID-19 pandemic in Hubei, transporting the first group of 136 medical personnel from Shanghai to Wuhan.
- On January 26, China Eastern operated the non-stop chartered freight flight to transport 3.16 million respirators from abroad to Wuhan.



- On January 30, China Eastern collaborated with Alibaba to build a non-stop channel facilitating "global procurement of anti-pandemic medical materials + global transport support".
- On January 31, the leaders of China Eastern expressed their caring, solicitude and support for front-line on-duty employees and quarantined employees in affected areas.



- China Eastern sent chartered flights to fetch the Hubei travelers stranded in Ho Chi Minh City, Singapore and Bali Island.



- On February 21, China Eastern operated the first chartered flight for work resumption, transporting 142 people from Xingyi, Guizhou to Ningbo.
- On February 24, China Eastern operated the maiden "Shanghai Chartered Flight for Work Resumption" to support work and production resumption in the city.



- On March 9, China Eastern sent chartered freight flights from Shanghai to transport nearly 70 tons of materials to Karachi to aid local fight against locust plague and COVID-19 pandemic.
- On March 12, China Eastern operated the first chartered flight to transport the 9-person medical team and COVID-19 prevention materials to Rome.
- On March 18 and March 25, China Eastern sent the second and the third chartered flights to transport medical teams and materials to Milan.

- On January 28, China Eastern launched a green channel to guarantee the transport of overseas pandemic prevention materials.
- On January 28, China Eastern operated four chartered flights to transport medical personnel from four cities to aid the fight against COVID-19 in Wuhan.



- On February 5, China Eastern was the first to transform the passenger health information reporting from the offline model to the online model - "Cloud Information Reporting", which improves transport efficiency and prevents COVID-19 infection risks. The practice has been promoted in the entire industry.
- On February 9, China Eastern operated 18 chartered flights to transport 2,146 medical personnel from six cities to aid the fight against COVID-19 pandemic in Wuhan.



- On February 13, China Eastern operated seven chartered flights departing from Shanghai to transport medical teams in Xuzhou, Yangzhou and Hefei to Wuhan.
- On February 17, China Eastern Group donated four million medical protective gloves to Shanghai.



- On February 26, OTT Airlines resumed flights after considering the needs of COVID-19 prevention and control and the economic and social development.



- Since March 17, China Eastern has sent several chartered flights to fetch the "Warriors in White" who aided COVID-19 fight.



At-A-Glance

2019



CHINA EASTERN

Highlights

Spotlight: Contributing to a better future with BDIA

On September 25, 2019, Beijing Daxing International Airport (BDIA) was officially put into operation. As a Shanghai-based airline, China Eastern participated in and witnessed the whole process of BDIA construction. With these solid work efforts, China Eastern sent wishes to our motherland to celebrate the 70th founding anniversary of the People's Republic of China.

BDIA is a typical exemplar of the practices of socialism with Chinese characteristics for a new era, and a vital portal to demonstrate China's governance, strength and potentials. Upholding the guidelines of "refined project, model project, safe project, and anti-corruption project", China Eastern implemented the goals of building "a safe, green, smart and humanistic airport" proposed by Civil Aviation Administration of China (CAAC) and took scientific and orderly steps to participate in project planning, project construction, operation preparation, and general aviation operation, etc. The Company had created several records of No.1 and won the praise of CAAC for its excellent performance in BDIA construction.



- The first Shanghai-based airline that received final acceptance of project at BDIA.
- The only Chinese airline engaged in the whole process of test flight at BDIA.
- China United Airlines transferred from Beijing Nanyuan Airport to BDIA, realizing "overnight transfer in seamless coordination". It is the first airline to operate at BDIA and the only airline serving BDIA before the winter and spring aviation season of 2019.
- China Eastern launched the integrated service system for smart travel, becoming the world's first airline to promote new technologies such as 5G and AI. It is the world's first airline to provide facial recognition check-in service and battery-less luggage tags.
- China Eastern has become the only airline at BDIA that boasts "one-stop service + economy service + SkyTeam Alliance membership".
- China Eastern has a 100-million-passenger turnover both in Shanghai and Beijing.

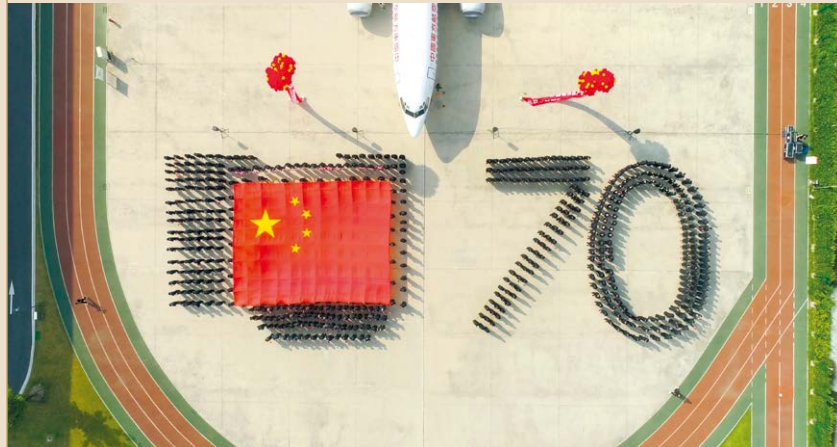
As an airline based at BDIA, along with other SkyTeam Alliance members, China Eastern strives to build BDIA into a core hub for SkyTeam Alliance in the Asia-Pacific region. The aviation hub in Daxing will connect 1,150 destinations in 175 countries and regions across the globe.

Relying on the new "power source" of BDIA, China Eastern developed a strategic layout connecting two hubs and four major airports in Shanghai and Beijing, and plan for a new upgrade based on technology-driven smart services and airport industry development. In these endeavors, China Eastern aim to build a higher-level global network, serve national strategies such as the coordinated development of the Beijing-Tianjin-Hebei Region and the high-quality development of Yangtze Delta integration, and contribute to the construction of Xiong'an New Area.



Milestones 2019

Celebrating the 70th anniversary of the founding of the PRC



China Eastern launched a series of publicity activities on the theme of "Striving towards the New Era as A Pillar Airline", "Growing up with My Motherland", and so on. Diverse activity forms such as series clips, cartoons and interactive H5 pages were adopted to eulogize the motherland, promoting the patriotism in the whole society.



Discipline inspection and theme campaign



From March to June, China Eastern received the routine inspections from the 13th Central Leading Group for Inspection Work (CLGIW) and launched the campaign on the theme of "staying true to our founding mission". Through CLGIW discipline inspections and the theme campaign, China Eastern made efforts to boost morale for building a world-class carrier and promote the high-quality development.

Giving a voice and making extensive exchanges



In March, Liu Shaoyong, Chairman and Party Group Secretary of China Eastern Group, Chairman and Party Secretary of China Eastern, and a member of the National Committee of the Chinese People's Political Consultative Conference (CPPCC), submitted two proposals at the "Two Sessions" in 2019. The two proposals are "Supporting the Healthy Development of Homemade Passenger Jet Sector, and Improving Its Core Competitiveness" and "Improving the Air Passenger First Aid System". On May 8, Chairman Liu delivered a speech of "China Eastern's Development - the Reform of a State-owned Enterprise" at East China Normal University; In November, Chairman Liu attended the Dialogue



session on the 2nd China International Import Expo (CIIE) to discuss this topic with domestic and foreign entrepreneurs. Li Yangmin, General Manager and Chairman and Deputy Party Group Secretary of China Eastern Group, General Manager and Deputy Party Secretary of China Eastern, delivered speeches of "How China Eastern Achieve Internationalization and Internetization" and "Improving Core Competitiveness of Central SOEs in Worldwide Competition" respectively on Chinese Civil Aviation Development Forum and "SOE Leaders' Talk" Symposium. Besides, Li Yangmin attended the *Dialogue* talk show on CCTV News to share the highlights of China Eastern during BDIA construction.



The first airline to ground B737MAX planes and raise its demand for claims



In March, after judging that B737MAX aircraft had serious hidden risks, China Eastern immediately decided to remove the series of planes from service. It is the first airline in the world to suspend the use of B737MAX aircraft. The move timely prevented China Eastern, Chinese civil aviation and even global civil aviation from suffering serious safety risks. In May, China Eastern officially raised its demand for claims with Boeing, which was the first airline in China to do so.

Supporting poverty alleviation



In 2019, China Eastern invested more resources in fixed-point poverty alleviation and achieved much more than expected. Its route network realized full coverage of poverty-stricken areas. Poverty alleviation through aviation support has played a crucial role in GDP growth of impoverished areas. China Eastern invested RMB 18.2517 million in poverty alleviation, and helped lift the fixed-point poverty-alleviation counties - Shuangjiang County and Cangyuan County - out of poverty ahead of time in the end of April.

Flying, purchasing and serving worldwide



In November, China Eastern provided quality aviation transport service for the 2nd CIIE. It played an important role in guaranteeing chartered flights, passenger service, exhibit transport, and volunteer service. On the expo, the Company received 14 orders. The image of a central SOE, characterized by "flying, purchasing and serving worldwide", was fully displayed. China Eastern's distinctive vision and corporate practice manifested China's opportunities and efforts to build an open world economy through cooperation, with innovation and for mutual benefits.



The world's largest independent satellite hall



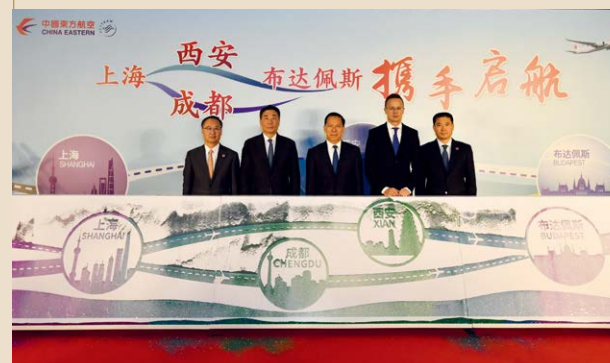
On September 16, the world's largest independent satellite hall - Shanghai Pudong International Airport Satellite Hall was officially put into operation. As the largest Shanghai-based airline, China Eastern was deeply engaged the design and construction of the satellite hall, including overall planning, infrastructure construction, process design, technological application, and other links. China Eastern is the first to park at the satellite hall's parking lot and operate the first flight departing from there, symbolizing that China Eastern has initiated the new operation model featuring "Terminal 1+Satellite Hall 1". In future, China Eastern will rely on worldwide route network to provide global travelers with smarter, better and more convenient travel experience, and join hands with related parties to build Shanghai into a world-class aviation hub.

A farewell to Beijing Nanyuan Airport and hello to Beijing International Daxing Airport



In September, China's first and oldest airport - the 109-year-old Beijing Nanyuan Airport was officially closed down. On the day of Beijing Nanyuan Airport's shutdown, China United Airlines transferred to BIDA and operated its first flight from Daxing, becoming the first airline in China to settle and operate at BIDA.

Building a Silk Road in the air



In 2019, China Eastern actively engaged in the development along the Belt and Road and created new achievements in building a Silk Road in the air. In March, the A350-900 wide-bodied passenger jet had its inaugural flight from Shanghai to Rome; in June, the first non-stop route bound for Hungary opened; in December, two new routes were added to the existing route network of China Eastern, namely, the Shanghai Pudong-Chengdu-Budapest route and the Shanghai Pudong-Xi'an-Budapest route.



Pursuing win-win cooperation with innovation and reform



In 2019, China Eastern reached strategic cooperation with several units and made significant progress in deepening SOE mixed-ownership reform. In March, we reached an agreement with Greenland Group on the shareholding ratio of Shanghai Airlines Tours International. In September, we accomplished the cross-shareholding with JuneYao Group; both parties agreed that either party shall be the other party's strategic shareholder and the capital for mutual cooperation exceeded RMB 13 billion. The cross-shareholding case has become an exemplar for the integrated development of state-owned capital and non-state-owned capital. In October, we signed a memorandum of cooperation with three world-class airlines -Air France, KLM Airlines and Virgin Atlantic- on advancing airline joint venture.

Providing aviation support to save lives



In 2019, China Eastern firmly upheld the philosophy of "putting life first and foremost" and took actions to save lives through aviation support. On February 13, we sent an emergency flight to transport a seriously ill two-day newborn baby to Xi'an Children's Hospital for medical treatment. In March and in July, we conducted two diversion landings by dumping oil in the air for the emergency treatment of ill passengers; this was widely reported by the media including CCTV Face-to-Face, winning unanimous praise from the public. On November 26, China Eastern opened "green channels" to guarantee the timely delivery of donated human organs.



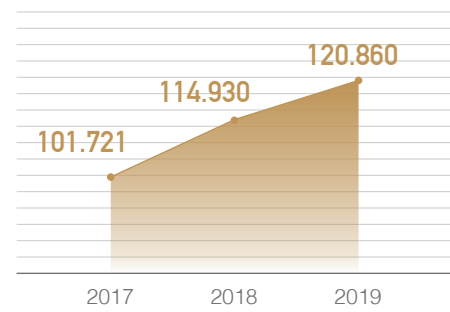
Receiving honors for excellent performance



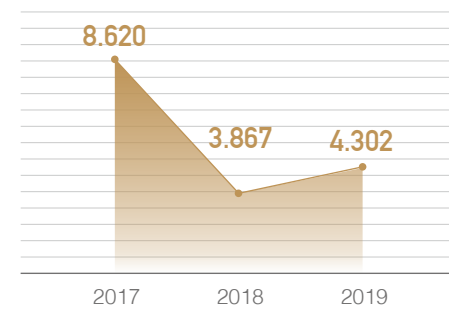
In December, China Eastern was awarded Top 100 China Brands, Top 20 Chinese Enterprises with Best Image Overseas (No.1 in transportation sector), and other honors. The Company was also included in the list of Cross-culture Communication Pilot Enterprises by the CPC Publicity Department and the SASAC. These honors are the best proof of China Eastern's efforts and social recognition of our excellent performance, and will further boost our brand value growth and accumulation.

Our CSR Performance

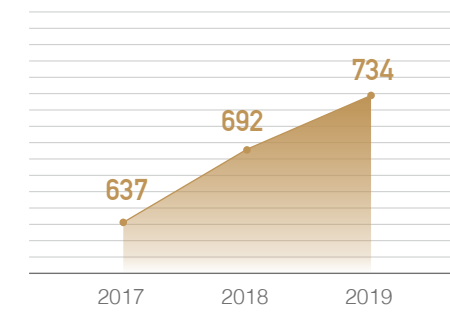
Operating revenue (RMB billion)



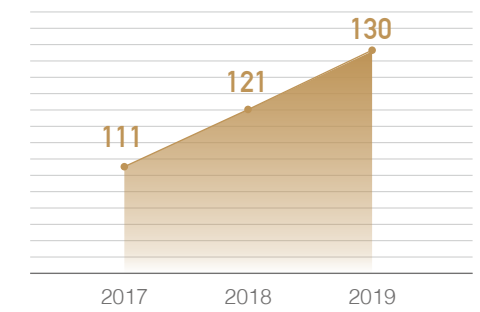
Total profits (RMB billion)



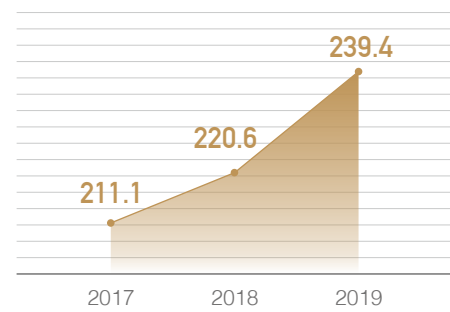
Number of aircrafts in operation



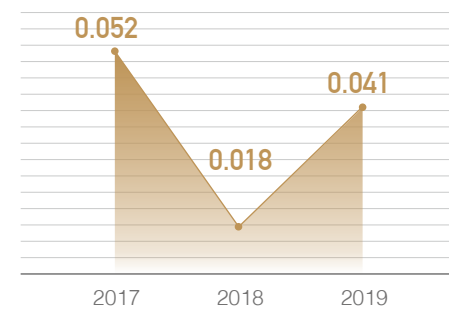
Passenger turnover (million persons)



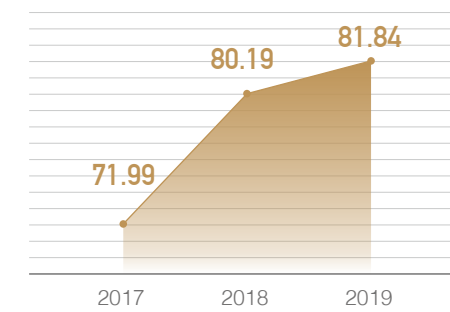
Safe flight hours (10,000 hours)



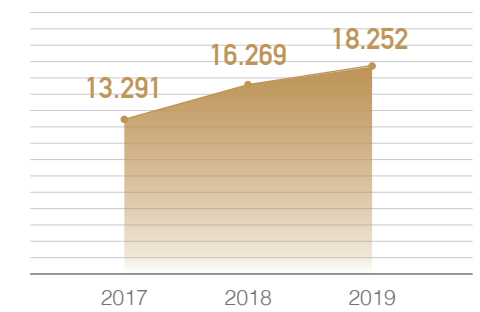
Aircraft incident rate per ten thousand hours



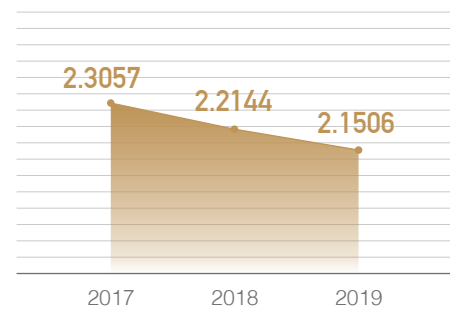
Flight punctuality rate (%)



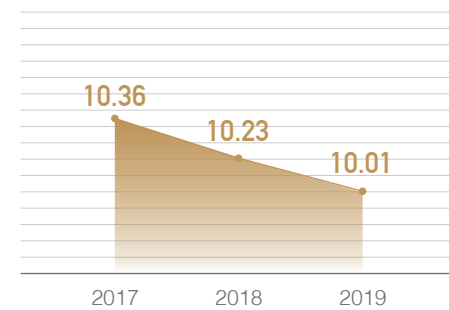
Investment in targeted poverty alleviation (RMB million)



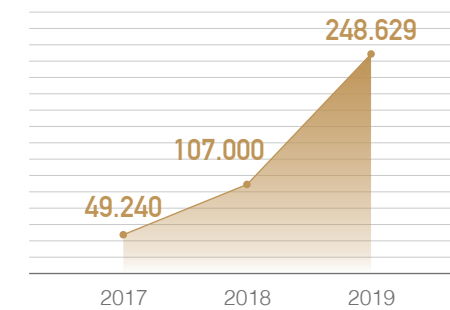
Fuel consumption per ton/km (ton/10,000 km)



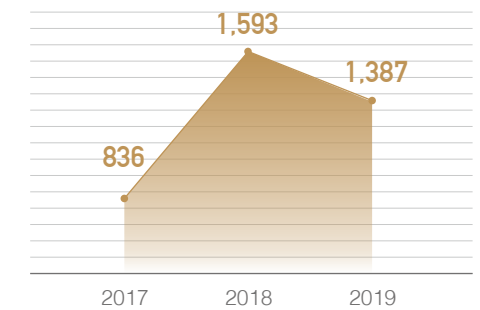
Carbon dioxide emission per ton/km (ton/10,000 km)



Total investment in training (RMB million)



Number of public welfare projects



Recognition and Honors



Award	Issuer
Top 500 Most Valuable Global Brands (for four consecutive years)	Brand Finance (a UK-based international brand rating agency)
Top 20 Chinese Enterprises with Best Image Overseas (No.1 in transportation sector)	China Report, Academy of Contemporary China and World Studies, Kantar
Top 50 Chinese Global Brand Builders(No. 15)	WPP (an global brand communication group)
Top 50 Most Valuable Chinese Brands (for eight consecutive years)	WPP (an global brand communication group)
2019 Top 100 China Brands	CCTV
Outstanding Cases of Chinese Enterprise Global Image	China Foreign Languages Publishing Administration
2018 Central SOEs Brand Stories (Microfilm Heartbeat, MU Stories in H5 version)	SASAC
Best Story Video Prize, Best Edited Publicity Film Prize and Best Vlog Prize of Central SOEs' Outstanding Image Publicity Works Award ("Striving towards the New Era as A Pillar Airline")	SASAC
2019 Influence Excellence Award for Central SOEs' New Media Accounts, Influence Excellence Award for Chinese Enterprises' New Media Accounts, Influence Excellence Award for Central SOEs' Short Video Accounts	News Center of SASAC
Golden Award of the 6th "Chinese Dream, Beautiful Snapshot" National Staff Microfilm Competition	All-China Federation of Trade Unions
First Prize of the 25th National Enterprises Management Modernization Innovation Achievement (China Eastern International Direct Sales and Payment Risk Management Project)	National Enterprises Management Modernization Innovation Achievement Review Commission
First Prize of the 2nd National Civil Aviation Youth Voluntary Service Project Competition	National Civil Aviation Trade Union
Silver Prize for TV Advertisements of the 26th China International Advertising Festival (Publicity film: Flying for Love)	China Advertising Association
Best Airlines in China 2019 (for five consecutive years)	TTG China
2019 Leading Innovation Enterprises in China	China Economy Communication Association
2019 Listed Companies "Quality-Corporate Governance"	Shanghai Securities News
GoldenBee Excellent CSR Report 2019-Social Contribution Disclosure Award	China Sustainability Tribune
Best Environmental Protection Practice Prize of 2019 Golden Responsibility Award	Sina Finance
Civil Aviation News Communication-Influence Excellence Award	China Civil Aviation Publicity and Education Center, CAAC News



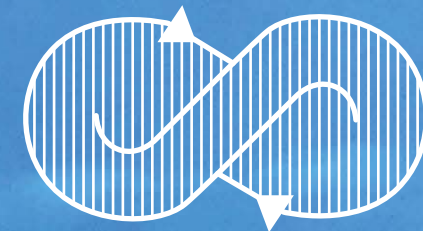
Award	Issuer
Second Prize of the 13th Party Members Education TV Programs Selection	Organization Department of CPC Shanghai Municipal Committee
The Achievement of Airport Operation Sandbox System included in WIC Achievements Brochure	The 6 th World Internet Conference (WIC) organized by Cyberspace Administration of China and the People's Government of Zhejiang Province
Best Edited Publicity Film Prize, Best Story Video Prize and Best Vlog Prize of Central SOEs' Outstanding Image Publicity Works Award	People.cn
International ARC Award Honoring Excellence in Annual Reports - Golden Prize for Annual Report Cover, Outstanding Prize for Content Design, Bronze Prize for Traditional Annual Reports	League of American Communications Professionals LLC (LACP)
Golden Award of Microfilm "Glorious City"	Publicity Department of CPC Shanghai Municipal Committee
First Prize of the 7th National Brand Story Essay Competition (China Eastern's Brand Story - "Dong Noodle")	China Association for Quality
2018-2019 National Outstanding Projects Award	China Association of Construction Enterprise Management
Best Enterprise Practice Award of China Project Management Development (1999-2019)	China International Talent Exchange Foundation
2018-2019 China Best Customer Contact Centers	Customer Relationship Management Branch of China Computer Users Association, the 17th China Customer Contact Center Industry Conference organized by Customer Contact Center Standard (CCCS) Commission
First Prize of 2018 Shanghai Enterprises Management Modernization Innovation Achievement (Investment Decisions and Application Practices of Super-large Airline Base for Overnight Flights)	Shanghai Enterprises Management Modernization Innovation Achievement Review Commission
Top 10 Best Kind and Care Practices of 2019 "Golden Phoenix Award"	Sina Finance, Black Cat, Sina Aviation Blog
Third Prize of the 5th "SOEs News" Microfilm, Microvideo and Micro Cartoon Selection	News Center of SASAC
Inspirational Works Award of the 4th Inspirational Works Selection	Cyberspace Administration of China
2018 Civil Aviation Communication Innovation Award	CARNOC.com
Top 30 China Best Employers	Zhaopin.com
2019 China Best Employers, 2019 Best HR Strategies	51job.com
2019 Top 50 Best Employers for China College Students, Top10 Best Employers in Aeronautics and Space Sector for China College Students, Top 10 Best Employers for Overseas Students	ChinaHR.com



CHINA EASTERN

Sustainability

Management



Over the past decade, we have gradually formed a professional and normalized CSR information disclosure and communication mechanism, carried out dynamic management of material CSR topics, and continuously improved the employees' CSR awareness and capability.

Focus Areas of Sustainable Development of China Eastern



Materiality Management

In line with the GRI Standards, and based on the identification and analyses of material topics in 2018, we combined macroeconomic policy trends of global sustainable development in 2019 with our important strategic direction, and distributed questionnaires to key stakeholders for analyzing and modifying material topics. Finally, we identified 20 material topics.

Material Topics	GRI Topics	Progress in 2019	Plan for 2020
Aviation Safety		<ul style="list-style-type: none">Issued the <i>Implementation Rules for Officials' Work Safety Accountability</i> to clarify the work safety responsibility of the management at all levelsExplored large fleet safety operation management and prevented major safety risksDeveloped data application platforms such as China Eastern safety analysis platform, and improved the closed-loop flight safety management based on big dataPrepared <i>Safety White Paper</i> and a whole set of safety courseware to enhance the safety capability and awareness of staff	<ul style="list-style-type: none">To improve the employee accountability system, safety oversight system, and safety performance indicatorsTo tap the value of big data and improve data analysis and application capabilityTo enhance new technology support for large fleet safety operationTo improve the working practices of safe teams
Passenger Health and Safety	GRI 416 Customer Health and Safety	<ul style="list-style-type: none">Fully promoted "SAFE520" safety workStandardized and checked in-flight food package and labelStandardized the management of specific safety risks such as air turbulence, and improved safety guarantee capability for the crew and passengers	<ul style="list-style-type: none">To improve the passenger cabin safety system under large fleet operation
Occupational Health and Safety	GRI 403 Occupational Health and Safety	<ul style="list-style-type: none">Obtained the CAAC R5 operational eligibility certification, optimized the shift schedule of flight crew, and prevented safety risks incurred by fatigueCultivated more psychological counselor within the Company	<ul style="list-style-type: none">To intensify pre-flight physical health examination managementTo hold "Employee Health Station" activity, "EAP Class", "Sunshine Class", "Employees' Mental Cinema", and other activitiesTo promote the employee health program
Flight Punctuality	GRI 417 Marketing and Labeling	<ul style="list-style-type: none">Amended the regulations on flight punctuality, optimized performance evaluation indicators, created an atmosphere of "all for flight punctuality", and improved flight operation qualityImproved automated flight node monitoring through IT applicationProactively responded to massive delays of flight and efficiently tackled in-flight emergencies	<ul style="list-style-type: none">To complete the construction of the new-generation operation control system; to complete and put into use the flight recovery module (RM), flight plan module (FPM) and flight explorer (FE).To improve the automated dispatcher work schedule systemTo build the operation pre-decision making team (SPT) and enhance customer service capability building of operation and customer center (OCC)
Product and Service Innovation	GRI 417 Marketing and Labeling	<ul style="list-style-type: none">Completed the brand certification of "China Eastern Lingyan" service brand in ShanghaiLaunched battery-less luggage tags and applied the Radio Frequency Identification (RFID) technology to realize real-time tracking of the transportation status of each piece of luggageCollaboratively developed the self-service check in equipment (facial recognition for boarding pass) with independent IPRIntegrated more functions into the China Eastern app to effectively improve passengers' travel efficiency, and endeavor to provide an one-stop service platform for passengers	<ul style="list-style-type: none">To improve our ability for new technology application, build a brand new business model, and bring customers smarter travel experienceTo enlarge membership and promote membership system reformTo continue to advance whole-process self-service and information integration and provide customers with an one-stop service platform for passengers

Material Topics	GRI Topics	Progress in 2019	Plan for 2020
Passenger Experience Improvement		<ul style="list-style-type: none">Developed the operation quality standards for 8 premium domestic business flights, and established the whole-process flight operation monitoring systemConducted the "Through Check-in" flight program at Shanghai Pudong International Airport and provided passengers with the "one boarding pass and tag through check-in" experienceLaunched basic economy class and branded fare products and provided more diversified options and targeted services for passengers with different needs	<ul style="list-style-type: none">To continue to promote the "Boutique Express" programTo continue to conduct the "Through Check-in" flight programTo optimize passenger cabin service and innovatively improve in-flight meals
Special Passenger Service	GRI 416 Customer Health and Safety	<ul style="list-style-type: none">Improved the special passenger access standard, optimized special passenger information transfer process, and enhanced qualification review and skills training of the special passenger service teamLaunched the first sign language app in China, providing hearing-handicapped passengers with more targeted smart serviceFully guaranteed the transport of donated human organs and the service for special passengers, in-flight casualties, and other customer groups with a minor proportion	<ul style="list-style-type: none">To continue to improve the quality of service for customer groups with a minor proportion and enhance on-site special service guarantee through service standard upgrade and optimization of linkage response mechanism
Customer Privacy Protection	GRI 418 Customer Privacy	<ul style="list-style-type: none">Published the <i>Regulations of China Eastern on Passenger Information Protection</i>Established the Passenger Information Protection Committee and set up its general office as the functional organization for passenger information protection workFormulated 6 standardized processes for passenger information protection	<ul style="list-style-type: none">To prepare the company-level manual for passenger information protection work and incorporate it into company-level management proceduresTo clarify the division of duties and responsibilities of related departments, formulate department-level business processes accordingly, and secure the implementation of six standardized processes of GDPRTo enhance efforts in GDPR and training on passenger information protection to further raise the employees' awareness of passenger information protection
Internationalized Development		<ul style="list-style-type: none">Developed several international long-distance routesOptimized overseas direct-sales channels and improved internationalized operation and guarantee managementConducted deep research into the international brand communication scheme and improved soft power of internationalized developmentSigned the memorandum of cooperation with Air France, KLM Airlines and Virgin Atlantic	<ul style="list-style-type: none">To continue to deepen the cooperation with SkyTeam Alliance and other partners, enhance international route operation, and enlarged code-sharing cooperationTo implement the Belt and Road Initiative, actively build the Silk Road in the air, and develop international routes along the Belt and RoadTo enhance capability building of international operation and guarantee management
Addressing Climate Change	GRI 305 Emissions	<ul style="list-style-type: none">Improved the development of the energy protection system and established the Leading Group Office of Energy Conservation and Environmental ProtectionImproved carbon emission data monitoring and management rules	<ul style="list-style-type: none">To advance the development of the energy and environment management systemTo continue to implement the measures for lean management of jet fuel savingTo review previous achievements and prepare the energy conservation and emission reduction plan during the 14th Five-Year Plan period

Material Topics	GRI Topics	Progress in 2019	Plan for 2020
Pollution Prevention	GRI 306 Effluents and Waste	<ul style="list-style-type: none">Released the <i>Work Plan for Winning the Battle for a Blue Sky</i>To continue to implement the measures for lean management of jet fuel savingConducted training and inspections of energy conservation and environmental protection	<ul style="list-style-type: none">To step up efforts to win the battle for a blue sky
Sustainable Resource Utilization	GRI 302 Energy	<ul style="list-style-type: none">Regulated and promoted the use of new energy vehicles (NEVs)	<ul style="list-style-type: none">To explore ways of waste recycling of in-flight supplies
	GRI 306 Effluents and Waste	<ul style="list-style-type: none">Promoted whole-process paperless office based on the information technology application systemImplemented in-flight garbage classification	
Sustainable Value Chain	GRI 308 Supplier Environmental Assessment	<ul style="list-style-type: none">Launched the centralized procurement platform and promoted procurement transparency	<ul style="list-style-type: none">To develop standards and regulations of procurement management and establish the procurement management information platform
Targeted Poverty Alleviation	GRI 413 Local Communities	<ul style="list-style-type: none">Conducted fixed-point poverty alleviation in Shuangjiang County and Cangyuan County to help lift them out of poverty earlyContinuously facilitated poverty alleviation through educational support, medical support, industrial support and infrastructure constructionConducted poverty-alleviation project auditingIssued the <i>Implementation Rules for Caring Poverty-Alleviation Officials of China Eastern Airlines Corporation Limited</i>Selected and assigned officials for poverty alleviation	<ul style="list-style-type: none">To enhance short links, improve industrial development, and intensify efforts in poverty alleviation, so as to ensure rural poor people do not have to worry about food and clothing and have access to compulsory education, basic medical services and safe housing
Diversity and Equal Opportunities	GRI 405 Diversity and Equal Opportunity	<ul style="list-style-type: none">Renewed the <i>Special Collective Contracts of China Eastern for Female Employees</i>Continuously conducted activities to care for female employees	<ul style="list-style-type: none">To further regulate foreign employees managementTo continue to recruit employees from minor nationalitiesTo conduct activities to care for female employees, employees from minor nationalities of China, and foreign employees
	GRI 406 Nondiscrimination	<ul style="list-style-type: none">Continued to recruit employees from minor nationalities in Yunnan, Tibet and other areas	
Conditions of Work and Social Protection	GRI 408 Child Labor GRI 409 Forced or Compulsory Labor	<ul style="list-style-type: none">Reviewed the <i>Collective Contracts of China Eastern and the Special Collective Contracts of China Eastern for Occupational Safety and Health</i>Formulated the <i>Employee Wellbeing Credit Incentive System</i>	<ul style="list-style-type: none">To continuously promote the implementation of "Wellbeing Credit" programTo formulate the plan of China Eastern wellbeing capability buildingTo innovatively build the employee service systemTo innovatively develop new measures for protecting employees' rights and interests

Material Topics	GRI Topics	Progress in 2019	Plan for 2020
Training and Development	GRI 404 Training and Education	<ul style="list-style-type: none">Comprehensively amended the <i>Training Management Manual</i>Built the instructor capability model with 5 tiers from primary level to expert levelDeveloped 89 courses in in-flight service, ground service, air defense, operation control, and other majorsEnhanced informatization support for trainingEstablished the project management personnel cultivation system and developed the project management mechanism covering primary-level, intermediate and senior managementFormulated the <i>2019 Regulations of China Eastern on Internal Transfers</i>	<ul style="list-style-type: none">To accelerate the transformation of achievements of existing training and R&D projects and continuously promote curriculum system optimizationTo conduct university-enterprise cooperation with external research institutes and first-class universitiesTo enhance informatization and realize standardized, platform-based and digital trainings
Special Flight Guarantee	GRI 413 Local Communities	<ul style="list-style-type: none">Improved the contingency system buildingConducted international cooperation and improved overseas operation & coordination, diversion guarantee, and emergency response capabilityRegulated the special flight service workGuaranteed aviation support for major eventsGuaranteed aviation support for overseas emergency relief	<ul style="list-style-type: none">To enhance the deployment of flight service work for major events and holidays of the countryTo prepare the <i>Dispatcher Contingency Response Manual</i>To continuously guarantee aviation transport for the county's major events, and emergency relief
Integration into Local Communities	GRI 413 Local Communities	<ul style="list-style-type: none">Continuously conducted the "Love in China Eastern" voluntary activityIntegrated social resources to conduct public welfare activitiesSigned the memorandum of cooperation with local governments to further promote local economy	<ul style="list-style-type: none">To rely on the vast route network and operation hubs to further engage in and promote regional economy and social developmentTo continuously optimize the "Love in China Eastern" program mechanism, integrate more quality social resources and extend public welfare vision and actions
Contribution to Industry Development		<ul style="list-style-type: none">Conducted the industry-university-research cooperation with universities to cultivate more aviation talentsActively engaged in industrial exchange and strategic cooperationPromoted the development of SkyTeam Alliance	<ul style="list-style-type: none">To deepen the university-enterprise cooperation and promote talents cultivation in the industryTo actively engage in industrial exchange and develop more cooperation opportunitiesTo enhance the engagement in SkyTeam Alliance

Stakeholder Engagement

Highly valuing the stakeholder engagement, we identify and respond to the concerns of stakeholders with a normalized communication and supervision mechanism, and further build a closer relationship with them. At the same time, we focus on key issues concerned by stakeholders and constantly improve management in order to better respond to their expectations.

Stakeholders	Main Topics	Engagement		Response
		Communication	Supervision	
SASAC	<ul style="list-style-type: none">Compliance managementRisk managementInternational developmentAddressing climate changeTargeted poverty alleviationCommunity engagement	<ul style="list-style-type: none">Working conferenceRegular report	<ul style="list-style-type: none">Business assessmentInspection tour	P14, P16, P67, P70, P78, P87
CAAC	<ul style="list-style-type: none">Aviation safetyFlight punctualityImprovement of passenger experienceAddressing climate changeSupporting industrial development	<ul style="list-style-type: none">Working conferencesIssuance of notices	<ul style="list-style-type: none">Supervision and checkOperational guidance	P44, P56, P58-65, P70, P91
Stock exchanges/ investors	<ul style="list-style-type: none">Operating performanceRisk managementCompliance management	<ul style="list-style-type: none">Company announcementsShareholders' meetingsPerformance roadshows	<ul style="list-style-type: none">Regular information disclosureIndependent directorsAuditing system	P92, P16, P14
Local governments	<ul style="list-style-type: none">Compliance operationAddressing climate changePrevention and treatment of pollutionsSustainable utilization of ResourcesCommunity engagementTargeted poverty alleviation	<ul style="list-style-type: none">Routine communicationsWorking conferenceGovernment-enterprise partnership	<ul style="list-style-type: none">Submission of statistical reports	P14, P70, P72, P73, P87, P78
Peers/industry associations	<ul style="list-style-type: none">Compliance managementFlight punctualitySupporting industrial development	<ul style="list-style-type: none">Communication conferencesExchanges among the peersProject cooperation	<ul style="list-style-type: none">Social supervisionSupervision / review	P14, P56, P91

Stakeholders	Main Topics	Engagement		Response
		Communication	Supervision	
Customers	<ul style="list-style-type: none">Flight punctualityProduct and service innovationImprovement of passenger experienceCustomer privacy protectionPassenger health and safetySpecial passenger service	<ul style="list-style-type: none">Membership activitiesCustomer hotlineWeibo, WeChat online platforms	<ul style="list-style-type: none">Customer satisfaction surveyCustomer complaints management	P50, P56-66
Employees	<ul style="list-style-type: none">Occupational health and safetyEmployee training and developmentDiversity and equal opportunityWorking Conditions and Social Security	<ul style="list-style-type: none">Staff congressOnline exchanges, seminarsTraining, competing for positions	<ul style="list-style-type: none">Internal supervisorsService satisfaction surveyTrade unions	P52, P81-85
Dealers	<ul style="list-style-type: none">Compliance managementSustainable value chain	<ul style="list-style-type: none">Project cooperationRoutine businesscommunications	<ul style="list-style-type: none">Reporting mechanismAuditing/Assurance	P14, P75
Suppliers/other partners	<ul style="list-style-type: none">Compliance managementRisk management and controlSustainable value chain	<ul style="list-style-type: none">Project cooperationRoutine business communicationsBusiness meetings and negotiations	<ul style="list-style-type: none">Reporting mechanismAuditing/Assurance	P14, P16, P75
Communities/ Nonprofit organizations	<ul style="list-style-type: none">Prevention and treatment of pollutionsCommunity engagementTargeted poverty alleviation	<ul style="list-style-type: none">Voluntary servicesCommunity project cooperation	<ul style="list-style-type: none">Social supervision	P72, P87, P78
Media	<ul style="list-style-type: none">Compliance managementProduct and service innovationImprovement of passenger experience	<ul style="list-style-type: none">Press conferenceMedia interviewInteractive new media	<ul style="list-style-type: none">Media supervision	P14, P58-65

Safety

Flights from the Oriental

Safety is the cornerstone of the aviation industry. It helps secure social stability and economic development. A higher level of safety contributes to the higher-quality development. At China Eastern, we aspire to become one of the safest airlines. We continuously improve passengers' sense of safety, gain and happiness, and make them feel safe in every flight operated by China Eastern.



Securing Aviation Safety

China Eastern always regards safety as our lifeline and pursue development with the vision of "life and safety first". These endeavors lay a solid safety foundation for our new phase of high-quality development in the new era. In 2019, we secured flight safety and air defense, realizing a stable security situation.

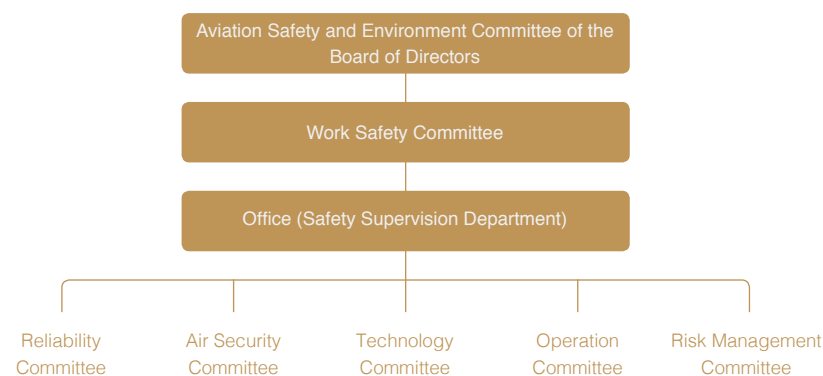
Safety management system

China Eastern aligns itself with the *Civil Aviation Law*, *Civil Aviation Safety Management Regulations* and other laws and regulations on aviation safety. We strictly abide by the safety work guideline "safety first, prevention first, comprehensive management, continuous improvement" to comprehensively improve the safety management system.

In 2019, we issued the *Implementation Rules for Officials' Work Safety Accountability* and clarified the responsibility of the management at all levels; we prepared and released the *Working Rules of Work Safety Commission* to define the major duties and responsibilities of departments in charge of safety work. Besides, in a response to the amended *Rules for the Determination of the Operational Eligibility of Large Public Air Transportation Carriers (CCAR-121-R5)*, China Eastern conducted systematic preparation and obtained the CAAC R5 operational eligibility certification in October 2019.

To strengthen safety oversight and overhaul, we organized special safety inspections, safety management system evaluation, and cross-check operational safety audits among units at all levels. In 2019, we completed operational safety audits of 10 units and 27 terminals, conducted 19 on-site inspections and 16 special inspections.

The Safety Management Organization Framework and Safety Routine Meeting System



In 2019

Total safe flights
2.394 million hours

up **8.5%** year on year

Safe flights operated

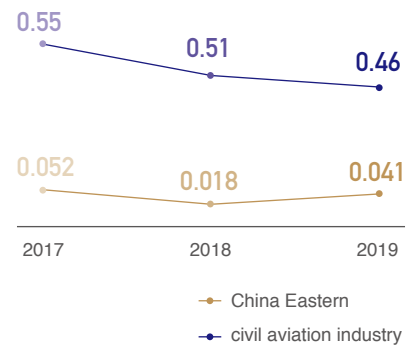
98,800

up **7%** year on year

Serious accident rate of aviation transport for

the tenth year: **0**

Aircraft incident rate per ten thousand hours



Intensifying risk management

China Eastern steps up efforts in building an operational risk control system. Through the system, risk sources in different operation and development stages are identified and controlled to eliminate hidden hazards of aviation safety.

Optimizing large fleet management

In a response to a fast-growing fleet and an increasingly growing volume of flights, China Eastern has established a leading group and a working team of large fleet safety operation management. They develop specific plans and continuously explore more efficient ways to manage a large fleet and mitigate safety risks the large fleet faces.

Measures to Enhance Large Fleet Safety Operation (partial)

Improving Top-level Design	Promoting Integrated Operation	Deepening Big Data Application	Building a Strong Professional Team
<ul style="list-style-type: none"> Establishing the leading group and working team of special work Modifying the institutional scheme and performance indicators 	<ul style="list-style-type: none"> Coordinating the integrated operation of operation systems Establishing unified standards and management processes 	<ul style="list-style-type: none"> Establishing and improving the data application platform Enhancing the safety information analysis capability 	<ul style="list-style-type: none"> Improving employees' conduct Improving professional skills



Pre-flight Alcohol Testing and Fatigue Risk Management

In 2019, China Eastern promoted the full coverage of pre-flight alcohol testing and completed pre-flight alcohol testing for 261,700 (Shanghai-based) crew members. In the meanwhile, local employees were rationally included in the work schedule to save the crew from fatigue and reduce fatigue-caused safety risks.



Eliminating major safety hazards and contributing our wisdom to the industry

To tackle the back center of gravity limit of A320NEO aircraft, we held several meetings to discuss and develop the management and control plan. We rebuilt the A320NEO aircraft by equipping the cargo bay with flat steel plates and modified related system parameters, effectively containing safety risks incurred by the back center of gravity. The rebuilding plan was taken as a reference by Airbus to prepare its cargo balancing interim plan for A320NEO aircraft.

Empowering safety with technology

With the rapid development of information technologies, digital transformation has become one of the greatest trends for airlines to drive their transformation. We tap the value of safety data to make for safe and highly efficient flights, and enhance the support of IT applications to secure aviation safety, which cements the foundation for the airline's safe development.

New Technology for Aviation

The application of new technology for civil aviation secures safe flights in low-visibility weather conditions, e.g., a dense fog, and helps guarantee flight punctuality. We actively arrange test flights for new technology and standards. As a result, the flight operation capability supported by new technology has been enhanced. Moreover, we coordinate with domestic airports to establish operation standards, laying a foundation for expanding the application of new technology in China's civil aviation.

Instrument Landing System (ILS)

The Instrument Landing System (ILS) covers Category I (CATI), Category II (CATII) and Category III (CATIII) operations according to different runway visual ranges and decision heights. The highest standard operation CATIII can be further divided into A, B and C sub-categories. A category III B approach is a precision approach and landing with no decision height or a decision height lower than 100ft (30m) and a runway visual range less than 700ft (200m), but not less than 150ft (50m).



At BDIA, we operated the test flight of A320 aircraft for low-visibility procedures such as ILS Category III B approach (CATIIB) and takeoff based on the Head Up Display Runway Visual Range (HUD RVR) of 75-meter low visibility, becoming the first airline in China capable of HUD low-visibility takeoff. The test flight covered several test items of critical importance, laying a solid foundation for us to achieve high-level operation and flight punctuality and ensuring smooth travel for passengers after official operation at BDIA.

RNP AR

RNP AR stands for Required Navigation Performance Authorization Required. It is the application innovation that Chinese civil aviation has substantially promoted in recent years. RNP AR procedures are developed in the principle that the aircraft is flied along the best flight path repeatedly, which improves operation flexibility and aviation efficiency.

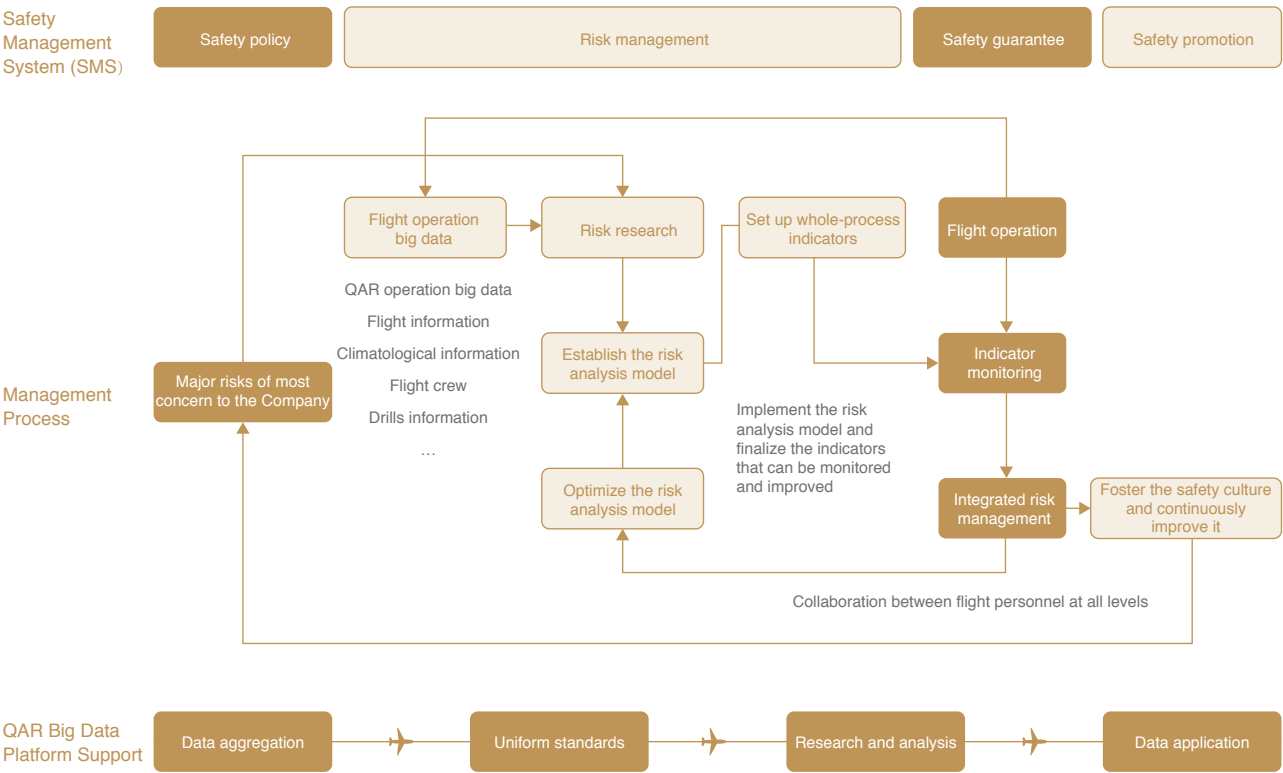


China Eastern completes the RNP AR at Mount Fuji Shizuoka Airport, becoming the first Chinese civil aviation carrier to obtain an RNP AR approval overseas.

Application of Safety Big Data

The airline generates massive data in each flight. How to solicit high-quality and valuable data and enhance data analysis capability are challenges of airlines during digital transformation. We have established a leading group of flight big data application for flight safety management based on flight big data, and enhanced the data application in every business scenario. In 2019, we set up Quick Access Recorder (QAR) big data for multi-dimensional analysis parameters, and further enhanced big data analysis ability based on it. The multi-dimensional parameters that could be utilized in analyses increased by 50%.

Closed-loop Flight Operation Safety Management based on Big Data



QAR (Quick access recorder) data refers to the data of flight parameters recorded by the onboard flight data recorder, which is collected from sensors in different parts of the plane during flight. QAR data is extensively used in routine aircraft maintenance, flight inspection, performance monitoring and flight quality oversight, etc.

China Eastern data application platforms in 2019



Nurturing safety culture

During working hours, a favorable safety atmosphere helps make people behave safely in a conscious and active manner. China Eastern fosters a safety culture with safety campaigns. Through organizing diverse safety education and exchange activities, we encourage employees to report on safety risks and create a rich safety atmosphere.

In 2019, we set up the Short Message Service (SMS) Information Handling and Evaluation Mechanism for safety management personnel

at all levels. Efforts were made to strengthen the analysis application system and enhance safety information management in the front line. Besides, front-line employees were encouraged to actively monitor, voluntarily report and timely respond to safety information. Throughout the year, we received over 23,000 voluntary reports on safety information and 1,325 pieces of information were rewarded.

In 2019

Number of voluntary reports on safety information

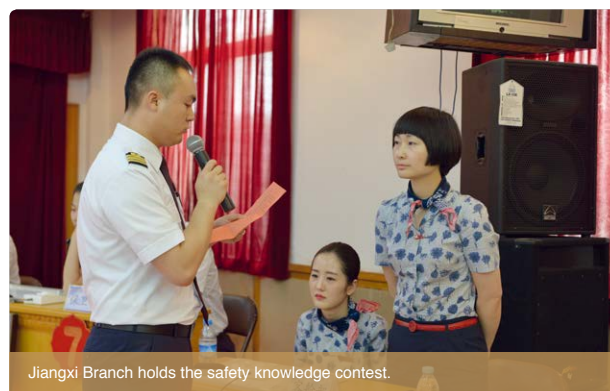
23,000

1,325

pieces of information were rewarded



The 5th Ground Service Safety Forum.



Jiangxi Branch holds the safety knowledge contest.

Improving safety competence

China Eastern values the theoretical learning as well as drills to build a stronger "Three-Leader" team (Captain, Chief Steward and Group Leader). The focus areas include front-line team members, basic knowledge, and essential competence, and it aims to improve safety literacy and competence of the staff. In 2019, more than 37,000 operation personnel and management personnel participated in the training of basic safety knowledge.

In 2019

Number of operation personnel and management personnel participated in the training of basic safety knowledge

37,000



Coordinating with Shanghai Airport Authority to conduct special vehicle position drills



Integrated drills at Beijing Daxing International Airport.



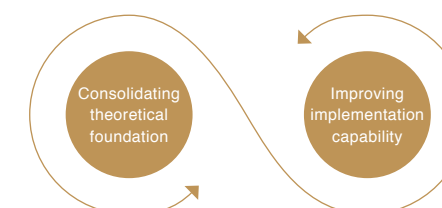
The finals of the 1st Civil Aircraft Maintenance & Repair Skills Competition held by Jiangsu Branch.



Integrated drills at the S1 Satellite Hall of Beijing Daxing International Airport.

Measures to Improve Safety Competence in 2019

- Conducting publicity among all employees: Releasing the *Safety White Paper* and illustrating the Company's safety guidelines, policies, concepts and safety management approaches to all employees; conducting training of safety basic knowledge for all employees including overseas employees
- Covering the whole range of areas: Making general safety courseware and specific courseware for flight operation, aircraft maintenance, operation control, ground service and cabin safety, etc.
- Covering all types of aircraft: Building the simulated aircraft training subject database



- Position drills: Enhancing scenario awareness training, addressing inadequacies, and shoring up points of weakness
- Simulated drills at the newly operated airport: Participating in the large-scale integrated drills and special drills at Beijing Daxing International Airport and Shanghai Pudong International Airport S1 Satellite Hall
- Aviation safety contingency drills: Conducting malfunction and emergency drills

Safeguarding Passenger Health

Guaranteeing life, health and property safety are passengers' fundamental needs for aviation transport service. China Eastern always acts in the interests of passengers and takes proactive measures to protect their health and safety.

In 2019, we continuously innovated in the working methods of safety management to enhance our prevention of cabin safety risks. Our "In-flight Medical Experts" program also helped improve the crew's contingency response ability. While rigorously implementing catering supplier audit and inspection system, we explored ways of whole-process information tracking.

Major Measures to Protect Passengers' Safety and Health in 2019



"SAFE520" Work Method

S
Security
Rigorously clean cabin to prevent hidden hazards

A
no Alcohol
No alcohol before and during flight

F
Fasten seat belt
Fasten seat belt in the entire flight to prevent ambulance

E
Equipment
Regulate onboard emergency equipment inspections

In Chinese, the pronunciation of "520" sounds like "wo ai ni" or "I love you." **SAFE 520** symbolizes our respect to life and care to passengers.

5
50°C warm drinks preventing scalds

2
Persist in two-person plane door operation and twice confirmations to prevent improper operation of plane ladder

0
"Zero" tolerance of hidden safety hazards, with safety incidents and zero errors



Responding to complaint

On November 20, 2018, we received a passenger's complaint of foreign objects in the meal on Flight MU2007 (Shanghai-Macao route). After receiving the complaint, we immediately filed for record and investigated the matter according to related regulations. In January 2019, we sent representatives to apologize to the passenger in person, informed rectification efforts, and finally we reached a consensus with the passenger on complaint solution. To avoid such incidents in future, we strictly align with *National Food Safety Standards of Onboard Food* and other related rules and pay close attention to the quality of onboard food such as cold dishes, fruits and vegetables.



Case

Improving air first aid system to safeguard passenger health and safety

In recent years, in-flight medical emergencies have been on the rise, causing occasional diversions and course reversals. A traditional response is to seek volunteer physicians on board to give first aid. Due to the limits of this approach, sick passengers could hardly receive timely medical treatment.

During the "Two Sessions" in 2019, Liu Shaoyong, Chairman and Party Secretary of China Eastern and a member of the National Committee of the CPPCC, submitted the proposal "Improving air first aid system" and made the following suggestions: enhancing publicity and education to improve people's safety and health awareness during air travel; enhancing trainings of flight crew to improve in-flight first aid response ability; enlarging the voluntary physician team for air first aid and conducting in-flight remote medical treatment; encouraging sick passengers to seek medical consultation before boarding to reduce air medical emergencies; improving airports' contingency response ability and intensifying the collaboration between airports and the airlines; establishing the frequent flyer medical information system and providing passengers with whole-process safety service, and so on.

Early in 2017, China Eastern cooperated with Shanghai Volunteer Physician League (SVPL) to launch the "In-flight Medical Experts" program. In 2018, China Eastern published *In-Flight First-Aid Handbook*, China's first manual for in-flight first-aid. The Handbook provides detailed handling rules and operation standards for in-flight first aid, which improves in-flight first aid quality and efficiency.

In 2019

Diversions/course reversals caused by passengers' accidental injury and illness emergency

39



On March 27, a passenger on MU551 (Shanghai-London Route) suffered a sudden illness. The flight crew immediately determined to implement diversion landing by dumping 39 tons of fuel oil in the air to timely send the passenger to hospital for medical treatment. The flight crew member was interviewed by CCTV Face-to-Face. China Eastern's quick response to in-flight medical emergency has won unanimous praise from the public.

Caring for Employee Health

During the flight, a pilot's health status may affect flight safety. As a result, the occupational health and safety of the crew is of critical importance to air carriers. Also, ground service activities such as aircraft maintenance and repair could expose employees to health and safety risks. Thus, China Eastern protects employees' right to health and continuously improves occupational health management.

In 2019, in accordance with the new provisions of CCAR-121-R5 on crew members' on-duty limits, flight time limitations and rest requirements, we developed the R5 fleet work schedule system. While guaranteeing crew members' occupational health and safety, the system helped improve the operational efficiency of the flight crew.

Major Occupational Health and Safety Risks and Countermeasures



Flight crew

Risks: fatigue risks, mental health, air emergency, contagious illness, passengers' improper and rude behaviors, etc.

- Optimizing the fleet work schedule system
- Establishing the pilot health promotion room
- Enhancing EAP psychological consultation and nurturing psychological counselors within the Company
- Regulating pre-flight physical health examination
- Building a strong air security team



Ground service and aircraft maintenance team

Risks: outdoor high and low temperatures, extreme weathers, exhaust gas, noise, etc.

- Providing outdoor thermal/heat insulation supplies
- Organizing medical service tours
- Providing protective supplies such as noise protection ear muffs



All employees

Risks: travel safety, food safety, occupational illness, etc.

- Providing daily diagnosis and medicine prescription/medical consultation hotline service for employees
- Organizing health lectures to popularize safety and health knowledge
- Strictly control food safety
- Providing stress relief facilities



China Eastern Airlines Yunnan Co., Ltd. sets up the first "psychological consultation room for pilots" in China.



The passenger cabin department organizes the "China Eastern Lingyan Care Day" to provide volunteer medical service.

CHINA EASTERN

High Efficiency

Flying across the Globe

High efficiency is an essential element of China Eastern's high-quality development. Higher efficiency means greater returns and better effects. To achieve this goal, we provide global passengers with quality and convenient aviation transport as well as extended service, and join hands with excellent partners to achieve win-win results.



Guaranteeing Flight Punctuality

Flight punctuality is a key indicator of civil aviation service quality. It is also one of the biggest concerns of passengers. Since the airline's operation management largely affects flight punctuality, flight punctuality management is a focus of an airline to improve customer service quality.

We earnestly implement the *Policies and Measures for Controlling Transport Volume and Adjusting Flight Structure to Improve Flight Punctuality* issued by CAAC, and continuously enhances refined operation to improve flight operation quality. In 2019, we amended flight punctuality regulations, optimized performance evaluation indicators, and formulated *Flight Punctuality Evaluation Regulations (Version 2019)*, *Rules for Identifying Causes of Unpunctual Flights*, *Remarks on Flight Punctuality Performance Evaluation in 2019*, and other systems, creating an atmosphere of "all for flight punctuality". With these efforts, we strive to achieve the overall goal of "a flight punctuality rate higher than the average level of civil aviation".

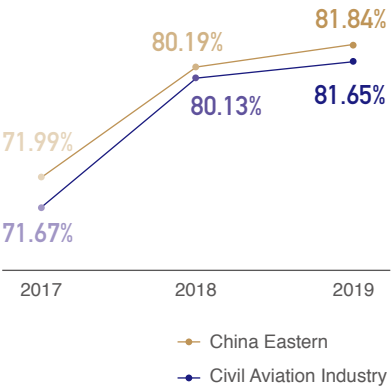
We proactively respond to massive delays of flight. In 2019, we made yellow-level response to 81 flight delays and orange-level response to 5 flight delays, and proactively responded to 22 typhoons. In the fight against "Typhoon Lekima", we made two records - the first airline to take off from and land at Shanghai Hongqiao International Airport and Shanghai Pudong International Airport after the typhoon while ensuring flight safety. Meanwhile, we established the support platform for flight, aircraft maintenance, and dispatcher ground and air service to respond to air emergencies in a highly efficient way. Throughout the year, we operated 137 flights for assistance, realizing quick response to special air circumstances.



Informatization Measures to Improve Flight Punctuality

- Using GPS technology, airport access data and system data exchange to enhance the automation of flight monitoring nodes, improve the accuracy of flight guarantee node data, and ensure the effectiveness of flight operation management
- Establishing the flight schedule modification and dispatch process, and adjusting the dispatch plan according to real-time flight schedule to further improve flight punctuality rate
- Implementing electronic release, and building the express release channel covering the whole process from the dispatcher's release to the pilot's receipt to improve flight release efficiency
- Optimizing the pre-flight preparation process, accurately calculating the departure time of crew shuttle bus, and reducing crew attendance delays to improve flight punctuality
- Initiating the CATIIIB operational eligibility certification, and significantly improving the fleet's operational capability in low-visibility weather conditions to ensure flight punctuality

Flight Punctuality Rate



Case

"Flight integration" enables passengers to enjoy smoother flight



As the fleet scale and the number of flights increasingly grow, China Eastern enhances information application ability, and optimizes resource allocation by its "Flight integration" program, which guarantees passengers' smooth air travel. The program breaks the chunk fragmentation of pilot resources, optimizes the Crew Scheduling System (CECS), and contributes to a smarter and more efficient crew resources allocation system. As a result, it maximally prevents improper resource allocation such as "no crew for the flight" and "no flight for the crew", and further improves flight punctuality.

Providing Heartwarming Service

Heartwarming service is an essential requirement for civil aviation, a service-oriented industry. It is also vital for building China into a strong civil aviation country in the new era. During the internationalization and massification process of civil aviation, airlines play a significant role in meeting people's new needs for better air travel and promoting the high-quality industrial development. Recognizing this, China Eastern persists in providing heartwarming service for passengers to bring them pleasant travel experiences.

Service quality management

We step up efforts to improve service standards. In 2019, we released the newly amended version of the *Service Manual, Standards for Premium Domestic Business Flight Service, Regulations on Advancing Organizational System for Service Quality Management in Branches and Subsidiaries, "Eastern Miles" Experience Card Management Regulations*, and other service standard documents, which helped regulate and institutionalize our service standards. Meanwhile, we conducted inspections of service standards implementation through seasonal inspections, special investigations and surveys, etc. With the efforts, closed-loop management of service standards was achieved, covering formulation, implementation, review and institutionalization. We actively aligned with the latest policies on service management. In response to changes of related policies, such as Shanghai's policy for garbage classification, the European Union's privacy data protection directive - General Data Protection Regulation (GDPR), Canada's policy for handling delayed flights, we considered the actual situation of cabin operation and timely developed specific standards and rules for onboard garbage classification, air-ground connectivity, delayed flights handling in North America and Canada. Moreover, we organized corresponding publicity activities and trainings to guarantee high-quality service.

Measures for Improving Service Quality Management

Improving the service quality management system

Further improving flight operation standards and quality supervision and inspection, promoting onboard catering management system reform, establishing the VIP lounge standard system, and continuously improving service standards

Advancing the Organizational System for Service Quality Management

Establishing the service management and control model of "the Headquarters in overall charge, supported by business lines provide support, and practiced by branches, subsidiaries and overseas organizations ", and clarifying the construction requirements of branches' and subsidiaries' organizational systems for service quality management

Implementing special actions to improve service quality

Orderly implementing 12 special tasks and 33 sub-tasks of operation and service to improve service quality

Enhancing service quality management

Orderly promoting service audits, implementing special inspections of in-flight service, catering quality, crew pre-flight preparation, cabin cleanliness, and effectively monitoring service quality and standards implementation; establishing the service system and operation system linkage mechanism, and enhancing investigations and comments of operation service incidents

Listening to our customers

Upholding the vision of "Putting clients first with wholehearted service", we conduct deep research on the industrial situation and customers' needs, track the data of passengers' satisfaction degree, and focus on whole-process passenger service encounters to intensify management of service chains, thus effectively improving passengers' satisfaction degree. Moreover, we have intensified the capability building of our customer service centers with smart customer service program to improve our customer service response efficiency. In 2019, we completed the construction of five hotline centers in North America, Europe, Japan, Korea, and Taiwan, enhancing the ability to better serve global customers.



Besides, our service quality inspection center and service inspector teams proactively handle customer complaints in a unified manner. With unified identify, call, standard, verification and promotion, the complaint handling process has been regulated and the complaint handling efficiency has been improved.

In 2019

Passenger complaint handling rate	Appreciation letters received from passengers	Drop rate of complaints from all channels
100%	11,664	12.1%

China Eastern Customer Service Center is awarded "2018-2019 Best Customer Contact Centers in China"

Case

Responding to customer aspirations and optimizing aviation transport for large-piece musical instruments



In August 2019, a renowned musician was unsatisfied about China Eastern's seat baggage transport policy. We paid great attention to the complaint. Through surveying the compilation basis of the existing standards and our safety regulations, and making a systematic analysis of the complaint on size standards of seat baggage, we found that several complaints were about the transport of large-piece musical instruments such as cellos, violins and Guzheng (Chinese zither). We invited Shanghai Symphony Orchestra to join our discussions on size standards of seat musical instrument. Moreover, we jointly tested the height limit and placement method of seat musical instruments at a simulated passenger cabin. With follow-up efforts, we actively optimized the service standard and process, and released the new version of service standard for seat musical instruments, winning extensive recognition from passengers.

Stakeholder Comment

"The safety regulations work well as always. Both safety and improved service are indicators for high-level airlines. China Eastern has done a great job."

- Netizen "Empty Plastic Bottle (cybername)"

"The airline puts passengers' cellos in the cloak room. This solution aims to save the passengers from safety risks. This solution also shows China Eastern has paid great attention to the needs of small customer groups. China Eastern's service is so considerate."

- Netizen "Yu Quan Quan Er (cybername)"



Diversified and quality service

China Eastern puts passengers' safety in the first place. In implementing this principle, we provide customers with quality service by tracking passengers' needs and aligning with the organizational model for large fleet, extensive marketing and a wide range of services.

Premium Express Route Service

Premium Express Route Service is a key measure of China Eastern to optimize air travel experience. The service improves the flight punctuality, the rate for using the boarding bridge, and the flight completion rate. In 2019, China Eastern launched the operation quality standards for eight premium domestic business flights and established the whole-process flight operation monitoring system. Through monitoring flight operation quality in a continuous, data-based and visualized way, flight guarantee units are facilitated to figure out how to provide better service and improve flight operation quality.

"Through Check-in" Flight

"Through Check-in" Flight is one of the most popular transfer models among passengers. It enables passengers to complete all flight procedures at the departure airport and check baggage through to the final destination, providing more convenience for passengers to transfer for connecting flights. In 2019, China Eastern conducted the "Through Check-in" flight program at Shanghai Pudong International Airport and provided passengers with the "one boarding pass and tag through check-in" service, effectively improving customer satisfaction of flight transfer.

Branded Fare Products

To meet passengers' diversified needs and provide targeted services, China Eastern took the lead to launch basic economy class and branded fare products and had built a brand new product fare system in China. The Company's branded fare products include four sub-categories of economy class, as well as existing first class and business class products. These products vary in price, refund and rescheduling, upgrading class and free baggage allowance, which better meet passengers' diversified needs.

In 2019

The amount of China Eastern members is over

42 million

Membership Service

China Eastern continuously improves membership service to meet the need of modern air transport for membership service. We have launched the "Eastern Miles" new membership system improvement program, planning to innovatively build a value-added service ecosystem for our members by integrating system improvement, policy optimization, credit wallet function improvement, membership card-UnionPay binding service and other functions. In 2019, China Eastern had over 42 million flyer members.

Optimizing Cabin Service

In 2019, China Eastern issued the *New Standards for Cabin Earphones*, the *Updated Standards for Onboard Catering (Version October 2019)*, *Standards for Business Premier Passenger Service (Version 2019)*, *New Rules for Cabin Sanitation*, and other systems. Moreover, China Eastern optimized services in response to passengers' concerns such as onboard catering standards, onboard earphones and cabin sanitary condition, enabling passengers to enjoy heartwarming cabin service.

Measures to Optimize Cabin Service

Providing "Care & Love" service

Upholding the vision of "Care&Love service for a heartwarming cabin" in 2019, optimizing the cabin service standards

Creating a noise-free cabin

Optimizing cabin broadcasting, flight attendants' behaviors (low voice, quiet steps, and gentle moves) and other standards to provide "reassuring, quiet and comfortable" service for passengers

Innovating onboard food and beverages

Developing the Japanese "six-item" cold meat dishes and offering brand new onboard food such as "Fancy Pastry", "Heartwarming Porridge", "Delicious Orders", and "Fancy Desserts" to meet passengers' taste bud



China Eastern offers "Children's Day" onboard catering for kids.

Special passenger service

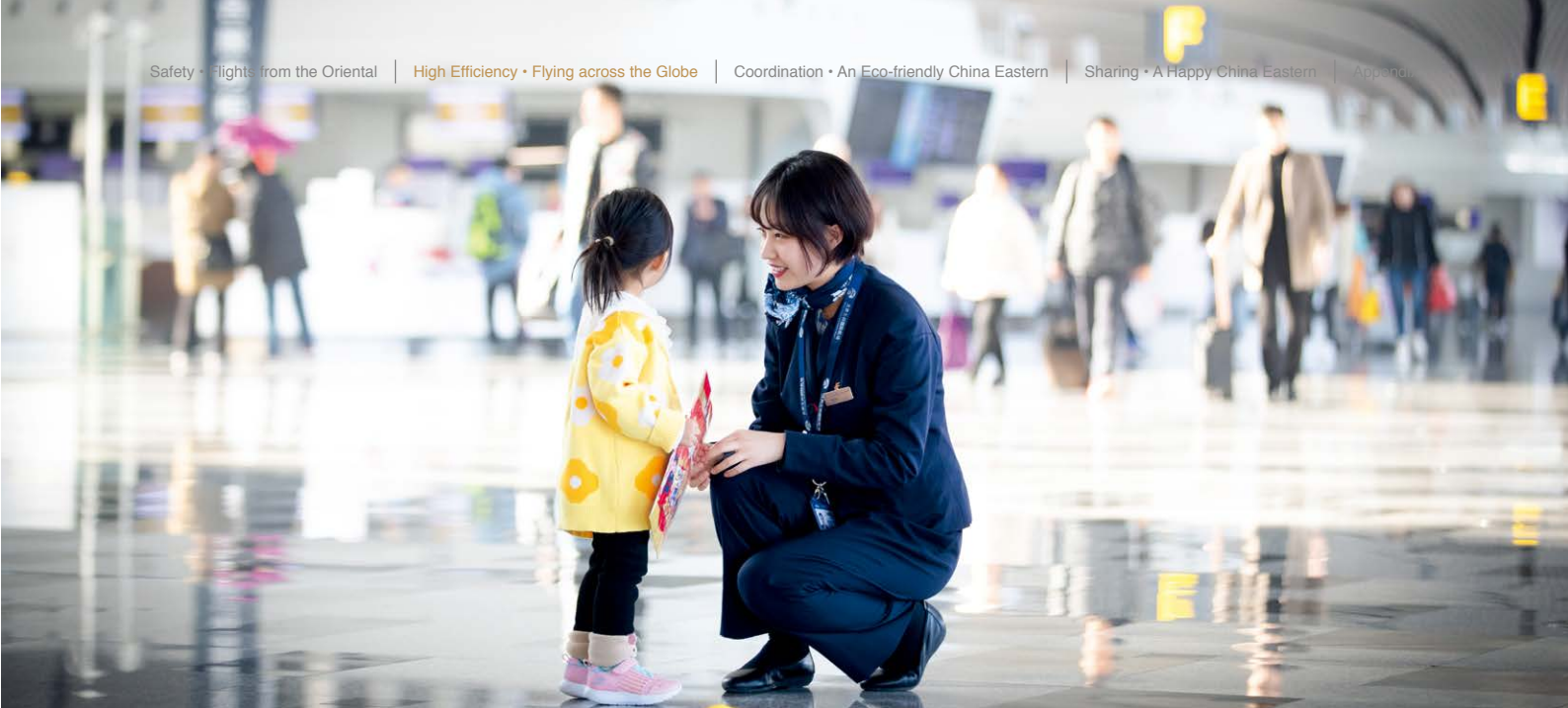
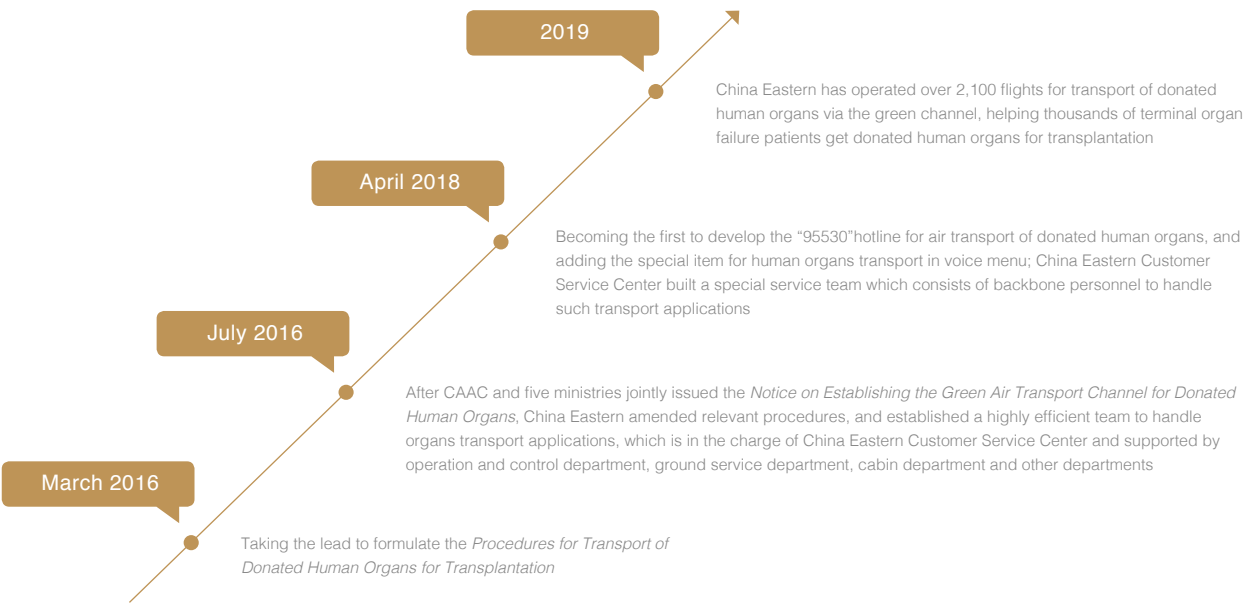
Special passenger service is indispensable to improving air travel service accessibility. China Eastern provides humanistic and customized service for different types of special passengers and enables them to enjoy air travel convenience and comfort.

In 2019, we amended relevant regulations on special passenger service and timely released them to advance the "Civil aviation service quality improvement" program. Moreover, we optimized special passenger service access standard and information transfer processes, and intensified qualification review and training for special passenger service teams, so as to continuously improve special passenger service ability and quality.



Setting up a green transport channel for donated human organs to save lives

In recent years, the number of donated human organs has grown rapidly. According to the *"Report on the Development of China's Organ Transplantation (2015-2018)"*, Chinese citizens donated 6,302 cases in 2018, ranking second in the world. Different organs have different blood-stream steal time limits. Thus, shortening transfer time is of critical importance to ensuring organ transplant quality and safety. Since 2016, we have made efforts to build a well-developed air transport service system for donated human organs. This move aims to build a green air transport channel for donated human organs and safeguard every "lifesaving" flight. We have not only become an important organ carrier, but also developed special transport services for Hematopoietic stem cells (HSCs) and portable oxygen concentrators, etc. to safeguard lives and deliver hope.



Launching the first sign language app in China to provide hearing-handicapped passengers with targeted smart service

Communication has been a problem of hearing-handicapped passenger service. China Eastern actively explores innovative application of smart travel service for special passengers. After knowing passengers' needs, we made evaluation of special passenger travel service environment and launched the first sign language app of airlines in China, providing a smart option for hearing-handicapped passengers.



At China Eastern love & care counters in Shanghai Hongqiao International Airport and Shanghai Pudong International Airport, personnel can communicate with hearing-handicapped passengers via the sign language app (equipped with simultaneous translation function).

Intelligent Travel Experience

The digital technology has profoundly altered people's life and transport. It has inevitably promoted the civil aviation to go digital and grow more networked. Internetization is a focus area for the Company to transform into a modern air service integrator. China Eastern has made continuous efforts to enhance new technology application, build a brand new business model, and bring customers smarter, more convenient and comfortable travel experience.

The first airline in the world to launch the “5G+AI” integrated service system for smart travel

China Eastern has established the smart travel integrated service system at Beijing International Daxing Airport. With the latest technology of 5G and AI, the system provides three-dimensional smart services for passengers in the whole process of air travel, covering whole-process facial recognition services, whole-process information services, and whole-process luggage status tracking solutions. The system redefines the standards for smart, scenario-based and convenient air travel service, unleashing infinite possibilities of smart air travel.



China Eastern launches the "facial recognition check-in machine" to save passengers from showing any ID credential to complete check-in procedure.

Whole-process facial recognition services

- Passengers can use facial recognition to buy flight tickets, check in, check luggage, go through security check, and board, etc.
- For passengers traveling with babies, the system will automatically recognize the ticket of infant passenger after the parent passenger completes facial recognition check-in.
- The noise-free VIP lounge is equipped with the portable facial recognition device. Via the device, the ground service personnel can quickly and automatically identify passengers and remind passengers of boarding information to prevent them from missing flights.
- Cabin crew can perform passenger re-inspection, passenger inventory confirmation, seat guidance and other links through the face recognition system of the cabin hatch, which effectively improves the accuracy of service and makes passengers feel the ease and convenience of "smart travel".
- China Eastern cooperated with BDIA to launch a smart flight display terminal. Via the terminal, passengers can directly check flight information, boarding gate information, destination weather, as well as the path and estimated time to the boarding gate.



China Eastern is the first airline in the world to apply new technologies such as 5G and AR glasses in civil aviation, which enables passengers' smart travel.

Whole-process information services

- Via the "5G + China Eastern Service Network" system of the China Eastern app, the whole-process service information is provided, covering scenarios such as pre-travel, during-travel, post-travel, and flight changes. The new functions include reminder of estimated time to boarding gate, luggage loading reminder, luggage turntable reminder, unaccompanied children boarding, handover notifications, etc., which save passengers from worries in travel.



Passengers use battery-less luggage tags to experience "paperless" smart travel.

Whole-process luggage status tracking solutions

- Apart from unveiling the world's first battery-less luggage tags and the first domestic application of RFID technology to track luggage, China Eastern cooperated with Huawei to develop a 5G luggage tracking solution to visualize the entire process of luggage transport. Passengers can always check the status of their checked luggage on the China Eastern app.
- After completing self-service check-in via the app, passengers select the luggage check-in option and place the electronic luggage tag close to the mobile phone for data sensing, which can complete the entry of information such as flight number and luggage destination in seconds. After that, passengers go to the counter to activate in order to complete the process of luggage checking.
- The ground service personnel of China Eastern can quickly check the status of passenger luggage in real time, improve the efficiency of luggage.

Fly-Fi Fleet (In-flight WIFI)

China Eastern has completed the in-flight WIFI operation management project 2.0 upgrade. Through planning air portal reiteration, we step up efforts to upgrade the software and hardware of the entire fleet, further speed up internet surfing, and continuously optimize passengers' internet experience to meet their need of data connection. As of December 2019, China Eastern had a Fly-Fi fleet of 93 aircraft, including wide-bodied planes. China Eastern continues to rank No.1 in China and rank top among Asian airlines in terms of WIFI fleet scale, number of WIFI flights and number of in-flight WIFI users.

In 2019

Number of Fly-Fi fleet of aircraft

93





Advancing Global Connectivity

The flows of passengers, freight, capital and information carried by civil aviation have an innate internationalized attribute. Civil aviation is an important path for promoting talent communication, economy and trade exchange, and technology transfer. As China comprehensively deepens reform, enlarges opening up scale, and advances the Belt and Road Initiative, civil aviation has achieved a broader space for global cooperation. Moreover, the national goal of building China into a strong civil aviation country provides a clearer direction for the internationalized development of civil aviation industry. In 2019, China Eastern joined hands with global partners to further extend and improve the global route network.

In 2019

China Eastern operated
137 routes along the Belt and Road

covering **40** cities in **18** countries

Measures for Internationalized Development

Improving the international operation capability

Optimizing overseas direct sales channels, improving market competitiveness and operation quality; promoting the transformation of traditional management function to business partner function, and improving professional management service capabilities; speeding up the development of agents that meet China Eastern's overseas business needs, researching and optimizing overseas resources allocation and businesses process control to improve overseas operation management

Innovating in the international service

Accelerating the improvement of digital and smart travel experience, innovating in self-service services, online service functions, real-time tracking of checked luggage, and active service monitoring of high-end passengers, speeding up multi-channel integration and overseas call centers construction, and improving overseas users' experience

Cultivating international talents

Accelerating the standardized and efficient management of overseas human resources, researching incentive schemes and management systems suitable for international talents development in various businesses, reducing the employment risk of international talents, and providing the mechanism guarantee for the introduction and cultivation of international talents in future

Building the international brand

Conducting in-depth research on international brand communication plans, designing the brand evaluation system, researching cultural differences and integration brought by international development, promoting corporate culture diversity and integration by strengthening brand recognition in the international market, operating overseas Facebook and Instagram accounts to improve the Company's soft power of international development

Customer Privacy Protection

With the development of mobile internet, airlines and their agents usually have massive passenger privacy information. Protecting customer privacy and information security is the responsibility that airlines and their agents must fulfill. To tackle risks in this regard, China Eastern enhances top-level design of passenger information protection system to fully promote the implementation.

In 2019, China Eastern published the *Regulations of China Eastern on Passenger Information Protection*. The Regulations clarify the applicable rules for passenger information classification, refine the specific requirements of passenger information handling, passenger information security impact evaluation and security incident response mechanism, and sort out the division of duties between data protection officers and data protection specialists.

China Eastern has established the Passenger Information Protection Committee and set up six standardized processes for passenger information protection. The processes cover the airline's major scenarios of personal information handling, including data storage limits, rights of data subjects, data leakage reporting, sub-packaging management, data protection impact evaluation, and coordination with regulators.

The overseas direct sales payment channel of China Eastern received the highest level information security certification - Level 1 Certification for PCI-DSS (Payment Card Industry Data Security Standard) of global finance industry.



China Eastern operates the maiden flight of its first Airbus A350-900 aircraft in the 8th year of the route from Shanghai to Rome, building a cultural integration journey along the Belt and Road.



China Eastern launches the non-stop long-haul route from Xi'an to Budapest.



Shanghai Airlines of China Eastern launches the non-stop long-haul route from Shanghai to Budapest.



China Eastern launches the non-stop long-haul route from Chengdu to Budapest.

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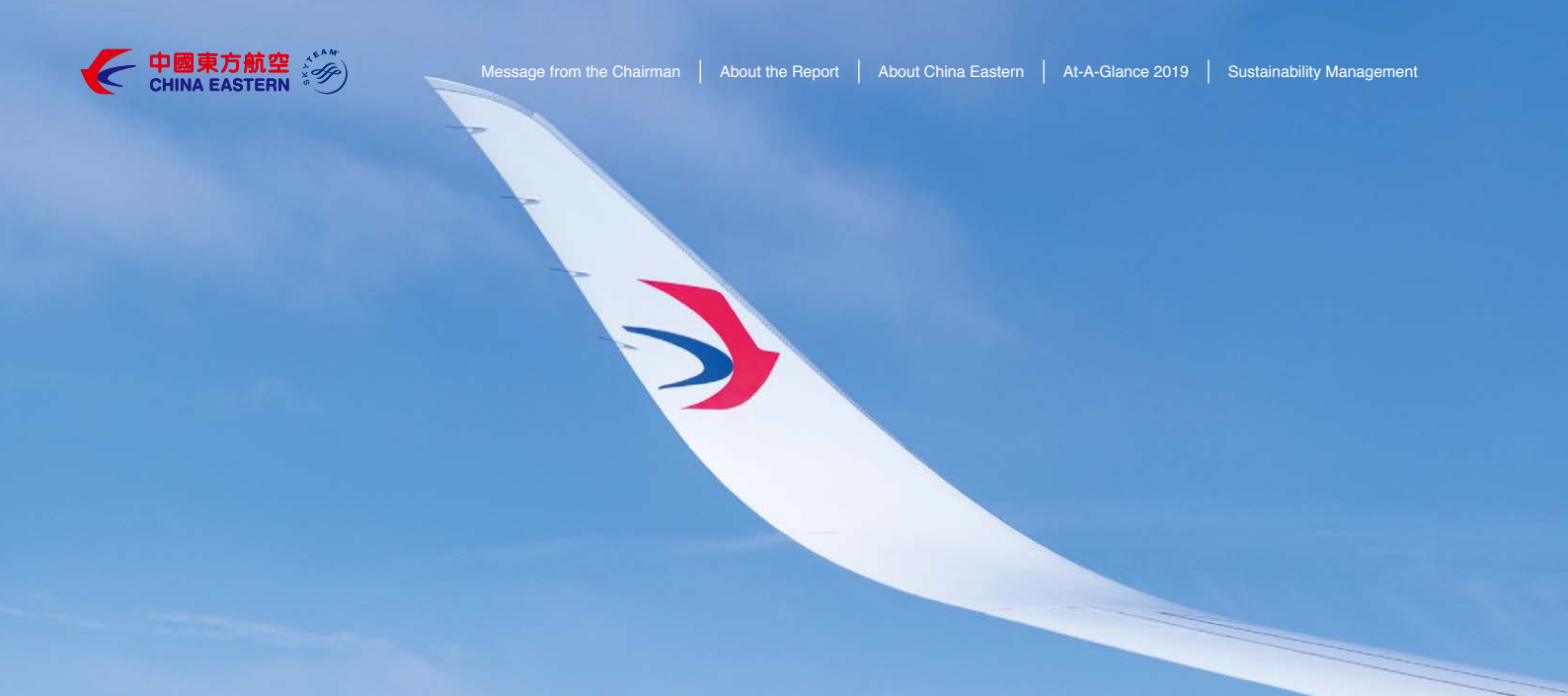


Coordination

An Eco-friendly China Eastern

Coordination is the inherent requirement for high-quality development. The high systematicness and connectivity of aviation industry requires airlines to balance economic development, social justice, ecological environment, and focus on coordinated industrial development, and further contribute to a sustainable ecological chain of aviation industry.





Operating Low-carbon Flights

Climate change across the globe is closely related to people's production and living. The environmental impacts and costs incurred by carbon footprints of air travel are also pressing challenges for airlines. China Eastern actively uses informatized and marketized means to manage fuel conservation and emission reduction, and explores ways to improve fuel efficiency, providing greener air travel service for passengers.

Improving Environment Management

China Eastern complies with national and local laws and regulations on energy conservation and environmental protection, and implements the national guideline for ecological civilization and the new requirements of green development of civil aviation in the new era. In 2019, we further improved the energy conservation and environmental protection system, and established the leading group and general office of energy conservation and environmental protection to coordinate the work.

Progress of Energy Conservation and Environmental Protection System in 2019

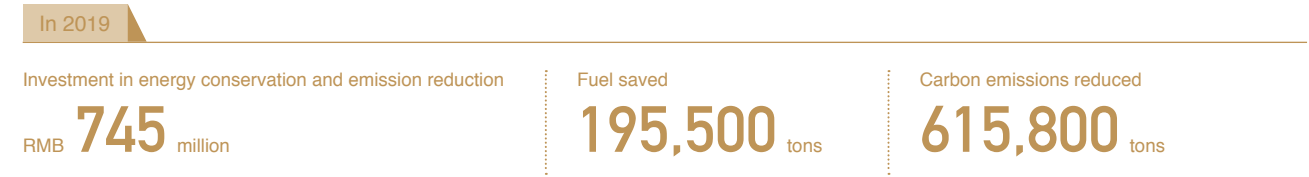


Promoting Emission Reduction in Aviation

Carbon dioxide emissions of airlines mainly come from the use of aircraft fuel. In strict accordance with international and domestic regulations on carbon emission reduction of aviation industry, we enhance carbon emission evaluation and management in all links. In 2019, we formulated the Carbon Emission Data Regulations, continued to develop the carbon emission fuel monitoring system, prepared the civil aviation carbon dioxide emission monitoring scheme, and conducted systematic training for subsidiaries.

We took a series of measures on systematic data analyses to improve systematic management and further tap potentials of fuel conservation, including aircraft dispatch and route optimization, lean management of non-operation fuel consumption, optimization of the percentage of short-haul routes and flights, precision flight planning for controlling usable fuel upon landing, and special optimization programs, etc.

We continued to participate in local carbon trade in Shanghai, across the country and in EU. In 2019, we attended the 75th International Air Transport Association (IATA) Annual General Meeting. On the event, we joined discussions on the drafted resolution of the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) and expressed our standpoint and needs as a representative of Chinese airlines.



Measures and Effects of Energy Conservation and Emission Reduction in 2019 (Partial)

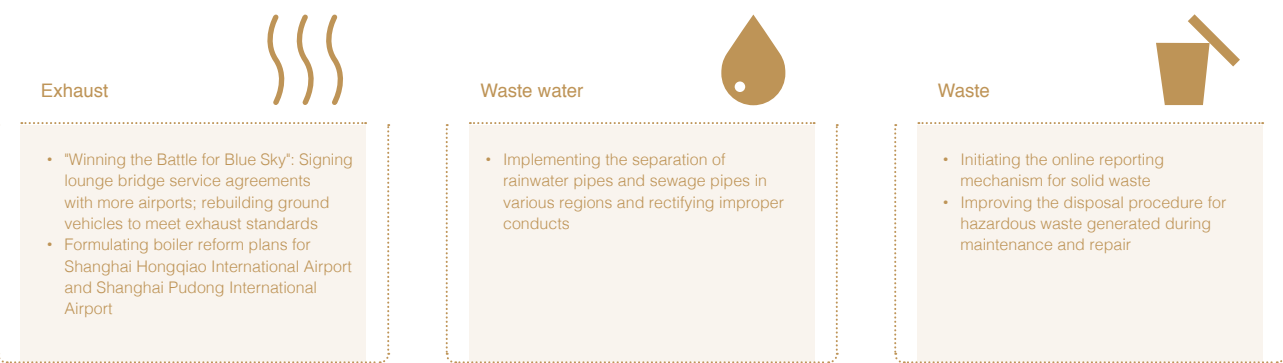


Safeguarding Lucid Waters and Blue Sky

Pollution prevention is one of the "three critical battles", which was proposed at the 19th CPC National Congress. While pursuing development, China Eastern implements the fundamental national policy of resources conservation and environment protection, actively shoulders the social responsibility of green development, and continues to prevent and control air pollution.

Following the guideline of "prevention first", we have formulated the *Regulations on Environmental Protection* in accordance with *Water Pollution Prevention and Control Law*, *Atmospheric Pollution Prevention and Control Law*, the *Work Plan on Implementing the "Three-year Action Plan to Win the Battle for a Blue Sky"*, *Regulations of Shanghai Municipality on Prevention and Control of Atmospheric Pollution* and so on, to ensure responsible departments' fulfillment of pollution prevention and control responsibility. In 2019, we released the *Work Plan for Winning the Battle for a Blue Sky*, completed the building of organizational structures and division of work at all levels, and focused on the implementation of the "Oil-to-Electricity" and APU programs to the implement the CAAC's three year action plan to win the battle for a blue sky.

Major Measures for Pollution Prevention and Control in 2019



Hazardous Wastes Sorting and Treatment

Category	Treatment Method	Performance in 2019
Waste medicine	Carrying out category-based management and storage of medical waste according to the <i>Catalogue of Classifications of Medical Wastes</i> , and sending medical waste to qualified organizations that have signed related agreements with China Eastern for proper treatment regularly	0.17 tons
Waste organic solvents and waste containing organic solvents		34.56 tons
Waste mineral oil and waste containing mineral oil		159.30 tons
Oil-water and hydrocarbon-water mixtures or emulsions		35.33 tons
Waste dyes and paints		16.247 tons
Organic resin waste		2.34 tons
Waste containing Hg	Entrusting qualified third-party organizations for harmless treatment of wastes, including incineration and physicochemical treatment	1.67 tons
Dispose of electronic waste		Collecting the waste and sending it to suppliers with ISO 14001 (International Environmental Management System Certification) and e-waste treatment qualification to process 1,838 pieces (Shanghai area)

In 2019

Volume of sewage discharge declined by

620 tons
compared with the previous year

Sustainable Utilization of Resources

Increasing the sustainable utilization rate of resources such as energy and airplane offerings, and reducing the consumption of non-renewable resources are effective ways for airlines to improve their environmental performance and balance their short-term demands with long-term development. In compliance with the *Environmental Protection Law*, *Circular Economy Promotion Law*, *Energy Conservation Law* and other related laws and regulations, China Eastern pursues green development with the concept of resource saving and utilization. The Company has formulated the *Regulations on Environmental Protection Management* and the *Regulations on Energy Measuring Management* to improve its energy efficiency and promote the sustainable utilization of resources.

Measures for Sustainable Utilization of Resources

In 2019

China Eastern allocated 536 self-powered vehicles to support ground operation and service at Beijing Daxing International Airport, among which new energy vehicles accounts for

57%
General vehicles were
100% powered by new energy

Energy utilization

- Formulating and releasing the *Airport NEVs Operation Management (for trial implementation)*, to regulate and promote the use of new energy vehicles, and enhance the construction of charging stations
- Enhancing analysis of energy consumption caused by ground service and operation

Materials utilization

- Relying on the application of diverse information systems, to orderly promote the whole process of "paperless" operation
- Extending the life cycle of equipment by carrying out maintenance and upgrade of touch screen devices, etc.
- Implementing the uniform credit point management system to reduce clothing inventory and material waste

Water resources utilization

- Adopting various water-saving measures in buildings, such as rainwater collection and reuse, water-saving equipment, cooling water circulation, etc.



Case

China Eastern base at BDIA - a landmark project for sustainability



The green, ecological and smart information indicators were incorporated in design phase and plenty of new eco-friendly materials and energy-saving equipment were applied during the construction of China Eastern base at BDIA. For example, renewable energy heating systems such as ground source heat pump system and roof mounted solar water heating system were applied, 713 charging stations were installed, and a roof area of 24,600m² were covered with the distributed photovoltaic power generation system. The core working area, living service area, airplane catering area and ground service area of China Eastern base Phase I were awarded "Beijing Sample for Green and Safe Construction Site"; the core working area was awarded "National Green Construction Demonstration Project in Construction Industry"; the core working area Phase I, the living service area Phase I received the "three-star" design certification for green construction.

Non-hazardous Wastes Sorting and Treatment

Category	Treatment Method	Performance in 2019
Cabin waste	Collecting the waste and sending it to the qualified third-party agency for sorting and recycling	39,331.018 tons
Domestic waste	Collecting and sending it to a qualified third-party agency for unified recycling and treatment	5,474.73 tons
Kitchen waste	Collecting and sending it to the catering company for landfill or incineration	1,302.48 tons



Case

Garbage sorting in cabin - three-color garbage bags help China Eastern sort 30 tons of airplane garbage per day



In July 2019, Shanghai released the *Regulations on Domestic Waste Treatment*, which set off a public craze for environmental protection. The route network of China Eastern connects over 100 destinations. Every day, more than 30 tons of domestic waste is discharged from flights that land at Shanghai Hongqiao International Airport and Shanghai Pudong International Airport.

Considering this, we have formulated the measures for sorting airplane garbage and distributed three-color garbage bags to the two airports in Shanghai. While ensuring normal flight service, the flight attendants complete garbage sorting in passenger cabin and during the return flight: they put leftovers into the black garbage bag, put empty bottles and empty paper cups into the transparent garbage bag, and put used cotton swabs/band aids and abandoned pesticide containers into the red garbage bag. Finally, the garbage is collected by passenger cabin cleaners.

We have also built and set up garbage sorting facilities, provided garbage sorting training and publicity, and continued to explore ways of garbage reduction, recycling and non-hazardous treatment.

Besides, we actively hold publicity activities of energy conservation and environmental protection. Units at all levels, branches and subsidiaries are mobilized to hold diverse publicity activities to spread the concept of environmental protection, including "Energy Conservation Week" and "Blue Sky Battle".

每段旅程, 都有爱的意义。

#为爱飞翔#

中國東方航空
CHINA EASTERN

In April 2019, China Eastern released the public welfare video "Fly for Love" starred by Hu Ge and the green IP "Mus Green Initiative" to spread the green development initiative to the public. Starting from protecting bar-headed geese (*Anser indicus*), protecting the source of the Yangze River, and call on all humanity to care for and work on ecological civilization, we aim to protect lucid waters and lush mountains and share a harmonious ecology.

Sustainable Value Chain

Sustainable development is the common responsibility of all enterprises in the value chain, including China Eastern. With a farsighted vision, China Eastern has built fair and mutually beneficial cooperation relationships. While fulfilling its own responsibility, the Company passes on corporate experience to suppliers, distributors and other partners, and joins hands with them to fulfill duties and share development gains.

Supply Chain Management

China Eastern has incorporated the specific CSR requirements into supplier assessment system and management system, formulated and improved relevant regulations such as the *Procurement Regulation of China Eastern* and *Detailed Rule for Procurement of China Eastern*, and improved the strict access and assessment mechanism. Moreover, new suppliers are required to sign the *Suppliers' Letter of Commitment to Social Responsibility* and *Suppliers' Letter of Commitment to Integrity* to notify them of their obligations in respect of environmental protection, public welfare and labor protection.

China Eastern has also embedded the specific CSR requirements into supplier performance evaluation system as indicators. We award extra credits to suppliers who actively fulfill environmental and social responsibility and drive local development, and enhance cooperation with strategic suppliers for common development. In addition, we support the development of small and medium-sized suppliers and provide them with a cooperation platform and management experience while promoting the orderly and benign development of local suppliers. In 2019, China Eastern Group developed and launched the unified procurement platform, and established three working teams for compliance management, information management and unified procurement. Thus, our public disclosure of procurement information improves the efficiency and transparency of procurement, tendering and bidding.

Number of Newly Signed Suppliers in 2019

China United Airlines, And Hebei		Zhejiang	Yunnan	Sichuan	Shanxi	Shandong	Jiangxi
9		31	62	24	51	43	14
Jiangsu	Gansu	Beijing	Anhui	Shanghai	Guangdong	Wuhan	Northwest
36	10	50	28	452	8	37	58

Note: Regional division of China Eastern branches and subsidiaries

In 2019

Domestic distributors

3,433

Overseas distributors

11,551

Distributor Management

China Eastern has formulated and implemented the *B2B Website E-ticket Sales Cooperation Agreement* and the *Passenger Transport Sales Agency Agreement with Domestic Airlines*. Provisions on agencies' responsibilities and duties and breach clause are explicitly written into the agreements. We forbid distributors to make bundle sales of China Eastern products, rigorously monitor agencies' product authenticity and their performance on China Eastern's pricing policies, and set up a special team to handle violations of agreement. In 2019, we formulated and released the *Regulations and Operation Handbook of China Eastern on Travel Expenses Management Suppliers* and the *Regulations on Domestic BSP Agencies*, in order to intensify and regulate distributor management, and conduct regular inspections.

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Sharing

A Happy China Eastern

Sharing is the ultimate goal of the high-quality development. Upholding the people-centric development vision, China Eastern comprehensively promotes targeted poverty alleviation, actively engages in community development, shares development gains with employees, and facilitates industrial development. These efforts have helped our people enjoy the gains of development and better met their aspirations for a better life.



Targeted Poverty Alleviation

Poverty elimination, improvement of people's life and common prosperity are essential elements of the socialist world. "No poverty" is the first goal of the UN Sustainable Development Goals (SDGs). To help win the fight against poverty is the political responsibility and social responsibility of central state-owned enterprises (SOEs), and it is also a key task for enhancing their fulfillment. China Eastern should give full play to their advantages in the industry, give back to society, and take the lead to fight against poverty.

In strict accordance with the *Guiding Opinions of the General Office of the State Council on the Three-year Action Plan for Winning the Anti-poverty War*, China Eastern continues to conduct fixed-point poverty alleviation in Shuangjiang County and Cangyuan County, Lincang City, Yunnan Province. In 2019, China Eastern implemented the *Implementation Opinions of China Eastern on Promoting Targeted Poverty Alleviation (2018-2020)* and comprehensively advanced fixed-point poverty alleviation.

Ensuring responsibility fulfillment

- In early 2019, China Eastern Group signed a letter of responsibility for targeted poverty alleviation with the central government. After Shuangjiang County and Cangyuan County announced they had shaken off poverty, China Eastern continued to follow the requirement of "follow-up efforts in responsibility fulfillment, policy support, poverty alleviation, and supervision" to promote fixed-point poverty alleviation, and timely reported poverty alleviation work progress to the SASAC and the State Council Leading Group Office of Poverty Alleviation and Development

Improving working mechanism

- Improving organizational structure:** In 2019, China Eastern Group Leading Group of Poverty Alleviation and Development continued to maintain the dual-head structure of Chairman and General Manager, and formulated the *Implementation Rules for Caring Poverty-Alleviation Officials of China Eastern*
- Enhancing on-site research:** In 2019, several leaders of China Eastern Group led a team to conduct on-site research and supervise inspections. Through door-to-door visits, field visits and account checking in villages, they held discussions with poverty-stricken households, village and township officials, and county leaders, and supervised and examined poverty alleviation work
- Assigning officials for poverty alleviation work:** In 2019, China Eastern Group continued to assign officials to fixed-point poverty alleviation areas to take charge of or assist in poverty alleviation work

Enhancing poverty-alleviation audit

- China Eastern Group strictly supervises and manages poverty alleviation funds. In 2019, we coordinated with local audit department to conduct special inspections of the use of poverty alleviation funds during the period from January 2013 to June 2019. We adhere to the problem-oriented approach, focus on the implementation of poverty alleviation policies and transparent management of poverty alleviation funds, and improve the Company's poverty alleviation system, project targetedness, and fund safety

Poverty Alleviation Performance in 2019

Fixed-point poverty alleviation

Lincang City

Shuangjiang County
Cangyuan County

Shake off poverty ahead of schedule

Throughout the year, China Eastern Group invested RMB 18.2517 million in poverty alleviation, introduced RMB 2.5326 million of funds for poverty alleviation, cultivated 423 primary-level officials and 583 technicians in poverty-stricken counties, and helped sold agricultural by-products worth nearly RMB 10 million to promote poverty alleviation through consumption.

Collaborated with global business partners to promote poverty alleviation.

Poverty Alleviation through Aviation Support

Operated **4,839** flights to/from Lincang and Cangyuan

Transported **478,600** passengers

Helped generate GDP of RMB **860** million via the routes

Provided jobs for **13,065** people

China Eastern flied across 68 airports in poor regions, which reached poverty-stricken counties

Poverty Alleviation through Industrial Development

China Eastern helped lift 10,689 poor people out of poverty through Party building and mechanism innovation. Moreover, China Eastern established the Cangyuan Handicapped Industrial Poverty Alleviation Demonstration Base

Poverty Alleviation through Educational Support

Aid project construction and education support" for "China Eastern Shuangjiang Hongzhi Class" in Shuangjiang; the "Love from China Eastern" student assistance campaign has benefited 5,500 students

Safe Drinking Water

Invested RMB 8.779 million to assist the construction of Cangyuan Rural Drinking Water Project, benefiting 3,862 local people

Poverty Alleviation through Medical Support

Cooperated with medical institutions in Shanghai to carry out free medical services and clinical teaching activities. Throughout the year, 57 surgeries were operated, 382 people were trained in clinical practice, and free diagnosis and treatment were provided for 218 people

Poverty Alleviation through Aviation Support

With the advantages of a state-owned airline, China Eastern bridges the mountainous areas with the country and even the world to support local economic development. We have launched flights from Kunming to Lincang and Cangyuan and optimized the route network, which shortens travel time to 50 minutes by air. In 2019, in response to local needs, we launched the Kunming-Cangyuan flight and the regular Lincang-Kunming-Shenzhen route. Our "Poverty-alleviation air routes" boosts local tourism and helps transport quality agricultural produce from poor areas to the outside world.

Stakeholder Comment

"China Eastern's fights bound to Waxiang have brought us opportunities to go to the outside world and realize our dreams!"

Yang Haodong, Party Secretary of Lincang City

Poverty Alleviation through Industrial Development

Talent cultivation: We organized trainings of industrial poverty alleviation for 65 third-tier officials and industrial entrepreneurs in Cangyuan County and Shuangjiang County

Consumption-driven poverty alleviation: We established the "Central SOEs+government+leading enterprises+cooperatives+farmer households" poverty alleviation mechanism in poverty-stricken areas, promoted consumption-driven poverty alleviation, and supported the development of local tea industry.

Industrial development: We coordinated with the Organization Department of local county government to promote the establishment of the agricultural machinery cooperative in Nansong Village, Shuangjiang. Since the cooperative started operation, it has benefited 644 people from 160 registered poor households. Moreover, we cooperated with Shanghai Stock Exchange to carry out the Cangyuan rubber "futures+insurance" project and benefited 4,613 people from 1,155 rubber farming households (including 1,299 people from 334 registered poor households).



Poverty Alleviation through Educational Support

In 2019, China Eastern continued to pair with Beijing Hongzhi Middle School to open the "China Eastern Shuangjiang Hongzhi Class" in Shuangjiang; the Company invested RMB 8.7 million in the construction of Shuangjiang County No.1 Middle School teaching building, and launched the "Love from China Eastern" student assistance campaign to help students from registered poor households by paired employee support. Moreover, the Company integrated social resources such as AJMIDE Communications and Shanxi Securities to carry out public welfare education activities in Cangyuan County and Shuangjiang County.

In 2019

Invested in the construction of Shuangjiang County No.1 Middle School teaching building

RMB **8.7** million



Chairman Liu Shaoyong and foreign business partners such as KLM Airlines and Air Lease Corporation (ALC) implemented poverty alleviation activities in Cangyuan.



General Manager Li Yangmin attends the roofing ceremony of the teaching building of Shuangjiang County No.1 Middle School, one of the aid projects of China Eastern in Shuangjiang County.



China Eastern cooperates with China Poverty-Alleviation Promotion of Volunteer Service to conduct the "Giving Sight to the Blind - Poverty Alleviation Program" in Cangyuan County and provide medical support for local impoverished people.

Poverty Alleviation through Medical Support

In 2019, China Eastern continued the supplementary medical insurance "Family Backbone Program" among people aged between 18 and 60 from registered poor households in Shuangjiang County and Cangyuan County, which directly benefited 47,421 impoverished people. Moreover, China Eastern cooperated with social institutions such as Xinhua Hospital affiliated to Shanghai Jiao Tong University of Medicine, Shanghai Public Health Clinical Center, and Shanghai Tenth People's Hospital to carry out free medical services and clinical teaching activities in Cangyuan.

In 2019

Directly benefited impoverished people

47,421



Diversity and Equal Opportunities

Diversity is critical to building a successful enterprise and creating a corporate culture full of vitality. It helps motivate the enterprise to innovate and improve efficiency. At China Eastern, a diversified staff group facilitates the Company to perceive global customers' needs in a more individualized perspective. Ensuring equal opportunities is an important basis for China Eastern to achieve high-quality development and build a world-class airline.

In compliance with related national laws and regulations, China Eastern has formulated policies, regulations and plans that honor equality between different types of employees and groups, striving to provide equal opportunities of employment and development for all employees. We are committed to nurturing diverse and inclusive culture and building a workplace where employees with different backgrounds enjoy equal opportunities of development.

Measures for Caring for Foreign Employees and Female Employees in 2019





Working Conditions and Social Security

Good working conditions and well-developed social security helps enhance employees' sense of belonging and motivate their creativity. A harmonious employment relationship contributes to social stability. For China Eastern, employees are the major force to drive high-quality development. Providing employees with competitive working conditions and social security and enabling them to enjoy the gains of development are not only the responsibility of China Eastern, but also a driving force to help the Company achieve high-quality development in a faster and better way.

China Eastern strictly follows the *Labor Law*, *Labor Contract Law*, *Social Insurance Law*, *Employment Promotion Law*, and other related laws and regulations, and ensures that our working conditions and social security align with national laws and regulations and international labor standards. Since 2011, we have signed relevant insurance agreements with insurance companies to provide pilots with customized occupational risk insurance. Since 2014, we have launched the enterprise annuity system and enabled employees to share the gains of our reform and development.

A Happy China Eastern

In 2019, China Eastern innovated in the employee service model and formulated the *Implementation Plan for the "Happy China Eastern" Employee Wellbeing Credit Program (Trial)*. This move aims to help promote the program in a faster and better way so as to improve employee wellbeing and all-round development, and further enhance their sense of gains, belonging and happiness.

Democratic Management

In 2019, the staff congress reviewed and approved the *Collective Contracts of China Eastern* and the *Special Collective Contracts for Female Employees of China Eastern*, which lays a foundation for employees' rights protection and promotes the Company's democratic management.

In 2019, we optimized the working mechanism for rational suggestion and drafted the *Implementation Methods for Rational Suggestion Work in the New Stage* and the *Regulations on Innovation Experts Database*, etc. Moreover, we sped up developing the new rational suggestion system and improved the new rational suggestion process.

Employee Care

China Eastern Staff Service Center implements the working mechanism of "integrated work for one-stop service". In 2019, the staff service center provided services for 2.14 million people. In the satisfaction surveys, employee general satisfaction degree reached 100%, and great satisfaction degree reached 99%.

China Eastern pays close attention to employees' psychological health. We develop more EAP service projects to provide professional psychological health guidance, training and consultation for employees and their immediate family.

The "Ten Tasks" of most interest to employees in 2019 were implemented according to schedule. On October 26, the No. 71 T2 bus line of Shanghai was officially launched. China Eastern financed the building of a bus stop for China Eastern employees, providing commute convenience for employees.

The Company cares for employees and organizes the caring activity for employees under the theme of "Warming you in winter, cooling you in summer" every year.

In 2019

Completed the payment of serious illness mutual funds for

176 seriously ill employees

Total of mutual funds

RMB **356** million



On August 31, at the China Eastern operation control hall of Beijing Daxing International Airport, Liu Shaoyong, Chairman of China Eastern and Li Yangmin, General Manager of China Eastern, connected with an on-duty flight crew via the air-ground connectivity system to explain the prospects of China Eastern in Beijing and express gratitude to China Eastern employees at Daxing Airport.



China Eastern Unified Certificate Center provides one-stop certificate service for flight crew

China Eastern has established the unified certificate center to provide one-stop certificate service for flight crew, including review, application and management. A new flight crew member can obtain the certificate within 11 days instead of 20 days via the unified certificate center.

Training and Development

Talents are the first primary resources and the core competitiveness of an enterprise. It is vital to highly valuing employees' development in workplace and improving the training system for cultivating creative and productive talents, which underpins the enterprise's core competitiveness. For China Eastern, creating a premium development environment to attract, retain and cultivate high-caliber talents is a foundation for building a world-class airline.

Based on China Eastern Airlines Technology R&D Center (China Eastern R&D Center), China Eastern continuously improves the multi-tiered and diverse education and training system. The "Swallow, Wing, Flying and Eagle" backup talents training system has been established and improved, laying a solid foundation for the Company's high-quality development. Moreover, we try to set up diverse platforms for employee growth and create several development sequences to enable employees at different posts to have explicit promotion channels. In the meanwhile, we implement the open, just and fair competitive selection mechanism. Apart from vertical promotion in the same sequence, employees in different post sequences can also be promoted to other post sequences.

In 2019, China Eastern comprehensively amended the *Training Management Manual* and built the instructor capability assessment model with 5 tiers from primary level to expert level. We intensified internal training and developed 89 courses in in-flight service, ground service, air defense, operation control, and other majors. Meanwhile, we conducted post drills and skill competitions in different forms, covering in-flight service, ground service, flight courseware and information, etc.; the integrated learning platform was established with livestream class, voice recognition, courseware making platform and other functions, improving our information support for training. Moreover, we formulated the *Regulations of China Eastern on Internal Transfer (Version 2019)* to facilitate the rational allocation of human resources while meeting employee development.

Flight Personnel Training



Flight instructor

- Focusing on innovating in the teaching model, building an innovative curriculum lab to facilitate instructors to quickly record or live broadcast courses, and enriching the content of mobile learning

Pilots

Independently developing A350 and B787 aircraft curriculum, developing the courseware of Occupational Ethics of Pilots for the training of new pilots to further enhance pilots' safety awareness

Flight management personnel

- Building the front-line flight management personnel competency model and determining its key standards
- Adopting personality trait analysis, classroom training, action learning, project practice, and international study tours, etc. to develop and improve flight management personnel management skills and leadership

Management Personnel Training

China Eastern has built the project management personnel training system, which covers the project management mechanism from primary level, intermediate level and to senior level. In 2019, we selected management personnel to participate in the Spark Program Lean Six Sigma (LSS) green belt training and selected project leaders and managers to attend the Rolls-Royce project management class in Singapore and in the UK. The management personnel also attended the Airbus management workshop. Through learning international operation experience from advanced enterprises such as Rolls-Royce and Airbus, our management personnel improved their international vision and management competency.



To further enhance cabin managers' comprehensive quality and build a cabin management personnel pool, the Cabin Department coordinates with China Eastern R&D Center to hold the cabin managers "A+" training course in the on-the-job training project.



The leadership project of China Eastern R&D Center aims to cultivate applied talents, improve the professionalism of management personnel and key position personnel, and fill the gap of China Eastern and external markets in applied management training.



The Ground Service Department and China Eastern R&D Center jointly launch the ground service instructor capability enhancement camp on the theme of "Cultivating golden instructors with premium courses" to effectively improve the teaching and research capability of the ground service training team.



The China Eastern flight attendant Wu Jia'ni ranked 9th and received the Medallion for Excellence in catering service in the 45th WorldSkills Competition. She ranked 2nd among Asian contestants, the highest rank of Chinese contestants in this item.

In 2019

Investment in training

RMB **249** million

Total number of participants of training programs

570,465 person-times

Average number of training hours per female employee

33.8 hours

Average number of training hours per male employee

42.0 hours

Guaranteeing Special Air Transport

Civil aviation is an indispensable part of the public transport system and the contingency relief system. Guaranteeing major air transport tasks is one of the important duties of civil aviation. As a large state-owned airline, China Eastern relies on its transport experience and outstanding comprehensive strength to guarantee major air transport tasks. Meanwhile, active engagement in major air transport tasks improves our internal and external coordination as well as service innovation ability.

China Eastern has established the China Eastern leading group of national defense, contingency and major transport management to coordinate special flight management. In 2019, we made efforts to improve the contingency system and contingency relief ability.

Guaranteeing Aviation Support for Major Events

In 2019, China Eastern successfully guaranteed air transport service for major events such as the "Two Sessions", the 2nd Belt and Road Forum for International Cooperation, the 7th CISM Military World Games, and the 2nd China International Import Expo.

Guaranteeing Aviation Support for National Defense Mobilization

In 2019, China Eastern actively fulfilled the responsibility of guaranteeing aviation support for national defense mobilization and coordinated with the Ministry of Public Security in "Great Wall Action" to transport telecom fraud suspects", manifesting the fulfillment as a central SOE.



Guaranteeing Overseas Contingency Relief

After the earthquake hit Manila, the Philippines, China Eastern sent flights to fetch 192 Chinese travelers stranded in Manila.

In 2019

Number of flights operated to support special air transport missions

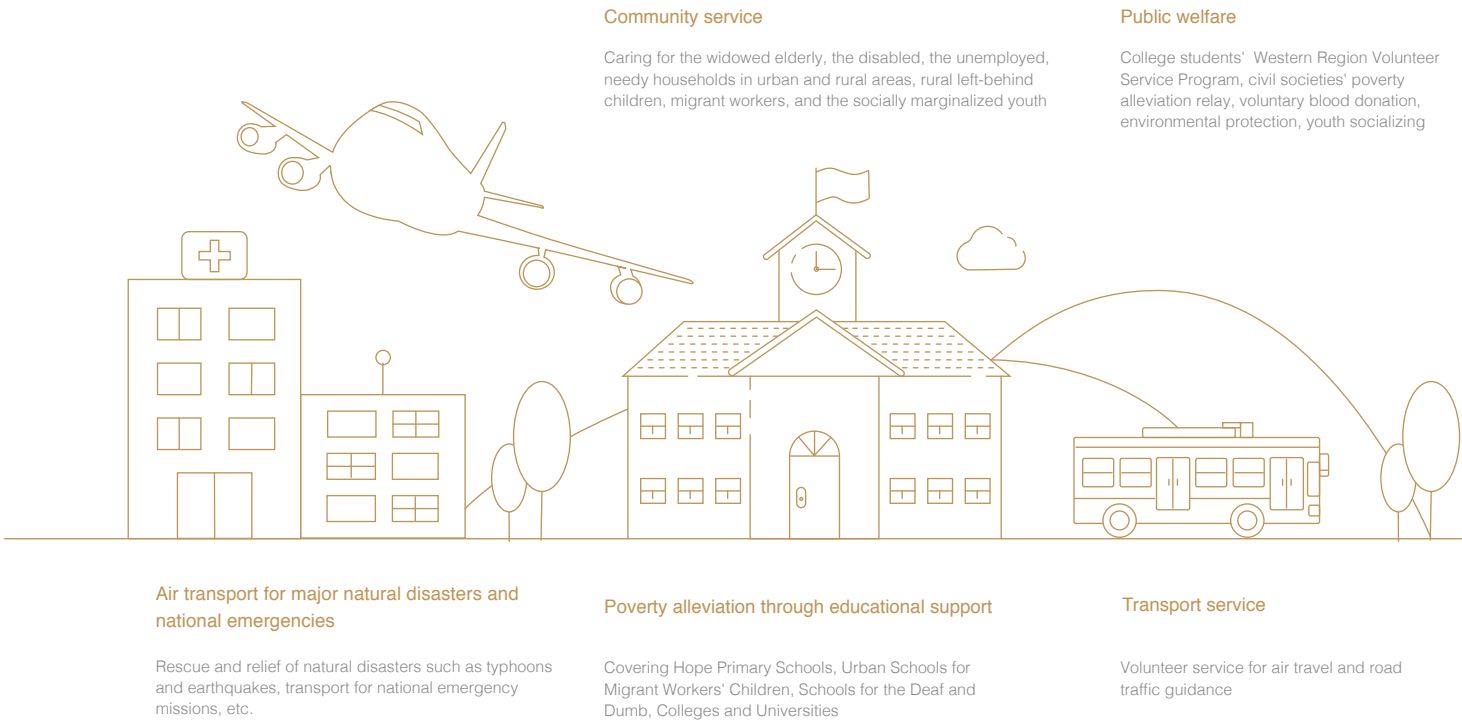
75

Engaging in Local Communities

The place where a company operates its business provides support for its development, and the business operation also has impacts on local communities. A company's community engagement helps improve the local wellbeing and wins support from the community. With the growing route network, China Eastern has expanded its engagement in more communities for their better development, which is also a responsibility of China Eastern and the requisite for winning community support.

Carrying out volunteer services

Based on "Love from China Eastern" volunteer projects, the characteristics of the industry and the needs of communities, China Eastern carries out diversified projects to facilitate the development of local communities. We have successively released the "Love from China Eastern" Volunteer Activity Management, Administrative Measures for Applying for "Love from China Eastern" Volunteer Project, and Regulations on "Love from China Eastern" Registered Volunteers to promote the standardized management of volunteer activities. With years of efforts, the "Love from China Eastern" volunteer activities have covered 18 sub-categories in five categories, including community service, poverty alleviation and student subsidy, public welfare, transport service, and air transport for major natural disasters and national emergencies.





Case

Joining hands with partners to help takeaway delivery drivers back home during the Spring Festival



Due to work shifts, high transport expense and other causes, many migrant workers cannot go back home during the Spring Festival. Takeaway delivery drivers are typical representatives of the group. In order to help takeaway delivery drivers go back home during the Spring Festival, China Eastern cooperated with Credit Fly and Meituan Takeout to launch the Spring Festival Mileage Program. After Credit Fly users visit the Mileage Mini-Program and check their flight miles in the past three years, they can get some Credit Fly mileage coins, which can be changed for a free flight ticket. Every 150,000 mileage coins can exchange for a flight ticket of China Eastern for Meituan takeaway delivery drivers. A total of 19,704 people participated in the program; 9,907,000 mileage coins were collected for 66 free flight tickets one week in advance.



Case

Building the "Bridge in the air" between the mainland and Macao

The year 2019 marked the 20th anniversary of Macao's return to China. Macao has closer contacts with the mainland in economy, culture and social aspects. For years, China Eastern has continuously expanded the route network between the mainland and Macao and further developed the aviation market in Macao. We have become the airline from the mainland that owns the largest transport capacity in Macao. During the recent decade, China Eastern has operated over 22,000 flights to transport over 2.66 million person-times passengers via the Macao routes. We have built a "bridge in the air" for economic, trade and cultural exchanges between the mainland and Macao, providing strong support for Macao to be a pillar in the development of the Guangdong-Hong Kong-Macao Greater Bay Area.



China Eastern cooperates with Delta Air Lines and Shanghai Qingcongquan Training Center for children with Special Needs to hold the "Love from China Eastern - Encounter with Stars" public welfare activity to care for autistic children.



China Eastern cooperates with One Foundation and Youkai Caring Association to organize left-behind children in Tai'erzhuang to join the seven-day study tour in Shanghai.

In 2019

Number of "Love from China Eastern" public welfare projects

1,387

Number of employee volunteers

34,110 person-times

Number of beneficiaries

78,080 person-times

Total hours of volunteer services

143,400 hours



The "Love from China Eastern • Aiwan Ting Pavilion" project won the championship in the 2nd Civil Aviation Youth Volunteer Service Competition.





Nearly 200 renowned entrepreneurs and guests who attended the Tsinghua Yangtze Delta Forum conduct a field tour at the "Home of China Eastern".



China Eastern signs the strategic cooperation framework agreement with Shanghai Municipal Administration of Culture and Tourism to facilitate Shanghai culture and tourism brands to "fly across the globe".



China Eastern signs the memorandum of cooperation with the local government of Tibetan Autonomous Prefecture of Golog, Qinghai, to provide more support, expand and optimize the route network, and serve local economic and social development in a better and faster way.



The finals of the International Table Tennis Federation (ITTF) T2 Diamond 2019 was held in Singapore. China Eastern was the only airline partner of the event.



All trainees of the 2nd edition of the Belt and Road National Media Elites Workshop, which was organized by China Daily and attended by China Eastern, visit the Company.



The trainees of the Workshop for SOEs' Senior Executives from Developing Countries, which was organized by the Ministry of Commerce and co-hosted by the International Business Officials Workshop Base of Shanghai Business School, visit China Eastern and made exchanges.

Contributing to Industrial Development

The robust development of enterprises helps create a harmonious and thriving industrial ecology while a benign industrial ecology promotes the long-term development of enterprises. As a world-class airline, China Eastern is obliged to cooperate with industrial chain partners and stakeholders to share resources, draw on each other's strengths and accomplish mutual benefits, contributing to the high-quality development of aviation industry of China and even the world.

Upholding the vision for embracing openness and cooperation for mutual benefits, China Eastern has joined hands with domestic and foreign peers in the industry to enhance exchange and cooperation in talents, technology, service and other areas. Moreover, efforts are increased to conduct strategic cooperation with outstanding peers, jointly drive the sustainable development of aviation industrial chain, ecological chain, and value chain.



China Eastern's Engagement in Industrial Associations (partial)

International Aviation Transport Association (IATA)
China Aviation Transport Association (CATA)
IT Technology Community Steering Committee, North Asia IATA
Civil Aviation Maintenance Association of China
Civil Aviation Information Technology Application Chapter of China Computer Users Association
Shanghai Branch of Alliance of Industrial Internet, Ministry of Industry and Information Technology

Appendix

Performance Indicators

Classification	Indicators	Unit	2017	2018	2019
Economy	Total assets	RMB billion	227.464	236.765	282.936
	Operating revenue	RMB billion	101.721	114.930	120.860
	Total profits	RMB billion	8.620	3.867	4.302
	Interest payment	RMB billion	3.977	4.577	5.856
	Total tax payment	RMB billion	9.473	8.451	7.478
	Contract compliance rate	%	100	100	100
	Number of suppliers	-	Total: 1,030 (restated) Zhejiang: 12, Yunnan: 29, Sichuan: 11, Shanxi 11, Shandong: 137, Jiangxi 11, Jiangsu: 9, Gansu: 1 7, Beijing: 14, Anhui: 10, Shanghai: 650, Shanghai Airlines: 13, Shanghai Airlines China Eastern Business Jet Co. Ltd.:10, Shanghai Eastern Flight Training Co. Ltd.:5, Guangdong: 8. Wuhan:17, Northwest China: 17, China United Airlines:49	Total: 1,032(restated) China United Airlines Co., Ltd. and Hebei:6, Zhejiang:14, Yunnan: 152, Sichuan: 47, Shanxi 12, Shandong: 165, Jiangxi 12, Jiangsu:12, Gansu: 13, Beijing:25, Anhui:18, Shanghai:623, Shanghai Airlines:6, Guangdong:3, Shanghai Airlines Shanghai Eastern Flight Training Co. Ltd.:12, China United Airlines:31, Sichuan:16, Wuhan:15, Northwest China: 20	Total: 1,109 China United Airlines and Hebei:6, Zhejiang:23, Yunnan: 62, Sichuan: 30, Shanxi 20, Shandong: 192, Jiangxi 9, Jiangsu:17, Gansu: 8, Beijing:32, Anhui:23, Shanghai:653, Guangdong:6, Wuhan:19, Northwest China:58, China United Airlines:30, Shanghai Eastern Flight Training Co. Ltd.:30, Northwest China: 30
Operation Overview	Utilization rate of aircrafts	Hour	9.68	9.43 (restated)	9.55
	Average age of aircrafts	Year	5.55	5.70	6.40
	Transport volume	Billion ton kilometers	18.860	20.360	22.518
	Passenger turnover	Million person-time	110.810	121.200	130.297
	Number of routes	-	1,219	1,386	1,668
	Number of destination countries/regions	-	177	175	175
	Number of destinations	-	1,074	1,150	1,150
	Number of code-sharing routes	-	1,022	797	1,007
Safety	Safe flight hours	Million hours	2.111	2.206	2.394
	Incidents	-	11	4	7
	Incident rate per ten thousand hours	-	0.052	0.018	0.041
	Severe maintenance errors	-	2	1	1
	Training hours on simulators	Hour	137,384.0	146,700.0	155,367.3
	Total mileage of ground safe operation	Million kilometers	-	3.544	5.975
Service	Flight punctuality rate	%	71.99	80.19 (restated)	81.84
	Investment in smart technologies	RMB million	23.496	44.439	40.518

Classification	Indicators	Unit	2017	2018	2019
Service	Number of Fly-Fi fleets	-	74	82	93
	Number of frequent flyers	Million	33.36	39.63	42.68
	Copies of passenger satisfaction questionnaires	-	440,000	656,000	261,600
	Passenger satisfaction	Point	91.30	89.35	87.68
	Number of passenger commendation letters	-	16,293	13,931	11,664
	Complaints from passengers	-	929	3,167 (handled cases, the statistical caliber is changed, so it was not comparable with the previous years)	4,100 (handled cases; on March 15, 2019, the Consumer Affairs Center of CAAC opened 12326 hotline. Since April, the number of complaints in the whole industry has increased sharply.)
	Complaints handling rate	%	100	100	100
	Complaints about passenger privacy	-	367	308 (271 cases of text messaging scams, 37 cases of unauthorized bonus point loss)	258 (229 cases of text messaging scams, 29 cases of unauthorized bonus point loss)
	Customer data losses	-	0	0	0
	Baggage mishandling rate	Millesimal	1.854	1.713 (restated)	1.702
	Self check-in for domestic flights	%	71.20	78.60	70.41 (CAA unified the statistical methods in 2019, so this data is not comparable to previous years)
	Coverage of self check-in machines in domestic terminals	%	90.60	88.11	97.41
	Domestic destinations of "Through Check-in" flights	-	37	37 (restated)	75
	International destinations of "Through Check-in" flights	-	32	32 (restated)	60
Environment	Number of special passengers	Person-time	251,089	127,926 (Hongqiao International Airport and Pudong International Airport)	140,768 (Hongqiao International Airport and Pudong International Airport)
	Water consumption	Kiloton	4,740.00	5,142.80	4,456.01
	Aviation fuel consumption	Kiloton	6,216.7	6,606.8	7,156.0
	Natural gas consumption	1,000 m³	4,773.20	6,636.60	7,801.54
	Gasoline consumption	Kiloliter	2,345.00	2,266.40	2,368.23
	Diesel consumption	Kiloliter	11,592.00	11,986.20	12,835.76
	LPG consumption	1,000 m³	81.30	68.20	42.62
	Consumption of other petroleum products	Ton	276.9	344.0	413.0
	Electricity consumption	1,000 kWh	143,883.0	174,824.5	176,639.2
	Energy consumption per RMB 10,000 of operating revenue	Tons of standard coal per RMB 10,000	0.90 (restated)	0.96	0.88
	Carbon dioxide emissions	Ton	19,528,730.00	20,811,518.51	22,493,251.43

Classification	Indicators	Unit	2017	2018	2019
Environment	Energy consumption per transport distance	Tons (of aviation fuel)/10,000 kilometers	3.297	3.245	3.178
	Fuel consumption available per ton kilometers	Ton/10,000 ton kilometers	2.3057	2.2144	2.1506
	Fuel consumption per flight hour	Tons/hour	2.49	2.99	3.47
	Total fuel saving	10,000 ton	-	20.07	19.55
	Carbon dioxide emissions per ton kilometers	Ton/10,000 ton kilometers	10.36	10.23	10.01
	Sewage discharge	Ton	4,242	4,630	4,010
	Quantity of non-hazardous waste by category	Ton	5,302.00	Total :5,508.00 Cabin garbage: 1,387.00 Domestic garbage : 2,540.00 Kitchen waste : 1,581.00	Total : 46,108.23 Cabin garbage:39,331.02 Domestic garbage : 5,474.73 Kitchen waste : 1,302.48
	Quantity of non-hazardous waste by category	Ton	33.60	Total:36.50 Waste drug: 0.50 Waste organic solvents and waste containing organic solvents: 10 Waste mineral oil and waste containing mineral oil: 5.00 Oil-water and hydrocarbon-water mixtures or emulsions: 8 Waste dyes and paints: 6 Organic resin waste: 7	Total :249.74 Waste drug: 0.17 Waste organic solvent and waste containing organic solvent: 34.56 Waste mineral oil and waste containing mineral oil 159.30 Oil-water and hydrocarbon-water mixtures or emulsions: 35.33 Waste dyes and paints: 16.247 Organic resin waste: 2.34
	Number of recycled electronic equipment	-	266	1,696	1,838 (Shanghai area)
Employee	Number of employees	-	75,277	77,005	81,136
	Total remuneration for employees	RMB billion	11.583 (restated)	12.236 (restated)	13.258
	Percentage of female employees	%	39.90	39.30	39.12
	Percentages of executives by gender and age group	%	Female 10.3; Male 89.7 Below 30 years of age: 0 31-40 years of age:4.8 41-50 years of age: 51.0 Above 51 years of age: 44.2	Female 10.4; Male 89.6 Below 30 years of age: 0 31-40 years of age:3.9 41-50 years of age: 49.8 Above 51 years of age: 46.3	Female 11.2; Male 88.8 Below 30 years of age: 0 31-40 years of age:2.2 41-50 years of age: 49.8 Above 51 years of age: 48.0
	Number of minority employees	-	2,325	2,427	2,711
	Number of foreign employees	-	1,324	1,466	1,257
	Collective contract signing rate	%	100	100	100
	Membership of the Trade Union	%	97.36	94.93	97.89

Classification	Indicators	Unit	2017	2018	2019
Employee	Number of new employees by gender and age	-	Female: 2,803 Male: 2,795 Below 30 years of age: 5,546 31-50 years of age: 52 Above 51 years of age: 0	Female: 3,132 Male: 2,765 Below 30 years of age: 5,833 31-50 years of age: 64 Above 51 years of age: 0	Female: 2,516 Male: 2,744 Below 30 years of age: 5,135 31-50 years of age: 125 Above 51 years of age: 0
	Labor contract signing rate	%	100	100	100
	Profession distribution	-	Management personnel: 4,972 Professional technicians: 13,904 Pilots: 6,718 Flight crew: 15,067 Air security guards: 3,413 Salesmen: 4,378 Financial officers: 586 Ground service personnel and others: 26,239	Management personnel: 3,605 Professional technicians: 14,046 Pilots: 7,634 Flight crew: 15,829 Air security guards: 4,080 Salesmen: 3,978 Financial officers: 544 Ground service personnel and others: 27,289	Management personnel: 3,650 Professional technicians: 14,837 Pilots: 8,284 Flight crew: 17,430 Air security guards: 4,243 Salesmen: 4,009 Financial officers: 567 Ground service personnel and others: 28,116
	Age distribution	%	Below 30 years of age: 44.3 31-40 years of age: 31.3 41-50 years of age: 18. Above 51 years of age: 6.0	Below 30 years of age: 42.1 31-40 years of age: 32.0 41-50 years of age: 18.3 Above 51 years of age: 7.6	Below 30 years of age: 42.5 31-40 years of age: 31.9 41-50 years of age: 17.9 Above 51 years of age: 7.7
	Educational background	%	Joiner college or lower: 56.8 Bachelor degree:40.8 Master degree or higher: 2.4	Joiner college or lower: 55.3 Bachelor degree:42.0 Master degree or higher: 2.7	Joiner college or lower: 52.2 Bachelor degree:44.8 Master degree or higher: 3.0
	Starting salary standards of main operation sites	RMB	Shanghai: 4,433 Beijing: 4,133 Kunming: 4,003 Xi'an :3,913	Shanghai: 4,433 Beijing: 4,133 Kunming: 4,003 Xi'an :3,913	Shanghai: 5,033 Beijing: 4,733 Kunming: 4,153 Xi'an :4,063
	Coverage of social insurance	%	100	100	100
	Coverage of enterprise annuity	%	93.40	87.50	90.71
	Employee turnover rate	%	Management personnel :0.05 Pilots: 0.09 Flight crew and security guards: 1.52 Professional technicians: 0.53 Salesmen: 0.48 Others: 2.82	Management personnel: 0.04 Pilots: 0.17 Flight crew and security guards: 2.05 Professional technicians: 0.72 Salesmen: 0.37 Others: 4.01	By gender: Male: 2.60 Female: 2.63 By nationality: Domestic: 4.94 Foreign: 0.29 By age: Below 30 years of age: 3.56 31-50 years of age: 1.52 Above 50 years of age: 0.15 By major: Management personnel 0.03 Pilots 0.19 Flight crew and security guards: 2.04 Professional technicians: 0.55 Salesmen: 0.41 Others: 3.89

GRI Content Index

This Report has been prepared in accordance with the GRI Standards: Core option

Classification	Indicators	Unit	2017	2018	2019
Employee	Proportion of employees who received health examinations	%	78.4	72.1	The health examination mode was changed in 2019, and the health examination time was changed to October 2019 - May 2020. The health examination rate of employees in 2019 will be calculated by the end of May 2020
	Work injuries	-	49	104	128
	Work-related deaths	-	0	4 (1 traffic accident during work and 3 sudden illness during work)	1(Sudden illness during work)
	Number of participants in EAP consultation	-	3,457 (Including employees trained before the EAP project, employees trained in identification and early warning of psychological abnormality, hotline and face-to-face consultation)	3,207 (Including employees trained before the EAP project, by hotline and face-to-face consultation; employees with psychological crisis intervention)	786 (Including employees trained before the EAP project, by hotline and face-to-face consultation; employees with psychological crisis intervention)
	Total investment in trainings	RMB million	49.24	107.00 (Training travel expenses are firstly included)	248.63 (Including trainings organized by China Eastern R&D Center)
	Number of training participants	Person-time	345,953	571,577	570,465
	Training hours per employees	Hour	Female: 20 Male: 18.9	Female: 23.7 Male: 22.0	Female: 33.8 Male: 42.0
	Proportion of employees accepting performance appraisal and career development appraisal	%	-	By gender: Female: 97.9 Male: 98.8 By category: Management personnel: 96.2 Ordinary employees : 98.6	By gender: Female: 98.2 Male: 99.0 By category: Management personnel: 97.3 Ordinary employees : 98.8
	Occurrence of discrimination	-	0	0	0
	Financial support for disadvantaged employees	RMB million	3.460	3.645	3.560
The community	Investment in fixed-pointed poverty alleviation	RMB million	13.292	13.830	18.252
	Special flights	-	135	144	75
	Number of registered employee volunteers	-	5,000	5,030	8,100
	Number of public welfare projects	-	836	1,593	1,387
	Number of employees who participated in public welfare volunteering activities	Person-time	59,069	24,317	34,110
	Number of people benefited from public welfare activities	Person-time	65,733	83,917	78,080
	Public welfare service time	10,000 hours	17.09	14.88	14.34

General Disclosures	Introduction	Chapter	Page	Note
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GRI 101 does not include any disclosures				
GRI 102: GENERAL DISCLOSURES 2016				
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102-8	Information on employees and other workers	Performance Indicators	P94-96	
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102-48	Restatements of information	Some historical data have been corrected, and the latest data in "Performance Indicators" of this report shall prevail.	P92-96	
102-49	Changes in reporting	We added "sustainable value chain" to material topics in 2019.	P36	
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302-1	Energy consumption within the organization	Performance Indicators	P93	
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302-4	Reduction of energy consumption	Operating Low-carbon Flights	P71	
302-5	Reductions in energy requirements of products and services	Operating Low-carbon Flights Sustainable Utilization of Resources	P70, P73	
GRI 305: EMISSIONS 2016/ GRI 103: MANAGEMENT APPROACH 2016				
103-1	Explanation of the material topic and its Boundary	Operating Low-carbon Flights	P70	
103-2	The management approach and its components	Operating Low-carbon Flights	P70	
103-3	Evaluation of the management approach	Operating Low-carbon Flights	P70	
305-1	Direct (Scope 1) GHG emissions	Performance Indicators	P93	
305-4	GHG emissions intensity	Performance Indicators	P94	
305-5	Reduction of GHG emissions	Operating Low-carbon Flights	P71	

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103-1	Explanation of the material topic and its Boundary	Safeguarding Lucid Waters and Blue Sky	P72	
103-2	The management approach and its components	Safeguarding Lucid Waters and Blue Sky	P72	
103-3	Evaluation of the management approach	Safeguarding Lucid Waters and Blue Sky	P72	
306-1	Water discharge by quality and destination	Performance Indicators	P94	
306-2	Waste by type and disposal method	Performance Indicators	P94	
Social Topics				
GRI 401: EMPLOYMENT 2016/ GRI 103: MANAGEMENT APPROACH 2016				
103-1	Explanation of the material topic and its Boundary	Working Conditions and Social Security	P82	
103-2	The management approach and its components	Working Conditions and Social Security	P82	
103-3	Evaluation of the management approach	Working Conditions and Social Security	P82	
401-1	New employee hires and employee turnover	Performance Indicators	P95	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Working Conditions and Social Security	P82	
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2016/ GRI 103: MANAGEMENT APPROACH 2016				
103-1	Explanation of the material topic and its Boundary	Caring for Employee Health	P52	
103-2	The management approach and its components	Caring for Employee Health	P52	
103-3	Evaluation of the management approach	Caring for Employee Health	P52	
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Performance Indicators	P96	
GRI 404: TRAINING AND EDUCATION 2016/ GRI 103: MANAGEMENT APPROACH 2016				
103-1	Explanation of the material topic and its Boundary	Training and Development	P84	
103-2	The management approach and its components	Training and Development	P84	
103-3	Evaluation of the management approach	Training and Development	P84	
404-1	Average hours of training per year per employee	Performance Indicators	P96	
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016/ GRI 103: MANAGEMENT APPROACH 2016				
103-1	Explanation of the material topic and its Boundary	Diversity and Equal Opportunities	P81	
103-2	The management approach and its components	Diversity and Equal Opportunities	P81	
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405-1	Diversity of governance bodies and employees	Performance Indicators	P94	

General Disclosures	Introduction	Chapter	Page	Note
GRI 406: NON-DISCRIMINATION 2016/ GRI 103: MANAGEMENT APPROACH 2016				
103-1	Explanation of the material topic and its Boundary	Working Conditions and Social Security	P82	
103-2	The management approach and its components	Working Conditions and Social Security	P82	
103-3	Evaluation of the management approach	Working Conditions and Social Security	P82	
406-1	Incidents of discrimination and corrective actions taken	Performance Indicators	P96	
GRI 408: CHILD LABOR 2016/ GRI 103: MANAGEMENT APPROACH 2016				
103-1	Explanation of the material topic and its Boundary	Working Conditions and Social Security	P82	
103-2	The management approach and its components	Working Conditions and Social Security	P82	
103-3	Evaluation of the management approach	Working Conditions and Social Security	P82	
408-1	Operations and suppliers at significant risk for incidents of child labor			No operations and suppliers at significant risk for incidents of child labor
GRI 409: FORCED OR COMPULSORY LABOR 2016/ GRI 103: MANAGEMENT APPROACH 2016				
103-1	Explanation of the material topic and its Boundary	Working Conditions and Social Security	P82	
103-2	The management approach and its components	Working Conditions and Social Security	P82	
103-3	Evaluation of the management approach	Working Conditions and Social Security	P82	
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor			No operations and suppliers at significant risk for incidents of forced or compulsory labor
GRI 413: LOCAL COMMUNITIES 2016/ GRI 103: MANAGEMENT APPROACH 2016				
103-1	Explanation of the material topic and its Boundary	Targeted Poverty Alleviation Engaging in Local Communities	P78, P87	
103-2	The management approach and its components	Targeted Poverty Alleviation Engaging in Local Communities	P78, P87	
103-3	Evaluation of the management approach	Targeted Poverty Alleviation Engaging in Local Communities	P78, P87	
413-1	Operations with local community engagement, impact assessments, and development programs	Targeted Poverty Alleviation Engaging in Local Communities	P78, P87	
413-2	Operations with significant actual and potential negative impacts on local communities			No operations with significant actual and potential negative impacts on local communities

General Disclosures	Introduction	Chapter	Page	Note
GRI 413: SUPPLIER SOCIAL ASSESSMENT 2016/ GRI 103: MANAGEMENT APPROACH 2016				
103-1	Explanation of the material topic and its Boundary	Sustainable Value Chain	P75	
103-2	The management approach and its components	Sustainable Value Chain	P75	
103-3	Evaluation of the management approach	Sustainable Value Chain	P75	
414-1	New suppliers that were screened using social criteria	Sustainable Value Chain	P75	
GRI 416: CUSTOMER HEALTH AND SAFETY 2016/ GRI 103: MANAGEMENT APPROACH 2016				
103-1	Explanation of the material topic and its Boundary	Safeguarding Passenger Health	P50	
103-2	The management approach and its components	Safeguarding Passenger Health	P50	
103-3	Evaluation of the management approach	Safeguarding Passenger Health	P50	
416-1	Assessment of the health and safety impacts of product and service categories	Safeguarding Passenger Health	P50	
GRI 417: MARKETING AND LABELING 2016/ GRI 103: MANAGEMENT APPROACH 2016				
103-1	Explanation of the material topic and its Boundary	Guaranteeing Flight Punctuality Providing Heartwarming Service	P56, P58	
103-2	The management approach and its components	Guaranteeing Flight Punctuality Providing Heartwarming Service	P56, P58	
103-3	Evaluation of the management approach	Guaranteeing Flight Punctuality Providing Heartwarming Service	P56, P58	
417-2	Incidents of non-compliance concerning product and service information and labeling			No incidents occurred
417-3	Incidents of non-compliance concerning marketing communications			No incidents occurred
GRI 418: CUSTOMER PRIVACY 2016/ GRI 103: MANAGEMENT APPROACH 2016				
103-1	Explanation of the material topic and its Boundary	Customer Privacy Protection	P66	
103-2	The management approach and its components	Customer Privacy Protection	P66	
103-3	Evaluation of the management approach	Customer Privacy Protection	P66	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Performance Indicators	P93	

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Indicator		Disclosure	Page
A. Environment			
Aspect A1- Emissions	General Disclosure Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	Operating Low-carbon Flights Safeguarding Lucid Waters and Blue Sky Sustainable Utilization of Resources	P70-73
	A1.1 The types of emissions and respective emissions data	The exhaust gas generated in the daily production process of China Eastern is basically generated by aviation oil emissions. The standard of conversion coefficient for other exhaust gas types in the industry is still unclear.	
	A1.2 Direct (category 1) and indirect (category 2) greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Performance Indicators	P93
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Safeguarding Lucid Waters and Blue Sky	P72
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Sustainable Utilization of Resources	P73
	A1.5 Description of measures to mitigate emissions and results achieved.	Note: China Eastern has formulated the <i>Action Plan and Task Breakdown for Winning Battle Against the Blue Sky</i> , and gradually implemented the special work of the "Oil-to-Electricity" and APU programs in 2018-2021.	
	A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Safeguarding Lucid Waters and Blue Sky Sustainable Utilization of Resources	P72-73
Aspect A2-Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials	Sustainable Utilization of Resources	P73
	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)	Performance Indicators	P93
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility)	Performance Indicators	P93
	A2.3 Description of energy use efficiency initiatives and results achieved	Note: During the reporting period, China Eastern has not set up energy use efficiency initiatives, and will carry out relevant work next.	
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	Note: China Eastern has no issue found in sourcing water.	

Indicator		Disclosure	Page
A. Environment			
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Not applicable. The operation of China Eastern does not involve manufacturing process.	
Aspect A3-The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impact on the environment and natural resources	Operating Low Carbon Flights Safeguarding Lucid Waters and Blue Sky Sustainable Utilization of Resources	P70-73
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Note: China Eastern abides by the <i>Wildlife Protection Law of the People's Republic of China</i> and prohibits the transportation of all kinds of illegal wildlife and their products.	
Aspect A4- Climate Change	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Operating Low Carbon Flights	P70-71
	A4.1 Description of significant climate-related issues which have actual/potential impact on the issuer and actions taken to manage them	Operating Low Carbon Flights	P70-71
B. Social			
Employment and Labor Practices			
Aspect B1- Employment	General Disclosure Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	Diversity and Equal Opportunities Working Conditions and Social Security Training and Development	P81-85
	B1.1 Total workforce by gender, employment type, age group and geographical region	Performance Indicators	P94-95
	B1.2 Employee turnover rate by gender, age group and geographical region	Performance Indicators	P95
Aspect B2- Health and Safety	General Disclosure Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to providing a safe working environment and protecting employees from occupational hazards	Caring for Employee Health	P52
	B2.1 umber and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Performance Indicators	P96
	B2.2 Lost days due to work injury	Note: No statistics for 2019.	
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored	Caring for Employee Health	P52

Indicator		Disclosure	Page
B. Social			
Aspect B3- Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	Training and Development	P84
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	Performance Indicators	P96
	B3.2 The average training hours completed per employee by gender and employee category	Performance Indicators	P96
Aspect B4- Labour Standards	General Disclosure Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to preventing child and forced labour.	Working Conditions and Social Security	P82
	B4.1 Description of measures to review employment practices to avoid child and forced labour.	Working Conditions and Social Security	P82
	B4.2 Description of steps taken to eliminate such practices when discovered.	Note: China Eastern strictly abides by the national laws and regulations, and has not employed child labor or forced labor.	
Operating Convention			
Aspect B5- Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain	Sustainable Value Chain	P75
	B5.1 Number of suppliers by geographical region	Performance Indicators	P92
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Sustainable Value Chain	P75
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Sustainable Value Chain	P75
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Sustainable Value Chain	P75

Indicator		Disclosure	Page
Operating Convention			
Aspect B6- Product Responsibility	General Disclosure Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	Securing Aviation Safety Safeguarding Passenger Health Providing Heartwarming Service Intelligent Travel Experience Customer Privacy Protection	P44, P50, P58, P64, P66
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Note: Not applicable, the business of China Eastern does not involve product production.	
	B6.2 Number of products and service related complaints received and how they are dealt with	Safeguarding Passenger Health Providing Heartwarming Service	P51, P58-59
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Technological Innovation Informatization	P15, P16
	B6.4 Description of quality assurance process and recall procedures.	Note: Not applicable, the business of China Eastern does not involve product production.	
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored	Customer Privacy Protection	P66
Aspect B7-Anti- corruption	General Disclosure Information on the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer, relating to bribery, extortion, fraud and money laundering	Anti-corruption	P13
	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	During the reporting period, there were no corruption cases.	
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Anti-corruption	P13
	B7.3 Description of anti-corruption training provided to directors and staff.	Anti-corruption	P13
Community			
Aspect B8- Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities's interests	Targeted Poverty Alleviation Engaging in Local Communities	P78-80 P87-90
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	Targeted Poverty Alleviation Engaging in Local Communities	P78-80 P87-90
	B8.2 Resources contributed (e.g. money or time) to the focus area	Targeted Poverty Alleviation Engaging in Local Communities	P78-80 P87-90

Assurance Statement



Assurance Statement of Corporate Social Responsibility Report

TUV Asia Pacific Ltd. (TUV NORD) has been commissioned by the management of China Eastern airlines Co.,Ltd (China Eastern for short) to carry out an independent assurance of the 2019 Corporate Social Responsibility Report (report for short).

China Eastern is responsible for the collection, analysis, aggregation and presentation of information within the Report. TUV NORD's responsibility in performing this work (assurance of the report) is in accordance with terms of reference agreed in the scope of engagement with China Eastern. China Eastern is the intended users of this statement.

This statement is based on the assumption that the data and information provided in the report is complete and true. This report is the twelfth CSR report for China Eastern, and its the fifth time for China Eastern to invite TUV NORD give independent assurance.

Assurance Scope

- The report revealed the accuracy and reliability for key performance, information and management system which happened in 2019;
- Assurance address is in No.36, Hongxiang 3rd road, Minhang district, Shanghai, where China Eastern headquarter located. We visited some organs and functional departments of China Eastern, and we didn't visit other branch, subordinate units or the site of projects;
- We evaluate the collection, analysis, aggregation of the information and data;
- Because the economic data had been audited by the third party, we won't do double audit this time;

Assurance of the Report was done on March 16-18, 2020.

Assurance Methodology

Assurance process including following activities:

- Review the document information which provide by China Eastern;
- Interview the person who collected the report information;
- View the related websites and media reports, verify the data and information through sampling method;
- Refer to *GRI Sustainability Reporting Guideline* (GRI Standards) on balance, comparability, accuracy, timeliness, clarity, reliability, and give the evaluation;
- Refer to the *Hong Kong Stock Exchange's Environmental, Social and Governance Reporting Guidelines (HK-ESG)* for reporting on the importance, quantification, balance and consistency requirements, we evaluate the report;
- Refer to AA1000AS (2008) Assurance methodology;
- Assurance activity is based on TUV NORD CSR report assurance management procedure.

Assurance Conclusion

China Eastern Airlines Corporate Social Responsibility Report 2019 objectively reflects the China Eastern 's social responsibility work and performance achieved in 2019. The data in the report is reliable and objective. We haven't found systematic or substantial errors. The report meets the disclosure requirements of the GRI Standards Core Option.

- The structure of report is complete, the revealed information is clear, easy-understand and available;
- Under the theme of "High-quality development for a sustainable future", the Report has four chapters, i.e., "Flights from the Oriental", "Flying across the Globe", "An Eco-friendly China Eastern", and "A Happy China Eastern". The Report comprehensively discloses the actions and performance of China



Eastern in fulfilling social responsibility in economic, social and environmental areas in 2019. Moreover, the quantitative performance indicators in previous three years are disclosed in the Report, which can generate comparable results.

- The Report discloses complaints of onboard food and other cases, which manifests the balance of reporting content.

Suggestions for Improvement

Through assurance and evaluation, we had following improvement suggestions on CSR practice and management.

- Considering the "comply or explain" provisions of the ESG Reporting Guide issued by Hong Kong Stock Exchange, relevant departments should implement the principle in department management so as to disclose related performance data in next year's report.
- It is suggested that research should be enhanced on performance data with significant change.

Special Statement

This statement excluding:

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

Statement of Independence and Competence

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

TUV Asia Pacific Ltd. affirms its independence from China Eastern and confirms that there is no conflicts of interest with the organization or any of its subsidiaries and stakeholders when performing the assurance of the Report. TUV Asia Pacific Ltd. was not involved in any manner with China Eastern, when the latter was preparing the Report.

TUV Asia Pacific Ltd.

The Authorized person: SONG Haining
Date: March 24, 2020

The team leader: Huang Li
Date: March 24, 2020

Feedback

Dear Sir/Madam,

Thank you for reading the Corporate Social Responsibility Report 2019 of China Eastern Airlines Corporation Limited. To provide more valuable information, facilitate your monitoring our CSR work and improve our CSR management and practices, we sincerely welcome your opinions and suggestions.

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

Contact Department: Department of Corporate Culture and Brand Management of China Eastern
Tel: 021-22331435
Fax: 021-62686883
E-mail: ceanews@163.com
Address: No.36 Hongxiang 3rd Road, Minhang District, Shanghai, China (201100)





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CSR stories of China Eastern



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