

Climate Action

No Poverty

Rural Revitalization

Adapting to the New Development Pattern for A Sustainable Future CHINA EASTERN AIRLINES CHINA EASTERN 2020 CORPORATE SOCIAL RESPONSIBILITY REPORT

Internationalization

Fighting Covid-19

Oliersig

Aviation Safety

Flight Punctuality

Imovation

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 Chairman

About China

Incredible Year in Review

Fastern

Message from

Chairman



In 2020, the COVID-19 pandemic plunged mankind into an unprecedented challenge and the world was confronted with massive changes and challenges. The pandemic has made us reflect on the relationship between mankind and nature, and sustainability has become a greater concern for all. More inclusive recovery has become our common aspiration.

Amid the once-in-a-century pandemic, we put people's lives and health first. Braving the frontline, we fulfilled our mission as a corporate citizen by completing three major tasks to aid the COVID-19 fight, i.e., "implementing the decisions and deployment of the CPC Central Committee, guaranteeing passenger service, and improving employee care". With united efforts, we have made several records in fighting the pandemic: we operated China's first anti-pandemic flight and China's first chartered flight for foreign aid. We undertook one third of air transport tasks of China's civil aviation industry for pandemic response. We became the first to launch "taskspecific chartered flight" and "passenger-to-freight" flight to ensure the stability of the industrial supply chain. Countless employees and volunteers of China Eastern devoted to this fight, ensuring that none of over 60 million passengers were infected at our cabin in 2020. China Eastern also earned honors and recognition for its efforts to fight the pandemic, including"Outstanding Team for Fighting COVID-19 in China", "Outstanding Individual for Fighting COVID-19 in China" and "Outstanding Primary-level Party Organization". Keeping pandemic control, we continued our efforts to ensure flight safety and improve our safety governance ability towards the goal of the global safest airline. In 2020, we remained the record of zero serious accident rate of aviation transport for the tenth year.

the 13th Five-Year Plan Period

Governance

China Eastern's 2020: An Combating COVID-19, China Eastern's Achievement During Strategy and

China Eastern in Action

Although the civil aviation industry is severely affected by the pandemic, the Chinese civil aviation market recovered with the highest speed. We strive to develop markets and make breakthroughs via reform and improve our resilience against risks with high-quality development, which will lay a solid foundation for sustainable development in the post-pandemic era. For the past year, we had nurtured new opportunities in this crisis, making breakthroughs in industrial structure reform, institutional reform, and marketing reform. To serve the supply-side structural reform, we became the first Chinese airline to launch the Infinite Flight Pass series products, followed by other major airlines in the country. Through product innovation, we stimulated demand and thus drove the recovery of the aviation industry, facilitating the passengers' travel and started the new engine of consumption to support the domestic circulation. We actively participated in R&D, manufacturing and commercial operation of home-grown aircraft. We established OTT Airlines, becoming the first to operate homemade C919 and put ARJ21 aircraft into commercial use. We participated in the 3rd CIIE in a "four-pronged" manner, signing the first large-value aviation order and becoming the first to operate the world's first aircraft painted with patterns of the CIIE. In 2020, we established strategic cooperation with Shenzhen Baoan International Airport to prepare the Sanya International Airlines and establish Xiamen Branch, dedicated to serving the development of the Greater Bay Area, Hainan Free Trade Port and the Western Taiwan Straits Economic Zone. As such, we have built market presence in the new era by leveraging the strategic and connective role of aviation industry, and become a pioneer in supporting national strategies.

We are keenly aware that it is the unshirkable responsibility of civil aviation industry to combat climate change. In the past year, we optimized the fleet structure, launched the energy management system and environmental management system, and conducted lean management to improve fuel efficiency. During the 13th Five-Year Plan period, our fuel efficiency has increased by 4.5%. According to the MSCI ESG ratings released in June 2020, we were rated "A", ranking 1st in the industry, tied with four other airlines. The rating surpassed 74% of airlines across the world. It is the recognition for us in ESG governance, especially in carbon peak and carbon neutrality, we have ramped up efforts to explore effective paths to reduce carbon footprints, contributing to the harmony of environmental protection and economic development.

China has eradicated poverty in the country ten years ahead of schedule, providing the best poverty alleviation practice in human history. Since the start of China's fight against poverty, we have cumulatively invested over RMB 400 million with mixed measures to help over 70,000 poor people in 99 villages of Cangyuan and Shuangjiang, Yunnan shake off poverty ahead of schedule, and lift nine fixed-point poverty alleviation counties out of poverty over the past eight years. We have participated in, witnessed and benefited from the nationwide poverty alleviation campaign. In February,

A New Chapter for

Smart Services

China Eastern was awarded "Outstanding Team for National Poverty Alleviation". In future, we shall work harder to align efforts to consolidate and expand the achievements in poverty alleviation with focus on rural vitalization. Specifically, we will continue to launch the campaigns of "Enrich Knowledge", "Increase Income" and "Benefit Future Generations".

"Development is meaningful only when it is inclusive and sustainable." Reflecting on our work in the past five years, we weaved China Eastern's dream into the historical process of pursuing the Chinese Dream, embarking on a period of high-quality development.

Keeping move on, we will ramp up efforts to build a world-class airline and a happy China Eastern through high-quality development during the 14th Five-Year Plan period, the first five years in which China embarks on a new journey to build a modern socialist country in all respects. At the historic crossroad of the "Two Centenary Goals," China Eastern will continue to implement the new development vision and support the new development pattern with more resolute determination. Along with stakeholders, we will help build a more resilient, equitable, inclusive and sustainable economy and society, and contribute to the realization of the UN Sustainable Development Goals (SDGs).

Liu Shaoyong Chairman of China Eastern Air Holding Company Chairman of China Eastern Airlines Co., Ltd. March 16, 2021



Message from About China China Eastern's 2020: An Combating COVID-19, China Eastern's Achievement During Strategy and

ficioi filo data of fioigit allo

Business aircraft

Total

Our Journey Towards

A New Height for

A New Chapter for

Smart Services

in China.

790 VIP airport lounges.

Fleet Structure in 2020

Aircraft Model

B787 series A350 series A330 series A320 series B737 series ARJ21

About China Eastern

Headquartered in Shanghai, China Eastern Air Holding Company ("China Eastern Group") is one of the three state-owned backbone airlines of China. It originated from the first civil aviation squadron established in Shanghai in January 1957. China Eastern Group continues to promote industrial transformation and upgrade, and strives to build a "3+5" industrial structure layout featuring the three pillar businesses of full-service aviation, economic aviation, and aviation logistics, as well as the five coordinated industrial development platforms for aviation maintenance, on-board catering, innovative technology, finance, and industrial investment.

As the pillar of China Eastern Group, China Eastern Airlines Co., Ltd. is the first Chinese airline to be listed in New York, Hong Kong and Shanghai (in 1997). Currently, it operates a fleet of over 730 aircrafts, which is one of the youngest fleets in major airlines above designated size worldwide. Moreover, it boasts the largest-scale wide-body fleet with leading commercial and technical models

Relying on the SkyTeam Airline Alliance, our aviation transport network covers 1,036 destinations in 170 countries and regions, providing services for more than 130 million (in 2019). Its passenger turnover ranked top 10 among global airlines. The "Eastern Miles" frequent flyers enjoy the membership rights and interests of SkyTeam Airline Alliance's 19 airlines and have access to over

China Eastern is committed to providing high-quality aviation transport service and developing "smart • cloud aviation". It remained the record of zero serious accident rate of aviation transport for the tenth year. The Company 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 nine consecutive years and Global Top 500 Most Valuable Brands by the UK's brand rating agency - Brand Finance for four consecutive years. The Company has also been awarded 2020 Top 20 Chinese Enterprises with Best Global Image for two consecutive years and rated "A" on MSCI ESG ratings, tied ranking 1st in the industry. In addition, the Company has received awards at home and abroad for operating quality, service experience, and social responsibility fulfillment, etc.

2018	2019	2020
20	20	20
4	10	10
2	7	8
57	56	56
307	328	336
290	302	292
0	0	3
12	11	9
692	734	734

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

Circulation

Incredible Year in Review China Eastern in Action the 13th Five-Year Plan Period

Message from About China Eastern's 2020: An Combating COVID-19, China Eastern's Achievement During Strategy and Governance

A New Height for A New Chapter for Safety Development Smart Services

China Eastern's 2020: An Incredible Year in Review

Our Common Memories

A Backbone in the Battle Against COVID-19

Since the COVID-19 outbreak, China Eastern has proactively acted to ensure unimpeded air passages, guaranteed customer service, and tried our best to care for employees. We operated China's first flight for COVID-19 prevention and control, China's first chartered flight for foreign aid, and the first flight to Wuhan after the outbreak; we undertook most of air transport tasks of China's civil aviation industry for pandemic response and released the first "online health declaration applet"; we took the lead to release the "Three Exemptions" Refund and Change Policy and was the first central stateowned enterprise to brave the frontline to aid the fight against COVID-19 in Hubei Province. With our efforts, we kept over 60 million passengers safe from the novel coronavirus at our cabin



On June 18, China Eastern launched the Infinite Flight Pass product - "Travel on Weekends", which fosters phenomenal publicity effects. Additionally, we have successively released five other products of Infinite Flight Pass, i.e., "Travel from 8:00 PM to 8:00 AM on Weekdays", "Travel to Northwestern China", "Travel to the Greater Bay Area", "Travel from Beijing Daxing International Airport", and "Travel on Weekends (2021 version)", and further revitalized "Infinite Tourism", "Infinite Accommodation" and "Infinite Enjoyment". Through the innovation of supply-side aviation products, we have driven related markets, and started the new engine of consumption to support the domestic circulation.





Received "A" on MSCI ESG Ratings

on MSCI ESG ratings.

According to the latest environmental, social,

in 2020, among global airlines, China Eastern

ranked first in the industry, tied with Delta Air

Lines, Singapore Airlines and three other airlines.

surpassing 74% of global airlines. China Eastern is

the only Chinese A-share listed airline to receive A

and governance (ESG) ratings released by MSCI

Building a Market Layout for the New Era

To serve the regional development strategy, China Eastern continues to increase resource input in densely populated areas, economically active areas, and innovation-driven development areas. We have established Xiamen Branch, prepared for the establishment of Sanya International Airlines, and founded the first overseas branch - Japan Branch. In building a market layout for the new era, we have continued to adjust the market structure to serve the dual circulation of domestic and international markets



Engaged in the New Aviation Infrastructure

China Eastern has made efforts in new aviation infrastructure to empower high-quality development through integrated innovation. On May 11, we launched the instant messaging software "MUC" to improve the capability of lean operation covering 21 base stations and 32 domestic outlets of the headquarters, branches and subsidiaries, as well as 86% of outbound flights. On August 25, we joined hands with China State Railway Group Co., Ltd. to launch the "rail-air transport" service, realizing "one payment for one order of rail-air multi-modal transport". This has been the first practice of Chinese civil aviation and high-speed rail sales platform to provide multi-modal transport service. On December 26. we established a joint venture - the world's first air-to-ground interconnection network technology company - with China Telecom and JuneYao Group, facilitating the development of digital aviation and smart civil aviation.





Major Breakthroughs in Reform

On October 12, China Eastern Group signed its first agreement on the equity diversification reform in the three-year campaign of SOE reform. China Life, Shanghai Jiushi, China Tourism, and China Reform Holdings Corporation increased the investment of BMB 31 billion. On December 28, the Shareholders' Meeting and the Board of Directors of China Eastern Group were established, making a big stride in improving corporate governance system and capability and sustainable development.



Launching the Campaigns of "Enrich Knowledge", "Increase Income" and "Benefit Future Generations" for Rural Vitalization

While the nation was on the home stretch in achieving the target of poverty eradication in 2020. China Eastern developed its plan for rural vitalization and signed a strategic agreement with Lincang City, Yunnan Province on rural vitalization. According to the poverty alleviation requirements, we ensure that poverty alleviation duties. policies, assistance, and oversight continue after poor counties are removed from the poverty list. We continued to align efforts to consolidate and expand the achievements in poverty alleviation with efforts to promote rural vitalization, and launched the campaigns of "Enrich Knowledge", "Increase Income" and "Benefit Future Generations", ushering in a new journey to rural vitalization in the new era.



Plenary Session of the 19th CPC National Congress

After the conclusion of the 5th plenary session of the 19th CPC National Congress, China Eastern organized publicity meetings, seminars and symposiums to study the guiding principles of the session. The main content included China's decisive achievements in securing a full victory in building a moderately prosperous society in all respects, major judgments of the CPC Central Committee about the current situation, and major decisions of the CPC Central Committee on advancing high-quality development and building a new development pattern. With a promising blueprint for the new era, we motivate our employees to forge ahead with clearer targets, stronger confidence and greater strength.



Participated in the 3rd CIIE in a "Four-pronged" Manne

China Eastern participated in the Third China International Import Expo (3rd CIIE) in a "fourpronged" manner for the first time, serving as "a pillar enterprise", "a designated air carrier", "a purchaser" and "a service provider". On the expo, we signed cooperation agreements with 23 large renowned enterprises from 11 countries and regions. In particular, the transactions with two exhibitors accounted for 83% of the total. On July 2, China Eastern launched the world's first aircraft painted with patterns of the CIIE, which subsequently flied to over 20 hubs in over ten countries and regions.



Implementing the Guiding Principles of the 5th

OTT Airlines' Debut Flight of Homemade Civil Aircraft

On February 26, China Eastern established OTT Airlines, the first central SOE in aviation industry to operate homemade civil aircraft. On December 28, the ARJ21 aircraft was officially put into use. China Eastern supports the development of domestic aviation industry and spares no efforts to promote the use of domestic civil aircraft and improve the reach of the "Made in China" brand.



CSR Performance

Chairman

Recognition and Honors

At the ceremony to commend role models in the country's fight against COVID-19, teams and individuals from China Eastern won three state-level honors, making a record in civil aviation industry. These honors included "Outstanding Team for Fighting COVID-19 in China", "Outstanding Individual for Fighting COVID-19 in China" and "Outstanding Primary-level Party Organization".















Award	
Rated "good", the highest rating in the fixed-point poverty alleviation performance evaluation for central SOEs	The State Council Leading Group Office of Poverty Alleviation and Development
The 6th Session "National Civilized Unit"	The Central Government's Office of the Spiritual Civilization Development Steering Commission
Red Flag Team for Fighting COVID-19	All-China Women's Federation, National Health Commission, the Political Work Department of the Central Military Commission
The advanced civil aviation enterprise to win the battle for a blue sky	Civil Aviation Adiministration of China (CAAC)
Rated A on MSCI ESG ratings	MSCI
2020 BrandZ TM Top 100 Most Valuable Chinese Brands (57 th)	WPP, Kantar
2020 BrandZ^M Top 50 Globalized Chinese Brands (17")	Google, WPP, Kantar
2020 Top 50 Most Valuable Global Airline Brands (10 th)	Brand Finance
2020 Top 500 Chinese Enterprises (153 th)	China Enterprise Confederation(CEC)/China Enterprise Directors Association(CEDA)
2020 Top 100 Chinese Transnational Enterprises and Transnational Index ($63^{\text{th}})$	China Enterprise Confederation(CEC)/China Enterprise Directors Association(CEDA)
2020 Top 100 Leading Chinese Enterprises in Strategic and Emerging Industries (80 $^{\rm th})$	China Enterprise Confederation(CEC)/China Enterprise Directors Association(CEDA)
2020 Top 500 Chinese Enterprises in Tertiary Sector (63th)	China Enterprise Confederation(CEC)/China Enterprise Directors Association(CEDA)
The 5G smart travel service project developed by China Eastern in cooperation with Huawei and China Unicom was awarded the Best Mobile Innovation Award of the 2020 Global Mobile (GLOMO) Awards	GSMA (an authoritative organization in global mobile communications industry)
Ranked 1st in the collection of Outstanding Cases of Chinese Enterprise Global Image	News Center of SASAC, China Report Agency and International Communication Culture Center of China Foreign Languages Publishing Administration



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2020 中国会业每外形象建设

十大优秀素例

33 STRUCTURE SHORE

长青奖

特别奖

(*)

2020 Top 20 Chinese Enterprises with Best Globa

First Prize in WeChat, First Prize in Weibo, Third F Prize in Radio & Television, Third Prize and Excel Microvideo Selection

2020 Top 10 Outstanding Cases of Chinese Enter

2020 Outstanding Cases of Chinese Enterprise Globa Enterprise for Fighting COVID-19

Take off Anytime to Create an Air Supply won the in Solidarity" Award in the 2nd Belt and Road Worl Short Video Contest

A Special Story of "Overseas Returnees" won the Award in the 2nd Belt and Road World Kaleidosco Contest

GoldenBee Enterprise of GoldenBee CSR China

GoldenBee CSR Report Honor Roll 2020 (for the vear)

Evergreen Award of GoldenBee CSR Report Hono

Golden Award in the "Tell China's Story" Overseas C category, the 16th China Best Public Relations Case

Silver Award in the Corporate Brand Communicat 16th China Best Public Relations Case Contest

Ranked 3rd in 2020 Central SOEs Overseas Netw Capacity Building Report

The 5th "One Hundred Positive Works" Contest

2020 Golden Lion International Advertising Film A Award for Best Public Service Film , Silver Award Film, Silver Award for Best Editing, Silver Award for and Bronze Award for Best Coloring

Special Award in the 10th Shanghai Outstanding Case Contest

Silver Award in the 10th Shanghai Outstanding P Contest

Outstanding Social Communications Award in the Outstanding Public Relations Case Contest

First Prize in the National Finals of the 8th National Microfilm Competition

Rated A in Information Disclosure by Shanghai St

Most Trusted Listed Company

Golden Bull Award for Investor Relations Manage

	Issuer
al Image	News Center of SASAC, China Report Agency and International Communication Culture Center of China Foreign Languages Publishing Administration
Prize in Weibo, Third Illence Award in Jews" Microfilm and	News Center of SASAC, Central SOEs Media Alliance
erprise Global Image	2020 Chinese Enterprise Global Image Summit
al Image • Overseas	2020 Chinese Enterprise Global Image Summit
e "Fighting COVID-19 orld Kaleidoscope	China Public Diplomacy Association, News Center of SASAC, huanqiu.com
e Overseas Popularity cope Short Video	China Public Diplomacy Association, News Center of SASAC, huanqiu.com
Honor Roll 2020	China Sustainability Tribune, GoldenBee Think Tank
third consecutive	The 13th International CSR Forum
nor Roll 2020	The 13th International Conference on CSR Reporting in China
Communications se Contest	China Public Relations Association
ation category, the	China Public Relations Association
work Communication	New Media Communication Research Center of Beijing Normal University, China Daily, gmw.cn
	Cyberspace Administration of China
Awards - Golden I for Best Commercial for Best Soundtrack,	China Advertising magazine
Public Relations	Shanghai Public Relations Association
Public Relations Case	Shanghai Public Relations Association
e 10th Shanghai	Shanghai Public Relations Association
al Brand Story	China Association for Quality
Stock Exchange	Shanghai Stock Exchange
	cnr.cn
ement	China Securities Journal



New Aspirations for a Better Life



Feature Combating COVID-19, China Eastern in Action

The fight against COVID-19 is a big test for us all. Putting people's lives and health first, China Eastern regards the pandemic prevention and control as the top priority. Considering the characteristics of aviation industry and the actual situation of the Company, we have sorted out three major tasks to aid the fight against COVID-19, i.e., "implementing the decisions and deployment of the CPC Central Committee, guaranteeing passenger service, and improving employee care". With concerted efforts, we act in solidarity and fulfill our mission as a central SOE in this fight.

Safeguarding the Health and Safety of People

After the outbreak of COVID-19, China Eastern Group immediately developed and implemented prevention and control measures and took targeted actions according to the actual situation It established a leading group of COVID-19 response and three command centers in Wuhan, Beijing and Pudong. A total of 100,000 employees supported the fight against COVID-19.

Racing against time, we provided air transport support to the affected areas. China Eastern operated China's first anti-pandemic flight on Lunar New Year's Eve, January 24. We unblocked a "channel in the air to

To provide sound protection for our passengers, we focused on "whole-process prevention and control". We adopted and passenger services in

r of medical personnel

We strengthened the prot of our employees. The top ent of the Company , we sent sympathy ina East Company. Moreover, the top nt of the Compar video connections.

we operated China's first anti-pandemic flight and China's first chartered flight for foreign aid. We undertook one third of air transport tasks of China's civil aviation industry for pandemic response.

Number of chartered flights Number of regular flights Total anti-pandemic supplies 1,532

25,558 7_{tons}

12,091 22,881

Number of compatriots stranded overseas





first anti-pandemic flight was ready to take off on Lunar New Year's Eve, January 24







Supporting National Efforts to Fight COVID-19

 \equiv

"Come on, Wuhan" and "Come on, China" is our common aspiration while "when disaster strikes, help comes from all sides" guides our unified action in the battle against COVID-19.



On February 17, China Eastern Group donated 4 million pairs of medical protective gloves to Shanghai province to support the fight against COVID-19



China Eastern for their efforts to fight COVID-19



artered flights to 5 provinces

they won a safer spring for us all.

Braving the COVID-19 Frontline

Countless employees and volunteers of China Eastern have sacrificed Outside the Wuhan area, none of over 100,000 employees of China their time with family members to aid the fight. Regardless of death threats, Eastern Group has been diagnosed with COVID-19 infection



ary 5, Yang Tao's crew of Shanghai Flight Division npatriots stranded in Singapore. Equipped with ma nd suits for 12 hours in the long-haul flight. Finally, they successfully the passenger transport task



the passenger cabin wrote every flight attendant's na and asked them to keep pandemic control at the cabi

Implementing Scientific Prevention and Control Measures



🗊 健康申明

🖹 同行查询

China Eastern is the first Chinese airline to develop and launch the "online health declaration applet", which is recommended by Civil Aviation industry.



Endeavoring to Build a Human Community with a Shared Future





We insist on fighting the pandemic in a scientific manner. Our brave, rigorous and practical efforts fully demonstrate the pragmatic and innovative spirit of China Eastern.



"All countries and regions constitute a community of shared destiny for all mankind". China Eastern spares no efforts to leverage its strengths and advantages to support the international community in the battle against the pandemic.



to Sri Lanka, which was praised by the Pr ister of Sri Lanka

240

16

71,627_{tons}

200,000

Seeing victory in the battle against COVID-19













Resumption of Work and Production

As China continuously enhances pandemic prevention and control, China Eastern further fortifies the defense line to guard against inbound cases and domestic resurgences, ensures stability on six key fronts (employment, finance, foreign trade, foreign investment, investment and expectations), and maintains security in six key areas(employment, people's livelihood, market entities, food and energy, the industrial and supply chains, and communities), striving to maintain control measures on a continuing basis and make remarkable















Message from About China Eastern's 2020: An Combating COVID-19, China Eastern's Achievement During Strategy and China Eastern in Action

the 13th Five-Year Plan Period Governance A New Chapter for Smart Services



Stakeholder Comment



Iwant to express gratitude to China Eastern for their fighters who have braved the COVID-19 frontline to transport medical supplies and experts.



Honors and Recognition

Apart from state-level honors, China Eastern has also won many provincial and municipal awards, including nine awards for outstanding teams and eight awards for outstanding individuals. At our Wuhan Company, we won four awards for outstanding teams and four employees were commended by Hubei Province. We received 53 thank-you letters from the Ministry of Foreign Affairs, embassies and consulates of foreign governments, local governments, and renowned enterprises.



Amid the pandemic, China Eastern has maintained online boarding and seat reservation services in certain domestic flights, providing contactless services for passenger travel. While reducing physical contacts and preventing in-flight transmission cluster of COVID-19, China Eastern has continued to provide services for passengers in a convenient way, setting up an exemplar for the industry.



20 2020 / Corporate Social Responsibility Report

At the critical moment of our fight against COVID-19, China Eastern has earnestly implemented the guiding principles of the important speeches delivered by President Xi Jinping on the prevention and control of the pandemic. In accordance with the decisions and deployment of the CPC Central Committee, China Eastern donated RMB 10 million to Hubei Province to aid the fight against COVID-19, delivering care to us and improving our

Hubei Provincial Command Center for COVID-19 Prevention and Control

Shanghai Ruijin Hospital

From Jiangsu to Germany, China Eastern has fully demonstrated its political responsibility and philanthropy amid the pandemic. It has transported anti-pandemic supplies to Germany at the fastest speed and the lowest cost. At the critical moment of Germany's fight against COVID-19, it has provided support and care for our compatriots in the country.

The People's Government of Jiangsu Province

IATA

With the assistance of China Eastern, the anti-pandemic materials purchased by the French Ministry of the Interior were successfully transported to the destination. I'm very grateful to China Eastern for its efforts in the air transport. The timely delivery of these materials is vital to our staff at the COVID-19 frontline.

Christophe Castaner, Minister of the French Ministry of Interior



Chairman

Governance



New Aspirations for a Better Life



Feature **China Eastern's Achievement During the 13th Five-Year Plan** Period

2020 was the final year for concluding the 13th Five-Year Plan. Reflecting on our work in the 13th Five-Year Plan period, we pursued the vision of innovative, coordinated, green, open and sharing development, and fulfilled our mission as a central SOE to support national strategies and have made decisive progress in the three critical battles against poverty, pollution and potential risk. We weaved China Eastern's dream into the historical process of pursuing Chinese Dream, contributing to the realization of the first centenary goals. In the past five years, we overcame challenges and difficulties and made leapfrog development, embarking on a period of high-quality development.

Towards a World-class Airline

Chairman

Eastern

Indicator	Unit	At the Beginning of the 13th Five-Year Plan Period	At the End of the 13th Five-Year Plan Period	Growth Rate
Aircrafts in Air Transport Fleet	-	535	734	↑ 37.2%
Static Airplane Seats	-	88,943	123,947	↑ 8.7% (AGR)
Indicator		During the 12th Five-Year Plan Period	During the 13th Five-Year Plan Period	Growth Rate
Indicator Transport Volume	Unit billion ton-km			Growth Rate 1 33.7%



Governance

the 13th Five-Year Plan Period

Serving the Belt and Road Initiative



Message from About China Eastern's 2020: An Combating COVID-19, China Eastern's Achievement During Strategy and

Incredible Year in Review China Eastern in Action

68 destinations





Helping lift Cangyuan County and Shuangjiang County in Yunnan Province out of poverty ahead of schedule

Pursuing safe development

We have operated safely for over

9.37 million hours 3 million flights 7%



The incident rate per ten thousand hours

Compared with the 12th Five-Year Plan period, it declined by

50 -055

China Eastern is one of the safest airlines across the globe, with zero serious accident rate of aviation transport for a decade

As a response to the major hidden safety hazards of B737MAX, we were the first to ground B737MAX, contributing to the safety of domestic and global civil aviation



we continued to invest more resources in densely populated areas, economically active areas, and innovation-driven development areas. International Airport (BDIA). Moreover, we has established Guangdong





Chairman

Incredible Year in Review China Eastern in Action

Message from About China Eastern's 2020: An Combating COVID-19, China Eastern's Achievement During Strategy and the 13th Five-Year Plan Period

Governance

Our Journey Towards Sustainability

A New Height for Safety Development A New Chapter for Smart Services

Corporate Strategy

with global competitiveness.

After reviewing our performance during the 13th Five-Year Plan period, we clarify the overall requirements during the 14th Five-Year Plan period: have an accurate understanding of this new stage of development to fully practice the new development philosophy, integrate into a new development pattern, pursue progress while ensuring stability, and apply systems thinking; focus on the high-quality development to advance supply-side structural reform and harness reform and innovation to realize the fundamental goal of satisfying people's growing needs for a better life; ensure both development and security, advance reform and innovation-driven development, optimize the industrial layout, as well as prevent and defuse major risks; improve Party building, continuously advance intelligent, lean and international development, and usher in a new stage of high-quality development of China Eastern; accelerate the realization of the strategic goal of building a world-class airline and a happy China Eastern, and make greater contributions to build a modern socialist China.

Overall goal



Adapting to the trend of digital transformation and intelligent upgrade to build smart • cloud aviation, and making data a key production factor; promoting the in-depth application of big data to advance reform in the Company's management philosophy, production model, and operating efficiency



Strategy and Governance

China Eastern always plans and advances its reform and development in line with the nation's strategic choices of building a new development pattern and embarking on a journey to fully build a modern socialist China. To this end, we further enhance our competitiveness, influence, controlling force, and capabilities of innovation and risk resistance, striving to build a world-class enterprise



We will develop intelligent air transport as the main business, build an aviation industry cluster and innovation platform, and create a worldclass aviation industry group that advocates coordinated development, high quality and efficiency, and ecological protection.

We will build a world-class airline and a happy China Eastern, and strive to be one of the global aviation leaders.



Chairman

Corporate Governance

In strict accordance with domestic and overseas listing rules, laws and regulations, China Eastern continues to improve corporate governance. In 2020, the Board of Directors played a critical role in "developing strategies, making decisions and preventing risks", thus ensuring the implementation of the major decisions of the CPC Central Committee and the Company on pandemic response, work and production resumption, safe operation, as well as quality and efficiency improvement. It reviewed and made decisions on major operation and management issues according to laws while. 43 proposals were reviewed and approved throughout the year. At the same time, the Board of Directors established the regular follow-up and supervision mechanism to check the implementation progress of resolutions made for the previous year at the beginning of the year, so as to ensure efficient execution by managers.

In terms of ESG governance, the Company attaches great importance to the decision-making and advisory role of the special committees of the Board of Directors. In 2020, we organized the special committees to discuss and review financial budgets, major investment and financing plans, major related transactions, safe operation, environmental protection, and other issues in 22 meetings, providing professional advices for the Board of Directors to make scientific decisions. In addition, the Company organized external directors to participate in 10 special research projects and surveys, covering pandemic prevention and control, resumption of work and production, poverty alleviation, energy conservation and environmental protection, human resources assessment and allocation, and other issues. By doing so, we improved the engagement of the Board's members in ESG affairs. In addition, we organized 14 directors, supervisors and senior executives to participate in online or on-site trainings organized by the State-owned Assets Supervision and Administration Commission (SASAC), China Securities Regulatory Commission (CSRC), stock exchanges, as well as the Company, with an effort to raise the awareness of compliance.

Board of directors

Name	Post
Liu Shaoyong	Chairman, Party Secretary
Li Yangmin	Vice Chairman, General Manager, Vice Party Secretary
Tang Bing	Director, Vice Party Secretary
Shao Ruiqing	Independent Director
Cai Hongping	Independent Director
Dong Xuebo	Independent Director
Jiang Jiang	Employee Director, Safety Director and Chairman of Labor Union

Governance Framework



Organizational Framework



Note: We have newly established Xiamen Branch and Japan Branch. On the basis of China Eastern Hongqiao Construction Headquarters, we have established China Eastern Pudong Base Construction and Operation Headquarters. In addition, we have transformed Operation and Customer Center into Operation and Customer Center (Operation and Control Center). Shanghai Airlines Co., Ltd.

China Eastern Airlines Yunnan Co., Ltd

China Eastern Airlines Jiangsu Co., Ltd.

Eastern Airlines Technology Co., Ltd.

China United Airlines Co., Ltd.

China Eastern Airlines Wuhan Co., Ltd.

China Eastern Airlines Technology R&D Center Co., Ltd

OTT Airlines Co., Ltd.

Northwest Branch

Beijing Branch

Shandong Branch

Anhui Branch

Jiangxi Branch

Shanxi Branch

Zhejiang Branch

Gansu Branch

Sichuan Branch

Guangdong Branch

Xiamen Branch

Japan Branch

Shanghai Flight Division

Ground Services Department

Operation and Customer Center (Operation and Control Center)

Business Committee

Sales Committee

Customer Committee

Chief-on-duty Manager Office

Cabin Service Department

Air Security Management Department

Information Department

Integrated Management Department

A New Height for Safety Development A New Chapter for Smart Services

Party Building

Implementing the overall requirements of Party building in the new era, the Company consolidates the gains from the initiative to stay true to the Party's founding mission. By forming a new pattern of Party building with the vision of "Strong Party Building", we continue to improve Party building and lay a solid foundation for pandemic response and the development of economic and social development. To play the roles of fortress in fighting against COVID-19, our primary-level Party organizations set up 11 temporary Party branches, 918 Party member commandos and 1,386 Party member responsibility areas, fully displaying the vanguard of Party members.

The Company insists on building three focuses of front-line team members, basic knowledge, and essential competence, and promotes the comprehensive development of primary-level Party organizations. We have formed a host of Party building innovation practices with the characteristics of central SOEs and civil aviation industry such as "Blue Sky Party Group", "Party Member - Captain development", and "the Internet + Party Building", substantially furthering the integration of Party building and business operation. In 2020, we launched a campaign to mobilize employees to stay true to the original founding mission, fulfill responsibility, make a promise, and compete in making contributions. All of our employees signed the letter of safety responsibility. The Blue Sky Party Group project organized over 2,400 exchange meetings, thus ensuring that Party building is expanded to where the air route is developed.







Technological Innovation

China Eastern writes innovation into its corporate DNA and is committed to pursuing high-quality development driven by innovation. In April 2020, China Eastern R&D Center was included in the list of Technological Reform Demonstration Action of the SASAC. This achievement has injected new momentum into our independent innovation, gathering high-quality elements that advance technological innovation, and promoting the development of China Eastern Technology Innovation Platform.



China Eastern R&D Center applied patents for 14 scientific research projects, and obtained 6 collected software copyright evidences, 3 registered training works, 1 invention patent and 1 registered trademark. Among them, the invention patent for A Method and System for Flight Schedule Recovery, which was obtained on July 17, 2020, is the first breakthrough we have made in invention patent application.



Technology Company

In the post-pandemic era, "digital economy" and "contactless services" have become a trend. inflight internet, as an important approach for airlines to improve service and product transformation, has become more popular among passengers. In December 2020, China Eastern Group established the world's first air-to-ground interconnection network technology company in cooperation with China Telecom and JuneYao Group. Aiming to become an integrated airplane internet solution supplier, the joint venture focuses on the innovation of products, technologies and mechanisms, explores the use of in-flight internet on first aid, smart passenger cabin and others, and will continuously launch better airplane internet products for high-quality air travel experience, facilitating the development of digital aviation and smart civil aviation.



Case • Establishing the World'S First Air-to-Ground Interconnection Network



Chairman

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Investor Relations

transactions, etc.

In order to strengthen investor relations management, we organized 3 teleconferences for domestic and overseas analysts and investors, and received 10 investment bank analysts and institutional investors in 6 batches online for research and exchange; we attended 27 on-site or online security institutions' strategy meetings, and communicated with 314 investors. At the same time, we had effective communication with investors on SSE E-interactive platform (sns.sseinfo.com), improving the Company's image in the capital market.

monopoly and unfair competition occurred.

Risk Management

In 2020, the Company held on to the bottom line of risk management and the bottomline thinking, improved institutions as the foundation, and optimized system building as the focus. We enhanced the capacity of risk evaluation mechanism, risk management mechanism and early warning mechanism to better predict major risks, advancing the modernization of the Company's governance system and capability.

Risk Management Measures



Earnestly following the requirements of the SASAC and China Eastern Group to strengthen risk identification; sorting out the Company's major risks in 2020, such as security risks, operating risks, capital chain risks, legal compliance risks and information risks; implementing risk management responsibilities at all levels, and establishing interdepartmental risk response teams to develop targeted response strategies







China Eastern Group, along with its branches and subsidiaries, carried out 405 warning education and training activities for over **60,000** participants. covering anti-corruption education and disclosing typical cases of violations of the central Party leadership's eight-point decision on improving work conduct.

Moreover, China Eastern Group, along with its branches and subsidiaries, carried out anti-corruption education at important nodes such as New Year's Day and Spring Festival. Throughout the year, 794 notifications were issued, over **30,000** reminders ent, **3,052** warning education activities held, 2,233 inspections and 129 special rectification actions organized, and 18 rectification measures formulated.

Anti-corruption

We continue to build an integrated system to strengthen deterrence so that officials dare not be, can not be, and do not want to be corrupt, and improve the anti-corruption system according to the requirements of the Guiding Opinions of China Eastern Group on Improving the Anti-Corruption Risk Control Mechanism for Aircraft Procurement, Guiding Opinions of China Eastern Group on Promoting the Integrated Air Service System 'in Which Officials Dare Not Be, Can Not Be, and Do Not Want To Be Corrupt', Guiding Opinions of China Eastern Group on Regulating Conducts Involved the Airplane, Ticket, Transport, Flight, IT and other aspects to Prevent Conflicts of Interests of the Management, and Guiding Opinions on Rectification and Supervision over Four Issues Concerning Corruption Overseas, Transfer of Interests, Rent Setting and Rent Seeking, and Corporate Property Embezzlement.

We attach great importance to the protection of whistle-blowers. In accordance with the Implementation Rules of China Eastern Group to Implement the Rules of Discipline Inspection and Supervision Organizations to Handle Reports and Accusations, we regulate discipline inspection and supervision organizations at all levels in reporting and accusing, and ensure the supervisory power of Party members and the public.

According to the regulatory requirements for listed companies, we disclose information and continuously improve disclosure quality. In 2020, we issued 58 announcements in line with the regulatory rules of New York, Hong Kong and Shanghai, covering periodic reports, announcements on public issuance of corporate bonds, and announcements related to daily related-party

Compliance Management

In line with national laws and regulations such as the Company Law of the People's Republic of China and Guidance on Compliance Management for Central State-owned Enterprises, industry standards, and relevant regulations of China Eastern Group, we have formulated Interim Measures of China Eastern Airlines Corporation Limited for Compliance Management, actively advancing the building of a law-based China Eastern to ensure legal compliance. Amid the pandemic, we considered the status quo of our business operation and prepared the Legal Risks Involved in International Contracts amid COVID-19 and Countermeasures and Legal Risks Involved in International Air Passenger Transport amid COVID-19 and Countermeasures, with an effort to reduce compliance risks. To realize an international compliance system, we have formulated Export Control Compliance Guidelines and Anti-Corruption and Anti-Commercial Bribery Guidelines, and updated the Anti-Monopoly Compliance Guidelines to strengthen overseas compliance management. In 2020, all major decisions and business contracts were reviewed and no lawsuit dispute over

Informatization

The Company has continued to optimize the informatization mechanism and organizational management system, improved information infrastructure, and promoted the integration of information technology, corporate operation and user experience. With these efforts, the cybersecurity protection capability and informatization-driven innovation and development capability have been enhanced. We have also actively enhanced cooperation and exchange with other leading enterprises to substantially improve our informatization and facilitate high-quality development.

In 2020, we issued the Informatization Work Guidelines - IT and Business Linkage Work Manual (Trial) and revised the Informatization Management Measures (2020). This move aimed to facilitate collaboration of informatization, improve the integration of information systems, regulate and optimize the building process of China Eastern's informatization system. It will also promote the implementation of our informatization strategies, optimize the investment and procurement of agile projects, and contribute to the response to business needs and scientific allocation of R&D resources. Additionally, we set up the Informatization Expert Committee, which consists of ten informatization experts from renowned enterprises, universities and colleges in China. From then on, we have embarked on a new era of "smart • cloud aviation".









A New Journey to Green Development New Aspirations for a Better Life

Appendix

China Eastern's self-developed pandemic reporting system, return-to-work employee health declaration system and mobile cabin system were included in the SASAC's list of the first batch of digital anti-pandemic products and services

China Eastern is the first Chinese airline to develop and launch the "online health declaration

The recognition rate of smart customer service for passenger intention reaches 93% in 95530 hotline.

Launching self-service flight change & cancellation scenario and "Grading Consistency and Look-Back Program" during the

Achieving the highest level certification of NDC (New Distribution Capability) - NDC@SCALE from the International Air

Launching next-generation operational system - Movement Manager (MM) and load balance module of operation control system, supporting flight partition control, the multiple-modal operation of centralized stowage and branch-point stowage within 14 days.

Independently developing the production command management system to effectively integrate scheduling and assignment data; using MUC to automatically set up a flight support group for outbound flights and realizing the transformation of entire chain model of flight control from the command hall to

Developing new-generation Asset and Maintenance Management System (AMMS) to realize the refined management of aircraft structural damage and aircraft lease termination, and to improve the engine fault

QAR (Quick access recorder) supports the warehousing analysis of a full range of aircraft of China Eastern, fostering the modeling and analysis capability of major risks of QAR flight operations Supporting the introduction of ARJ21 aircraft (China's first turbo-fan regional passenger jetliner model) and fully completing the transformation and adaptation of relevant information systems of OTT Airlines

Promoting regional personnel sharing. During 2020, we provided 40,000 times of personnel services and 3.76 million

Promoting centralized financial sharing and achieving full-link online data management to improve approval efficiency Promoting linkage-type asset sharing and comprehensively and applying RFID asset inventory to realize automatic linkage of financial inventory accounting and track the whole-process asset status

Strengthening risk control; managing new audit projects online and changing sample audit to total audit to reduce audit risks Building an enterprise-level mobile portal, and launching China Eastern App 5.0, mobile office and online home for retirees

> In terms of data security management, China Eastern is the first Chinese airline to adopt the SCA's cryptographic algorithms and complete the construction of sensitive data leakage prevention projects to protect passenger data security

Extending new technology application scenarios, developing voice recognition, image recognition, document review and other capabilities, and putting them into use Internally and externally extending data sharing; adding data map and data interaction management; connecting data of external airports and aviation fuel companies, and

providing enterprise-level data services



A New Journey to Green Development New Aspirations for a Better Life

Appendix

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Our Journey Towards Sustainability

CSR fulfillment is the inborn mission of China Eastern. We have incorporated the concept of CSR into our philosophy, vision and development strategy, and developed a professional and regular CSR information disclosure and communication mechanism. Moreover, we have carried out dynamic management of material CSR topics, and continuously improved the Company's sustainability.

Flights for Sustainability Materiality Management <u>Stakeholder</u> Enagement

38 39 42

State of Cares

Materiality Management

Flights for Sustainability

CSR Philosophy CSR Philosophy		The Stock Exchange 2019, we combined s	of Hong Kong Ltd. as v stakeholders' demands	ntitative, balance and consistency of t vell as requirements of <i>GRI Standards</i> in 2020 with our important strategic o nodifying material topics. Finally, we in
Corporate Strategy Build a world-class airline and a happy China Eastern	Sustainability Background	Material Topics	GRI Topics	Progress in 202
Management Approach Sustainability background analysis, material topic management, stakeholder engagement Organizational System Senior management Formulating and reviewing CSR policies Intermediate management Formulating and managing CSR policies Intermediate management Formulating and managing CSR policies Intermediate management Implementing CSR measures	 In 2020, the United Nations officially launched the Decade of Action to achieving the SDGs by mobilizing more governments, civil society, businesses and calling on all people to make joint effort for the Global Goals. China pursues innovative, coordinated, green, inclusive and sharing development, promotes high-quality economic development, and fully implements the 2030 Agenda for Sustainable Development. The SASAC attaches great importance to CSR fulfillment of central SOEs. Through collecting outstanding CSR cases from enterprises and providing CSR trainings, the SASAC actively mobilizes central SOEs to fulfill social responsibility. 	Pandemic Control Resumption of Work and Production		 Operated domestic and international flig personnel and supplies, and proactively air passages amid the pandemic Focused on "whole-process control" to p passengers Formulated a series of employee care m Implemented key tasks to help ensure so maintain security in six key areas Operated chartered flights to promote ref
Advantages of China Eastern As one of the three largest state-owned airlines in China, China Eastern	 Sustainable transportation is directly related to several goals of the 2030 Agenda for Sustainable Development. It promotes China to build its strength in transportation. Responsible investment has increasingly attracted more attention from capital market. Enterprises with good ESG performance can prevent "black swan" events caused by non-financial factors, reduce investment risks, and bring 			production and schooling Launched "passenger-to-freight" flight to industrial supply chain
 boasts one of the world's youngest fleets and ranks top ten in terms of transportation scale among global airlines. The Company ranks top in terms of several operating indicators in global aviation industry. To build a world-class airline and a happy China Eastern, China Eastern advances reform and technological innovation, promotes intelligent, refined and internationalized development to accelerate the transformation towards a large-sized leading aviation group in the new era. We improve environmental management system and fleet structure, carry out energy conservation & emission reduction and waste management, and actively take part in carbon emission reduction in the aviation industry to help win the battle against pollution We actively fulfill social responsibility as a central SOE and engage in targeted poverty alleviation and rural vitalization 	excess returns to investors in the long run.	Aviation Safety		 Formulated the Implementation Rules for Evaluation and Review and Assessment Management (2020), to refine the impler evaluation Formulated Safety Hazard Inspection ar to incorporate hidden hazard reporting i evaluation indexes Formulated the Implementation Measure improve safety supervision and manage Developed a three-year action plan for v All of our employees signed letters of sa to stay true to the original founding missis a promise, and compete in making conting
		-	GRI 416 Customer Health and Safety	 Implemented the "SAFE520" Safety Work Implemented the anti-pandemic cabin si Enhanced in-flight catering quality mana Mitigated air turbulence risks
Focus Areas of Sustainable D Promoting Interconnectivity	Addressing Implementing Targeted Poverty Climate Change Alleviation through Aviation		GRI 403 Occupational Health and Safet	 Implemented the Notification of the 6th F 121-R4, to alter the scheduling rules for Improved employees' psychological heat
8 DECENT WORK AND CONMIC GROWTH 9 INDUSTRY, INNOVATION 10 REDUCED 10 REQUALITIES 17 PARTNERSHIPS 10 REDUCED 17 PARTNERSHIPS 10 REDUCED 10 RED	13 GLIMATE 1 POVERTY ・ ・ ・ ・ ・ ・ ・ ・ ・ ・ ・ ・ ・	· · · · · · · · · · · · · · · · · · ·	GRI 417 Marketing and Labeling	 Released the <i>Flight Punctuality Evaluati</i> Established a special team to improve f management Innovatively developed a production co system



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e and consistency of the Environmental, Social and Governance Reporting Guide issued by nents of GRI Standards, and based on the identification and analyses of material topics in r important strategic direction, and collected 208 questionnaires from the management and ial topics. Finally, we identified 21 material topics.

2020	Plan for 2021
I flights to transport medical vely acted to ensure unimpeded to provide sound protection for re measures	 Improve the pandemic control accountability system to further fortify the defense line to guard against the spread of the virus overseas and risks of sporadic outbreaks at home
re stability on six key fronts and te resumption of work, ant to ensure the stability of the	 Promote flight schedule recovery by region/ stage according to the situation updates of the pandemic Continue to promote the operation of "passenger-to-freight" flight to ensure the stability of the industrial supply chain
es for Safety Performance nent Measures of Safety Work uplementation measures of safety in and Management Regulations ing into the safety performance usures of Safety Interviews to hagement for work safety rectification of safety responsibility to promise nission, fulfill responsibility, make contributions.	 Advance the digital safety management Continue to promote the three-year action plan for work safety rectification Advance the building of a high-caliber training system Promote the building of the three focuses (front-line team members, basic knowledge, and essential competence)
Work Method bin service standard hanagement Sth Revised Version of the CCAR- for our crew	 Continue to conduct safety education and training, and skills training Pay attention to the COVID-19 pandemic, update countermeasures, and adjust service process and standard Set up China Eastern Internet Hospital at the Home of China Eastern
health	 Continue to improve occupational health management and reduce occupational health & safety risks
luation Regulations (2020) ave flight punctuality n command management	 Accelerate the application of the production command management system Improve the electronic flight release coverage



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Material Topics	GRI Topics	Progress in 2020	Plan for 2021
Product and Service Innovation	GRI 417 Marketing and Labeling	 Launched the Infinite Flight Pass series products to facilitate the domestic circulation in the new development pattern Cooperated with China State Railway Group Co., Ltd. (China Railway) to launch the "rail-air transport" service Built the whole-process smart travel service to facilitate paperless and smart travel 	 Continue to improve the Infinite Flight Pass series products and supportive services Enhance the new technology application capability and improve passengers' smart travel experience
Passenger Experience Improvement		 Launched "Easy Flight Transfer" and "Easy Boarding" to improve passengers' travel experience Optimized the layout of the domestic flight check-in zone at Pudong International Airport Dynamically adjusted cabin service to ensure pandemic response and meet passengers' needs 	 Continue to optimize the layout of the domestic flight check-in zone Improve cabin service and innovate in catering products
Special Passenger Service	GRI 416 Customer Health and Safety	 Established a special team to care for special passengers Formulated the <i>Regulations on Daily Management of</i> Wheelchairs and the Access and Exit Mechanism for the Three Kinds of Flight Attendants (for small animals, human organs and the elderly, infirm, sick, disabled and pregnant) Set up the first Courtesy Zone at Pudong International Airport to provide one-stop service for wheelchair passengers 	 Continue to improve special passenger care, upgrade service standard, and innovate in service methods Enhance on-site special service guarantee
Customer Privacy Protection	GRI 418 Customer Privacy	 Issued the Regulations on Passenger Information Protection and Implementation Rules for Handling Passenger Information Security Incidents Established the Passenger Information Protection Committee to hire data protection officials Protected passenger information amid the pandemic 	Enhance passenger information protection and corresponding training effort to arouse employees' sense of passenger information protection
Internationalized Development		 Implemented the requirement of CAAC to ensure no stop of international flights Worked with Italy on cross-culture cooperation and communication Actively attended IATA meetings and jointly explored the global anti-pandemic measures for the aviation industry 	 Pay close attention to the impacts of COVID-19 and work with partners to promote the recovery of global aviation industry Continue to enhance cooperation with SkyTeam Airline Alliance and other partners to strengthen our operation ability of international air routes Implement the Belt and Road Initiative, build the Air Silk Road, and promote cross-culture exchange
Addressing Climate Change	GRI 305 Emissions	 Formulated the <i>Environmental and Energy Management</i> <i>Manual</i> to improve the development of the energy and environmental protection system Participated in the market-based emission reduction mechanism and global climate governance Improved the energy efficiency of air and ground service 	 Advise to develop the plans of the Chinese civil aviation's carbon peak by 2030 and carbon neutrality by 2060 Carry out work under the four mechanisms of carbon emissions issued by the EU, China, Shanghai and the industry in compliance respectively Conduct the pilot application of the energy and environmental protection system, and basically establish the system operation closed-loop framework
Pollution Control	GRI 306 Efluents and Waste	 Completed the tasks assigned by CAAC in the final year to win the battle for a blue sky and received the 3rd round of inspection organized by CAAC Updated the <i>Self-Check List for Pollution Control</i> 	Continue to implement the policies on pollution control, and organize inspections at all levels

Material Topics	GRI Topics	Progress in 2020	Plan for 2021
Sustainable Resource Utilization	GRI 302 Energy GRI 306 Effluents and Waste	 Applied the aircraft dry wash technology Launched the paperless smart travel Explored ways to recycle on-board products 	 Promote the application of the aircraft dry wash technology Promote the application of NEVs
Sustainable Value Cain	GRI 308 Supplier Environmental Assessment	 Released the Supplier Blacklist Management Regulations to improve the supplier supervision and regulatory rules Enhanced compliance management of travel management companies and overseas service providers 	 Build the agency database Enhance the inspection frequency and punishment of agency violations
Targeted Poverty Alleviation	GRI 413 Local Communities	 Aligned efforts to consolidate and expand the achievements in poverty alleviation with efforts to promote rural vitalization Provided a higher level of support in a sustainable manner Promoted poverty alleviation through aviation support, industrial development, employment support, medial support, and educational support 	 Promote rural vitalization cooperation in fixed- point poverty alleviation areas, and conduct in- depth cooperation in eight aspects including industrial development, tourism, air route operation, training and education, publicity and promotion, and travel service, etc. Further promote the campaigns of "Enrich Knowledge", "Increase Income" and "Benefit Future Generations"
Diversity and Equal Opportunities	GRI 405 Diversity and Equal Opportunity GRI 406 Nondiscrimination	 Continued to care for female employees Continued to recruit minority employees 	 Enhance the employment management of foreign employees Continue to recruit minority employees Organize employee care activities for female employees, minority employees and foreign employees
Conditions of Work and Social Security	GRI 408 Child Labor GRI 409 Forced or Compulsory Labor	 Renewed the <i>Collective Contracts of China Eastern</i> Promoted the building of a happy Chinese Eastern by improving the management of "Happy China Eastern" Employee Wellbeing Credit Addressed the ten issues that concern employees 	 Further refine the implementation plan for the management of "Happy China Eastern" Employ Wellbeing Credit Address the issues that concern employees Protect employees' legitimate rights and interes with innovative measures
Training and Development	GRI 404 Training and Education	 Improved and promoted the implementation of the Swallow, Wing, Flying and Eagle backup talents training system Took the initiative to develop new training methods and conducted online training via live streaming Built the ground service training system and organized skills competitions to improve employees' position skills 	 Accelerate the transformation of the trainin and R&D project achievements, and continu to optimize and promote the building of the curriculum system Improve IT-based management to realize standardization, platform-based operation and digitization in the whole training process
Special Flight Guarantee	GRI 413 Local Communities	 Enhanced internal and external coordination to improve operation coordination, diversion guarantee and emergency response Provided air transport support for major events 	 Provide air transport support for national major events Continue to guarantee air transport for the nation's emergency relief actions
Engaging in Local Cmmunities	GRI 413 Local Communities	 Continued to carry out "Love in China Eastern" volunteer projects Integrated social resources to conduct public welfare activities 	 Continue to optimize the "Love in China Eastern project mechanism, and integrate more high- quality social resources to expand public welfa philosophy and actions

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Smart Services

Stakeholder Engagement

To keep 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.

0.1.1.1		Enga	D	
Stakeholders	Main Topics	Communication	Supervision	Response
SASAC	 Pandemic response Resumption of work and production International development Addressing climate change Targeted poverty alleviation Community engagement 	 Working conference Regular report 	 Business assessment Inspection tour 	P13, P19, P63, P66, P76, P85
СААС	 Pandemic response Resumption of work and production Aviation safety Flight punctuality Improvement of passenger experience Addressing climate change Supporting industrial development 	 Working conferences Issuance of notices 	 Supervision and check Operational guidance 	P13, P19, P46, P54, P58, P63, P66
Stock exchanges/ investors	 Operating performance Risk management Compliance management 	 Company announcements Shareholders' meetings Performance roadshows 	 Regular information disclosure Independent directors Auditing system 	P33, P88
Local governments	 Pandemic response Resumption of work and production Compliance operation Addressing climate change Pollution control Sustainable utilization of Resources Community engagement Targeted poverty alleviation 	 Routine communications Working conference Government- enterprise partnership 	Submission of statistical reports	P13, P19, P33, P66, P69, P71, P76, P85



Engag	gement	Response	
ication	Supervision	Response	
	 Customer satisfaction survey Customer complaints management 	P50, P54, P56, P57, P58, P62	
ss inges, npeting	 Internal supervisors Service satisfaction survey Trade unions 	P51, P81, P82, P83	
ion mong the eration	 Social supervision Supervision / review 	P33, P54, P63	
	 Reporting mechanism Auditing/Assurance 	P33, P73	
	 Reporting mechanism Auditing/Assurance 	P33, P73	
vices project	Social supervision	P69, P76, P85	
ence ew ew media	Media supervision	P33, P56, P58	



Chairman

Eastern

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A New Height for Safety Development

Safety is the foundation of civil aviation. In line with our vision, mission and values, we have adopted more practical measures to build the safest airline and safeguard our passengers in every flight.

Upholding Aviation Safety Safeguarding Passenger Health 50 Caring for Employee Health and Safety 51



Upholding Aviation Safety

Incredible Year in Review

In 2020

We operated safe flights for

1.55

Number of safe flights

.....

An up-to-date safety governance lays a solid foundation for the high-quality development of civil aviation. We firmly believe that building a more flexible, leading and forward-looking safety management system helps contribute to a stable and robust development.

Message from About China

Eastern

Chairman

Improving the Safety Management System

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China Eastern in Action

China Eastern aligns itself with the Civil Aviation Law, Civil Aviation Safety Management Regulations and other laws and regulations on safety. In accordance with the National Three-year Action Plan for Work Safety Rectification issued by the State Council Security Committee, we have formulated the Company's three-year action plan for work safety rectification, and prepared "two lists" of hidden hazards and rectification measures. Thus, we put the action plan in place to secure stable and safe operations of the Company. In 2020, China Eastern formulated the Implementation Rules for Safety Performance Evaluation, Safety Hazard Inspection and Management Regulations, Implementation Measures of Safety Interviews, and Review and Assessment Measures of Safety Work Management (2020). By doing so, we have refined the implementation measures of safety assessment and improved the safety management system.

We attach great importance to safety oversight and overhaul. We have organized special safety inspections among key units to timely identify the problems and urge effective rectification. In 2020, we completed 11 safety audits, 336 internal audits, 42 apron and on-site inspections, and 34 special inspections.

We operated safe flight for

22.59 million hours

193months



Smart Services

Enhancing Safety Risk Management



- "passenger-to-freight" flight and other new operational modes
- Enhancing management of a risk stack including employee negligence and rusty skills during



Since January 2020, China Eastern has completed the collection of basic information data of 15,644 unsafe incidents from 2011 to June 2019. We have conducted big data analyses of typical incidents caused by man-made operations, operating environment and machinery, and identified the information of risk sources such as "deviation of height" and "wind shear" to facilitate lean risk management. Meanwhile, we explores the use of machine learning methods to automatically judge the types of accidents, laying the foundation for the development of an "empirical risk management and control system"



0.041	0.044
2019	2020

- China Fastern - Civil aviation industry



New Aspirations for a Better Life

Annendix

China Eastern continues to strengthen risk management and transforms the focus of risk management from post-management to pre-management and in-process management. While analyzing changes in traditional security risks, we respond to the challenges of new security risks in a scientific way, maintaining a safe operating environment for the Company. In 2020, we completed the management tasks of ten major risks, accurately identified new changes and potential risks, and insisted on preventing safety risks from the source.



Case • Building a Database of Unsafe Incidents to Facilitate Lean Risk Management

A New Chapter for Smart Services

training.

Improving Safety Guarantee Capability

At China Eastern, everyone is a gatekeeper of safety. In 2020, we built three focuses of front-line team members, basic knowledge, and essential competence to improve flight training and safety guarantee of each position. We fostered safety culture and enhanced safety responsibility fulfillment (for life, regulations and responsibilities) among our employees. All of our employees signed letters of safety responsibility, promising to stay true to the original founding mission, fulfill responsibility, make a promise, and compete in making contributions.

Digitalization makes flight safer

We have developed China Eastern Safety Analysis Platform (MSAP) and Simulator Operations Quality Assurance (SOQA), and extended big data apps to the training end, providing our pilots with more accurate instructions.



Integrating data from the Company's pilots, aircraft, operating airports and air routes, and establishing over 4,000 risk



Analyzing key parameters through risk evaluation models. and pushing the monthly report of aircraft analysis to help pilots accurately understand their shortcomings and improve operation capability



Marking the changes of key parameters during pivotal flight stages after each flight; realizing the three-dimensional video replay of the flight process to help pilots review the flight process and improve aircraft



Evaluating the core competency of pilots and designing customized flight training programs based on pilots' individual differences



In 2020

Number of voluntary reports on safety information

29,248 gu









48

Diversifying the Pilot Training System

China Eastern has independently developed the A350 Chinese Computer-Based Training (CBT) training system to support pilot training of new aircraft types. The Company innovatively established the B787 course system, with independent intellectual property rights, leading the domestic training of the same aircraft type. Our training innovations have met traditional and remote training needs, and improved the pertinence and practicality of

Creating a Safety Culture Atmosphere

We improve the conduct of civil aviation safety practitioners in responsibility fulfillment, and build a stronger "Three-Leader" team (Captain, Chief Steward and Group Leader) in safety governance. We mobilize employees to voluntarily report safety information and organize diversified activities of safety culture building to raise their safety awareness.

A New Chapter for Smart Services

A New Height for

Safety Development

Safeguarding Passenger Health

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Safety is the awe to life and shows our care to passengers. China Eastern has always put the safety and health of passengers in the first place and offered better services to make passenger safer during air travel. In 2020, we continued to implement the "SAFE520" Safety Work Method. We implemented the antipandemic cabin service standard, enhanced in-flight catering quality management, and mitigated air turbulence risks, ensuring that the cabin product and service delivered to passengers as safely as possible.

Major Measures to Safeguard Passenger Safety and Health in 2020



Case • Improving the Reliability of Air Turbulence Warning to Safeguard Passenger Safety

In order to prevent injuries caused by air turbulence, the Cabin Department of China Eastern has adopted the Eddy Dissipation Rate (EDR) System, which enables cabin attendants to receive air turbulence warning more timely and accurately and take appropriate action immediately. At present, EDR system has been installed in all flights of China Eastern. In addition, China Eastern has cooperated with China Academy of Civil Aviation Science and Technology, Civil Aviation Administration of China to verify the EDR information and EDR system, so as to promote the sharing of turbulence information, and improve the reliability of turbulence warning of inter-regional flights.





Caring for Employee Health and Safety

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China Eastern cares for the physical and mental health of flight crew personnel and ground crew personnel. We provide protective devices and medical support for frontline employees to help them prevent occupational health and safety risks in different positions, continuously improving job satisfaction. In 2020, we implemented the notification of the 6th revised version of the CCAR-121-R4 on crew scheduling, and altered the scheduling rules for our crew.

Major Measures on Employee Health in 2020

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Medical and Health Services

Setting up internal medicine, surgery, general practice, traditional Chinese medicine, ophthalmology preventive health care as the main medical subjects and providing employees with diagnosis and treatmen services for common diseases, and acute

Formulating emergency response plans and setting up 24-hour preflight emergency medical duty teams at Pudong and Hongqiao bases

Hours of our employees participating in EAP consultation

230

In 2020

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Appendix

Public Health Service

- Conducting vocational health education for ground service attendants, new recruits, etc.
- Providing accurate health checkups for ground service personnel
- Providing health checkups for flight attendants in accordance with the physica specified in the Civil Aviation Personnel Physical Regulations (CCAR-67FS-R2)



Occupational Health Service

- Based on the conclusions of annual physical examinations as well as pilots' health status and clinical performance, formulating the systems of disease occurrence risk evaluation and health condition stratification management and implementing measures
- Providing EAP consultation service at pilot EAP workshops and adopting other measures to improve employees' mental health and physical health
- Purchasing commercial medical insurance for employees, covering medical insurance for employees and their children, medical insurance for critical illnesses, hospitalization allowances, etc., to reduce employees' medical burden

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Chairman

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Our Journey Towards Sustainability

A New Chapter for Smart Services



A New Chapter for Smart **Services**

Smart, caring and efficient aviation service enables passengers to have new expectations for a wonderful journey. China Eastern is committed to providing efficient, convenient, intelligent and high-quality air transport and extended services, and cooperating with outstanding partners to bring passengers a satisfactory and joyful service experience.

Guaranteeing F	light Punctuality	5
Providing Heart	warming Service	5
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Advancing Glob	al Connectivity	6
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A New Journey to Green Development New Aspirations for a Better Life

Appendix



Guaranteeing Flight Punctuality

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Flight punctuality is not only a key indicator of civil aviation service quality but also one of the biggest concerns of passengers. China Eastern continues to optimize flight operation and management to guarantee flight punctuality for better customer service quality.

2018-2020 Flight Punctuality Rate



To improve flight punctuality, we earnestly implement the requirements of the campaign launched by CAAC on the brand building of civil aviation service quality. We set up the target for flight punctuality improvement actions in 2020, and established a special team on flight punctuality management. Our efforts include the flight punctuality management system, emergency plan for extensive delays, ground service support, information technology support, and performance appraisal, etc. In 2020, we formulated the Flight Punctuality Evaluation Regulations (2020), Regulations on the Management of the Company's MUC Flight Guarantee Platform, and other regulations, optimizing the flight punctuality management model.

We actively develop an intelligent management approach. In 2020, we launched the Movement Manager (MM) module and the Flight Recovery Module (RM) module in the next-generation operational system, contributing to automatic and smart flight deployment and operation recovery. We continuously implemented electronic release, with the electronic flight release coverage of 84.76%. We also optimized the flight punctuality management process and set up the daily reporting mechanism. These efforts have enabled real-time detection, reporting and guidance of delayed flights, and improved the efficiency of handling unpunctual flights.

Efficiency

Through flat communication and decentralization, we have broken the fragmentation of traditional scheduling system in flight guarantee. Since the launch of the system, all guarantee information and progress has been simultaneously shared in the group, which effectively improves the efficiency of collaboration for flight guarantee and communication of production commands. These efforts reduce flight delays caused by internal factors. At the same time, all call records can be analyzed to identify the weak links and intensify the betterment of flight guarantee quality.



Case • Building Production Command Management System to Improve Collaboration



In 2020, China Eastern launched a distinctive production command management system. The system employs MUC software and integrates operational system and data to respond to the needs of large fleets, realizing a whole-process management and command system that covers from the Company to the terminal and the flight.



In traditional scheduling, these 5 crews have to make calls for 4 times

A New Height for Safety Development

A New Chapter for Smart Services

Providing Heartwarming Service

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Heartwarming service is one of the values of the tertiary sector. Upholding the philosophy of "heartwarming service", China Eastern has enhanced service management and improved service quality to meet the people's demand for better air travel experience.

Service Quality Management

We step up efforts to improve service standards. In 2020, we launched the brand building campaign on civil aviation service quality, and established a special team to promote effective operation of the service management system for better closed-loop management of service quality. We amended the Service Manual, Cabin Service Alert Summary, Flight Attendants' Operation Handbook, and Capability Enhancement Plan for Flight Attendants before Flight, etc. Moreover, we built the strategic customer service system and improved the VIP lounge standard to advance service standardization. Besides, in pandemic response, we improved the In-flight Catering Standard and the Standard and Process of Catering for Important/Special Flights to guarantee service quality.





Listening to Our Passengers

The overall passenger service satisfaction scored

91.71

The passenger satisfaction of ground service scored

91.72

The passenger satisfaction of air service scored

91.70

Due to the COVID-19 pandemic, the complaint handling rate increased from 9.20 in 2019 to



Upholding the vision of "Putting customers first with wholehearted service", we conduct deep research on customers' needs, track the data of passengers' satisfaction, and intensify service management and process optimization, with an aim to improve passengers' satisfaction. In 2020, we improved our smart customer service applications. With a richer library of intelligence-based knowledge, we has realized multi-channel dialogue of the online customer service system, which can recognize passenger's intent, transfer to staff help, thus improving response efficiency.

To enhance customer complaint management, we have improved the Regulations on Complaint Handling Management. Apart from "daily monitoring, weekly inspection, and monthly analysis", we regularly hold passenger complaint handling exchange meetings, handle complaints in a unified manner, and compile the unified handling standard. Besides, we have improved the complaint data analysis, and standardized handling process for higher complaint handling efficiency.



Special Passenger Service

Special passenger service is indispensable to improving air travel service accessibility. China Eastern continues to optimize special passenger service by providing customized service and improving the travel experience of all our passengers, including those with special needs.



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In 2020, we established a special team to care for special passengers. We formulated the Regulations on Daily Management of Wheelchairs and the Access and Exit Mechanism for the Three Kinds of Flight Attendants. Additionally, we further promoted the sign language app. These have substantially satisfied the air travel needs of passengers with limited mobility.



Governance

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Intelligent Travel Experience

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In 2020

Pass program

2.75 million

Chairman

A new round of technological revolution and industrial transformation, led by information technology and with "intelligence" as an important feature, is reshaping the landscape, mode and pattern of the civil aviation industry in an all-round way. Following the trend, China Eastern has continuously upgraded its "intelligent travel" service, so that passengers can fully enjoy the sense of gain and happiness brought about by the development of civil aviation

Industry's First Infinite Flight Pass



In serving the supply-side structural reform, we have initiatively launched the Infinite Flight Pass series products, followed by other major airlines in the country. The new series of products help mitigate the problems of surplus transport capacity, declining demand, and shortage of fund. Product innovation stimulates demand and thus drives the recovery of the aviation industry. New growth points have formed in developing "Infinite Accommodation", "Infinite Procurement" and "Infinite Tourism", etc. The comprehensive effects of the service have provided strong momentum for revitalizing the domestic circulation.









everywhere to see my old customers and negotiate new orders. Now my customers have expanded from a few to more across the country. And the figure is still growing.

A Guangzhou-based entrepreneur whose factory is based in Sichuan

Chairman

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Bettering Cabin Service

satisfaction.

China Eastern has launched the "souvenir" in-flight catering service. We choose to prepare meal package in advance or distribute in-flight meals or not according to the risk rating of the air route in this service, so as to effectively reduce contacts and infection, and better protect passengers' health.



Upgrading Baggage Service

Since July 3, 2020, China United Airlines, a subsidiary of China Eastern Group, is the first airline in China to launch the piece rate system for check-in luggage on domestic flights. Under the piece rate system, the weight limit for a single piece of check-in luggage increases from "no more than 20KG" to "no more than 23KG", which is the same as the international flight luggage limit. It is a great convenience for passengers. For international and domestic flight transfer, passengers do not have to worry about excess check-in luggage weight and the efficiency of intermodal transport and transfer is also further improved.



In 2020, China Eastern continued to upgrade the whole-process facial recognition services. At Beijing Daxing International Airport, we launched the revised version of "One ID" contactless pass. After authorizing China Eastern app to scan their identity certificate and their image, passengers can complete check-in, boarding, luggage check, security check and other links with face scan. Thanks to smart travel solutions, it takes less time to check in. It takes no more than 20 minutes to go through the whole process at the terminal and the time for reloading luggage is reduced from 8-10 minutes to 3-5 minutes. The passenger satisfaction was increased by nearly 10%.



Diversified Travel Service

With a passenger-oriented approach, China Eastern has continuously innovated in products and services to provide passengers with quality services that exceed expectations.

Self Check-in

In order to further enhance passenger travel convenience, China Eastern continues to optimize counter service. We have launched "Easy Flight Transfer", which realizes 60-minute MCT in domestic flight transfer at Pudong International Airport. We have also launched "Easy Boarding" along the Guangzhou-Shanghai route, which enables passengers to board upon their arrival at the boarding gate. Besides, we optimized the layout of the domestic flight check-in zone at Terminal 1 of Pudong International Airport. Based on navigation of IATA Designator/ICAO Code/Airline Code and the capital letters of the destination, passengers can quickly find the check-in zone, thus improving check-in efficiency and experience.





r rebook tickets without going through security a second time



Since the outbreak of COVID-19, we have flexibly adjusted in-flight catering service to reduce cross-infection risks. We are the first in the industry to launch paper bag meals, "Edainty" and other catering products, which both meets the requirements of pandemic response and satisfy passengers' catering needs. Since we enter normalized prevention and control of the pandemic, we have optimized the catering in premium flights to improve passenger

Case • Innovating the "Souvenir" In-Flight Catering Service



Case • Building whole-process intelligent travel service and being a leading role in the aviation ecosystem

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Governance



Customer Privacy Protection

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While the internet big data brings new travel experiences to society and individuals, it also brings new challenges to passenger information security. As a responsible international airline, China Eastern has always prioritized the passenger information security by protecting customer privacy and strengthening information security management.

In 2020, we continued to improve our customer privacy protection system. Specifically, we improved the Regulations of Passenger Information Protection, the Implementation Rules for Handling Passenger Information Security Incidents, the Regulations on Personal Information Protection in China Eastern Information System, the Detailed Rules for Personal Information Protection in China Eastern Information System, and other regulations. Moreover, we established the Passenger Information Protection Committee and hired data protection officials or data protection commissioners with a mechanism of regular update. We strived to figure out the requirements of passenger information classification, safety rating, passenger information handling, and safety incident response, etc.

In response to the Notice by the Office of the Central Cyberspace Affairs Commission of Effectively Protecting Personal Information and Using Big Data to Support Joint Prevention and Control, we protected passengers' personal information during COVID-19. We insisted on minimizing information collection, signed data processing agreement, and require a third party to destroy data after use. We also conducted compliance analysis on our collecting behavior of passenger health information during the pandemic.

Advancing Global Connectivity

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The civil aviation industry has built an air bridge for cultural exchange, trade, and technology transfer. China Eastern continues to serve the Belt and Road Initiative, promotes cross-cultural communication, and supports global efforts to fight against the pandemic.



Italy is not only the end of the Ancient Silk Road, but also the intersection of the Silk Road economic belt and the Maritime Silk Road. On the occasion of the 50th anniversary of the diplomatic relations between China and Italy, China Eastern, along with relevant research institutions, released a research report, Effects of China-Italy Civil Aviation Cooperation on the Development of Cultural Tourism - Taking China Eastern in Italy as an Example. In the report, we review the development process of China-Italy civil aviation cooperation, focus on the analysis of anti-pandemic measures of China Eastern, and conduct in-depth research on the influence and role of civil aviation industry in international exchange.

In 2020

Influenced by the pandemic Number of operated routes along the Belt and Road 7,000

Number of seating capacity

1.29 million

Number of transported passengers 832,000

According to the research on China Eastern's development in Italy during the past nine years, civil aviation not only plays the role of physical connection in widearea international exchange circle, but also assumes the role of psychological connection such as cultural exchange. Chinese airlines are playing a more and more important role in cultural exchange between the two countries.

Raffaele Marchetti, Vice President of LUISS,

Contributing to Industrial Development

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A harmonious and win-win industrial ecology creates a favorable environment for the robust development of an enterprise. China Eastern actively engages in the development of aviation industry and regards industry peers as important stakeholders. The Company seeks cooperation, shares resources, and promotes complementarity with peers to jointly create a favorable environment for industrial development. In 2020, we continued to uphold the philosophy of opening up, cooperation, mutual benefits and sharing, and joined hands with peers at home and abroad to promote the sustainable development of aviation industry chain, ecological chain and value chain.

Case • Building a Bridge for China-Italy Cultural Exchange

akeholder Comm

China Eastern has proactively transported three groups of Chinese experts and organized 40 chartered freight flights to support Italy's pandemic response, helping China and Italy to build "Healthy Silk Road" with sense of responsibilities and missions.

> Li Bin, Minister Counselor of the Chinese Embassy in Italy



Chairman

A New Journey to Green Development

Green development is the core concept of China's economic and social development in the new era, and it is also an important background for the high-quality development of aviation industry. During our journeys towards the destinations worldwide, we carry passengers through thousands of rivers and mountains to see lucid waters and blue sky and inspire them to cherish the endowment of nature to mankind. We promote energy conservation and emission reduction through the five-pronged program under the theme of "cherishing every drop of aviation fuel, every drop of gasoline (diesel) fuel, every kWh of electricity, every drop of water, and every ray of sunshine". With these efforts, we minimize the impact of air transport on the environment and create greener flight options for our passengers.

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Addressing Climate Change

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In the context of global climate governance, the aviation industry takes the lead in developing the world's first industry-wide carbon emission reduction market mechanism, demonstrating the industry's firm determination to pursue green development. From flights to ground operations, we have expanded the "battlefield" of environmental protection to the entire air and ground domains.

Improving the Environmental Management System

In compliance with the Environmental Protection Law and other relevant laws and regulations, China Eastern has formulated the Regulations on Environmental Protection Management. In 2020, in line with the requirements of ISO 14001 Environmental Management System Certification and ISO 50001 Energy Management System Certification, the Company formulated the Environmental and Energy Management Manual, with the focus on delicacy management of energy saving and ecological protection. The Company also held publicity activities and the first training of the manual.

Carbon emissions reduced



Fuel saved over 600,000 tons

Overview of Environmental and Energy Management During Aviation





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Promoting Emission **Reduction in Aviation**

development of international green aviation, actively participates in the market-based emission reduction climate change issues. In 2020, we completed

engaged in global climate change governance. In 2020, we attended the ICAO Aviation Green

Improving Energy **Efficiency Management**

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China Eastern focuses on energy consumption reduction per unit and optimization of flight and ground energy efficiency to practice the philosophy of "implementing delicacy management from the source", continuously ramping up its efforts in energy conservation and emission reduction. In 2020, China Eastern Group undertook the task of the SASAC's indicator of fuel consumption per unit of passenger turnover; China Eastern undertook the task of local government's dualindicator of overall energy consumption and energy consumption per unit in Shanghai. The two indicators were decomposed into the performance indicators of all units under China Eastern with an aim to improve supervision and rectification of energy efficiency during air and ground operations.



Governance

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Pollution control is a key requirement for green development. Strengthening pollution control from the source, e.g., waste water, exhaust gas, noise, and solid waste, has become an environmental responsibility that every person in aviation industry should assume.

Major Measures on Pollution Control in 2020



- Applying for the emission permit for boiler exhaust gas emissions, hiring a third-party organization to participate in daily monitoring, and organizing two boiler renovations
- Carrying out on-site vehicle tail gas treatment renovation and organizing a large-scale procurement of NEVs for daily flight quarantee
- All airbridge aircraft use the airbridge gas and power supply and reduce the use of APUs to reduce exhaust gas emissions

Auxiliary Power Utility (APU):

sewage discharge



Overall utilization rate of our APU alternatives



10,442.33 tons



aerodynamic efficiency and reduce flight resistance; applying the brand new Rolls-Royce Trent XWB engine to make the flight more quiet and efficient

Reducing aircraft weight:70% of the aircraft is made of new materials, including 53% carbon fiber composite materials and advanced aluminum and titanium alloys, which can reduce the weight of the fuselage and improve the energy efficiency of the aircraft

structure of the wings and the fuselage; applying the LEAP (Leading Edge Aviation Propulsion)-1A highbypass ratio high-efficiency engine to reduce 15% of fuel consumption and carbon dioxide emissions

Upgrading the management system: Optimizing the flight management system, navigation control system, hydraulic system, electrical system, air conditioning system and other systems to enhance energy conservation

analysis of flight water supply data and the actual weight of in-flight catering products; replacing paper aeronautical chart with Electronic Flight Bag (EFB) to reduce fuel consumption

Optimizing flight distance: The flight crew reduces refueling by optimizing air routes and diversion

In 2020 Investment in energy conservation and emission

Management Measures to Improve Flight Energy Efficiency

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Safeguarding Lucid Waters and Blue Sky

To this end, we have promoted the implementation of 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", etc. and updated the Self-Check List for Pollution Control. In 2020, we completed the tasks assigned by CAAC in the final year to win the battle for a blue sky. The Company received the 3rd round of inspection organized by CAAC. China Eastern and its Beijing, Guangdong, Yunnan, Northwest and Gansu subsidiaries/branches received the recognition from CAAC.




Solid Waste Classification and Treatment & Disposal Methods

	Sorting & Disposal of Hazardous Wastes	
Category	Method of Disposal	Performance in 2020
Waste medicine	Carrying out category-based management and storage of medical waste according to the <i>Catalogue of Classifications of Medical Wastes</i> , and regularly sending medical waste to qualified organizations that have signed related agreements with China Eastern for proper treatment	0.33 tons
Waste organic solvents and waste containing organic solvents	Entrusting qualified third-party organizations for harmless treatment of wastes, including incineration and physicochemical treatment	57.8 tons
Waste mineral oil and waste containing mineral oil		142 tons
Oil-water and hydrocarbon-water mixtures or emulsions		7.2 tons
Waste dyes and paints		7.06 tons
Organic resin waste		4.96 tons
Waste containing Hg		1.47 tons
Dispose of electronic waste	Collecting the waste and sending to suppliers with ISO 14001 Environmental Management System Certification and e-waste treatment qualification to process	Number of China Eastern's scrapped devices: 173 Shanghai Airlines' scrapped devices: 18
	Sorting & Disposal of Non-hazardous Wastes	
Cabin waste	Sending to the qualified third-party agency for sorting and recycling after collection and classification	31,009 tons
Domestic waste	Sending to a qualified third-party agency for unified recycling and treatment after collection and classification	3,859 tons
Kitchen waste	Sending to the catering company for landfill or incineration after collection and classification	797.91 tons



China Eastern actively promotes the green development of in-flight catering service. We have introduced the world-leading vacuum kitchen waste treatment system and the oil fume purification device to reduce cooking fume and kitchen waste. In addition, we use big data to achieve delicacy in-flight catering, optimize meal tastes based on passengers' needs, and encourage passengers to save food, reducing the waste burden on nature.





A New Height for Safety Development A New Chapter for Smart Services



Sustainable Utilization of Resources

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Intensive use of resources and delicacy management are conducive to reducing our operating costs and helping protect the environment. Upholding the resourcebased view that advocates conservation, intensive use and recycling, we reduce the impact of business operation on the environment and strive to achieve the coordinated development of the Company and nature.

In compliance with the Environmental Protection Law, Circular Economy Promotion Law, Energy Conservation Law and other relevant laws and regulations, we have implemented the Regulations on Environmental Protection Management and the Regulations on Energy Measuring Management to promote the sustainable utilization of resources. In 2020, we formulated the Environmental and Energy Management Manual.



A New Journey to Green Development New Aspirations for a Better Life

Appendix

Measures to Promote Sustainable Utilization of Resources

- Applying the aircraft dry wash technology to save water in cleaning the exterior of the aircraft
- Collecting rainwater to support landscaping and realize water recycling
- Setting up metering instruments in office areas to realize water metering and monitoring
- Applying the Company's energy consumption statistical and monitoring system to enhance energy monitoring and analysis
- Applying the energy-saving cooling tower to realize cooling water circulation
- Extending the life cycle of the equipment by carrying out maintenance and
- Implementing the standard clothing credit point system to reduce clothing inventory and material waste
- Realizing the paperless office based on the application of various information systems, replacing paper aeronautical chart with Electronic Flight Bag (EFB), and promoting "paperless" smart travel projects to reduce the use of paper air tickets

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China Eastern attaches great importance to environmental protection and emission reduction of ground service. We continue to promote the "Oil-to-Electricity" and actively introduce NEVs. China Eastern, along with a domestic leading manufacturer of aviation ground equipment, took the lead to develop the 35-ton pure electric container loader, the 50-ton pure electric aircraft tractor, and the pure electric new energy boarding vehicle for passengers with limited mobility.

Number of NEVs 1.000

In 2020

In addition, China Eastern continued to promote the tail treatment renovation project, and formulated the Diesel Engine Tail Treatment System Retrofit Plan. A total of over RMB 50 million was invested in tail gas treatment renovation of over 1,000 ground service vehicles, which can reduce exhaust particulate matter emissions by about 1,752 tons and nitrogen oxide emissions by about 50%, facilitating the whole-domain green development with practical actions.





Sustainable Value Chain

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In 2020

2.070

3,590

Number of domestic distributors

Number of Overseas distributors(having sales)

A sustainable value chain helps create a platform for enterprises to exchange CSR philosophy for win-win cooperation. China Eastern actively plays its leadership role in the industry, and shares its sustainability philosophy through the value chain, driving upstream and downstream partners to fulfill social responsibility and jointly build a sustainable future.

China Eastern has incorporated the CSR philosophy into supplier management system. New suppliers are required to sign the Suppliers' Letter of Commitment to Social Responsibility and Suppliers' Letter of Commitment to Integrity, urging them to fulfill their obligations in respect of environmental protection, commercial ethics, labor and human rights.

China Eastern regards "environmental protection, safety & stability, and sustainable procurement" as the basic principles of procurement. In terms of aviation materials procurement, we purchase environmentally compliant products in line with the requirements of global regulations on airworthiness and environmental protection. Moreover, we have set up the supervision and management procedures such as External Agreement/Contract Unit Evaluation to review supplier qualifications every two years so that they could perform well in agreement/contract fulfillment. In 2020, we formulated the Energy Design and Procurement Control Procedures to regulate energy-related procurement and realize energy conservation from the source

Distributor Management

In 2020, China Eastern published the TMC Cooperation Management Measures (2nd version in 2020) to enhance the management of travel management service providers, and specified the clauses of compliance and integrity in the master agreement to avoid violations of laws and disciplines in business cooperation. We formulated the Online Travel Agency(OTA) Sales Display Specification (2020) to regulate the air tickets and products displayed and sold on the OTA platform, clarified the determination of violations, and increased penalties for violations, maintaining orderly sales of the OTA platform.

Due to the changes of the COVID-19 pandemic the gap between demand and supply of the international return flight seats of China Eastern became much sharper. The improper conducts such as non-compliant occupying seats and reselling tickets at a higher price severely infringe on passengers' rights and interests. On April 8, 2020, China Eastern issued an emergency announcement to carry out the campaign to curb improper ticket reselling.

- The international ticket fare rate published by China Eastern is the price ceiling; both selfsales channels and distribution channels shall implement the unified pricing limit.
- · According to the agreement signed by China Eastern and relevant sales agencies, the sales agencies shall sell tickets in the same price set by China Eastern, and any violation demands corresponding accountability.
- Passengers can complain about or report the improper conduct of ticket reselling to China Eastern and provide the evidence of

Supply Chain Management

China Eastern curbs improper ticket reselling amid COVID-19

corresponding ticket purchase process and payment vouchers. China Eastern will investigate it and assist passengers in safeguarding their legitimate rights and interests.

Since the announcement, China Eastern has handled 33 complaints about improper ticket reselling. All reports have been dealt with effectively. Fifteen passengers have sent emails to express gratitude for helping them get refunds.



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New **Aspirations for** a Better Life

Harmony and happiness are the people's pursuit of a better life. People-centered, we care for employee growth and development, actively engage in community development, and strive to align our efforts to consolidate and expand the achievements in poverty alleviation and support rural vitalization, to ensure that our people share more gains of development and a better future.

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Supporting the Decisive Battle against Poverty

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The fight against poverty is not the end, but a new starting point for a better life. We have implemented relevant requirements to ensure that poverty alleviation duties, policies, assistance, and oversight continue after poor counties are removed from the national poverty list. At the same time, we try to upgrade our fixed-point poverty alleviation efforts in a sustainable manner to "ensure that people have sufficient food and clothing, as well as access to compulsory education, basic medical services and safe housing"("two no worries and three guarantees"). Devoted to the poverty alleviation through aviation support, industrial development, employment support, medial support, and educational support, we also plan our path towards rural vitalization. We have signed the Further Implementation of Strategic Cooperation Framework Agreement on Rural Vitalization with Lincang City, and launched the campaigns of "Enrich Knowledge", "Increase Income" and "Benefit Future Generations". By doing so, we align our efforts to consolidate and expand the achievements in poverty alleviation and support rural vitalization in the new stage.

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Improving the Fixed-Point Poverty Alleviation

Ileviation Organization Structure A three-dimensional poverty alleviation work system with the leading group of poverty alleviation and development as the decision-making body, poverty alleviation and development office as the executive arm, fixedpoint poverty alleviation areas as the frontline, and as the link

Regularly holding conferences to discuss and deploy poverty alleviation work

Providing guidance for poverty alleviation work in targeted counties, and urging the implementation of main responsibilities for poverty alleviation

-	
Strictly Managing the Project Decision-making Supervision System	E
 Establishing improved and rigorous measures for poverty alleviation project fund management, and regulations on work checklists and poverty- alleviation officials, etc. Strictly implementing the decision-making process for poverty alleviation projects. 	· E w Y C ir ir o p
 Standardizing project management and full- process performance appraisal based on the Company's rules, regulations, as well as 	e 1 tr a o c

auditing and supervision

systems.

erprise Supervision and operation Mechanism Discussing poverty alleviation work with local governments of unnan Province and Lincang City on a regular basis Cooperating with local discipline spection departments to

romote information disclosure f poverty alleviation and eople's livelihood improvement stablishing public columns in 169 administrative villages in the two counties to update poverty alleviation project information and improve the transparency of poverty alleviation information

Accepting social supervision, achieving real-time supervision of the distribution and management of funds and materials for the villagers, and timely tracking the







Lincang and boosting local tourism.





Scan to watch the China Eastern

improved.

China Eastern actively promotes rural culture in its in-flight magazines and communication cooperation with others, boosting local tourism. Moreover, we help local communities spread its poverty alleviation practices with local features. Our flights enable the world to reach Lincang, and Waxiang to the world, spreading the Wa culture and tea culture of

takeholder Comme

Thanks to the opening of the flight, the annual tourism income of Wengding Village reaches more than RMB 1 million. The living standards of our villagers has been considerably

Yang Xinhua, Deputy Secretary of the Party Branch of Wengding Village

Aviation Support

Chairman

Eastern

Leveraging its industrial advantages, China Eastern supports local economic development through aviation support. In 2020, we first resumed the poverty-alleviation air routes to Lincang and Cangyuan despite COVID-19. In October, we launched three new poverty-alleviation air routes (Cangyuan-Lijiang, Lincang-Lijiang and Lincang-Chengdu), boosting local flow of human resources, commodities, information, capital and technology, and helping promote local poverty alleviation.



Message from About China China Eastern's 2020: An Combating COVID-19, China Eastern's Achievement During Strategy and

the 13th Five-Year Plan Period

Governance

Incredible Year in Review China Eastern in Action

Without China Eastern, there would be no leap-forward improvement in the quality of our tea. Nowadays, we have changed from the former soil workshop to modern automated assembly line production, and the tea trees on the mountains have become the "money cows" of our villagers.

Luo Chengying, Founder of Yun Nan Shuang Jiang Cun Mu Xiang Tea trading Co.,Ltd.



China Eastern continues to promote poverty alleviation through industrial development. We have invested in 14 industrial poverty alleviation projects in two of our pairing counties. We have also established a local poverty alleviation fund and formed a benign circle of "poverty alleviation projects - poverty alleviation fund - poverty alleviation projects". At the same time, we mobilize local farmers to build brands of local products,

Industrial Development



Consumption-driven

China Eastern vigorously promotes consumption-driven poverty alleviation and endeavors to make local agricultural products a big hit in the market. Specifically, we purchase agricultural by-products from impoverished areas, organize live streaming to sell products, and hold the povertyalleviation consumption week. We leverage the internet to expand the sales channels for poor households and solve the difficulties of sales, driving local social and economic development.



From June 16 to 17, 2020, China Eastern initiated its first poverty-alleviation consumption week. At the Home of China Eastern, dozens of agricultural products from Cangyuan and Shuangjiang in Yunnan, and other fixed-point poverty alleviation areas of China Eastern showed on the Poverty Alleviation Fair. We encourage our employees to purchase poverty-alleviation products instead of donation, thus supporting poverty alleviation through consumption. Moreover, the tea from the Wa mountainous areas and Wa chicken have been provided in the cabin of China Eastern, and the on-board kitchen respectively, enabling passengers to enjoy the delicacies at an altitude of 10,000 meters.







China Eastern's 2020: An Combating COVID-19, China Eastern's Achievement During Strategy and the 13th Five-Year Plan Period Governance

Our Journey Towards Sustainability

A New Height for Safety Development

A New Chapter for Smart Services

Educational Support

China Eastern also promotes poverty alleviation through educational support. Through our online education project, we enable children in the mountainous areas to access to high-quality educational resources. We organize employees to join cash and inkind donations and participate in volunteer activities to support local education. In 2020, China Eastern signed a memorandum on poverty alleviation cooperation with the Municipal Government of Lincang and Shanghai Civil Aviation College. The three intend to jointly build a world-class Yunnan Branch of Shanghai Civil Aviation College, set up a long-term effective mechanism to develop civil aviation talents in Lincang, and help improve local education, drawing a new blueprint for talent training.



Medical Support

China Eastern takes multiple measures to provide medical support for the fight against poverty. We promote urban medical resources to reach poor countryside, and mobilize Shanghai's high-quality medical resources to provide extensive medical supports in Cangyuan and Shuangjiang. We also improve the hardware conditions of rural clinics, and cooperate with China Foundation for Poverty Alleviation to provide supplementary medical insurance for the poor to reduce the risk of returning to poverty due to illness.

Addressing Prominent Issues of "Two No Worries and Three Guarantees"

In addressing prominent issues of "Two No Worries and Three Guarantees", China Eastern has launched dilapidated house renovation and safe drinking water protection assistance projects to improve the living condition of rural residents. In 2020, the water supply projects in Banhong Village and Nanban Village in Cangyuan, aided by China Eastern, were completed and put into use. Local people and schools no longer have to transport water from five kilometers away.



Supporting Employee Development

.....

2018

Being "people-oriented and caring for employees", we fully respect the development needs of employees, protect their legitimate rights and interests, and give full play to their sence of ownership, striving to create and share happiness with employees.

90.71

2019

Coverage of Enterprise Annuity (%)

Working Conditions and Social Security

A good working environment and perfect social security are conducive to enhancing employees' sense of identity with an enterprise. Employees are vital to China Eastern's high-quality development. As such, we continuously optimize working conditions, protect employees' basic rights and interests, and improve the benefits for our employees, all of which will enhance their sense of belonging, gain and happiness.

In strict accordance with the Labor Law, Labor Contract Law, Social Insurance Law, Employment Promotion Law, and other relevant laws and regulations, we protect employees' basic rights and interests, and forbid child labor and forced labor. Moreover, we have continued to improve the enterprise annuity system, adjusted the enterprise annuity plan, and increased the coverage, so as to make employees benefit from the Company's reform and development achievements.

91.34

2020

A New Journey to Green Development New Aspirations for a Better Life

Appendix



Diversity and Equal Opportunities

Chairman

Eastern

A diversified workforce helps enhance the innovation and competitiveness of an enterprise. China Eastern respects the cultural differences of different employees and is committed to providing employees with equal and diverse career development opportunities. We strictly abide by relevant national laws and regulations, support the equal development of employees from different backgrounds, and strive to create a diverse and inclusive cultural atmosphere, providing employees a favorable workplace with equal employment and development.



Message from About China Eastern's 2020: An Combating COVID-19, China Eastern's Achievement During Strategy and

the 13th Five-Year Plan Period

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Governance

ding Female Employ

o Realize Personal Valu

Giving play to the leading

and exemplary role of

Incredible Year in Review China Eastern in Action

Measures to Care For Female Employees

On the Chinese Lunar New Year, our crew receive red envelopes (monetary gifts) and blessings. Cakes are also provided on the airplane. Everyone gathers to celebrate the holiday during a short flight, regardless of nationality, gender, and type of work. That is warm and wonderful.

Jogrim Grotmol, an American captain of China Eastern

The Sino-France relationship has become better and better in the past few years. This is part of the reason why I accept the offer. More and more flights fly between China and France with a higher frequency, indicating that both countries are looking forward to getting closer. I hope I can make my own efforts at China Eastern for a better future.

Magand Lucine Mathilde

I've worked in the Sales Department of China Eastern Rome for over four years. During the past four years, I've participated in a host of events that impressed me, such as the Spring Festival gala organized by the Chinese Embassy in Italy, local tourism exhibitions, and the unveiling ceremony of the Shanghai-Rome round-trip route with Airbus A350-900 aircraft. Such activities allow me to gain a better understanding of the aviation industry and witness the development of bilateral cooperation between China and Italy.

Franceschini Martina



Number of online training courses for different 1.041

By gender Female 45.2

Investment in training

BMB 169.6 million



talents.

Amid COVID-19, China Eastern proposed "no training suspension". We proactively innovated in online training methods, timely adjusted training plans, and organized trainings for employees at all levels, from primary level to intermediate and senior levels. With these efforts, we facilitate employee growth and development.

Measures of Employee Training and Development



Making full use of "China Eastern Easy Learning" platform, "Maker Workshop" "Siyun" platform and other live streaming platforms to offer trainings, developing online teaching courseware exploring new teaching ideas, and initiating new learning modes for employees

In 2020

Number of Minority Employees

2.427

2018

2.711

2.807

2020

Training and Development

Talent is a valuable asset for the development of an enterprise. China Eastern always supports talent development. To this end, we have built a favorable platform for talent development, formulated the talent training plan, and improved the multi-layer and multi-form talent training mechanism, to meet the needs of career development and create a good environment to attract and retain high-caliber



42.9

49.1

51.7

Number of online training participants

1.40million

A New Chapter for Smart Services

A Happy China Eastern

China Eastern cares for employees. We pay much attention to the issues of most interest to our employees. In response to their needs in family, housing, transportation, and health, we optimize the management of "Happy China Eastern" Employee Wellbeing Credit to improve employees' sense of happiness and jointly create and share happiness with them.



Completed the payment of serious illness mutual funds for

259 seriously ill employees



Case • Addressing the "Ten Issues" that Concern Employees

To provide better employee care, China Eastern has launched the program to address the ten issues that concern employees. It covers three aspects: protection of rights and interests, humanistic care, and convenience service. Among them, the Happiness Online Counter Program aims to adopt the "community + service" lifestyle model to build the community O2O platform, and foster the online (Happiness Online Counter) and offline (Staff Service Counter) integrated model, serving China Eastern employees in a more efficient and convenient way.









China Eastern launches the Aibo Line shuttle bus for commuting employees

Engaging in Local **Communities**

.....



for the stable development of an enterprise. China Eastern has expanded its engagement in more communities to repay the society. While increasing the community wellbeing, we also gain better development.

The harmonious community is indispensable

In 2020

Number of "Love from China Eastern" public welfare activities

2,364

China Eastern" Registered Volunteers.

Number of employee volunteers 26,000

Total hours of volunteer services 295,300





我永远相信学习和知识是能带你 走向你想、去的地方、实现你想完成的 原望的最公平且最有用的途径

夜空活潮,有一颗星星属于你

2020 marked the tenth anniversary of "Love in China Eastern" volunteer brand. Based on this brand and the needs of communities, we provide diversified projects to facilitate the development of local communities. To standardize the management of volunteer activities, we have successively released the "Love in China Eastern" Volunteer Activity Management Regulations, Administrative Measures for Applying for "Love in China Eastern" Volunteer Projects, and Regulations on "Love in

The "Color of City" Educational Support Program won the Silver Award in the 5th China Youth Volunteer Service Project Competition and the Golden Award in the 2nd "Dedication Cup" Shanghai Youth Volunteer Service Project Competition.

The "Ai Wan Ting" Elderly Care Program and the "Blue Sky Dreamer" Campus Volunteer Program won the Bronze Award in the 5th China Youth Volunteer Service Project Competition.

Case • Donating the "Pay Of One Flight Hour" to Help the Children in Daliang Mountains Area

In January 2020, China Eastern launched the Crowdfunding for Love campaign, encouraging the crew to donate the pay of one flight hour to purchase winter clothes for children in Daliang Mountains area. In the meantime, the crew called on passengers to participate in subsequent charitable activities. Message from About China China Eastern's 2020: An Combating COVID-19, China Eastern's Achievement During Strategy and Eastern Incredible Year in Review China Eastern in Action

the 13th Five-Year Plan Period

Governance



Promoting Regional Development

.....

Air transport industry serves as an engine to drive regional economic and social development. Relying on a well-developed route network, China Eastern actively serves national strategies such as the coordinated development of the Beijing-Tianjin-Hebei region, the development of the Guangdong-Hong Kong-Macao Greater Bay Area, and the integrated development of the Yangtze River Delta, and supports the coordinated development of regional economy and society.



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 key duties of civil aviation. As a large state-owned airline, China Eastern continuously enhances its sense of responsibility and mission. Based on previous transport experience as well as internal and external coordination, we keep improving our strength to guarantee major air transport tasks.



transport missions 123

8

Number of flights operated to support Number of transported special missions for the Ministry of suspects Public Security



New Aspirations for a Better Life

Number of flights operated to support special air



Appendix

Chairman

Eastern Incredible Year in Review China Eastern in Action

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Performance Indicators

Classification	Indicators	Unit	2018	2019	2020	Classif	fication
	Total assets	RMB billion	236.77	282.94	282.41		
	Operating revenue	RMB billion	114.93	120.86	58.64		
	Total profits	RMB billion	3.87	4.30	-16.48		
	Interest payment	RMB billion	4.58	5.86	5.77		
	Total tax payment	RMB billion	8.45	7.48	1.94		
Economy	Contract compliance rate	%	100	100	100		
	Number of suppliers	-	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, China Eastern Business Jet 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	Total: 1,741 China United Airlines and Hebei:44, Zhejiang:21, Yunnan: 140, Sichuan: 23, Shanxi 76, Shandong: 48, Jiangxi 59, Jiangsu:23, Gansu: 8, Beijing:142, Anhui:36, Shanghai:1,045, Guangdong:26, Wuhan:25, Northwest China:25		
	Utilization rate of aircrafts	hour	9.43(restated)	9.55	6.02		
	Average age of aircrafts	year	5.70	6.40	7.24		
	Total transport volume	billion ton- km	20.36	22.52	11.70	Service	5
Operation	Passenger turnover	million	121.20	130.30	74.49		
Nu	Number of routes	-	1,386	1,668	1,483		
	Number of destination countries/regions	-	175	175	170		
	Number of destinations	-	1,150	1,150	1,036		
	Number of code-sharing routes	-	797	1,007	603		
	Safe flight hours	million	2.21	2.39	1.55		
	Incidents	-	4	7	5		
Safety	Incident rate per ten thousand hours	%	0.018	0.041	0.044		
	Safe ground driving distance	million kilometer	3.54	5.98	3.18		

on	Indicators	Unit	
	Flight punctuality rate	%	80.1
	Investment in smart technologies	RMB million	
	Number of Fly-Fi fleets	-	
	Number of frequent flyers	million	
	Copies of passenger satisfaction questionnaires	-	
	Passenger satisfaction	point	
	Number of passenger commendation letters	-	
	Complaints from passengers	-	(handled cases; ti caliber is changed, comparable with
	Complaints handling rate	%	
	Complaints about passenger privacy	-	(271 cases of tex scams, 37 cases of u bonu
	Customer data losses	-	
	Baggage mishandling rate	permyriad	1.71
	Self check-in for domestic flights	%	
	Coverage of self check-in machines in domestic terminals	%	
	Domestic destinations of "Through Check-in" flights	-	3
	International destinations of "Through Check-in" flights	-	3
	Special passengers	-	(Hongqiao Internat and Pudong Internati

2020

2019

89.60	

34.51

99

45.22

219,500

91.71

11,002

(handled cases; Influenced by COVID-19, we responded to the Center of CAAC opened 12326 call of the state to cancel a large number of flights, causing more complaints in sales and refund.)

100

274 (203 cases of suspected passenger information leakage, 30 cases of text messaging scams and 41 cases of unauthorized bonus point loss)

0

0.92

69.29

100

(domestic destinations under navigation)

75

66

(Hongqiao International Airport and Pudong International Airport)

81.84 40.52 93 42.68 261,600 87.68

11,664

4,100

(handled cases; on March 15, 2019, the Consumer Affairs hotline. Since April 2019, the number of complaints in the whole industry has increased sharply.)

100

258 (229 cases of text messaging unauthorized scams, 29 cases of unauthorized bonus point loss)

0
1.702

70.41 (CAAC unified the statistical caliber in 2019, which is not comparable with previous years)

97.41 75

140,768

60

ational Airport (Hongqiao International Airport ational Airport) and Pudong International Airport)

2018

0.19 (restated) 44.44 82 39.63 656,000

89.35 _____

13,931

3,167

the statistical so it was not the previous years)

100 ____

308 ext messaging nus point loss)

0 713 (restated)

78.60

88.11

37 (restated)

32 (restated)

127,926



Classification	Indicators	Unit	2018	2019	2020
	Water consumption	million ton	5.14	4.46	5.26
	Water consumption density	ton/10,000 ton-km	2.53	1.98	4.50
	Aviation fuel consumption	million ton	6.61	7.16	4.38
	Natural gas consumption	million m ³	6.64	7.80	5.98
	Gasoline consumption	million liter	2.27	2.37	1.63
	Diesel consumption	million liter	11.99	12.84	8.81
	LPG consumption	10,000 m ³	6.82	4.26	3.53
	Consumption of other petroleum	ton	344.0	413.0	306.78
	Electricity consumption	million kWh	174.82	176.64	152.38
	Energy consumption per RMB 10,000 of operating revenue	TCE/ RMB 10,000	0.96	0.88	1.11
	Carbon dioxide emissions	million ton	21.01(restated)	22.75(restated)	13.95(restated)
Environment	Carbon dioxide emissions per ton-km	ton/10,000 ton-km	17.96(restated)	19.44(restated)	11.92
	Scope 1 emissions	million ton	20.88	22.62	13.84
	Density of Scope 1 emissions	ton/10,000 ton-km	17.85	19.34	11.83
	Scope 2 emissions	10,000 ton	12.30	12.36	10.72
	Density of Scope 2 emissions	ton/10,000 ton-km	0.11	0.11	0.09
	Energy consumption per transport volume	tons (of aviation fuel)/10,000 km	3.25	3.18	3.74
	Fuel consumption available per ton-km	ton/10,000 ton-km	2.2144	2.1506	2.147
	Fuel consumption per flight hour	ton/hour	2.99	3.47	3.25
	Total fuel saving	10,000 ton	20.07	19.55	1.03
	Sewage discharge	10,000 ton	462.85	401.04	473.63
To	Total non-hazardous waste produced	ton	5,508.00	46,108.23	35,665.9
	Total hazardous waste produced	ton	36.5	249.74	220.82
	Number of employees	-	77,005	81,136	81,157
Employee	Total remuneration for employees	RMB billion	12.24(restated)	13.26	11.97
	Percentage of female employees	%	39.30	39.12	38.27

2020	2019	2018	Unit	Indicators	Classification
2,807	2,711	2,427	-	Number of minority employees	
1,100	1,257	1,466	-	Number of foreign employees	
100	100	100	%	Collective contract signing rate	
100	100	100	%	Labor contract signing rate	
Female 12.3 Male 87.7 Aged below 30: C Aged between 31 and 40:2.2 Aged between 41 and 50: 47.2 Aged above 51: 50.6	Female 11.2 Male 88.8 Aged below 30: 0 Aged between 31 and 40:2.2 Aged between 41 and 50: 49.8 Aged above 51: 48.0	Female 10.4 Male 89.6 Aged below 30: 0 Aged between 31 and 40:3.9 Aged between 41 and 50: 49.8 Aged above 51: 46.3	%	Percentages of executives by gender and age group	
Female: 1,286 Male: 2,995 Aged below 30: 3,738 Aged between 31 and 50: 538 Aged above 51: 5	Female: 2,516 Male: 2,744 Aged below 30: 5,135 Aged between 31 and 50: 125 Aged above 51: 0	Female: 3,132 Male: 2,765 Aged below 30: 5,833 Aged between 31 and 50: 64 Aged above 51: 0	-	Number of new employees by gender and age	
Management personnel: 3,677 Professional technicians: 15,151 Pilots: 8,837 Flight crew: 16,623 Air security guards: 4,526 Salesmen: 4,040 Financial officers: 572 Ground service personnel and others: 27,731	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	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	-	Profession distribution	Employee
Aged below 30: 40.0 Aged between 31 and 40: 33.7 Aged between 41 and 50: 18.3 Aged above 51: 8.0	Aged below 30: 42.5 Aged between 31 and 40: 31.9 Aged between 41 and 50: 17.9 Aged above 51: 7.7	Aged below 30: 42.1 Aged between 31 and 40: 32.0 Aged between 41 and 50: 18.3 Aged above 51 : 7.6	%	Age distribution	
Joiner college or lower: 52.0 Bachelor degree: 44.9 Master degree or higher: 3.1	Joiner college or lower: 52.2 Bachelor degree: 44.8 Master degree or higher: 3.0	Joiner college or lower: 55.3 Bachelor degree: 42.0 Master degree or higher: 2.7	%	Educational background	
Shanghai: 5,811 Beijing: 5,511 Kunming: 4,481 Xi'an :4,391	Shanghai: 5,033 Beijing: 4,733 Kunming: 4,153 Xi'an :4,063	Shanghai: 4,433 Beijing: 4,133 Kunming: 4,003 Xi'an :3,913	RMB	Starting salary standards of main operation sites	
100	100	100	%	Coverage of social insurance	
91.34	90.71	87.50	%	Coverage of enterprise annuity	

Source of GHG conversion coefficient: Guideline of the Greenhouse Gas Emissions Accounting and Reporting for the Civil Aviation Enterprises of China issued by the National Development and Reform Commission.

Source of folding standard coal coefficient of average low heat: Energy Statistics Report System issued by the National Bureau of Statistics of China.

In 2020, for COVID-19 prevention, we conducted frequent disinfection, which causes the increase of water consumption.

GRI Content Index

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

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	GRI 101 does not include	any disclosure		
	GRI 102: GENERAL DISCL	OSURES 2016		
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102-40	List of stakeholder groups	Stakeholder Engagement	P42	
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102-44	Key topics and concerns raised	Stakeholder Engagement	P42	

Classification	Indicators	Unit	2018	2019	2020
	Employee turnover rate	%	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: Aged below 30: 3.56 Aged between 31 and 50: 1.52 Aged above 50: 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	By gender: Male: 2.0 Female: 2.0 By nationality: Domestic: 3.8 Foreign: 0.1 By age: Aged below 30: 2.9 Aged between 31 and 50: 0.9 Aged above 50: 0.1 By major: Managemen personnel: 0.0 Pilots: 0.0 Flight crew and security guards 1.3 Professional technicians: 0.4 Salesmen: 0.4 Others: 1.7 By region: Chinese mainland 4.00, Overseas: 0.0
	Percentage of employees who received health examinations	%	72.1	70	7:
	Work injuries	-	104	128	
Employee	Work-related fatalities	-	4 (1 traffic accident during work and 3 sudden illness during work)	1 (Sudden illness during work)	(3 were production accidents, 1 was traffic accidents during commuting, and 2 were sudden diseases when working abroad)
	Participants in EAP consultation	/	3,207 (Including employees trained before the EAP, by hotline and face-to- face consultation; employees with psychological crisis intervention)	786 (Including employees trained before the EAP, by hotline and face-to- face consultation; employees with psychological crisis intervention)	230 hour (Change of statistical caliber
	Total investment in trainings	RMB million	107 (Travel expenses caused by training are firstly included)	249 (Including trainings organized by China Eastern R&D Center)	1.7
	Training participants	million	0.57	0.57	1.4 (online training
	Training hours per employee	Hour	Female: 23.7 Male: 22.0	Female: 33.8 Male: 42.0	By gender: Female: 45. Male: 51. By category: Management personnel: 42. Ordinary employees: 49.
	Proportion of employees accepting performance 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	By gender: Female: 98. Male: 99. By category: Management personnel(on duty 10 Ordinary employees: 99.
	Occurrence of discrimination	-	0	0	
	Financial support for disadvantaged employees	RMB million	3.65	3.56	5.1
	Investment in fixed-pointed poverty alleviation	RMB million	13.83	18.25	41.0
	Special flights	-	144	75	12
	Registered employee volunteers	-	5,030	8,100	9,10
Community	Public welfare projects	-	1,593	1,387	1,13
	Employees participating in volunteering activities	-	24,317	34,110	26,04
	People benefited from public welfare activities	-	83,917	78,080	168,20
	Public welfare service	10,000 hours	14.88	14.34	29.5

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Our Journey Towards Sustainability

A New Height for Safety Development

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103-1	Explanation of the material topic and its Boundary	Safeguarding Lucid Waters and Blue Sky	P69	
103-2	The management approach and its components	Safeguarding Lucid Waters and Blue Sky	P69	
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Interactions with water as a shared resource

Water consumption

Safeguarding Lucid Waters and

Blue Sky

Performance Indicators

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	GRI 305: EMISSIONS 2016/ GRI 103: MANAGEM	IENT APPROACH 2016		
103-1	Explanation of the material topic and its Boundary	Addressing Climate Change	P66	
103-2	The management approach and its components	Addressing Climate Change	P66	
103-3	Evaluation of the management approach	Addressing Climate Change	P66	
305-1	Direct (Scope 1) GHG emissions	Performance Indicators	P90	
305-4	GHG emissions intensity	Performance Indicators	P90	
305-5	Reduction of GHG emissions	Addressing Climate Change	P66	
	GRI 306: EFFLUENTS AND WASTE 2020/ GRI 103: MAI	NAGEMENT APPROACH 2020		
103-1	Explanation of the material topic and its Boundary	Safeguarding Lucid Waters and Blue Sky	P69	
103-2	The management approach and its components	Safeguarding Lucid Waters and Blue Sky	P69	
103-3	Evaluation of the management approach	Safeguarding Lucid Waters and Blue Sky	P69	
306-1	Waste generation and significant waste-related impacts	Safeguarding Lucid Waters and Blue Sky	P69	
306-2	Management of significant waste-related impacts	Safeguarding Lucid Waters and Blue Sky	P69	
306-3	Waste generated	Performance Indicators	P90	
	Social Topics			
	GRI 401: EMPLOYMENT 2016/ GRI 103: MANAGE	MENT APPROACH 2016		
103-1	Explanation of the material topic and its Boundary	Supporting Employee Development	P81	
103-2	The management approach and its components	Supporting Employee Development	P81	
103-3	Evaluation of the management approach	Supporting Employee Development	P81	
401-1	New employee hires and employee turnover	Performance Indicators	P91-92	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees*	Supporting Employee Development	P84	
	GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2016/ GRI 10	3: MANAGEMENT APPROACH 2018		
103-1	Explanation of the material topic and its Boundary	Caring for Employee Health and Safety	P51	
103-2	The management approach and its components	Caring for Employee Health and Safety	P51	
103-3	Evaluation of the management approach	Caring for Employee Health and Safety	P51	
403-5	Worker training on occupational health and safety	Caring for Employee Health and Safety	P51	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Caring for Employee Health and Safety	P51	
403-9	Work-related injuries	Performance Indicators	P92	

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General Disclosures	Introduction	Chapter	Page	Note
	GRI 404: TRAINING AND EDUCATION 2016/	GRI 103: MANAGEMENT APPROA	CH 2016	
103-1	Explanation of the material topic and its Boundary	Supporting Employee Development	P83	
103-2	The management approach and its components	Supporting Employee Development	P83	
103-3	Evaluation of the management approach	Supporting Employee Development	P83	
404-1	Average hours of training per year per employee	Performance Indicators	P92	
	GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2	016/ GRI 103: MANAGEMENT AP	PROACH 2016	
103-1	Explanation of the material topic and its Boundary	Supporting Employee Development	P82	
103-2	The management approach and its components	Supporting Employee Development	P82	
103-3	Evaluation of the management approach	Supporting Employee Development	P82	
405-1	Diversity of governance bodies and employees	Performance Indicators	P91	
	GRI 406: NON-DISCRIMINATION 2016/ GR	RI 103: MANAGEMENT APPROACH	1 2016	
103-1	Explanation of the material topic and its Boundary	Supporting Employee Development	P82	
103-2	The management approach and its components	Supporting Employee Development	P82	
103-3	Evaluation of the management approach	Supporting Employee Development	P82	
406-1	Incidents of discrimination and corrective actions taken	Performance Indicators	P92	
	GRI 406: CHILD LABOR 2016/ GRI 10:	3: MANAGEMENT APPROACH 201	.6	
103-1	Explanation of the material topic and its Boundary	Supporting Employee Development	P81	
103-2	The management approach and its components	Supporting Employee Development	P81	
103-3	Evaluation of the management approach	Supporting Employee Development	P81	
408-1	Operations and suppliers at significant risk for incidents of child labor			No operations and suppliers a significant risk for incidents of child labor
	GRI 409: FORCED OR COMPULSORY LABOR 201	L6/ GRI 103: MANAGEMENT APPR	OACH 2016	
103-1	Explanation of the material topic and its Boundary	Supporting Employee Development	P81	
103-2	The management approach and its components	Supporting Employee Development	P81	
103-3	Evaluation of the management approach	Supporting Employee Development	P81	
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

General Disclosures	Introduction	Chapter	Page	Note
	GRI 413: LOCAL COMMUNITIES 2016/ GRI 1	03: MANAGEMENT APPROACH 2016		
103-1	Explanation of the material topic and its Boundary	Supporting the Decisive Battle against Poverty; Engaging in Local Communities	P76 P85	
103-2	The management approach and its components	Supporting the Decisive Battle against Poverty; Engaging in Local Communities	P76 P85	
103-3	Evaluation of the management approach	Supporting the Decisive Battle against Poverty; Engaging in Local Communities	P76 P85	
413-1	Operations with local community engagement, impact assessments, and development programs	Supporting the Decisive Battle against Poverty; Engaging in Local Communities	P76 P85	
413-2	Operations with significant actual and potential negative impacts on local communities			No operations wi significant actual and potential negative impacts local communitie
	GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016/	GRI 103: MANAGEMENT APPROACH 2016		
103-1	Explanation of the material topic and its Boundary	Sustainable Value Chain	P73	
103-2	The management approach and its components			
103-3	Evaluation of the management approach Sustainable Value Chain		P73	
414-1	New suppliers that were screened using social criteria	Sustainable Value Chain	P73	
	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/ GR	RI 103: MANAGEMENT APPROACH 2016		
103-1	Explanation of the material topic and its Boundary	Guaranteeing Flight Punctuality Providing Heartwarming Service	P54 P56	
103-2	The management approach and its components	Guaranteeing Flight Punctuality Providing Heartwarming Service	P54 P56	
103-3	Evaluation of the management approach	Guaranteeing Flight Punctuality Providing Heartwarming Service	P54 P56	
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 10	3: MANAGEMENT APPROACH 2016		
103-1	Explanation of the material topic and its Boundary	Customer Privacy Protection	P62	
103-2	The management approach and its components	Customer Privacy Protection	P62	
103-3	Evaluation of the management approach	Customer Privacy Protection	P62	
418-1	Substantiated complaints concerning breaches of customer privacy	Performance Indicators	P89	

A New Journey to Green Development



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HK-ESG Index

	Indicator	Disclosure	Page
	A. Environmental	·	
	General Disclosure General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Addressing Climate Change Safeguarding Lucid Waters and Blue Sky	P66 P69
	A1.1 The types of emissions and respective emissions data	Note: The exhaust gas gen production process of Chin generated by aviation oil er conversion coefficient for o in the industry is still unclea	a Eastern is basically nissions. The standard of ther exhaust gas types
Aspect A1-	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Performance Indicators	P90
Emissions:	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Safeguarding Lucid Waters and Blue Sky Performance Indicators	P70 P90
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Safeguarding Lucid Waters and Blue Sky Performance Indicators	P70 P90
	A1.5 Description of emission target(s) set and steps taken to achieve them.	Note: China Eastern has formulated the Action Plan and Task Breakdown for Winning Battle Against the Blue Sky, and gradually implemented the special work of the "Oil-to-Electricity" and APU programs in 2018-2021.	
	A1.6 Description of how hazardous and nonhazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Safeguarding Lucid Waters and Blue Sky	P70
	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials	Sustainable Utilization of Resources	P71
	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (KWh in'000s) and intensity (e.g. per unit of production volume, per facility)	Performance Indicators	P90
Aspect	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility)	Performance Indicators	P90
A2-Use of Resources	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Note: During the reporting has not set up energy use will carry out relevant work	efficiency initiatives, and
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Note: China Eastern does n sourcing applicable water.	ot have the issue in

	Indicator	Disclosure	Page
	A. Environmental	1	
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Note: Not applicable. The op Eastern does not involve mar process.	
Aspect A3-The Environment and Natural	General Disclosure Policies on minimising the issuer's significant impact on the environment and natural resources	Addressing Climate Change Safeguarding Lucid Waters and Blue Sky Sustainable Utilization of Resources	P66-72
Resources	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 Protection Law of the People's and prohibits the transportatic illegal wildlife and their produc	<i>Republic of China</i> on of all kinds of
Aspect A4-	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Addressing Climate Change	P66
Climate Change	A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Addressing Climate Change	P66-68
	B. Social		
	Employment and Labor Practices		
Aspect B1- Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Supporting Employee Health	P81-84
	B1.1 Total workforce by gender, employment type, age group and geographical region	Performance Indicators	P91
	B1.2 Employee turnover rate by gender, age group and geographical region	Performance Indicators	P92
Aspect B2-	General Disclosure General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Caring for Employee Health and Safety	P51
Health and Safety	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Performance Indicators	P92
	B2.2 Lost days due to work injury.	Note: There is no statistics in 2	2020.
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored	Caring for Employee Health and Safety	P51

Message from	About China	China Eastern's 2020: An	Combating COVID-19,	China Eastern's Achievement During	Strategy and
Chairman	Eastern	Incredible Year in Review	China Eastern in Action	the 13th Five-Year Plan Period	Governance

Our Journey Towards	A New Height for	A New Chapter for
Sustainability	Safety Development	Smart Services

	Indicator	Disclosure	Page
	B. Social		
	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	Training and Development Diversity and Equal Opportunities	P48-49 P82-83
Aspect B3- Development and Training	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	Performance Indicators	P92
	B3.2 The average training hours completed per employee by gender and employee category	Performance Indicators	P92
Aspect B4-	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Caring for Employee Health and Safety	P81
Labour Standards	B4.1 Description of measures to review employment practices to avoid child and forced labour.	Caring for Employee Health and Safety	P81
	B4.2 Description of steps taken to eliminate such practices when discovered.	Note: China Eastern strictly abides to regulations, and has no child labor of	
	Operating Convention		
	General Disclosure Policies on managing environmental and social risks of the supply chain	Sustainable Value Chain	P73
	B5.1 Number of suppliers by geographical region	Performance Indicators	P88
Aspect B5- Supply Chain Management	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	P73
	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	P73
	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	P73

	Indicator	Disclosure	Page
	Operating Convention		
	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Informatization Safeguarding Passenger Health Providing Heartwarming Service Customer Privacy Protection	P34 P50 P56 P62
-	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Note: Not applicable; the Eastern does not involve p	
Aspect B6- Product Responsibility	B6.2 Number of products and service related complaints received and how they are dealt with	Providing Heartwarming Service Performance Indicators	P56 P89
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Technological Innovation	P30
	B6.4 Description of quality assurance process and recall procedures.	Note: Not applicable; the Eastern does not involve p	
-	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored	Customer Privacy Protection	P62
	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-corruption	P32-33
spect B7- nti-corruption	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 perio corruption cases.	d, there were no
-	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Anti-corruption	P32
-	B7.3 Description of anti-corruption training provided to directors and staff.	Anti-corruption	P32
	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' interests	Supporting the Decisive Battle against Poverty Engaging in Local Communities Supporting Regional Development	P76 P85 P86
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	Supporting the Decisive Battle against Poverty Engaging in Local Communities	P76-80 P85
	B8.2 Resources contributed (e.g. money or time) to the focus area	Supporting the Decisive Battle against Poverty Engaging in Local Communities	P76-80 P85

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A New Chapter for

Smart Services

About the Report

Reporting Objectives

This is the 13th CSR report 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 a trustful partnership based on the value identification, and foster the sustainable development of the Company and the society.

Reporting Period

The report mainly covers the Company's management and practice from January 1, 2020 to December 31, 2020. 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, 2020.

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 its holding subsidiaries.

Preparation Basis

This report is prepared in accordance with Guidelines to the State-owned Enterprises Directly under the Central Government on Fulfilling Corporate Social Responsibilities issued by the State-owned Assets Supervision and Administration Commission of the State Council (SASAC), the Environmental, Social and Governance Reporting Guide(HK-ESG) issued by The Stock Exchange of Hong Kong Ltd., Guidelines on Preparation of CSR Reports 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 issued by the United Nations, as well as supplement guidelines in aviation service industry. With systematic integration of crucial guidelines and standards, the report responds to stakeholders' expectations and demands and highlights industrial features and corporate characteristics.

Data Source

Relevant material, data and cases were collected from China Eastern, 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." was referred to as "China United Airlines". "Eastern Airlines Technology Co., Ltd." is referred to as "the Technology Company". "China Eastern Airlines Technology R&D Center Co., Ltd" is referred to as "China Eastern R&D Center". "China Eastern Airlines Wuhan Co., Ltd." is referred to as "Wuhan Company". 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 our 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



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 2020 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 thirteenth CSR report for China Eastern, and its the sixth 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 2020;
- · Assurance address is in No.36, Hongxiang 3rd road, Minhang district, Shanghai, where China Eastern headquarter is 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 10-12, 2021.

Assurance Methodology

Assurance process including following activities:

- Beview the document information which was provided 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 2020 objectively reflects the China Eastern 's social responsibility work and performance achieved in 2020. 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 "Adapting to the New Development Pattern for A Sustainable Future", the Report has four chapters, i.e., "A New Journey to Green Development", "New Aspirations for a Better Life". The Report comprehensively discloses the actions and performance of China Eastern in fulfilling social responsibility in economic, social and environmental areas in 2020.

Suggestions for Improvement

and management.

Special Statement

This statement excluding:

 The activity outside information reveal; 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 conflict of interests 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 20, 2021

New Aspirations for a Better Life



 The report disclosed the quantitative performance indicators in previous three years, which facilitates benchmarking by peer companies and can generate comparable results.

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

· When conducting research on material topics, it is recommended to expand the balance of the sample so that the material topics are more representative;

· It is recommended to strengthen the supervision of energy consumption and waste management of subsidiaries and branches, so that China Eastern can formulate a clearer action plan for peaking carbon dioxide emissions and carbon neutrality.

· The position, idea, faith, object, future developing direction, and promise which stated by China

The team leader: Huang Li Date: March 20, 2021



Reader Feedback

Dear Sir/Madam

Thank you for reading the *Corporate Social Responsibility Report 2020 of China Eastern Airlines Corporation Limited.* To provide more valuable information, facilitate your monitoring of our CSR work and improve our CSR management, we sincerely invite you to share your opinions and suggestions.

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

Contact Information

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