



中國民航信息網絡股份有限公司 TravelSky Technology Limited

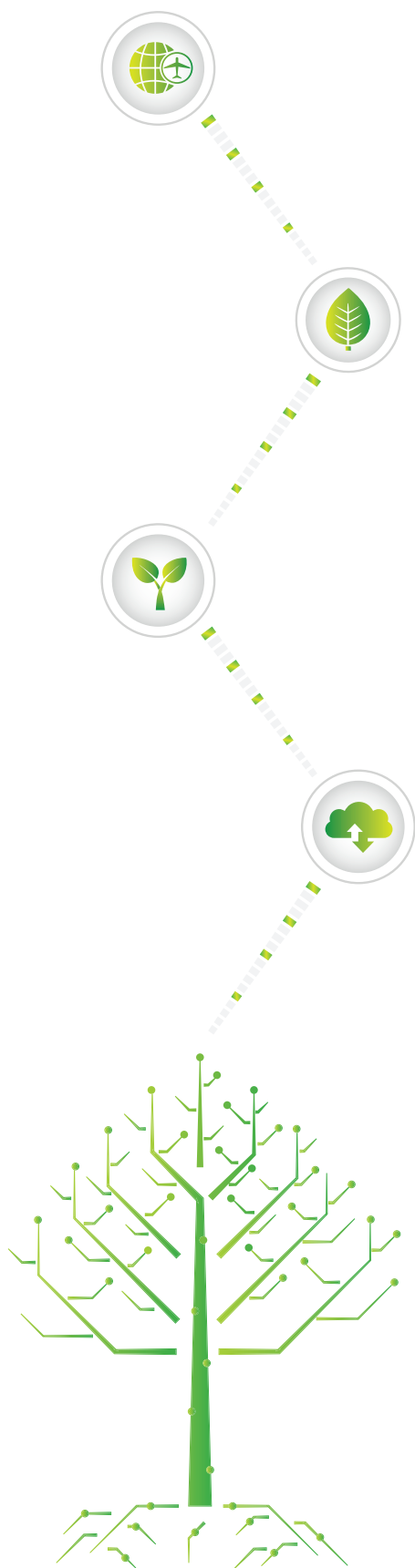
(A joint stock limited company incorporated in the People's Republic of China with limited liability)

(Stock Code : 00696)



ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT **2024**





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ABOUT THIS REPORT

REPORTING GUIDELINES

This *Environmental, Social and Governance Report* (the “**ESG Report**” or “**Report**”) constitutes a full demonstration of the environmental and social performance of TravelSky Technology Limited (the “**Company**” or, collectively with all its subsidiaries, the “**Group**” or “**TravelSky**” or “**we**”) in Year 2024. This Report is prepared in accordance with Appendix C2, *Environmental, Social and Governance Reporting Guide* (the “**ESG Guide**”), to the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited* (the “**Listing Rules**”) issued by The Stock Exchange of Hong Kong Limited (“**SEHK**”), with reference to the *Global Reporting Initiative Sustainability Reporting Guidelines* (the “**GRI Standards**”) of the Global Sustainability Standards Board and the *Guidelines to the Central State-owned Enterprises Directly under the Central Government on Fulfilling Corporate Social Responsibilities and Research on the Preparation of ESG Reports for Listed Companies Held by Central State-owned Enterprises* issued by the State-owned Assets Supervision and Administration Commission of the State Council (the “**SASAC**”). This Report has been reviewed and approved by the Board of Directors of the Group.

REPORTING SCOPE

This Report covers, and partly exceeds, the period from January 1, 2024 to December 31, 2024 (the “**Reporting Period**” or “**2024**”). Unless otherwise stated, the organization scope herein covers the Company and its subsidiaries.

REPORTING PRINCIPLES

This Report is prepared in strict accordance with the mandatory disclosure requirements and “comply or explain” provisions of the ESG Guide and by following the Materiality, Quantification, Balance and Consistency principle to ensure that everything contained herein is true and reliable.



- **Materiality:** We are highly aware of how much the environment, society and governance matter to stakeholders. In 2024, TravelSky actively communicated with stakeholders to understand their demands and sorted out material issues in light of the macro trends and our own development, so as to address and disclose issues with material impact. The Board of Directors also participated in the determination of material issues.
- **Quantification:** To demonstrate the environmental and social performance of TravelSky in 2024, we have presented the KPI data in 2024 and historical KPI data in a measurable manner wherever feasible.
- **Balance:** During the preparation of this Report, we tried to present the performance of the Company in an unbiased manner, so as to avoid influencing the decision-making or judgment of readers of this Report.
- **Consistency:** Except as otherwise stated, the same statistical method as used in the previous years is used herein wherever feasible to ensure that the ESG data can be meaningfully compared at a later date.

ABOUT THIS REPORT

REPORT STATEMENT

The Board of Directors is responsible for evaluating and determining the environmental, social and governance (“**ESG**”) strategies and reporting of the Group. The Group has disclosed information under all “comply or explain” provisions of the *ESG Guide*. This Report is released in traditional Chinese and English. If you have any different understanding of the two versions, the traditional Chinese version shall prevail.

CONTACT INFORMATION

This Report is published on the SEHK’s news website (www.hkexnews.hk) and the Company website (www.travelskyir.com). Please select “Investor Relations” on the homepage of the Company and then select “*Environmental, Social and Governance Report 2024*” under “Financial and ESG Reporting”. For any comments or suggestions on the ESG Report of the Group or for a printed version of the Report, please contact us at kcxfz@travelsky.com.cn.

A LETTER TO STAKEHOLDERS



Huang Rongshun

Chairman, Executive Director & General Manager

As time progresses, a glorious chapter is continually renewed. 2024 marks a pivotal year for achieving the goals set forth in the 14th Five-Year Plan and a critical period for advancing the construction of smart civil aviation. Over the past year, TravelSky has maintained adherence to the guidance of Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era, diligently implementing the work requirements of the SASAC and the Civil Aviation Administration of China (CAAC). We focused on enhancing our core functions and improving our core competitiveness, fully integrating ESG principles into daily operations and management. We remained steadfast in laying a solid foundation for safe development, innovating to promote technological independence and self-reliance, striving to enhance market operational quality and efficiency, deepening reforms to improve corporate governance, committed to green and low-carbon principles, and actively contributing to social harmony. Consequently, these efforts have yielded fruitful results.

Legal compliance ensured steady development. We continuously improved our corporate governance mechanisms, engaged in responsible decision-making and business activities, and safeguarded the legitimate rights and interests of the Company and its shareholders. We strictly regulated information disclosure and actively responded to stakeholders' expectations and demands through diverse communication channels, aiming to reward shareholders and contribute to society with even better performance. By closely integrating compliance management with high-quality development, we strengthened our integrity construction and enhanced our ability to prevent operational risks, establishing a solid foundation for development.

A LETTER TO STAKEHOLDERS

Independent R&D accelerated digital transformation. We were committed in implementing an innovation-driven development strategy, continuously improving our technological innovation system and mechanism while advancing breakthroughs in core technologies in key fields and strengthening applied basic research. We achieved several technological breakthroughs that filled gaps in relevant domestic fields. We prioritized intellectual property protection and participated in the formulation of industry standards to lead the healthy industry development through technological innovations. Moreover, we established a comprehensive cybersecurity management system to mitigate cybersecurity risks and foster a safe, stable online environment that supports high-quality corporate development.

Low-carbon practices fueled eco-friendly growth. We integrated green low-carbon strategies into our 14th Five-Year Development Plan, emphasizing strategic-level planning for our green development vision. We obtained ISO 50001 certification for our energy management system, developed a range of green and low-carbon demonstration technologies, and promoted efficient resource utilization. We strengthened pollution prevention by establishing sustainable mechanisms to identify and manage pollution sources and risk points. We comprehensively advanced “dual carbon” initiatives, delved into green low-carbon solutions and advocated for environmentally friendly production practices, and aimed to lead as pioneers in green and low-carbon development.

Social responsibility built a shared future. We adhered to a people-centered development philosophy, safeguarding employees’ basic rights and interests while supporting their personal and professional development. In response to customer needs, we developed excellent products and delivered high-quality services. We continuously expanded our strategic partnerships within the industry while building an open, transparent and efficient supply chain management system. We enhanced our overseas responsibility performance by actively participating in the Belt and Road Initiative. We enthusiastically engaged in public welfare initiatives and rural revitalization, and provided support for major events, working hand-in-hand with stakeholders to build a harmonious society.

Perseverance leads to a promising future. The year 2025 marks both the conclusion of the 14th Five-Year Plan and the planning phase for the 15th Five-Year Plan. Facing a critical stage characterized by overlapping periods of reinforced safety measures, technological upgrades, new business expansions, and strategic realignment, we will steadfastly uphold sustainable development principles, and face up to the complexities, risks and challenges associated with the Company’s reform and development while accumulating transformative power through reform and openness. We will collaborate with stakeholders to write an inspiring chapter in the information construction of civil aviation.



STATEMENT OF THE BOARD

The Board of Directors serves as the supreme governing and decision-making body for ESG work, assuming full responsibility for the Company's ESG strategy and reporting. The Board of Directors and its Strategy and Investment Committee (Legal Compliance Committee) ("**Strategy Committee**") evaluates, prioritizes and manages important ESG-related matters by reviewing the ESG Report on a regular basis, listening to progress statements on ESG work, while overseeing ESG-related issues that may impact business operations, shareholders, and other stakeholders, and ensures the integration of ESG principles with corporate strategy.

TravelSky has integrated ESG into its daily risk management. During the reporting period, the Board of Directors and its Audit and Risk Management Committee (Supervision Committee) ("**Audit Committee**") conducted regular reviews on the progress of risk (including ESG risk) management.

TravelSky places high importance on ESG governance and continuously enhances its ESG governance framework. Based on internal and external development environment and communication with stakeholders, the Company regularly analyses and assesses ESG material issues and identifies ESG risks. During the reporting period, the Board of Directors took an active part in the formulation and review of TravelSky's main ESG objectives, and conducted progress reviews to promote key performance as well as the achievement of ESG goals.

The Board of Directors considered and passed the Report on March 27, 2025, confirmed that the Report has fully disclosed the progress and effectiveness of the Group's ESG work during the reporting period, assured that no fictitious record, misleading statement, or material omission is included in this Report, and approved its release.

ABOUT TRAVELSKY

(I) COMPANY PROFILE

TravelSky is the dominant provider of information technology solutions for China's aviation and travel industry. The Group has been devoted to developing leading products and services that satisfy the needs of all the industry participants — ranging from commercial airlines, airports, air travel products and services suppliers to travel agencies, corporate clients, travelers and cargo shippers — to conduct electronic transactions and manage travel-related information. The core business of the Company includes aviation information technology service, accounting, settlement and clearing service for aviation industry, airport information technology service, distribution information technology service, etc.

The Company was incorporated in the People's Republic of China (the "**PRC**" or "**China**") on October 18, 2000, and was listed on the main board of The Stock Exchange of Hong Kong Limited (stock code: 00696) on February 7, 2001. On December 27, 2002, the American depositary shares under the Sponsored Level I American Depositary Receipt Programme established by the Company commenced trading on the U.S. over-the-counter market(OTC). Since 2015, the H shares of the Company have been added to the lists of MSCI Emerging Markets Index, Hang Seng Composite LargeCap & MidCap Index, Shanghai-Hong Kong Stock Connect and Shenzhen-Hong Kong Stock Connect, etc.

As of December 31, 2024, the largest shareholder of the Company is China TravelSky Holding Company Limited, which holds approximately 29.55% of the equity interest in the Company. A total of approximately 38.58% of the equity interest in the Company is held by 14 domestic shareholders, including China National Aviation Holding Company Limited, China Mobile Capital Holding Co., Ltd., China Southern Air Holding Company Limited and China Eastern Air Holding Company Limited. The remaining 31.87% of the equity interest in the Company is held by holders of its H shares.

As of December 31, 2024, the Company has over 20 domestic subsidiaries in China, including Accounting Centre of China Aviation Limited Company ("**ACCA**"), Cares Shenzhen Co., Ltd., Civil Aviation Cares of Qingdao Ltd., etc. The Company has overseas wholly-owned subsidiaries in many regions and countries, including Hong Kong, Singapore, Ireland, etc., and holds equity interests in over 10 associates, including Shanghai Civil Aviation East China Cares System Integration Co., Ltd., Aviation Cares of Southwest Chengdu, Ltd., TravelSky Mobile Technology Limited, etc.

The Group had 6,722 employees as of December 31, 2024.

ABOUT TRAVELSKY

(III) PERFORMANCE SUMMARY

In 2024, the global economy experienced a slow recovery. The economy in China was generally stable while making steady progress. The positive trend continued to take hold. The civil aviation transport market in China has shifted from recovery to growth in volume and quality. The domestic passenger transport scale exceeded the same period of 2019 and recorded a new high in history. International passenger flights recovered to more than 80% of the same period in 2019, laying a strong foundation for the business development of the Group. The Group seized the opportunities in the industry, and through strengthening our core functions and enhancing our core competitiveness, certain progress has been made in the main business sectors including aviation information technology services, accounting, settlement and clearing services, distribution information technology services, airport information technology services, and other information technology services.

The Group recorded a year-on-year increase in profitability because of the resumption and development of China's civil aviation industry in 2024. The revenue and operating results of the Group mainly came from the Group's operations in China. For Year 2024, profit before taxation of the Group was approximately RMB2,394.5 million, representing an increase of approximately 48.5% over that for the year ended December 31, 2023 ("**Year 2023**"). Net profit attributable to shareholders of the parent company was approximately RMB2,074.3 million, representing an increase of approximately 48.3% over that in Year 2023. The basic and diluted earnings per share of the Group in Year 2024 were RMB0.71. The Board recommended the distribution of a final cash dividend of RMB0.239 (tax-inclusive) per share for Year 2024.

For complete business and performance information, please visit the SEHK's website (www.hkexnews.hk) or the Company's compliance website (www.travelskyir.com) "Investor Relations" column "Announcements", view the 2024 Annual Report under Financial and ESG Reporting.

(III) CORPORATE CULTURE



Development Vision	To become the main IT service provider in aviation and tourism industry and a country-leading, world-class information services provider
Development Approach	Building big platforms Pooling big data and providing wide range of services
Core Values	Putting people first Strengthening the safety foundation Building trust with services and driving long-term development through innovation
Business Philosophy	Putting safety first Winning Customers with services Creating values with information
Code of Conduct	Striving for self-improvement through innovation and creativity Shouldering responsibilities to make a difference Working with stakeholders for win-win results Taking a down-to-earth approach to improve quality and efficiency

(IV) HIGHLIGHTS

This Report is a substantial response to the recommendations in the *SEHK ESG Guide* and the *SASAC Guidelines to the Central State-owned Enterprises Directly under the Central Government on Fulfilling Corporate Social Responsibilities and Research on the Preparation of ESG Reports for Listed Companies Held by Central State-owned Enterprises*, with reference to related indicators in the GRI standards to stay in line with the international disclosure concept regarding the ESG Report. It not only meets the disclosure requirements of all regulatory authorities for the ESG Report of listed companies, but also provides more reference for stakeholders to understand the ESG performance of the Company.

This Report includes a special chapter titled “Building a TravelSky Digital Ecosystem, Leading the Smart Future of Civil Aviation” to better demonstrate TravelSky’s performance in digital transformation; an honors display section and a stakeholder testimonials section. It fully demonstrates the highlights of TravelSky’s ESG practices and performance in 2024 around perfecting corporate management, adhering to technological innovation, living up to low carbon development, and taking social responsibility. It is presented in Chinese and English in electronic and printed versions to increase the dissemination value of ESG information disclosure.

SUSTAINABLE DEVELOPMENT MANAGEMENT

Following the SASAC and SEHK guidelines and inspired by the general standards and good practices of global corporate sustainability management, TravelSky has factored ESG into its corporate management and business development by considering the Company's own realities and proactively assumed its economic, environmental and social responsibilities to lay a solid foundation for the Company's comprehensive high-quality development.

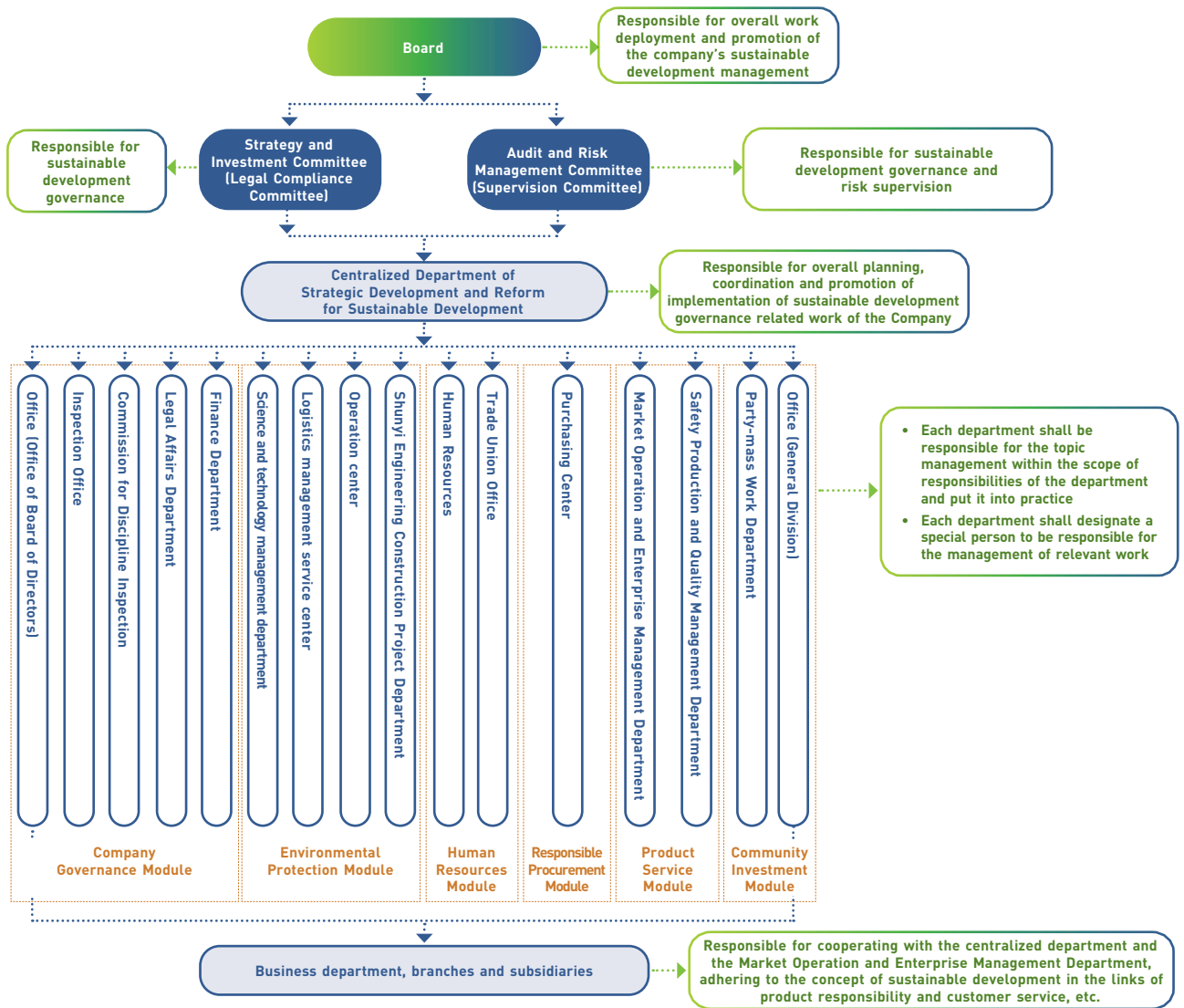
(II) RESPONSIBILITY CONCEPT AND GOVERNANCE

In accordance with the SEHK *ESG Guide* and the SASAC *Guidelines to the Central State-owned Enterprises Directly under the Central Government on Fulfilling Corporate Social Responsibilities*, TravelSky has further improved the integrated planning and coordinated oversight of its sustainable development management. By enhancing organizational leadership, refining institutional mechanisms and deepening responsibility performance practices, the Company has continuously strengthened its capabilities in sustainable development work.

TravelSky has developed a hierarchical management system for sustainable development. The Board of Directors, as the top management level, is responsible for the overall deployment and promotion of TravelSky's sustainable development work. Under the Board of Directors, the Strategy Committee is responsible for the governance of sustainable development, while the Audit Committee is responsible for risk supervision of sustainable development; the Strategic Development and Reform Department, as the department in charge of TravelSky's sustainable development, is responsible for coordinating and promoting the implementation of the Company's sustainable development governance activities. The functional departments are divided according to six sectors, namely, corporate governance, environment, human resources, responsible procurement, product service, and community investment and are responsible for managing issues within their respective duties. The business departments, branches and subsidiaries are responsible for collaborating with the respective departments in charge and the Market Operation and Enterprise Management Department in upholding the sustainability concept in areas such as product responsibility and customer service.

In accordance with the *Measures for the Environmental, Social and Governance Management of TravelSky Technology Limited (Trial)*, TravelSky continued to ensure the effective management of sustainable development, gradually integrating the sustainability concept into its daily management and operation; and completed the annual ESG report on schedule, including a diagnosis and enhancement report on ESG indicators, laying the groundwork for optimizing the ESG indicator management system and enhancing the efficiency of the Company's sustainable development management.

SUSTAINABLE DEVELOPMENT MANAGEMENT



TravelSky's organizational structure for sustainable development

SUSTAINABLE DEVELOPMENT MANAGEMENT



2024 • Our Honors:

- Included in the “Central Enterprise ESG • Pioneer 100” index for the fourth consecutive year, achieving a four-and-a-half-star rating for the first time in 2024 and ranking the 36th
- The MSCI ESG rating lifted from BB in 2023 to BBB
- “TravelSky: The Responsibility of Innovating Digital Retail in Civil Aviation” was awarded the “2024 Outstanding ESG Case of Chinese Enterprises” by the China Enterprise Reform and Development Society and the China Comment

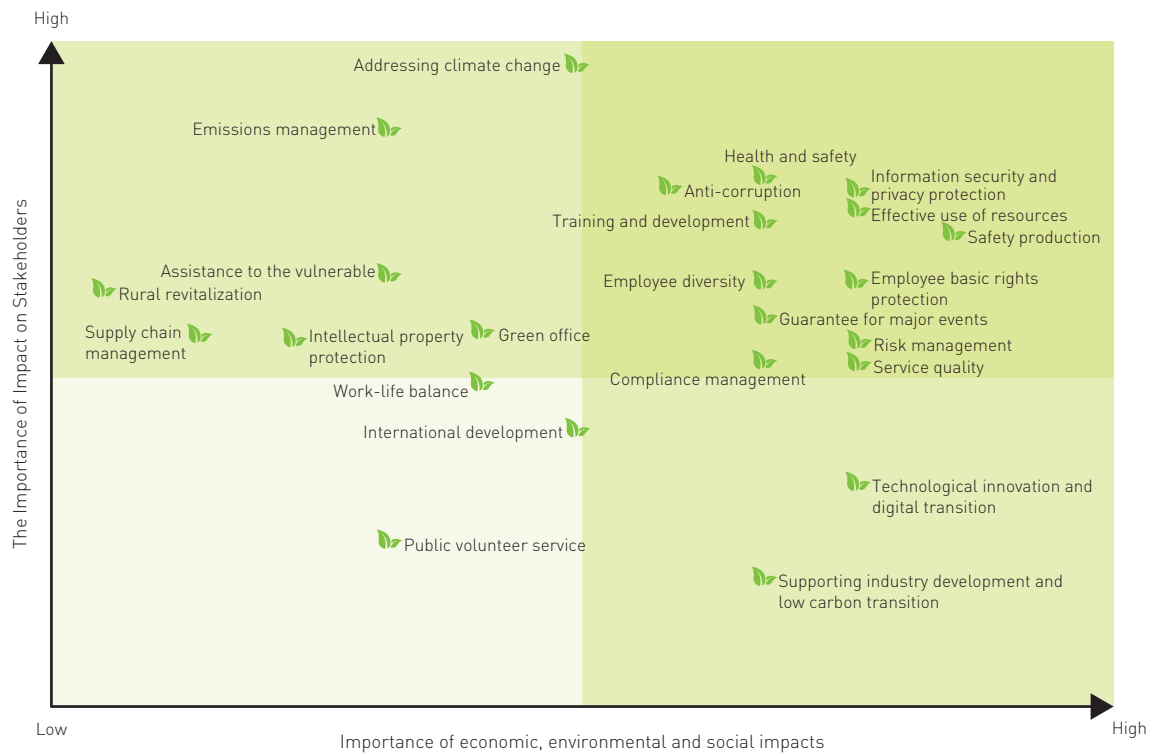
(III) ANALYSIS OF MATERIAL ISSUES

TravelSky's material issues 2024

Environmental Aspect	Social Aspect		Governance Aspect
Effective use of Resources Addressing climate change Emissions management Green office	Safety production Information security and privacy protection Employee basic rights protection Service quality Work-life balance Health and safety Training and development Employee diversity Technological innovation and digital transition	Public volunteer service Intellectual property protection Supply chain management Guarantee for major events Assistance to the vulnerable Supporting industry development and low carbon transition Rural revitalization International development	Compliance management Risk management Anti-corruption

SUSTAINABLE DEVELOPMENT MANAGEMENT

Based on major changes in the domestic and overseas economic environments and on characteristics of TravelSky's own development, in light of the SEHK *ESG Guide*, GRI Standards and the mainstream ESG rating indexes in the capital market, TravelSky has drawn a matrix of material issues from the two dimensions of "materiality to economic, environmental and social impact" and "materiality to stakeholders".



TravelSky's Matrix of material issues 2024

SUSTAINABLE DEVELOPMENT MANAGEMENT

(III) COMMUNICATION WITH STAKEHOLDERS

TravelSky highly values the communication with stakeholders. By establishing a regularized communication mechanism through diversified channels, the Company actively responds to the expectations and concerns of stakeholders including governments, regulatory authorities, investors, customers, employees, partners, and communities. By proactively disclosing ESG information, TravelSky seeks to enhance stakeholders' understanding and recognition of the Company.

Types of Stakeholders	Expectations and Demands	Communication Channels	Our Response
Government and regulatory authorities	Compliance with laws and regulations Tax payment according to law R&D on civil aviation information systems Implementation of dual carbon policy	Meetings Work reports Routine inspection Public reporting	Strengthening compliance operation management Participate in the formulation of industry standards Strategic cooperation Improving policy formulation and management mechanism
Investors	Robust operation Good return on revenue Transparency on information disclosure	Statements, announcements Compliance website Investor meetings Investor hotline Investor relations email Investor questionnaire	Building up competitiveness and profitability Strengthening market value management Timely information disclosure Better investor relations management
Customers	Integrity and contract performance Guaranteed quality High-quality services	Customer service hotline Customer satisfaction survey Customer communication platform	Improving customer complaint management mechanism Return visits to customer complaints
Employees	Remuneration and benefits Career development Health and safety	General Manager Mailbox Workers' Congress	Employee rights protection Improving the talent training system Establishing a professional title assessment mechanism Health protection
Suppliers	Business ethics Transparent procurement Win-win cooperation	Business communication Seminars or discussions	Contract execution with integrity Open procurement Electronic procurement Business exchange and cooperation Seminars
Community	Reliable services for major events Contribution to rural vitalisation Volunteering services Humanitarian aid	Community welfare activities Community co-construction activities	Providing safe and thoughtful Information Protection services Supporting the Rural Revitalisation of Shenchu County Carrying out charity activities
Industry peers	Fair competition Strategic cooperation Driving industry progress	Business communication Experience exchange	Reject vicious competition Active participation in industry exchanges

TOPIC: BUILDING A TRAVELSKY DIGITAL ECOSYSTEM, LEADING THE SMART FUTURE OF CIVIL AVIATION

As the wave of digitalization is sweeping across the globe, providing strong impetus for the digital transformation and upgrading of the aviation industry, TravelSky actively embraces the new opportunities presented by the construction and development of Digital China. It adheres to exploring its own digital potential and leveraging the high-value application scenarios and high-quality data resources in the aviation industry, and ultimately established a new paradigm for innovative development in its digital transformation journey. It has independently developed a series of smart aviation products to enhance operational efficiency and improve customer experience. Moreover, by actively seizing the opportunities of strategic emerging industries, the Company has laid out its presence in these industries and supported the digital transformation of its customers so as to jointly build a digital ecosystem.

2024 • Our Honors:

- Key Technology Research of Civil Aviation Data Governance and Application won the first prize of CATA Civil Aviation Science and Technology Award
- Key Technologies and Applications for Integrated Overall Operation Management of Large-scale Airports and Research and Application of Key Technologies for the Civil Aviation Intelligent Transit Passenger Service Platform won the second prize of CATA Civil Aviation Science and Technology Award
- Key Technology Research and Application of Civil Aviation Airport Departure Operation Platform and Digital Twin in Airport Flight Coordination and Support won the second prize of China Communications and Transportation Association Science and Technology Progress Award
- *Research and Application of China Civil Aviation E-commerce Platform and Independent Breakthrough and Large-scale Application of Key Technologies for China Civil Aviation High-performance Ticket Search System* won the Outstanding Case Award at the CAAC Smart Civil Aviation Development Forum
- Our Total Airport Operation Management Platform was selected as a leading case of digital transformation in the transportation industry
- Our "TravelSky Honghu" Intelligent Operation and Maintenance Management Platform and E-commerce Platform Empowering Airline Digital Transformation were both included in the *2024 Beijing Digital Economy Benchmark Enterprise Achievement Collection*

TOPIC: BUILDING A TRAVELSKY DIGITAL ECOSYSTEM, LEADING THE SMART FUTURE OF CIVIL AVIATION

(II) DEVELOPING INNOVATIVE SMART AVIATION TRAVEL PRODUCTS

In response to the market demands, TravelSky has developed a series of innovative smart aviation travel products and provided intelligent solutions for customers. For instance, our e-Ticket itinerary frees passengers from the cumbersome paper-based processes; our Smooth Travel platform enables passengers to pass through airports with facial recognition; our airport middle platform supports the development of smart airports in an all-round way; our Element-based Digital Twin Management Platform guarantees the safety and stability of airport operations; our TravelSky Honghu Intelligent Operation and Maintenance Management Platform delivers all-round support for operation and maintenance management; our Luggage Travel system enables full-process tracking of luggage; and our luggage tracking system solves the differentiated demands of airport group users for luggage tracking systems. With these products, we have effectively improved passenger travel experiences and the intelligent operation of airports, thereby contributing to the reshaping of the civil aviation service ecosystem and leading the industry's digital development trend.

E-ticket itinerary

The industry-level air transport E-ticket itinerary developed by TravelSky fully digitizes the information previously presented on paper itineraries. It features full-chain digitalization, ease of storage and management, efficient transmission, and strong anti-counterfeiting capabilities. And the electronic ticket issuance system has achieved a ticket issuance volume of tens of millions.

Biometrics-based full-process smart travel platform for civil passengers (Smooth Travel)

Powered by facial recognition technology, TravelSky has built facial recognition service platforms for airports, enabling facial recognition through self-service terminals or mobile devices. The platform uses algorithms to quickly and accurately extract and verify facial information, providing efficient identity authentication services and information services for passengers. In 2024, the Smooth Travel platform was successfully set up at major domestic airports, including Beijing Daxing International Airport, Guangzhou Baiyun International Airport, Shanghai Hongqiao International Airport, Hangzhou Xiaoshan International Airport, Harbin Taiping International Airport, and Lanzhou Zhongchuan International Airport.

Airport middle platform

To address the digital transformation needs of airports, we have developed a comprehensive and efficient total data governance platform that tackles core technical challenges in data integration, resource scheduling, and business collaboration. This platform aims to upgrade airport IT infrastructure from traditional models to cloud-native architectures, not only providing technological support for the data platform layer of smart civil aviation construction but also offering a replicable solution for smart airport development across the aviation industry.

TOPIC: BUILDING A TRAVELSKY DIGITAL ECOSYSTEM, LEADING THE SMART FUTURE OF CIVIL AVIATION

Element-based digital twin management platform

The Element-based Digital Twin Management Platform, by integrating advanced technologies such as GIS, BIM, big data, and Internet of Things ("IoT"), establishes digital twin management platforms for airports, thereby facilitating their digital transformation. We have constructed a unified digital foundation for the platform's digital twins and implemented a data traceability system to integrate data elements, facilitating multi-regional and cross-departmental scenario collaboration. Accordingly, systematic coordination among business domains has been enhanced to optimize airport operational processes. By performing computational analyses on critical flight support operations, the platform is also able to forecast and simulate future airport operational scenarios. Additionally, an evaluation index system has also been established to provide decision-making insights and references for airport managers.

TravelSky Honghu intelligent operation and maintenance management platform

The TravelSky Honghu Intelligent Operation and Maintenance Management Platform is characterized by its intelligence, automation, and integration. It offers a suite of services including intelligent monitoring and early warning, automated fault handling, resource scheduling optimization, emergency response and recovery, as well as a maintenance knowledge base and expert support. Collectively, these capabilities ensure comprehensive and high-efficiency safeguarding for civil aviation operation and maintenance activities.

Luggage Travel

Leveraging IoT and upholding a public welfare-oriented approach, our luggage tracing platform ("**Luggage Travel**") provides the aviation industry with data interaction and sharing services on luggage tracing, thereby enhancing the quality and efficiency of luggage transportation services. This platform is designed to help establish unified industry standards and foster a new ecosystem for luggage tracking services.

TravelSky luggage tracking system for airport groups

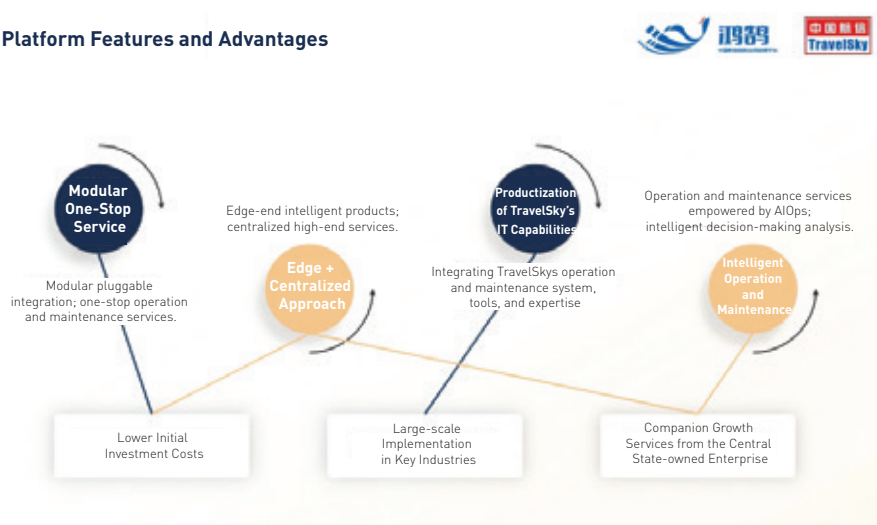
Considering the current informatization levels of major small and medium-sized airport customers, as well as the need for integrated management within airport groups, and in response to their diverse demands on data centers, network infrastructure and maintenance support capabilities, TravelSky has promptly launched a luggage tracking system tailored for its airport group customers in accordance with relevant luggage tracking standards. In 2024, the RFID System (Group Edition) was rolled out and put into operation within the airport groups of Guangxi, Xinjiang, and Yunnan.

TOPIC: BUILDING A TRAVELSKY DIGITAL ECOSYSTEM, LEADING THE SMART FUTURE OF CIVIL AVIATION



Smart Airport Element-based Digital Twin Management Platform

Platform Features and Advantages



TravelSky Honghu Intelligent Operation and Maintenance Management Platform

(III) EXPANDING INTO STRATEGIC EMERGING INDUSTRIES

TravelSky has thoroughly studied and implemented the important statement proposed by the General Secretary Xi Jinping that “strategic emerging industries are the new pillars and tracks leading future development.” Focusing on the primary responsibilities and core businesses of central state-owned enterprises, the Company has seized strategic opportunities to comprehensively advance the digital, intelligent, and smart transformation and upgrading of the aviation industry. To this end, TravelSky has established a dedicated office for strategic emerging industries and future industries. This office is responsible for coordinating the development of these industries, optimizing the layout of strategic emerging industries and expanding investment in these sectors. Consequently, the Company has vigorously advanced the implementation of multiple key tasks, and achieved remarkable results.

TravelSky has continuously increased its investments in emerging fields such as critical foundational software for civil aviation and artificial intelligence, actively advancing key initiatives. By leveraging high-value application scenarios and high-quality data resources in civil aviation, we have explored cross-field applications of civil aviation data and planned to build a digital intelligent platform that enables multi-agent collaboration, so as to facilitate the circulation of data elements, and drive the high-quality development of high-end, precision and sophisticated industries.

TOPIC: BUILDING A TRAVELSKY DIGITAL ECOSYSTEM, LEADING THE SMART FUTURE OF CIVIL AVIATION

(III) EMPOWERING CUSTOMERS' DIGITAL TRANSFORMATION

TravelSky has developed a suite of digital platforms, including the airline B2C e-commerce solution, known as Travel Retail Platform (TRP), the Airline Total Operation Management System (ATOMS), Airline Data Aggregation (ADA), SearchOne, and the Civil Aviation International Transfer Service System. These platforms inject momentum into business model innovation across the industry, improve intelligent operations and services, and drive the digital transformation of airlines and airport customers.

TRP

TravelSky's airline B2C e-commerce solution, the Travel Retail Platform (TRP), is a mature and advanced large-scale civil aviation commercial information system, featuring cutting-edge digital technologies and robust computational capabilities. It supports airlines in developing innovative and passenger-centric business models. By establishing "a mature and resilient system architecture", focusing on "three core business development directions (ticketing, ancillary services, and non-aviation businesses)", and strengthening "five fundamental capabilities (in customer management, product development, sales, service, and operations)", the platform addresses gaps in the domestic market and has delivered significant socio-economic benefits.

ATOMS

Airline Total Operation Management System (ATOMS) supports airlines in the field of ground operations by enabling the scheduling of ground support resources including personnel, vehicles, and equipment, as well as the monitoring of overall support processes and critical operational nodes. The system delivers intelligent decision-making support for airline ground operations, real-time monitoring of flight support processes, global data sharing, and efficient scheduling of various support resources, enabling full lifecycle management of ground operations.

ADA

As a data platform solution designed for airlines, TravelSky Airline Data Aggregation (ADA), based on data purchased by airlines, offers four aspects of data services: data access, data integration, algorithmic modeling, and scenario applications. ADA enables local deployment for airlines so as to provide more flexible data support for their front-end business operations and facilitate integration of data and business processes. By continuously enhancing the data reuse capabilities of airlines, ADA accelerates the monetization of data assets and supports digital transformation of airlines.

TOPIC: BUILDING A TRAVELSKY DIGITAL ECOSYSTEM, LEADING THE SMART FUTURE OF CIVIL AVIATION

SearchOne

SearchOne is a high-performance aviation ticket search engine that enables airlines to offer passengers a wide range of fare options, a smooth and efficient ticket booking experience, and transparent policies for refunds and rescheduling, thereby creating a passenger-centric service ecosystem. By empowering airlines in transformation of sales processes with digital technologies and the transition to a customer-centric business model, the platform enhances the competitiveness, influence, and innovative capacity of Chinese airlines within the global travel and tourism industry.

CASE

The Civil Aviation International Transfer System successfully implemented at Shenzhen Airport.

On December 12, 2024, CATA, TravelSky Technology Limited, and Shenzhen Airport (Group) Co., Ltd. jointly hosted the product launch of the Civil Aviation International Transfer Service System in Shenzhen, marking the official implementation of the one-stop service platform at Shenzhen Airport. Designed to better serve international transfer passengers and streamline customs control, the system leveraging cloud-native architecture and cloud-edge computing to enable the processing and application of flight, passenger, and luggage data, delivering digital and intelligent support for airport international transfer operations. The system also plays a significant role in improving the clearance efficiency for international transfer passengers, implementing precise interception of high-risk passengers, reducing staff workloads for customs and airlines and improving intermodal passenger transport capabilities of airports. Collectively, these advancements propel the digital transformation and improve the service quality of the civil aviation industry.



The product launch of the Civil Aviation International Transfer Service System

I. GOVERNANCE: UPHOLD INTEGRITY AND GOOD GOVERNANCE TO CONSOLIDATE THE FOUNDATION

UN Sustainable Development Goals (SDGs):



Our Response:

TravelSky consistently adheres to and implements the business philosophy of law-based and compliant operations. The Company has accelerated the improvement of its corporate governance mechanisms, established a robust compliance management system, strengthened audit oversight and integrity supervision and set up a long-term mechanism for comprehensive risk prevention and control. Thus, the Company has continuously enhanced the quality and efficiency of corporate development, optimized its resilience against external challenges, and comprehensively promoted its steady and sustainable development.

Our Performance:

- Total revenues: **RMB8,823,023** thousand
- Total profit: **RMB2,394,526** thousand
- Dividend per share: **RMB0.239** (tax inclusive)
- Compliance information disclosure in Chinese and English: **98** times
- Engagements with domestic and foreign investors: nearly **2,700** person-times

I. GOVERNANCE: UPHOLD INTEGRITY AND GOOD GOVERNANCE TO CONSOLIDATE THE FOUNDATION

(II) ROBUST GOVERNANCE

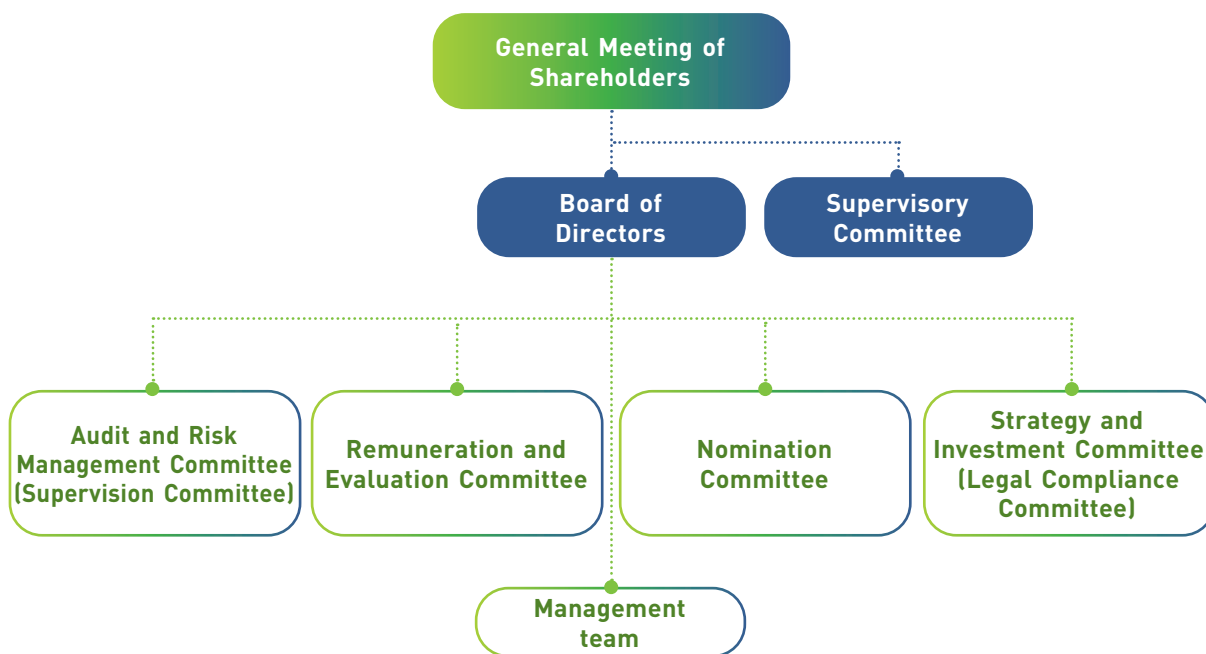
A sound corporate governance framework is not only the foundation for the company's development but also the key to generating greater value. In accordance with the requirements of a series of laws and regulations including the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Articles of Association*, and the *Listing Rules* of HKEX, TravelSky has established a governance framework consisting of the general meeting of shareholders, the board of directors, the supervisory committee and the management team. A mutually coordinated and restraining mechanism has thus been formed among the power organs, decision-making organs, supervisory organs and management with clear responsibilities and standardized operations. In 2024, the Company held two general meetings, five meetings of the board of directors and two meetings of the supervisory committee. For more detailed information on governance, please refer to the *Corporate Governance Report* in the Company's 2024 Annual Report.



Composition of the board of directors

Personnel Composition: According to the Company's Articles of Association, the board of directors consists of 9 directors, of which external directors constitute more than half of the total number of directors, including at least 3 independent non-executive directors.

Organizational Structure: The board of directors established four special committees, including the Audit and Risk Management Committee (Supervision Committee), the Remuneration and Evaluation Committee, the Nomination Committee and the Strategy and Investment Committee (Legal Compliance Committee).



Governance Framework of TravelSky

I. GOVERNANCE: UPHOLD INTEGRITY AND GOOD GOVERNANCE TO CONSOLIDATE THE FOUNDATION

(III) SHAREHOLDERS' INTERESTS

Maintaining positive shareholder relations is the foundation for the survival and growth of a company. TravelSky highly values the management of investor relations, committing to the principles of truthfulness, accuracy, completeness, timeliness, and fairness in information disclosure. We are dedicated to providing the market and investors with more effective information. We also strengthen communication and interaction with shareholders through various forms of communication activities such as performance briefings, general meetings, investor meetings and teleconferencing, to enhance their understanding and support for the Company's development strategy.

The Company is committed to protecting investors' interests by continuously enhancing its robust operational capabilities. The Company distributes annual final dividend in cash every year. On March 27, 2025, the board of directors proposed a final cash dividend of RMB0.239 per share (tax inclusive) for the year 2024.

The Company was honored with the "Tenth Hong Kong Investor Relations Excellence Award" by the Hong Kong Investor Relations Association, and was also included in the "Hang Seng SCHK China Central State-owned Enterprises ESG Enhanced Index".

1. Information disclosure standardization

To ensure investors have a comprehensive understanding of the Company's development, TravelSky adheres to the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Listing Rules of HKEX* and the *Securities and Futures Ordinance of Hong Kong*, among other relevant laws and regulations. Based on compliant and sufficient information disclosure, we commit to providing true, accurate, and complete information and to fulfilling our disclosure obligations with high quality. Our aim is to communicate more effective information to the market and investors, ensuring that shareholders can exercise their rights with a full understanding of the situation. The quality of our information disclosure has received widespread recognition from regulatory authorities and investors.

In 2024:

- Compliance information disclosure in Chinese and English: **98** times
- **38** voluntary information disclosure documents in Chinese and English

I. GOVERNANCE: UPHOLD INTEGRITY AND GOOD GOVERNANCE TO CONSOLIDATE THE FOUNDATION**2. Diversified communication**

Adhering to regulatory guidelines, TravelSky actively engages with shareholders and investors through diverse channels such as performance briefings, general meeting of shareholders, investor meetings, hotline services, investor relations email and digital platforms. This approach is designed to ensure that our shareholders and investors have a comprehensive understanding of our operational and developmental situation, while also addressing the concerns and expectations of our stakeholders with sincerity. If you need to contact the Company's investor relations team, please feel free to send an email to: ir@travelsky.com.cn, or call us at: (8610) 57650696.

**In 2024:**

- Domestic and foreign investors participating in communication activities: over **2,700** person-times
- Held **2** performance briefings
- Nearly **80** research reports published by domestic and foreign brokerage firms
- More than **2,800** media reports covered by Hong Kong press
- Received over **130,000** visits to the Company's compliance website

I. GOVERNANCE: UPHOLD INTEGRITY AND GOOD GOVERNANCE TO CONSOLIDATE THE FOUNDATION

CASE

TravelSky Held the 2024 Interim Results Announcement Global Investor Online Conference

On August 29, 2024, TravelSky hosted the 2024 Interim Results Announcement Global Investor Online Conference in Beijing through global live video streaming, with over 130 domestic and foreign investors and analysts participating in the conference. During the conference, the Chairman reviewed the Company's performance in the first half of 2024 across three aspects, namely, business development, technological innovation, and social responsibility. The Company's management had extensive discussions with attendees, covering topics such as financial performance, business development, equity incentives, dividend distribution, and effective tax rates. After the briefing, the Company sent impression survey questionnaires to the attendees to collect their feedback and suggestions on how to improve the conference quality so as to further enhance constructive interaction with investors and elevate their understanding, attention, and recognition of the Company.



2024 Interim Results Announcement Global Investor Online Conference in Beijing

(III) COMPLIANCE WITH THE LAW

TravelSky always adheres to the spirit of enterprise governance according to law, closely combines compliance management with high-quality development, continuously improves the compliance management system, actively promotes clean governance, and ensures that the Company's operation complies with laws, regulations and ethical norms, in order to lay a solid foundation for standardized, robust and high-quality development.

I. GOVERNANCE: UPHOLD INTEGRITY AND GOOD GOVERNANCE TO CONSOLIDATE THE FOUNDATION

1. Adhering to compliance

Committed to compliance management, TravelSky prioritizes risk prevention and control while striving to enhance the quality of risk management and has established a long-term mechanism for internal control and compliance management. Additionally, the Company remains dedicated to promoting compliance awareness, cultivating a compliance culture, and integrating compliance into daily operations, thereby empowering robust and sustainable business growth.

In 2024:

3 compliance training sessions held

The number of employees involved in compliance training: **818**

11 compliance supervision and evaluation sessions held

- Compliance supervision and evaluation:** The Company has conducted on-site interviews regarding the construction of the compliance management system at the headquarters. It has also carried out compliance supervision and evaluation for 11 subsidiaries, comprehensively assessing the construction of their compliance systems and the implementation of compliance reviews.
- Improving case management:** The Company has implemented a case-driven management mechanism and built a complete chain of case management. By reducing case backlog, preventing new increments, and ensuring high-quality closure of cases, the Company aims to minimize losses and improve recovery effectiveness.
- Enhancing team competence:** By providing professional training on laws and regulations, and encouraging employees to pursue certifications and continuous learning, the Company has improved both theoretical knowledge and practical skills of the employees.
- Legal risk prevention:** The Company regularly carried out legal risk inspections to identify problems and urged all units to rectify. Furthermore, it has engaged local law firms abroad for professional legal services and conducted timely assessments of legal risks in sensitive regions to prevent cross-border legal risks.
- Information construction:** The digitalization of compliance management systems has been continuously advanced to significantly improve operational efficiency in compliance management.
- Compliance culture promotion:** The Company fosters a culture of compliance through hosting legal knowledge quizzes, inviting experts to share professional insights into legal provisions and representative cases, and organizing Group-wide compliance training to guide practical work.

I. GOVERNANCE: UPHOLD INTEGRITY AND GOOD GOVERNANCE TO CONSOLIDATE THE FOUNDATION

CASE

TravelSky carried out special training on improving compliance management ability

In 2024, the Legal Affairs Department of TravelSky organized a specialized training to enhance compliance management capabilities, with over 300 participants attending. The training featured legal experts with extensive practical experience in compliance management, covering topics such as compliance review processes, key considerations for compliance reviews, and the application of internal and external policies. Through case study analyses, the training provided detailed guidance on priorities and methodologies of compliance review for procurement matters, significantly improving participants' ability to provide compliance review opinions.




Special training on improving compliance management ability

2. Promoting clean governance

TravelSky strictly abides by the *Criminal Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China*, the *Provisions on the Integrity of Leaders of State-owned Enterprises* and other relevant laws and regulations to prevent bribery, extortion, fraud and money laundering. The Company has formulated and issued internal management regulations such as the *Measures for Daily Supervision by the Commission for Discipline Inspection of TravelSky (For Trial Implementation)*, which clarifies the principles, targets, content, methods, and measures for daily supervision, thereby institutionalizing and standardizing these practices. By the end of 2024, over 170 management personnel and 6,700 employees had received anti-bribery and anti-corruption training, marking a full coverage of such training across the organization. In the same year, the Company reported no violations of relevant laws or regulations.

I. GOVERNANCE: UPHOLD INTEGRITY AND GOOD GOVERNANCE TO CONSOLIDATE THE FOUNDATION

Additionally, the Company has established a transparent and comprehensive complaint and whistleblowing management process. We have set up and disclosed the mailing address, dedicated reporting mailboxes and hotlines to ensure smooth channels for Party members and the masses to report concerns and exercise oversight. A designated department has been set up for the centralized handling of reported issues, following strict procedures for registration, review, transfer, and investigation. All whistleblower information is kept strictly confidential, ensuring that individuals who report through legitimate channels are protected from retaliation.

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- **Continuous rectification of the Four Malfeasances:** Based on issues identified during routine inspections and reviews, the Company has conducted targeted supervision and inspection on violations of the eight-point decision on improving Party and government and publicized representative cases for warning, thus advancing the routinization and long-term effectiveness of work practices improvement.
 - **Strengthening discipline enforcement reviews:** The Company has maintained a high-pressure stance and fostered closer collaboration between disciplinary inspection bodies and inspection teams. Focusing on key fields, targets, and processes, it has actively expanded sources of clues, and continuously intensified efforts in disciplinary case handling. Through these concerted actions, the Company has effectively reinforced strict principles, stringent measures, and a rigorous atmosphere.
 - **Carrying out inspection and rectification:** The Company has implemented the supervisory responsibilities for inspection and rectification in detail, developed an inspection and rectification evaluation mechanism, and set up a communication and consultation mechanism for disciplinary inspection, inspection tours, and personnel departments to coordinate inspection and rectification efforts. For the first time, the Company has completed the rectification evaluation for six internally inspected units.
 - **Six special supervision tasks:** The Company has carried out six key supervision tasks, including the implementation of concrete, targeted, and regular political oversight and the eight-point decision on improving Party and government, monitoring of financial risks, remuneration distribution assessment and comparison, supervision of bidding and procurement and construction projects, thereby forming a closed loop in supervision and yielding significant results in special supervision.

I. GOVERNANCE: UPHOLD INTEGRITY AND GOOD GOVERNANCE TO CONSOLIDATE THE FOUNDATION

- Information construction:** The Company has improved its integrity file management system, achieving informatization management of integrity files for all Party member leaders. It has also supported the work of higher-level units by completing data interface migration and assisting with data queries and retrieval, thereby providing strong data support for rectifying conduct and combating corruption.
- Party discipline education:** The Company has published the *TravelSky Case Studies on Disciplinary and Legal Violations for Warning Education* and the *TravelSky Integrity Risk Prevention and Control Manual*. It has also conducted education activities such as anti-corruption lectures and special seminars on Party discipline education, so as to fortify the ideological bulwark within the Company while strengthening institutional anti-corruption resilience.



Leading cadres of the Company were organized to visit the Party Discipline Education Exhibition hosted by the Party Committee of the SASAC of the State Council

(IV) GUARDING AGAINST RISKS

TravelSky has conducted in-depth analyses of industry trends both domestically and internationally, refined its risk prevention and control mechanisms and implemented the primary responsibility for risk management. These efforts have comprehensively enhanced its risk response capabilities and significantly reduced the impact of related risks. In 2024, the Company experienced no major operational risk incidents.

I. GOVERNANCE: UPHOLD INTEGRITY AND GOOD GOVERNANCE TO CONSOLIDATE THE FOUNDATION

In 2024:

- Conducted **1** internal control effectiveness rating
- Carried out **11** internal control supervision and inspection activities
- Performed **49** internal audits
- Identified **337** audit issues
- Conducted **12** legal risk inspections



Strengthening the internal control system

Internal audit and supervision: By advancing the supervision focus, the Company has transitioned audit supervision from post-event to pre-event and in-process phases, emphasizing early intervention to mitigate risks before they escalate. It has focused on key areas of state-owned asset supervision, conducted internal audits, and continuously strengthened audit supervision efforts. Additionally, the Company has enhanced the rectification of identified issues, ensuring that all units fulfill their primary responsibilities for corrective actions.

Internal control system optimization: The Company has compiled internal audit work standards and revised audit-related regulations to solidify the management foundation. It has improved the internal control matrix and risk database, conducted follow-up reviews on internal control defect rectifications, and ensured that internal control requirements align with both corporate and regulatory standards, while the risk information database reflects the Company's actual business operations.

Specialized internal control reviews: The Company has conducted a specialized review in the project management domain, comprehensively analyzing and summarizing the current state of project management, identifying root causes of issues, and proposing optimization recommendations. It has compiled the *Specialized Project Management Review Report* to enhance the project management system.

I. GOVERNANCE: UPHOLD INTEGRITY AND GOOD GOVERNANCE TO CONSOLIDATE THE FOUNDATION



Prevention and control of business risks

Strengthening organizational leadership: The Board of Directors is responsible for establishing and implementing the risk management system, while the management team oversees the daily operations of internal control and risk management. All units are accountable for fulfilling their primary responsibilities of risk management.

Risk evaluation and monitoring: The Company has streamlined and developed its risk database, conducted annual identification and assessment of major risks, and optimized the risk control information system to enhance the efficiency and standardization of risk evaluation and monitoring.

Key risk prevention and control: The Company has improved project management quality and risk prevention capabilities, integrating risk management into daily business operations. It has implemented quarterly monitoring of major risks and real-time reporting of significant operational risk incidents.

Cultivating a risk control culture: The Company has carried out training on improving risk management ability, implemented primary responsibilities for risk management, and comprehensively enhanced employees' risk awareness and ability to cope with risk challenges.



Optimizing the accountability system

Improving the accountability mechanism: The Company has strengthened the foundation of the accountability system and fostered synergy between accountability efforts and supervision units, effectively integrating accountability into corporate governance. It has also enhanced the collaboration in accountability efforts to drive rectification, long-term governance, and preventive measures.

Strictly investigating problem clues: The Company strives to combat fraudulent trade with the principle of "strict accountability and zero tolerance", urging subsidiaries and all employees to learn from cases and creating a strong deterrent effect. It has also streamlined the procedures for investigating problem clues to maximize the role of accountability in driving rectification and governance.

II. INNOVATION: PIONEERING A FUTURE OF INNOVATION BASED ON INTEGRITY

UN Sustainable Development Goals:



Our Response:

Innovation is the primary driving force behind development. TravelSky has deepened reforms of the scientific and technological innovation system and mechanism, improved the innovation system, and continuously consolidated its core competitive advantages in innovation. The Company strives to overcome technical challenges so as to achieve independently controllable technology, empower industrial development, and continually enhance its influence in the industry. Additionally, TravelSky places great importance on network security construction to prevent cybersecurity incidents and leverages scientific and technological innovation to drive high-quality development.

Our Performance:

- New patents applied: **642**
- New patents authorized: **159**
- Valid patents: **425**
- R&D cost: RMB**824,637** thousand
- Number of R&D staff: **2,847**
- R&D staff as a percentage of total employees: **42.3%**
- **1** national-level enterprise technology center
- **1** national-level enterprise postdoctoral research workstation
- **7** ministerial and provincial key laboratories and engineering technology research centers
- **7** group-level key laboratories and engineering technology research center
- Industry and national standards developed (alone or in partnership): **8**

II. INNOVATION: PIONEERING A FUTURE OF INNOVATION BASED ON INTEGRITY

(I) INNOVATING MECHANISM

TravelSky is committed to implementing an innovation-driven development strategy, optimizing the scientific and technological innovation mechanism, and formulating incentive measures for scientific and technological innovation. The Company continuously enhances its technological innovation capabilities, leading progress through innovation and injecting strong momentum into the sustainable development of civil aviation.

The Company has implemented the Six One key tasks for scientific and technological innovation during the 14th Five-Year Plan period which include focusing on one main line, actively implementing one plan, promoting one project, optimizing one system, building one think tank, and cultivating a number of bases, achieving an overall completion rate of 81%. The Company has formulated the *Responsibility List for Strengthening Scientific and Technological Innovation Incentives*, *Measures for Recognition and Management of Scientific and Technological Innovation Platforms*, and *Incentive Measures for Scientific and Technological Innovation Achievements*. The Company has comprehensively implemented the Peak Action Plan to enhance technological innovation capabilities, established a system of “one list, one recognition, one reward” for scientific and technological innovation mechanisms, and advanced the overall goal of producing results, talents, and benefits in technological innovation. The Company continues to promote the echelon construction of scientific and technological innovation platforms, conducting industry-university-research collaborations around common technologies in the industry and the application research on new technologies. In 2024, the Company rewarded teams and individuals from 13 units for 28 technological innovation achievements, with the total reward amount exceeding RMB5 million.

(III) TACKLING KEY PROBLEMS IN SCIENCE AND TECHNOLOGY

Adhering to self-reliance in science and technology. TravelSky has formulated the *Special Scientific and Technological Innovation Plan of TravelSky for 14th Five-Year Period (Mid-Term Revision)*, advanced breakthroughs in key technologies in core fields and applied basic research, overcame a series of technical challenges, and achieved significant breakthroughs in system construction and promotion, significantly enhancing its independent controllability. The external shutdown of host load instructions has enabled over 400 customers in the industry to fully migrate their load business to an open system. The Company undertook and successfully completed a R&D project under the Ministry of Science and Technology, and was approved for several national-level projects from various ministries, including the MIIT Artificial Intelligence Unveiling and Commanding project and a key project from the National Natural Science Foundation and CAAC Joint Fund. Moreover, achievements in scientific and technological innovation continue to enhance the Company’s independent innovation capabilities and core competitiveness.

II. INNOVATION: PIONEERING A FUTURE OF INNOVATION BASED ON INTEGRITY



2024 • Our Honors:

- The new departure front-end DGUI passed the technical certification of an overseas platform, Arinc, for the first time
- TravelSky's digital intelligence technology product for overseas state-owned assets supervision won the Outstanding Application Award in the "Unveiling and Commanding" initiative of SASAC



CASE

The Independent Breakthroughs and Large-scale Applications of Key Technologies of Civil Aviation Ticket Pricing System won the Beijing Science and Technology Progress Award

The project encompasses the construction achievements of the open ticket pricing system developed by TravelSky, represents a decade of continuous independent innovations and documents the complete evolution of the ticket pricing system of TravelSky from service leasing, technology introduction, and absorption to optimization, transformation, and comprehensive innovation. Several internationally leading technologies have been developed as part of the project, such as Ultra-high-performance Data Read-write Technology and Multi-layer Merge Search Processing Architecture, signifying that China's civil aviation ticket pricing service is now among the top tier internationally. Furthermore, the related systems have garnered high praise from both upstream and downstream customers for their excellent performance in stability, speed, efficiency, and security.

II. INNOVATION: PIONEERING A FUTURE OF INNOVATION BASED ON INTEGRITY

(III) INDUSTRIAL EMPOWERMENT

TravelSky, with a deep understanding of industry trends, plays a leading and exemplary role in the sector. The Company placed great importance on intellectual property protection and actively participated in the formulation of industry standards to drive technological innovation within the industry. By leading the way in standardized and healthy development, the Company is dedicated to shaping a new landscape for industry development and technological advancement.

1. Intellectual property protection

Attaching great importance to intellectual property protection, TravelSky has established comprehensive management systems, including the *Interim Measures for the Administration of Intellectual Property Rights of TravelSky* and the *Implementation Rules for the Administration of Patents of TravelSky*. By building an intellectual property management system, the Company aims to enhance the level and efficiency of its intellectual property management while actively cultivating high-quality patents to unleash corporate innovation vitality. In 2024, the Company has 159 patents authorized, marking a breakthrough in overseas patent authorization. Additionally, TravelSky has completed the registration of data intellectual property rights for its first data resource, the Civil Aviation Market Information Data Tapes (MIDT).

Furthermore, TravelSky has actively participated in the formulation of national industry standards such as *Digital Transformation-Technical Competence and Literacy Requirements for Digital Talent*. The Company has officially joined the IEEE Standards Association to promote technological exchanges and cooperation, contributing to the high-quality development of the industry.

2024年：

- New patents applied: **642**
- New patents authorized: **159**
- Valid patents: **425**
- Industry and national standards developed (alone or in partnership): **8**

II. INNOVATION: PIONEERING A FUTURE OF INNOVATION BASED ON INTEGRITY

2. Win-win industrial cooperation

With a commitment to innovation leadership, resource sharing, and mutual benefit, TravelSky actively participated in industry technical exchanges and collaborations, conducted industry-university-research cooperation focused on common industry technologies and the application of new technologies and hosted industry original technology seminars to lead industrial innovation and upgrading, thereby promoting the healthy and sustainable development of the industry.

(IV) NETWORK SECURITY

TravelSky has thoroughly studied and implemented the important thoughts of General Secretary Xi Jinping on building China a strong cyber power. The Company earnestly acted on the spirit of the “Four Upholds” in network security works, established and improved its network security management system, and continuously enhanced the network security risk control and governance. Through these efforts, the Company aims to foster a sound network security culture and create a secure and stable network environment for its high-quality development.

1. Foundation of network security management

TravelSky strictly abided by national laws and regulations such as the *Cybersecurity Law of the Peoples’s Republic of China*, the *Data Security Law of the People’s Republic of China*, established a mature and comprehensive network security management system which has obtained several internationally recognized certifications. The Company has improved its network security management tools, organized security qualification certifications and training programs, and significantly enhanced the its ability to identify and address network security risks. By 2024, TravelSky has received certifications and completed audits for the ISO 27001 information security management system and the ISO 20000 information technology service management standard.

II. INNOVATION: PIONEERING A FUTURE OF INNOVATION BASED ON INTEGRITY

- System construction:** TravelSky has formulated regulations such as the *Rules and Handling Procedures for Booking Interception in the Civil Aviation Passenger Service System*, the *Security Management Measures for Front-end Software Supporting the Passenger Service System*, as well as the *Data Masking Management Measures of TravelSky*, and continuously enhanced its security management systems.
- Standard formulation:** TravelSky has developed the *Data Standard Release Procedures of China TravelSky (Trial)* to standardize the Company's data standard release process and enhance its data standard system. Based on the *Management Standards for Domestic Airport Network Lines (Departure System) of TravelSky*, the *Standards for Tech Stack of Operation and Maintenance Resources of TravelSky*, and the *Hardware Usage Life Standards for Operation and Maintenance Resources of TravelSky*, the Company has improved standards for departure control software, network lines, and resource management.
- Capability enhancement:** TravelSky has conducted security qualification certifications for managers and security management personnel, and organized two security training sessions for unit leaders and front-line key personnel.
- Tool development:** TravelSky has developed safety management tools such as the Safety Production Assistant and the Fault Management System to improve the tooling capabilities of operation and maintenance, reduce the workload of front-line personnel, and minimize human error, while meeting the requirements of independent controllability.

II. INNOVATION: PIONEERING A FUTURE OF INNOVATION BASED ON INTEGRITY

2. Safety priorities

With security risk control at its core, TravelSky has strengthened the dynamic management of key cybersecurity works, enhanced its attack and defense capability and systematically safeguarded its information security. The Company places high importance on data privacy and safeguarding data security, while striving for independent and controllable development through technological innovation, thereby effectively elevating its overall cybersecurity standards.



Improving information security

- The *Work Plan on Critical Information Infrastructure Protection of TravelSky* was implemented to strengthen critical infrastructure protection capabilities and continuously enhance system security standards.
- TravelSky has enhanced regular attack and defense simulations by carrying out special campaigns targeting Highs and One Weakness of cybersecurity, Supply Chain Security, and Vulnerability Sweep. Throughout the year, a total of 6 simulated phishing attacks were conducted.



Ensuring data privacy

- TravelSky has initiated the Strengthening Foundation 2024 to enhance account security controls for the passenger service system, elevate front-end security management standards of Eterm and other systems, and reinforce the data security defenses.
- The Company has actively collaborated on preventing ticket-related telecom and online fraud and conducted a series of prevention measures against "ticket refund and rescheduling" scams to ensure the security of passengers' personal data.



Achieving independently controllable technology

- The Company has sped up the replacement of office systems and production operation systems under the *Work Plan on Advancing Independently Controllable Technology of TravelSky in 2024*. As a result, all the integrated office systems and operating management systems have been completely renovated with the independently controllable adaptation system, while the cumulative replacement rate of the production operation systems surpassed 30%.

II. INNOVATION: PIONEERING A FUTURE OF INNOVATION BASED ON INTEGRITY

2024 • 榮譽見證:

- Key Technologies and Applications for Civil Aviation Cyber Threat Intelligence won the third prize of CATA Civil Aviation Science and Technology Award
- In the regional rounds of the 2024 Data Element × competition, TravelSky won 2 first prizes, 2 second prizes, 2 third prizes, and 4 excellence awards
- The Company's case of data management practices was honored with multiple awards, including 2024 National Excellent Case for Enterprise Digital Application Innovation, and the 2024 National Excellent Case for Digital Economy Application Scenarios
- In the 2024 Data Management Paper Collection Initiative organized by the China Federation of Electronics and Information Industry, 6 of the Company's outstanding papers won first, second, and third prizes, with a total of 19 papers selected for the collection

3. Reinforcing cybersecurity culture

TravelSky continuously improves its cybersecurity culture philosophy system by organizing online and offline activities such as lectures on the interpretation of the *Civil Aviation Cybersecurity Assurance Plan* and seminars on cybersecurity tasks. The Company actively participated in cybersecurity culture publicity activities, including the China Cybersecurity Week and Cybersecurity Competitions, to comprehensively enhance employees' cybersecurity security awareness and expertise, safeguard cybersecurity security, and accelerate the development of a cybersecurity-focused enterprise.



TravelSky organized activities for China Cybersecurity Week

III. ENVIRONMENT: PROMOTING GREEN AVIATION WITH INTEGRITY

UN Sustainable Development Goals:



Our Response:

Promoting green transformation and boosting energy conservation efforts are our priorities. TravelSky is firmly committed to integrating the concept of green and low-carbon sustainable development into its top-level design. The Company has actively responded to the national strategies of carbon peak and carbon neutrality, continuously improving its environmental management system and setting scientific and reasonable energy conservation and carbon reduction targets to enhance energy utilization efficiency and control levels. Furthermore, TravelSky has widely carried out public awareness campaigns related to environmental protection to strengthen the green and environmental awareness of all employees, shaping the image of a responsible centrally-administered enterprise in the low-carbon era.

Our Performance:

- Intensity of electricity consumption: **17.18** MWh/RMB million of income
- Intensity of natural gas consumption: **191.95** m³/RMB million of income
- Intensity of total water consumption: **58.40** tons/RMB million of income

(I) ENVIRONMENTAL OPERATION

TravelSky remains committed to drawing its green development blueprint from a strategic perspective, strictly abiding by the *Environmental Protection Law of the People's Republic of China* and other relevant laws and regulations and integrating green and low-carbon concepts into its development strategy. By strengthening its carbon reduction management system, upgrading its energy management model, and improving its pollution control mechanism, TravelSky has made comprehensive efforts to steadily advance its environmental protection cause. In 2024, no violation of environmental laws and regulations by the Group occurred.

III. ENVIRONMENT: PROMOTING GREEN AVIATION WITH INTEGRITY

Carbon reduction management	<p>TravelSky has steadily advanced energy conservation and carbon reduction efforts, and improved its energy management system, which has successfully obtained certifications. The Company has developed a series of green and low-carbon demonstration technologies, which have been recognized and included by the MIIT and the Ministry of Ecology and Environment.</p>
Energy management	<p>TravelSky has achieved ISO 50001 certification for its energy management system, formulated annual energy consumption and intensity targets for major energy-consuming units through detailed breakdown plans, and strengthened accountability for energy utilization through rigorous assessments. The Company has also implemented energy measurement, monitoring and management in its parks and residential areas, while conducting energy utilization reports and energy conservation inspections.</p>
Pollution management	<p>TravelSky has established a long-term mechanism for pollution source and risk point investigation and management. The Company has set its 2024 energy conservation and emission reduction plan, further integrating resources across its industrial park and reducing emissions of key pollutants. The Company has invited external experts to conduct centralized training on identifying environmental impact factors, risks, and potential hazards. These initiatives have ensured the full implementation of the Company's primary responsibility for environmental protection.</p>

III. ENVIRONMENT: PROMOTING GREEN AVIATION WITH INTEGRITY

KPI	Unit	2024
Energy consumption¹		
Total electricity consumption	MWh	151,595.20
Intensity of electricity consumption	MWh/RMB million of income	17.18
Total gasoline consumption (vehicle)	L	73,068.50
Intensity of gasoline consumption (vehicle)	L/vehicle	803
Total natural gas consumption	m ³	1,693,589
Intensity of natural gas consumption	m ³ /RMB million of income	191.95
Total consumption of purchased heat	GJ	4,026.10
Intensity of consumption of purchased heat	GJ/RMB million of income	0.46
Consumption of diesel	tonne	129.40
Total consumption of direct energy	MWh	20,539.80
Intensity of direct energy consumption	MWh/RMB million of income	2.33
Total consumption of indirect energy	MWh	152,713.50
Intensity of indirect energy consumption	MWh/RMB million of income	17.31
Greenhouse gas emissions²		
Emissions by vehicles (Scope 1)	tonne	162.30
Emissions by diesel (Scope 1)	tonne	406.90
Emissions by natural gas (Scope 1)	tonne	3,661.90
Emissions by electricity consumption (Scope 2)	tonne	81,346
Emissions by purchased heat consumption (Scope 2)	tonne	442.80
Direct (Scope 1) greenhouse gas emissions	tonne	4,231.10
Intensity ³ of direct (Scope 1) greenhouse gas emissions	tonne/RMB million of income	0.48
Indirect (Scope 2) greenhouse gas emissions	tonne	81,788.80
Intensity of indirect (Scope 2) ⁴ greenhouse gas emissions	tonne/RMB million of income	9.27
Total greenhouse gas emissions	tonne	86,019.90
Intensity of total greenhouse gas emissions	tonne/RMB million of income	9.75
Resource consumption⁵		
Total water consumption	tonne	515,235
Intensity of total water consumption	tonne/RMB million of income	58.40
Tap water	tonne	117,583
Self-owned well water	tonne	9,590
Reclaimed water	tonne	391,062

¹ The conversion of energy to heat is quoted from *Energy Statistics Manual* published by IEA.

² The CO₂ emission factor of electricity in 2024 was 0.5366 kgCO₂/kWh. This value is sourced from the *Announcement on the Release of the 2022 CO₂ Emission Factors of Electricity* issued by the Ministry of Ecology and Environment.

³ For the calculation of greenhouse gases from gasoline and diesel, refer to the *Guidelines for Enterprise (Unit) Carbon Dioxide Emissions Accounting and Reporting*.

⁴ For the calculation of greenhouse gas emission from electricity generation, refer to the *Notice on the Reporting and Management of Greenhouse Gas Emission of Power Generation Enterprises from 2023 to 2025*; For the calculation of greenhouse gas of outsourced thermal energy, refer to the *Greenhouse Gas Emission Accounting Method and Reporting Guide for Enterprises in Other Industries*; For the calculation of greenhouse gas of natural gas, refer to the *Carbon Dioxide Emission Accounting Method and Reporting Guide for Enterprises (Units)*.

⁵ The data include those from TravelSky's Beijing Shunyi Park and Dongsì Data Center.

III. ENVIRONMENT: PROMOTING GREEN AVIATION WITH INTEGRITY

2. Strengthening pollution prevention and control

TravelSky strictly abides by laws and regulations such as the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste* and the *Law of the People's Republic of China on the Prevention and Control of Noise Pollution*, continuously strengthening pollutant management and pollution risk prevention. The Company has established annual targets to control pollution emissions, and strives to reduce the adverse impacts of air pollutants, kitchen fumes, sewage, and other factors on the environment and climate. TravelSky remains committed to winning the battle against pollution. In 2024, the Company disposed of 12,318 barrels of classified waste in its industrial park and improved approximately 7,000 square meters of green space in the area.

During the Reporting Period, the Company set the following pollution reduction targets:

- Compared to 2024, non-hazardous waste emissions will be controlled to grow by no more than **1%** in 2025
- Aiming to keep the total amount of hazardous waste discharge at about **1,000** pcs per year in 2025
- In 2025, total greenhouse gas emissions (primarily CO₂) will be capped at **105,422** tons, and greenhouse gas emissions per civil aviation passenger limited to **43** grams per transaction

Waste management

- Strictly following the national and local government regulations on the management of domestic waste and implementing the classification and collection of domestic waste.
- For self-managed office spaces, signing a waste disposal agreement with the local professional domestic waste management unit to ensure daily waste removal and have the waste all transported by the waste management unit to the government-designated recycling and treatment station.
- Achieving waste utilization through old item donations, exchanges, and other forms.

III. ENVIRONMENT: PROMOTING GREEN AVIATION WITH INTEGRITY

Waste gas management

- **Nitrogen oxide management:** Strictly following the technical requirements of the Pollutant Discharge Permit for boilers and organizing third-party testing units to conduct regular monthly inspections on the pollutant emissions from the boilers. Adjusting the operating supply and return water temperature of the boilers in a timely manner based on changes in temperature and historical operating data from the same period in previous reporting periods. Using the boiler control system to set temperature differentials for the main and auxiliary boilers, thus achieving a stable, efficient, and environmentally friendly operating state for the boilers. After the end of each heating season, conducting comprehensive maintenance and cleaning of the boiler furnace to ensure the safe and environmentally friendly operation of the boiler system.

Wastewater management

- **Kitchen cooking fume emissions:** In strict accordance with the relevant requirements of the Emission Standards of Air Pollutants for Catering Industry, regularly organizing third-party inspectors to test the cooking fume in kitchens for catering every reporting period. Conducting regular maintenance of the kitchen fume extraction equipment and cleaning of oil residue from the flues, to ensure the proper and environmental protection operation of the kitchen fume extraction equipment.
- Ensuring that domestic sewage generated by business operations flows into the outdoor septic tank through the pipeline and turns to be reclaimed water for toilet flushing and greening etc., thus saving water resources.

III. ENVIRONMENT: PROMOTING GREEN AVIATION WITH INTEGRITY

KPI	Unit	2024
Non-hazardous waste generation		
Domestic waste ⁶	tonne	634
Food waste ⁷	tonne	208
Total non-hazardous waste generation	tonne	842
Density of non-hazardous waste generation	tonne/RMB million of income	0.10
Hazardous waste generation		
Total hazardous waste generation ⁸	piece	1,000
Density of hazardous waste generation ⁹	piece/RMB million of income	0.11

(III) PROTECTING THE ECOLOGY

Addressing climate change is a shared mission for all humanity. TravelSky is dedicated to implementing the carbon peak and carbon neutrality strategies, actively explores pathways to achieve the goals, attaches great importance to addressing climate change, and drives green and low-carbon development through management innovation and technological advancement, and unswervingly pursue a green and low-carbon development path.

1. Responding to climate change

In alignment with the *CPC Central Committee and the State Council's Opinions on the Complete, Accurate and Comprehensive Implementation of the New Development Concept for Carbon Peak and Carbon Neutrality* and the *Action Plan for Reaching Carbon Dioxide Peak Before 2030*, TravelSky has formulated its *Action Plan for Reaching Carbon Dioxide Peak* and executed initiatives according to defined targets and roadmaps.

To comprehensively advance its dual-carbon initiatives, TravelSky has set up a carbon peak and neutrality work leading group. The group is led by the Chairman of TravelSky, along with the relevant responsible leaders serving as deputy leaders of the group. The members include the heads from the operation center, the logistics management service center, the information service department and other major energy-consuming units, as well as the leaders from the science and technology management department, the strategic development and reform department and other management departments. The science and technology management department serves as the executive office of the group, housing a dedicated dual-carbon office staffed by a head of energy management from the Company and several energy management specialists.

⁶ The data include those from TravelSky's Beijing Shunyi Park and Dongsì Data Center.

⁷ The data include those from TravelSky's Beijing Shunyi Park and Dongsì Data Center.

⁸ The data include those from TravelSky's Beijing Shunyi Park and Dongsì Data Center.

⁹ The data include those from TravelSky's Beijing Shunyi Park and Dongsì Data Center.

III. ENVIRONMENT: PROMOTING GREEN AVIATION WITH INTEGRITY

In order to actively respond to climate change, TravelSky has analyzed climate change risks based on the Task Force on Climate-related Financial Disclosures (TCFD) framework, identified specific risks affecting the enterprises, and formulated the relevant countermeasures:

Risk Type	Specific Risk	Risk Description	Coping Measures
Transition Risk	Policy And Regulatory Risks	The 1+N policy system based on the goal of carbon peak and achieving carbon neutrality has been gradually improved, which puts forward greener development requirements for TravelSky;	Improving internal management, energy consumption management and internal carbon inventory checks;
		As TravelSky has been enrolled in the carbon trading pilot scheme in Beijing, carbon emission quotas and carbon trading compliance have become important factors that must be considered in the daily operation of TravelSky's data centers.	Paying attention to changes in the carbon market, actively carrying out researches on carbon market mechanism, and constantly improving the level of internal management on the basis of meeting regulatory requirements.
	Market and Technical Risks	More and more consumers and business customers tend to choose products and services with less negative consequences on climate change;	Accelerating green transformation and green technology research and development.
		As an industry with high carbon emissions, aviation industry may be at a disadvantage in market competition if low-carbon travel modes are not implemented.	

III. ENVIRONMENT: PROMOTING GREEN AVIATION WITH INTEGRITY

Risk Type	Specific Risk	Risk Description	Coping Measures
Entity Risk	Reputational Risk	With increasing social and public concern about sustainable development issues such as climate change, the failure of enterprises to take substantive action on these issues may raise questions from the public.	Promoting the green operation mode within the enterprise, and regularly disclosing TravelSky's performance in the sustainable development field.
	Urgent Risk	<p>Extreme weather such as typhoon and rainstorm may cause operation interruption in data centers;</p> <p>Extreme weather will also increase the uncertainty of air transport, which will have an impact on the aviation industry and indirectly affect TravelSky's revenue and business operation.</p>	Formulating emergency plans for extreme weather and increasing exercises.

2. Carbon reduction initiatives

TravelSky has deepened its green development strategy and launched a series of carbon reduction initiatives. We are continuously advancing green and low-carbon development through three key areas: carbon emission management, innovation in carbon reduction technologies, and carbon emission trading, which has yielded significant results in carbon reduction, accelerating the Company's green and low-carbon transformation and empowering the construction of a sustainable civil aviation.

III. ENVIRONMENT: PROMOTING GREEN AVIATION WITH INTEGRITY

Carbon reduction management

TravelSky has established a robust online carbon emission reporting mechanism, created carbon emission accounts, conducted in-depth analysis of emission data, and assess the completion of energy-saving performance indicators and emission reduction tasks for key energy-consuming units.

Carbon reduction technologies

TravelSky has developed and applied advanced energy-saving and carbon reduction technologies and equipment, completed projects such as research on energy-saving for air conditioning terminal units and cooling towers, and developed a series of green and low-carbon demonstration technologies.

Introducing carbon emission trading

In accordance with the *Beijing Administrative Measures for Carbon Emissions Trading*, TravelSky has conducted verification of carbon emissions, and honored the 2023 carbon emission agreement as required by the Beijing Municipal Ecology and Environment Bureau.

2024 • Our Honors:

- The Intelligent Integrated Energy Consumption Management Platform and Integrated Renovation Technology was included in the *National Recommended Catalog of Energy-Saving and Carbon Reduction Technologies and Equipment in the Field of Industry and Information Technology*.
- The Low-Cost Green Renovation Technology for Traditional Water-Cooled Data Centers under the Green and Intelligent Technology Transformation Project of Civil Aviation Data Center was included in the fifth batch of the *National Key Promotion Catalog of Low-Carbon Technologies* issued by the Ministry of Ecology and Environment.

3. Deeply engaged in green programs

TravelSky adheres to a green development path characterized by high efficiency, low carbon, intensification and recycling. Based on the actual needs of customers in different business scenarios, we have provided a variety of information technology products and green low-carbon solutions. By leveraging digital technologies and cloud service platforms, we have promoted innovation and upgrading of business processes, effectively reducing resource consumption and achieving energy-saving and emission reduction goals.

III. ENVIRONMENT: PROMOTING GREEN AVIATION WITH INTEGRITY

(IV) LOW-CARBON CULTURE

TravelSky has actively fostered a low-carbon culture by extensively promoting energy conservation and environmental protection through public awareness campaigns and public welfare initiatives. We advocate for healthy lifestyles that include green office practices and eco-friendly commuting, pay great attention on cultivating employees' environmental awareness, promote the concept of ecological civilization, and work together with stakeholders to create a green development environment.

Environmental publicity	Through activities like Environmental Protection Awareness Week, promoting staff participation in the "Clean Your Plate" campaign, and hosting low-carbon science quizzes, we have enhanced employees' awareness and capabilities in energy conservation and emission reduction.
Green office	We have strengthened electricity consumption management for air conditioning, lighting, equipment and elevators, while procuring low power consumption office facilities. We have accelerated office informatization construction by establishing an enterprise-level big data platform for office operations, ensuring that 100% of newly built integrated office systems and operation management systems are cloud-based, thereby reducing paper printing.
Green commuting	We encourage business trips using public transportation while strengthening company vehicle management and optimizing allocation and usage to avoid unnecessary work trips. We firmly prohibit private use of company vehicles and resource waste.
Landscape maintenance	We have implemented an integrated property management model for daily operations and maintenance, engaging professional greening teams to conduct maintenance based on plants' natural growth cycles and local climate. Proactive pest and disease control measures and careful maintenance of the landscaping in the park ensure thriving plants with aesthetically pleasing forms, fostering a comfortable and pleasant ecological environment.

Note: Specializing in aviation transport and tourism information services, our business operations do not significantly impact the environment or natural resources. Therefore, the Company primarily focuses on eco-friendly initiatives such as green office, green commuting and landscape maintenance to minimize ecological footprints.

III. ENVIRONMENT: PROMOTING GREEN AVIATION WITH INTEGRITY

CASE

TravelSky hosted activities for Energy Conservation Awareness Week

TravelSky carried out a series of publicity activities centered around the theme of “Green Transformation, Energy Conservation Mission” for the awareness week and the theme of “Greener, Cleaner, Beautiful China” for the Low Carbon Day. While popularizing knowledge about energy conservation, environmental protection, and carbon peak, neutrality goals, we actively advocated green and low-carbon production and lifestyles, creating a strong atmosphere of energy conservation and carbon reduction across the entire Group, and contributing to fostering a social trend of thriftiness, diligence and rational energy use.



Energy Conservation Awareness Week Activities

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

UN Sustainable Development Goals:



Our Response:

People remain our priority while national development stays central to our mission. As a central state-owned enterprise, TravelSky keeps its social responsibilities firmly in mind, focusing on economic and social development while integrating the well-being of the people with corporate reform and development. We put our social responsibility philosophy into action by safeguarding employees' basic rights and interests, fostering corporate cohesion, delivering outstanding products with full dedication, providing high-quality customer service, supporting rural revitalization with genuine commitment, and actively contributing to public welfare causes. Together with our stakeholders, we strive to build a harmonious and better society.

Our Performance:

- Total employees: **6,722**
- Investment in employee training: **RMB12,080,600**
- Number of employee training sessions: **52,873**
- Labor contract signing rate: **100%**
- Social insurance coverage rate: **100%**
- Youth volunteer service hours: **3,900**
- Youth participating in volunteer activities: **810** person-times
- Investment in youth social welfare activities: **RMB850,000**

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

(II) EMPLOYEE RIGHTS AND INTERESTS

In light of the people-oriented development philosophy, TravelSky spares no effort to safeguard employees' basic rights and interests. We have developed inclusive and diversified employment mechanisms, as well as various training programs in different fields to support employee growth and foster harmonious labor relations. Furthermore, we are committed to sharing the fruits of development with employees and building a collaborative community with shared goals.

1. Ensuring employee rights and interests

TravelSky strictly complies with the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, and the *Social Insurance Law of the People's Republic of China*. In alignment with these laws, the Company has formulated its own *Labor Employment Management Measures* and *Recruitment Management Measures*, which explicitly prohibit all forms of discrimination and the use of child labor. These measures demonstrate TravelSky's commitment to ensuring fair treatment for all employees, regardless of their nationality, ethnicity, or gender, safeguarding their lawful rights and interests, and handling any violations seriously in accordance with applicable laws and regulations.

Equal employment

TravelSky upholds the principles of fairness, impartiality, and transparency in recruitment while implementing inclusive and diversified employment mechanisms. The Company assigns suitable positions to employees with special needs based on their specific circumstances and is committed to providing employees with an equal, safe, healthy, and comfortable working environment. During the Reporting Period, TravelSky recorded no violations of laws and regulations regarding compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, or other benefits, nor did we have any incidents of child labor, forced labor, employee lockouts and strikes or any labor disputes.

Remuneration and benefits

TravelSky continuously improves its remuneration and benefit system by formulating policies such as the *Total Payroll Management Measures*, *Remuneration Management Measures*, and *Attendance and Leave Management Measures*. The Company has established a sound mechanism for determining total payroll and strengthened performance-based remuneration distribution. In strict compliance with national regulations, TravelSky effectively manages social insurance, housing provident fund, and enterprise annuity, while steadily advancing the informatization of remuneration management.

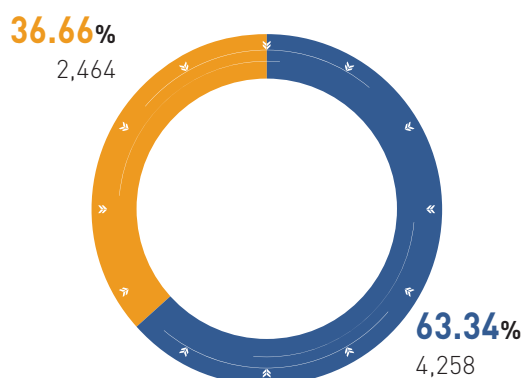
IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

Democratic management

TravelSky improves its democratic management through full disclosure in corporate affairs and smooth channels for employee demands. The Company has convened the fifth and sixth sessions of its fourth Workers' Congress to ensure the Congress' standardized operations and full exercise of the Congress' authorities. Moreover, it has participated in a peer review and exchange program on democratic management within civil aviation industry in 2024, effectively safeguarding employees' rights to information, participation, expression, and supervision.

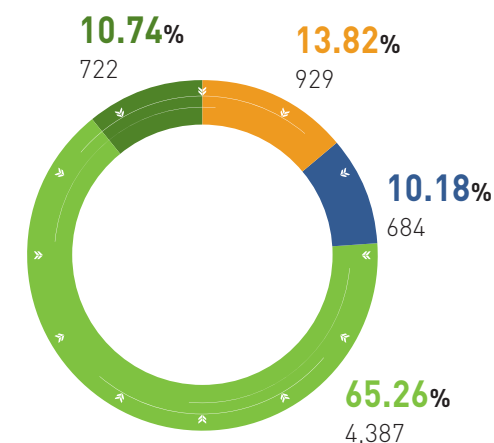
- Staff composition**

In 2024, the Group had 6,722 full-time employees, including senior managers. See the table below for detailed staff composition.

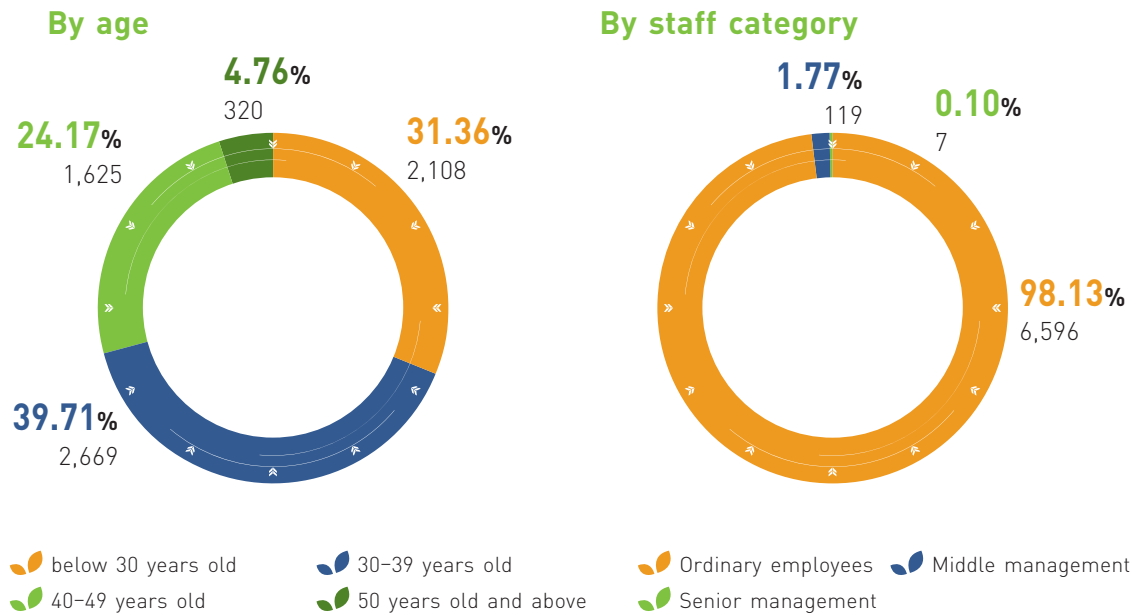
By gender

Male

Female

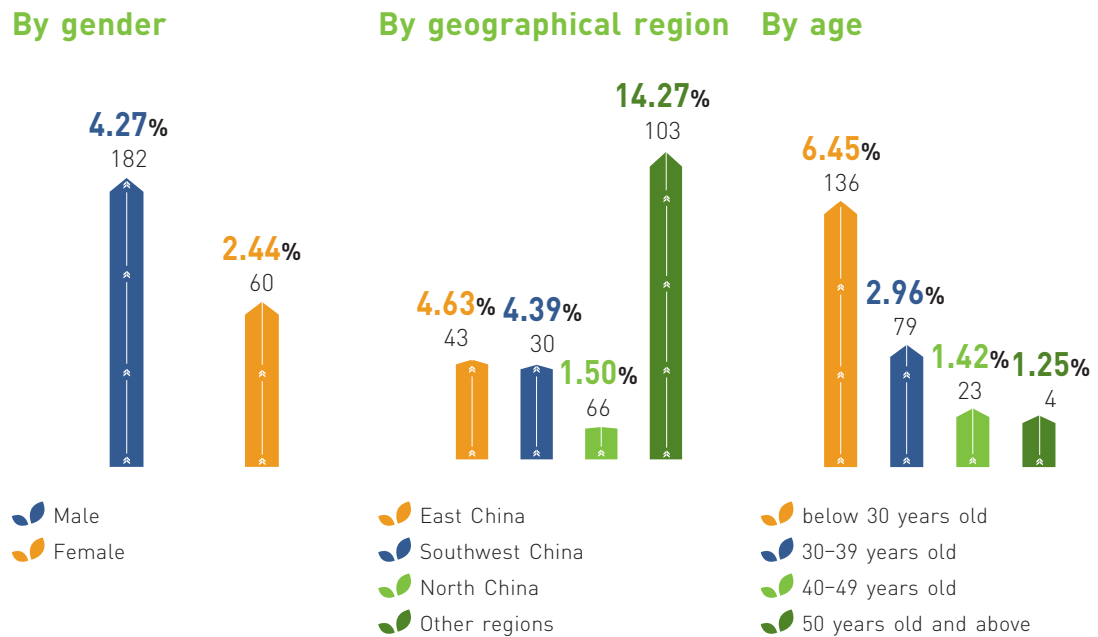
By geographical regionEast China
North ChinaSouthwest China
Other regions

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY



- Employee turnover**

During the Reporting Period, the Group had a employee turnover rate of 3.60%, as detailed in the table below:



IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY



TravelSky Campus Recruitment

2024 • Our Honors:

- TravelSky was honored as a Top Graduate Employer by 51job for the 7th consecutive year
- TravelSky won the Venus Award for Excellence in Campus Recruitment 2024

2. Supporting employee growth

Talent is the primary resource of an enterprise and the foundation of its competitiveness. In alignment with its talent-driven strategy, TravelSky has proactively implemented talent development initiatives and provided ample career development opportunities for its employees, fostering mutual growth between employees and the Company.

Talent introduction

- In response to national initiatives for boosting job opportunities and promoting employment, TravelSky conducted its annual recruitment of college graduates. The Company also formulated the 2024 Talent Introduction Guiding Plan, focusing on company-level key projects and business in strategic emerging industries, clarifying support policies for talent introduction, and accelerating the recruitment of high-level talents at the national level. In 2024, the Company recruited a total of 261 this year's graduates.

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

Career development

- TravelSky implemented the new position level system under which a research career track was added, specifying headcount of each position level, qualification requirements, job responsibilities, and conditions for promotion and adjustment. According to the system, all departments have conducted the evaluation and promotion of technical positions in an orderly manner.

- TravelSky cultivated its sci-tech innovation talent team and formulated a dedicated cultivation plan for the team. As a result, a multi-tiered sci-tech talent echelon was gradually established, with leading talents and top-notch talents as the core, and backbone talents and young talents as the backup.

- Focusing on cadre echelon development, TravelSky established a comprehensive young cadre cultivation system and categorized talent pools of outstanding young cadres, laying a solid foundation for optimizing the cadre team's age structure.

Talent cultivation

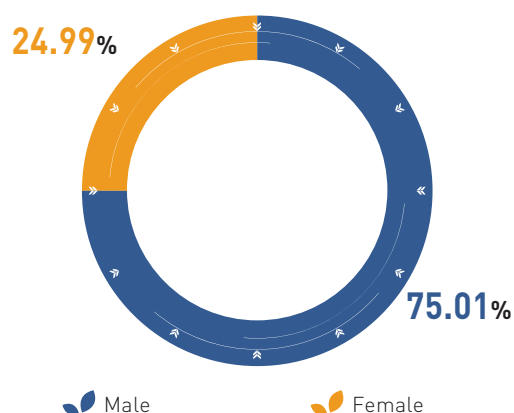
- TravelSky revised and issued the *Cadre Education and Training Management Regulations*, developed the 2024 training plan, and enhanced the education and training system. The Company implemented diversified training initiatives covering HR professional development and new hire orientation to support employees' comprehensive development.

- TravelSky organized labor and skills competitions to provide employees with platforms for technical exchange, experience sharing, and professional growth. In 2024, the Company hosted the second TravelSky Cloud Computing Vocational Skills Competition, with three employees awarded the honorary title of "National Civil Aviation Technical Expert".

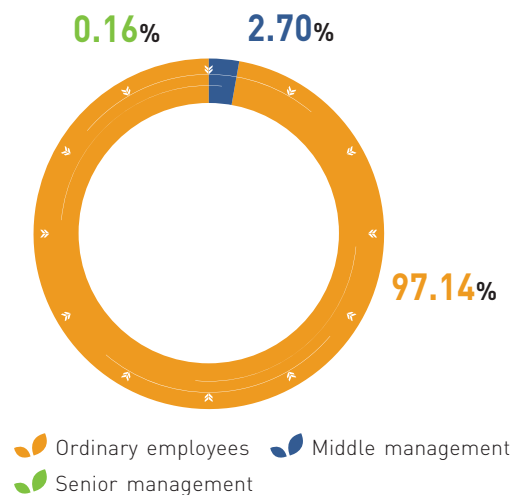
IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

Total percentage of participation 65.5%

By gender



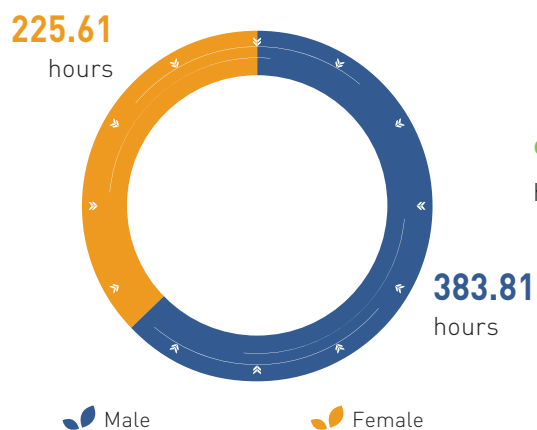
By staff category



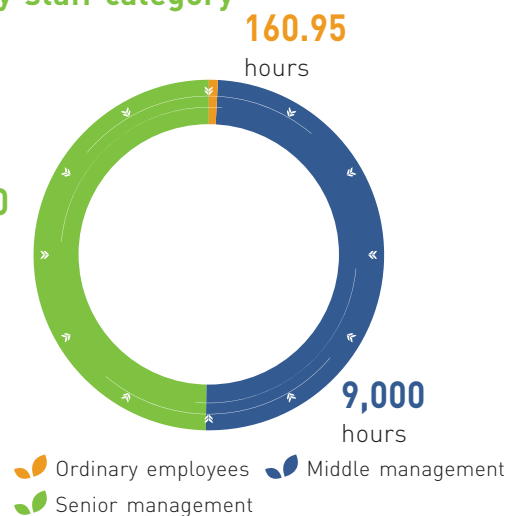
Average hours of training received

326.58 Hours

By gender



By staff category



Training expenses

RMB12,080.6 thousand

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

CASE

TravelSky held the Second Cloud Computing Vocational Skills Competition

In November 2024, hosted by the Labor Union of TravelSky and organized by the branch union of the Operation Center, the second TravelSky Cloud Computing Vocational Skills Competition concluded successfully. As a Category II civil aviation competition approved by the Civil Aviation Labor Union and the Personnel, Science and Education Department of CAAC, the event attracted over 80 participants. The competition vigorously promoted labor spirit and craftsman spirit, aiming to cultivate more national-level master artisans and highly skilled talents for the high-quality development of civil aviation.



Recipients of the "National Civil Aviation Technical Expert"

3. Guarding the bottom line of health and safety

TravelSky continuously strengthens its work safety management system by establishing a dual-prevention mechanism for risks and hazards. The Company strictly guards against fire safety risks in its park, takes active actions in carrying out safety education campaigns, and effectively implements work safety measures. With a high priority on employees' occupational health, TravelSky is dedicated to creating a safe and secure working environment. In 2024, the Company recorded zero work-related fatalities and zero lost days due to work-related injury.

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

Safety management system

In 2024, TravelSky launched a series of campaigns, including the Three-Year Action Plan for Fundamental Improvement in Work Safety of TravelSky and the 2024 Strengthening Foundation Plan. From the perspectives of operational safety, information security, and data security, the Company further enhanced the safety awareness of all cadres and employees, strengthened its ability to identify risks and hazards, and ensured the safe and stable operation of key information systems. The Company continuously optimizes its work safety system by bridging gaps and strengthening weak areas, comprehensively improving its management standards. The Company's overall stable safety guarantees and supports its steady development and smooth operations of the civil aviation industry. In 2024, the Company reported no Grade II or above work safety incidents or information security incidents that cause social impact, maintaining a stable safety situation for eighteen consecutive years.

Hazard identification

TravelSky established a dual-prevention mechanism for risks and hazards, while issuing *TravelSky's Regulations on Dual-Prevention Mechanism of Security Risk Classification Control and Management and Hazard Identification (Trial)*. In 2024, the Company conducted comprehensive screenings and reviews across the Group that identified 85 minor safety risks with no critical hazards found.

Emergency drills

The Company revised and issued the *Fire Safety Management Regulations of China TravelSky Holding Company Limited and TravelSky Technology Limited*, introduced an integrated security-firefighting system to connect fire alarm signals with security monitoring equipment, conducted fire safety training and evacuation drills, and ensured regular maintenance, inspections and replacement of fire-fighting equipment. As a result, in 2024, there were no incidents related to fire safety, traffic safety, or administrative safety in the park. Additionally, the Company conducted over 3,000 emergency drills in 2024, with more than 5,000 employees participating.

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

Work safety training

TravelSky held two training sessions for unit leaders and front-line cadres across the Company, with safety management experts from institutions such as the China Academy of Civil Aviation Science and Technology and Zhejiang University invited to share insights, so as to enhance employees' safety awareness. In 2024, the Company organized over 950 safety training sessions with a total training time of 1,000 hours, and over 5,000 employees participating.

Safety culture promotion

TravelSky hosted a National Security Education Day knowledge competition covering 20 fields of national security. During the question collection phase, over 2,000 questions were submitted by 50 units, with a total of 7,545 employees participating.

Employee well-being

TravelSky continuously improves employee supplementary medical insurance coverage through short-term supplementary medical insurance programs to ensure sound operations of its insurance services. The Company cares for employee health by addressing their medical demands such as doctor visits, hospital registration and hospitalization, which involve their vital interests. Moreover, the Company has implemented an Employee Assistance Program (EAP) called "Healthy Mind, New Journey" to safeguard employees' mental health, and conducted first aid knowledge and skills training to boost employees' health awareness.



Fire drill



Safety training

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY



Safety inspection



TravelSky's emergency response to Typhoon Yagi



TravelSky's critical first-aid skills training



IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

4. Caring for employees' lives

TravelSky adheres to an employee-centered philosophy, actively addressing employees' needs for a better quality of life while promoting work-life balance. The Company has strengthened standardized labor union operations across all domains, comprehensively enhancing employees' sense of participation, fulfillment, belonging, and well-being.

Caring for female employees	TravelSky organized activities on International Working Women's Day and other theme events for female employees, and offered them with benefits including specialized health examination and hygiene products, so as to protect female employees' legitimate rights and interests.
Caring for employees in difficulty	The Company carried out the Golden Autumn Aid program for employees' children, allocated funds to grass-roots labor unions for winter warmth, heat relief, and key work subsidies, and provided financial assistance to employees in need or suffering from serious illnesses to resolve the pressing difficulties and problems that concern them most.
Showing concern for retirees	TravelSky conducted retiree satisfaction surveys on retirement benefits, optimized health examination plans and wellness activities for retirees and established a pre-retirement counseling mechanism, ensuring proper protection of retirement benefits.
Enriching employees' lives	To enrich employees' leisure time, TravelSky organized various cultural and recreational activities such as the TravelSky Cup football competition, and established multiple sports associations and activity venues while upgrading sports facilities.
Improving the office environment	The Company enhanced intelligent management of security and property services, optimized extended catering services, and improved the office environment in the park, all aiming to continuously boost employee satisfaction.

(III) SERVING CUSTOMERS

Guided by its business philosophy of "prioritizing safety, winning clients with services, and creating value with information", TravelSky adopts a customer-oriented approach to establish a robust product management system, and drives digital and intelligent transformation to deliver premium products and services, thereby enhancing its competitive edge in the industry.

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

1. Forging extraordinary quality

TravelSky continuously refines its product management system while elevating quality control standards to strengthen brand competitiveness. By exploring smart service solutions and developing an passenger service system spanning multiple scenarios, spaces, and channels, the Company propels smart airport development to new heights.

Improve product management

The Company has upgraded the product service system for the Gongxiang system and established a comprehensive set of product service tools covering all scenarios before, during, and after transactions, thereby completing the construction of the product service system. The Gongxiang system now offers round-the-clock self-service for the entire transaction process, significantly enhancing its product service quality. The Company has also deeply optimized and innovated its community service model, making the product service approach streamlined and efficient. Additionally, it has improved the product catalog management process, continuously strengthening product management. In 2024, the *Research and Practice on Improving Service Quality at Airport Information Desks Based on Dual-Screen All in One Machines* won the third prize in the 7th Central Enterprises QC Group Achievement Presentation Competition. Innovative cases in operation and maintenance, development, testing, and delivery won four second prizes and one third prize of the 2024 Quality Technology Awards of China Association for Quality.

Strengthen brand competitiveness

TravelSky further advanced its brand leadership initiative by optimizing the brand leadership group composition, establishing a dedicated brand task force and continuously strengthening organizational support capabilities. The Company has officially launched a brand management enhancement project to boost its operational effectiveness and unveiled its Gongxiang system to the industry. In 2024, the Company was listed in the Brand Finance's China Top 500 Most Valuable Brands for the 7th consecutive year, and its SearchOne platform was recognized as a benchmark enterprise classic case in the Brand and Quality Decade, further enhancing TravelSky's reputation and influence.

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

Foster smart civil aviation

TravelSky explores new models for digital civil aviation in core areas including passenger services, e-commerce, and marketing, jointly advancing industry practices in smart aviation. As a result, the Company's innovative products, including the transit passenger service platform, One ID biometric service platform, and Chainsky, have been widely used now, contributing to customer digital transformation and intelligent transportation while enabling comprehensive online and offline service throughout the entire process at any time.

2. Deepening customer service

Guided by an innovative and enterprising spirit and the customer-first principle, TravelSky issued the *Specialized Customer Service Plan of TravelSky Technology Limited for the 14th Five-Year Plan Period*. The Company is dedicated to delivering premium services, refining details, and improving customer experience so as to enhance customer service quality and efficiency and usher in a new phase of high-quality development for the PSS platform.

Improve customer service system

TravelSky optimized its customer service system to enhance standardization. In 2024, the three-tier service system has been established covering 33 airlines, 20 airports, 14 agents, and 2 clients of the information service department. In the same year, a total of 34 regular meetings for the three-tier service system were held, and 205 key tasks were completed.

Build up customer service efficiency

TravelSky enhanced customer service operations through rigorous quality monitoring and streamlined issue ticket processing, reducing the R&D center's average processing time to 6 hours and 28 minutes.

Delve deep into customer satisfaction survey

TravelSky conducted a customer satisfaction survey across seven business units in 2024, interviewing 1,603 clients and achieving the a satisfaction score of 93.49. The survey results were incorporated into performance indicators of these units. Qualitative feedback was systematically analyzed to develop targeted rectifications, which will be prioritized for implementation in 2025 to ensure a closed-loop feedback mechanism.

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

Enhance self-service capabilities

TravelSky actively promoted the development and application of its Fault Reporting and Customer Service Assistant (Tosp). Designed as a self-service platform for core system users, Tosp boasts account security management features, including dual-factor real-name authentication for work accounts, self-service restriction lifting, and account activation. It also has customer service features such as fault reporting, data inquiry, and operational guidance.

Innovate in community service models

Under the new service philosophy of “joint dialogue on common needs, collaborative solution development and exchange, and sharing of achievements within the industry”, TravelSky adheres to a service strategy of “centralized operations, standardized definitions, community sharing, and sustainable development”. By advancing customer service system construction and leveraging business-department-driven innovation, TravelSky has established a new operation mechanism for core system communities. This enables business personnel to directly handle customer service requests, promoting collaborative dialogue on service needs, co-development of products, shared achievements, and mutual benefit for customers within the community.

Smart civil aviation: What they say

TravelSky has shown a great attitude in both the initial service research and the subsequent service support. They always address issues promptly and conduct annual research and feasibility analyses before launching new products each year. The development of various functions and the responsiveness to demands are very satisfactory.

—Sichuan Airlines

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

3. Actively responding to customer complaints

TravelSky actively responds to customer complaints and has issued relevant management regulations, including the *Customer Complaint Management Measures of TravelSky Technology Limited* and the *Customer Claim Management Measures*. The Company's customer service committee is overall responsible for managing customer complaints, while the service desk at the headquarters serves as the official channel for customers to submit complaints. The service desk is responsible for receiving customer complaints, assigning dedicated personnel to track the progress of each case throughout the process while fulfilling the first-point-of-contact responsibility and ensuring that customer complaints are ultimately resolved and feedback is provided to the customers. In 2024, the Company did not experience any customer complaint incidents. Relevant disclosure policies do not apply to the Group as we are not involved in the advertising, labeling or remediation relating to products and services provided.

(III) WIN-WIN COOPERATION

TravelSky actively gathers advantage resources and continuously expands strategic cooperation in a comprehensive, multi-field, and in-depth manner across and beyond the industry for mutual benefit. By adhering to responsible, transparent, and green procurement, strengthening supplier management and collaborating with upstream and downstream partners in the industry chain, TravelSky drives industry communication and progress and works with partners to pioneer a new era of high-quality development in the industry.

1. Supplier management

TravelSky has formulated and revised the *Supplier Management Measures of China TravelSky Holding Company Limited* and *TravelSky Technology Limited* to set specific regulations and requirements for suppliers on sourcing management, supply management, risk warning management, misconduct management, and evaluation results application, continuously standardizing and enhancing supplier management. We have conducted credit checks on suppliers and completed the review and registration of nearly 200 suppliers to ensure they provide qualified products and services. By adopting robust information security technologies and management processes, we strictly safeguarded supplier information from leakage, damage, or loss. We conducted online supplier evaluations via the PAM system and established a comprehensive blacklist and negative list mechanism. TravelSky has strengthened communication with critical and key suppliers, drew on industry experience to solve practical problems, systematically identified ESG risks in the supply chain, and built an open, transparent, and efficient supplier management system.

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

Performance	Unit	2022	2023	2024
Number of suppliers for centralized procurement	/	122	163	253
Proportion of local suppliers (Beijing)	%	77	53.40	67.19
Number of suppliers by geographical region (including suppliers of consumables and office suppliers)	/	North China 96	North China 90	North China 194
		East China 13	East China 44	East China 21
		South China 5	South China 16	South China 20
		Southwest China 2	Southwest China 8	Southwest China 6
		Central China 3	Central China 2	Central China 5
		Hong Kong, Macao, and Taiwan 3	Northwest China 3	Hong Kong, Macao, and Taiwan 1
				Northwest China 6

2. Responsible procurement

TravelSky continuously improves its procurement management system by defining key points and operational specifications for processes such as procurement planning and implementation. It has promoted procurement plan management by standardizing demand-side requirements and implementation procedures to enhance efficiency. The Company has increased centralized procurement, reinforced category management through a centralized procurement catalog, and adopted framework agreements to procure similar products. It emphasized performance management by incorporating relevant procurement indicators into the performance assessment system of each unit, and strengthened the Group's supervision and control over the procurement work, establishing a safe, reliable, stable, and mutual beneficial supply-demand cooperation.

Clean procurement

TravelSky issued the *Bidding Agency Selection Process*, stipulating that the entire selection process must be conducted under the supervision of the discipline inspection commission, with the selection process recorded and archived for future reference. The Company carried out integrity education to enhance procurement personnel's awareness of legal bidding and ethical conduct, emphasizing their adherence to professional standards.

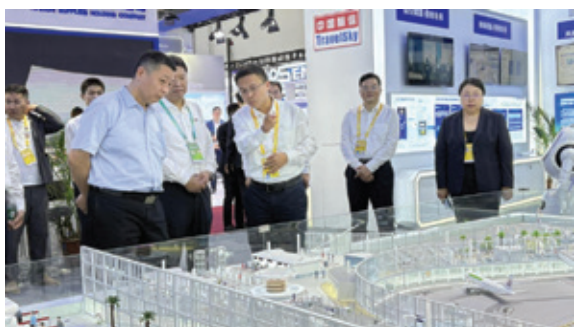
IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

Green procurement	<p>TravelSky made green procurement plans and conducted evaluations of green suppliers to reinforce green management at the procurement source. The Company encourages the purchase of energy-saving, low-carbon, and eco-friendly materials, products, equipment, and facilities. Moreover, TravelSky advances procurement initiatives related to the renovation and upgrading of old equipment and energy-saving projects such as photovoltaic power generation, fully committed to building a green supply chain system.</p>
Smart procurement	<p>In TravelSky, the entire procurement process is managed by information systems. Risk prevention measures are set at key nodes and important stages in accordance with relevant procurement management regulations, and compliance reviews are conducted during the procurement approval process by designated compliance officers.</p>
Transparent procurement	<p>All bidding and procurement information within the Group must be published on the TravelSky Procurement and Bidding Website. This ensures transparency and enables all employees to oversee procurement activities.</p>
Fair procurement	<p>According to specific provisions of the procurement system, small and medium-sized enterprises (SMEs) must be treated equally; discriminatory or exclusionary conditions, such as inappropriate qualification requirements or technical specifications that are not aligned with the specific characteristics and actual needs of the procurement project, are prohibited; specific supplier names or brands and models of goods must not be requested or specified, and terms that point to technologies or services provided by specific suppliers must be avoided.</p>
Centralized procurement	<p>TravelSky has implemented framework agreement procurement for server operating systems across the Group and coordinated the centralized procurement of independently controllable resources to promote the standardization, precision, and coordination of procurement management, shorten procurement cycles, reduce costs, and ensure stability in the supply chain.</p>

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

3. Conducting cooperation and exchanges

TravelSky consistently sticks to the development philosophy of “complementary advantages and mutual benefit” and actively collaborates with government agencies, domestic and international large-scale enterprises, renowned industry enterprises, and professional associations. The Company has participated in prominent industry forums such as the Civil Aviation Technology Equipment Exhibition, the International Forum on Civil Aviation Standardization, and the Informatization Forum of CAAC. Additionally, it has engaged in major international events like the China International Fair for Trade in Services, the Forum on China-Africa Cooperation, the Air Silk Road International Forum, and the China International Aviation & Aerospace Exhibition. Through these efforts, the Company established mutually beneficial strategic partnerships to jointly promote the development of new quality productive forces and enhance its influence comprehensively.



TravelSky presented at the 15th China International Aviation & Aerospace Exhibition



TravelSky joined the 24th Global Operations and Process Summit (GOPS)



TravelSky engaged in the China International General Aviation and Drone Development Conference

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

Smart civil aviation: What they say

We have maintained a friendly and long-term cooperative relationship and forged a deep bond with TravelSky. As TravelSky advances with the times, may you lead the trend and achieve new glories on your new journey.

—A customer from an airline

4. Deepening global responsibility performance

With a global perspective, TravelSky actively contributes to the Belt and Road Initiative by leveraging its core strengths to cultivate overseas markets and address international customer demands. Through partnerships with airlines along the Belt and Road and memberships in key industry alliances, including the Global Alliance for Trade in Services, IATA, CATA, and Air Silk Road International Cooperative Alliance, the Company strengthened international cooperation and connectivity. In 2024, TravelSky won the bid for the self-service baggage application project at Changi Airport, ensured smooth operational support at Angkor International Airport in Cambodia, and completed full migration of Pakistan's Serene Air system from Radixx to QUICK. These achievements exemplify TravelSky's commitment to hard connectivity in aviation information system infrastructure, offering Chinese wisdom and solutions to advancing informatization of global aviation and improving livelihoods along the Belt and the Road.

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

STUDY

Successful launch of TravelSky's QUICK System in Pakistan boosts the Belt and Road cooperation

On October 24, 2024, Serene Air's ER703 flight successfully departed from Peshawar, marking the complete migration of Serene Air's passenger service business from the Radix system of Sabre to TravelSky QUICK Passenger Retailing system (hereinafter referred to as "QUICK System"), which is now officially operational.

The successful implementation of the system in Pakistan paves the way for close cooperation with customs systems, departure control platforms, and other related systems and agents across Pakistan, South Asia, and Middle Eastern countries in the future. This milestone not only solidifies the foundation for TravelSky's global product expansion but also injects new vitality into the high-quality construction of the China-Pakistan Economic Corridor, promoting deeper exchanges and cooperation between China and Pakistan, and exemplifying win-win cooperation under the Belt and Road Initiative.



Personnel from TravelSky International Limited and the R&D Center provided on-site migration support at Serene Air headquarters in Islamabad



A migration coordination meeting was convened at TravelSky High-tech Industry Park between Serene Air and TravelSky teams

(IV) SOCIAL CONTRIBUTIONS

As a central State-owned enterprise, TravelSky remains committed to sharing the fruits of development with the society and fulfills its mission and implements its responsibility through enthusiastically engaging in public welfare and charity activities, contributing to rural revitalization and servicing and guaranteeing major events. Through these endeavors, the Company aims to promote the long-term development of the society.

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

1. Public Welfare and Charity Initiatives

Taking public welfare and charity as a key focus, we actively organize volunteer service activities to promote community development, donate funds and materials to the society and proactively engage in flood control and disaster relief to strengthen the safety barrier, demonstrating our sense of responsibility and commitment, as well as our positive image in public welfare.

In 2024:

- **3,900** Hours of Youth Volunteer Service Delivered
- **810** Youth Volunteer Activity Engagements Recorded
- About RMB**850,000** Invested in Youth Public Welfare Activities

Volunteer services

We have planned the development of the volunteer service system, formulated specific management measures for the system and established reward and support mechanisms. Moreover, we have organized youth volunteers from the headquarters and subordinate units to initiate volunteer service activities such as film screenings, the "Warm Winter Action" during the Spring Festival travel rush, and science popularization.

Charitable contributions

We donated relief supplies worth over RMB100,000 to support the post-earthquake reconstruction in Gansu and launched the "Love Walks" campaign to raise charitable funds, contributing to public welfare. By doing so, we aim to share the power of love and hope.

Flood control and disaster relief

We have established a flood-control leading group and flood rescue teams. We have implemented a 24-hour duty system to ensure round-the-clock presence during the flood season. Furthermore, we have also improved our emergency response plans for flood situations and coordinated the deployment of flood control and drought relief efforts to ensure the safety of the Company during the flood season.

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

2. Comprehensively promote rural revitalization

TravelSky adheres to General Secretary Xi Jinping's important instructions and directives on rural revitalization as its fundamental guide. By leveraging the strengths of its pairing assistance county based on the county's actual conditions, the Company has meticulously organized and advanced its efforts in rural revitalization of Shenchu County in Shanxi Province. We established an assistance framework led by a pairing assistance leading team, with clear roles for group leaders, responsible departments, pairing assistance cadres, and branches and subsidiaries, ensuring coordinated and collective management. Furthermore, we formulated the "2024 TravelSky Pairing Assistance Work Plan for Shenchu County", outlining 13 key tasks across 7 areas. We conducted on-site specialized supervision and guidance, steadily increased funding, applied the experience of Zhejiang's "Green Rural Revival Program" to coordinate and advance assistance initiatives, and promoted the "Five Revitalizations" collectively. As a result, we have achieved continuous and substantive progress and phased results on comprehensive rural revitalization.

Since 2012:

- A total of RMB**104,098,900** has been invested in assistance funds.

In 2024:

- **7** assistance cadres have been dispatched.
- RMB**19,022,100** has been directly invested in assistance funds.
- A total of RMB**112,000** in non-reimbursable financial assistance has been introduced.
- A total of RMB**46,000,000** in reimbursable financial assistance has been introduced.
- **13** assistance projects have been carried out
- Employment assistance initiatives have been implemented, benefiting **469** individuals.
- Agricultural products worth of RMB**4,443,000** from areas that have been lifted out of poverty has been directly purchased.
- Agricultural products worth of RMB**14,185,800** from areas that have been lifted out of poverty has been helped to sell.
- Agricultural products worth RMB**3,745,300** from Shenchu County has been directly purchased.
- A total of RMB**18,628,800** has been allocated for assistance programs.

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

Industrial
revitalization

We conducted live-streaming activities for local agricultural specialties in Shenchì County as part of the rural revitalization initiative and created a unique brand for agricultural benefits through live-streaming on the Umetrip app, publicizing high-quality local agricultural products from Shenchì. Moreover, we developed the "Rural e-Town" program, continuously gathering all essential elements of the e-commerce industry in Shenchì County. Consequently, a sustainable e-commerce ecosystem integrating "industry, e-commerce and supporting services" has begun to take shape. Paid assistance funds have been introduced for cold-chain logistics and storage projects, thereby improving the entire industry chain and enhancing the convenience and safety of grain storage and transportation in Shenchì County. In addition, by implementing "capital introduction" and "intellectual support" concurrently, we prioritized the development of four ecological agricultural industry bases and gradually established a series of characteristic assistance industries to benefit the local population.

Talent revitalization

We organized visits to Hangzhou, Suzhou, and Chengdu for grass-root level cadres and leaders of rural revitalization with the aim of learning from the "Green Rural Revival Program". A total of 170 leaders at county, township and village levels, as well as 30 leaders of rural revitalization, have received the training. We also conducted off-site practical training and incubation programs for e-commerce live-streaming sales talents, delivered e-commerce technical talent training to 250 participants and domestic service skills training to 128 participants, and organized the labor dispatch of 11 tea-picking workers to Hangzhou. Additionally, we have formulated talent training and employment incentive policies, increased subsidies for migrant workers, and enhanced support for local relocation assistance workshops, with the goal of strengthening incentives for personal and corporate income growth through employment.

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

Ecological revitalization

We initiated a greening project through planting fruit trees along green village roads, on idle lands, and in residential courtyards, aiming to achieve the dual goals of improving village afforestation and developing courtyard economy. We developed and improved the “Zero-Distance” digital rural governance service platform to ensure monitoring and early warning for the exploitation of mine and forest resources, as well as potential floods and pollution, thereby protecting and improving the ecological environment. Additionally, we advanced the development of an eco-tourism scenic area in Rongzhuangzi Village by establishing cultural and tourism platforms, fostering agritourism experiences, and improving natural landscapes. Through these initiatives, we are facilitating the transformation of “lucid waters and lush mountain” into “invaluable assets”.

Organizational revitalization

We established a joint Party committee to drive integrated development across five villages. The joint Party committee made efforts in maximizing the five villages’ strengths, and consequently established a demonstration complex where each village contributes its unique strengths, fulfills its responsibilities, and contributes to coordinated development. Besides, we provided paired assistance to all 17 primary and secondary schools in Shenchi County, donated funds and supplies worth RMB214,100 to these schools. Solid efforts were also made in paired co-construction, with 185 Party branches providing support to 122 villages in the assisted county, ensuring full coverage of assistance for impoverished students.

Cultural revitalization

We have completed the construction of indoor cultural activity rooms and outdoor leisure squares, providing villagers with more accessible spaces for cultural engagement. We have also set up cultural promotion walls and radio stations to raise awareness among villagers about themes such as rural revitalization policies, industrial development, rural civility. In addition, we implemented initiatives about eliminating outmoded customs and evaluated star-rated civilized households, advocating for new concepts and lifestyles while fostering a vibrant atmosphere for rural civilization.

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY



“Smart Security” System Developed and Implemented by TravelSky for Sanshan Village, Shenchì County



2024 Shenchì County Specialty Food Tasting and Sales Fair



Members from the “Qingma Project” of the TravelSky Youth League Committee traveled to Shenchì County to provide volunteer education assistance

IV. SOCIETY: ACHIEVING SHARED PROSPERITY THROUGH INTEGRITY

3. Guarantee for Major Events

TravelSky actively fulfills its social responsibilities. In line with the deployment of the SASAC and the CAAC, the Company ensured the secure operation of civil aviation passenger information system and consistently maintained the stable operation of TravelSky's host, networks, and infrastructure during major events, providing full support throughout the entire process. In 2024, the Company successfully completed major guarantee tasks for several significant events, including the Spring Festival travel rush, the National People's Congress and Chinese People's Political Consultative Conference (NPC & CPPCC) sessions, the Boao Forum for Asia, the China-Africa Cooperation Forum, the 75th-anniversary celebration of the founding of the People's Republic of China, and the China International Import Expo. And the cumulative duration of key guarantee tasks reached 88 days. These efforts have effectively reinforced TravelSky's role as the "nerve center" of China's civil aviation industry.



TravelSky's Deployment for Smooth Spring Festival Travel Rush Operation



The Front-line Operation and Maintenance Team from the Network Support Department of TravelSky Operation Center

KEY PERFORMANCE

KPI	Unit	2022	2023	2024
Economic				
Total revenues	Thousand Yuan	5,210,106	6,983,847	8,823,023
Total profit	Thousand Yuan	735,139	1,612,136	2,394,526
Total assets	Thousand Yuan	25,237,623	27,500,129	29,694,646
Earnings per share (basic and diluted)	RMB	0.21	0.48	0.71
Dividend per share	RMB (tax inclusive)	0.053	0.16	0.239
R&D expenses	Thousand Yuan	701,714	863,039	824,637
Number of patents applied	Pieces	223	233	642
Environment				
Emissions by vehicles (Scope 1)	tonne	288.50	324.80	162.30
Emissions by diesel (Scope 1)	tonne	88.80	33.60	406.90
Emissions by natural gas (Scope 1)	tonne	3,888.10	4,305.30	3,661.90
Emissions by electricity consumption (Scope 2)	tonne	111,452.90	82,719.20	81,346
Emissions by purchased heat consumption (Scope 2)	tonne	629.70	542	442.80
Total greenhouse gas emissions	tonne	116,348.10	87,924.80	86,019.90
Intensity of total greenhouse gas emissions	tonne/ RMB million of income	22.30	12.59	9.75
Discharge of total non-hazardous waste generation	tonne	603	797.93	842
Density of non-hazardous waste generation	tonne/ RMB million of income	0.10	0.11	0.10
Total hazardous waste generation	piece	1,200	1,300	1,000
Density of hazardous waste generation	piece/ RMB million of income	0.20	0.19	0.11
Total electricity consumption	MWh	191,829.50	145,045	151,595.20
Intensity of electricity consumption	MWh/ RMB million of income	36.80	20.77	17.18
Total gasoline consumption (vehicle)	L	129,905	146,232.90	73,068.50
Intensity of gasoline consumption (vehicle)	L/vehicle	593.10	738.50	803
Total natural gas consumption	m ³	1,798,230	1,991,189	1,693,589
Intensity of natural gas consumption	m ³ / RMB million of income	345.10	285.11	191.95
Total consumption of purchased heat	GJ	5,724.60	4,927	4,026.10
Intensity of consumption of purchased heat	GJ/ RMB million of income	1.10	0.71	0.46
Consumption of diesel	tonne	28.30	10.70	129.40
Total water consumption	tonne	483,323	484,828	515,235
Intensity of total water consumption	tonne/ RMB million of income	92.80	69.42	58.40

KEY PERFORMANCE

KPI	Unit	2022	2023	2024
Society				
Total Employees	Person	6,570	6,620	6,722
The Company's employee turnover rate	%	8.70	5.30	3.60
Total number of trainees	Person	4,862	4,124	4,406
Percentage of trainees	%	74	62.30	65.5
Lost days due to work-related injury	Day	0	0	0
Number of work-related fatalities	Person	0	0	0
Direct investment in rural revitalization support	Thousand Yuan	15,460	18,773.10	19,022.09
The number of impoverished people benefiting from rural revitalization projects	Person	9,564	13,213	14,000
Youth participating in volunteer activities	Person-times	800	830	810
Youth volunteer service hours	Hour	5,500	3,000	3,900
Employees received safety training	Person-times	5,000+	5,000+	5,000+
L2 or higher security failures and information security incidents causing social impacts	Occurrence	0	0	0
Number of suppliers for centralized procurement	Nos	122	163	253
Proportion of local (Beijing) suppliers	%	77	53.40	67.19

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(I) HKEX ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE

Subject Areas and Aspects	General Disclosures and KPIs	Corresponding Pages
A Environment		
Aspect A1: Emissions	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 waste gas and greenhouse gas emissions, discharge into water and land, and generation of hazardous and non-hazardous waste.	40–46
	A1.1 Types of emissions and respective emissions data.	Disclosure for 2024 is not yet available as the emissions account for a minor proportion. The Group will gradually improve its emissions data disclosure system
	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).	43
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	46
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	46
	A1.5 Describe the emission targets set and the steps taken to achieve them.	44
	A1.6 Description of emissions target(s) set and steps taken to achieve them.	44, 45

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Subject Areas and Aspects	General Disclosures and KPIs	Corresponding Pages
Aspect A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, waste and other raw materials.	41, 42
	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).	43
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	43
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	41, 42
	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.	42
	A2.5 The packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The Group's business operations do not involve the use of packaging materials
Aspect A3: Environment and Natural Resources	General Disclosure: Policies to minimizing the issuer's significant impacts on the environment and natural resources.	50
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	50

Subject Areas and Aspects	General Disclosures and KPIs	Corresponding Pages
B. Society		
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.	53–59
	B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	54, 55
	B1.2 Employee turnover by gender, age group and geographical region.	55
Line B2: Health and safety	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	60
	B2.1 Number and rate of work-related fatalities in each of the past three years including the reporting year.	80
	B2.2 Lost days due to work injury.	80
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	59–62
Aspect B3: Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	57
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	58
	B3.2 The average training hours completed per employee by gender and employee category.	58

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Subject Areas and Aspects	General Disclosures and KPIs	Corresponding Pages
Aspect B4: Labor Standards	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	53
	B4.1 Description of measures to review employment practices to avoid child and forced labor.	53
	B4.2 Description of steps taken to eliminate such practice when discovered.	53
Operating Practices		
Line B5: Supply chain management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	67
	B5.1 Number of suppliers by geographical region.	68
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	67–69
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	67–69
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	67–69

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Subject Areas and Aspects	General Disclosures and KPIs	Corresponding Pages
Aspect B6: Product Responsibility	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety advertising, labeling and privacy matters relating to products and services provided and methods of redress.	67
	B6.1 Percentage of total products sold or shipped subject to recalls for health and safety reasons.	The products and services provided by the Group are not subject to recalls for safety and health reasons
	B6.2 Number of products and services related to complaints received and how they are dealt with.	67
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	35
	B6.4 Description of quality assurance process and recall procedures.	The products and services provided by the Group are not subject to recalls
	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	38
Aspect B7: Anti-corruption	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.	27
	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.	27
	B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	27-29
	B7.3 Description of anti-corruption training provided to directors and staff.	27

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Subject Areas and Aspects	General Disclosures and KPIs	Corresponding Pages
Community		
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	B8.1 Focus areas of contribution (e.g education, environmental concerns, labor needs, health, culture, sport).	73-78
	B8.2 Resources contributed (e.g. money or time) to the focus area.	73-76

(III) GRI SUSTAINABILITY REPORTING STANDARDS

GRI Sustainability Reporting Standards

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